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2024 Corporate Social ESG Responsibility Report



About This Report

Bank of Jiangsu Co., Ltd. (hereinafter referred to as "Bank of Jiangsu" or "the Bank" or "we") has annually published the ESG & corporate social responsibility report since 2013, particularly for disclosing the Bank's information related to the sustainability the field of environment, social and governance (ESG). This is the 12th ESG/social responsibility report released by the Bank.

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, 2024. Unless otherwise specified, any reference to the term "as of the end of the year" in this Report means "as of the end of 2024".

Reporting Cycle: The Report is released on an annual basis. The previous report was released in April 2024.

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 *Guidelines of Shanghai Stock Exchange for Self-Regulation of Listed Companies*, other related opinions and guidelines, and with reference to the *Sustainability Reporting Guidelines of Global Reporting Initiative* (GRI 2021), the ISO 26000: *Guidance on Social Responsibility developed by the International Organization for Standardization* (ISO), the *Guidance on Social Responsibility Reporting* (GB/T 36001-2015) 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 2024 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 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.

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Chairman's Statement



The year 2024 marked the 75th anniversary of the founding of New China. As the critical year for fulfilling the targets and tasks under "The 14th Five-Year Plan", it was also the first complete year for the New Party Committee of Bank of Jiangsu to perform their duties. Over the past year, under the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, Bank of Jiangsu thoroughly implemented the spirit of the Central Financial Work Conference, deeply understood its financial functionality and profitability, consistently implemented the overall operations management orientation of "not seeking the fastest, but the most stable", integrated the ESG concept into its strategic development, management and corporate culture, optimized the financial supply with the focus on deepening the "five key areas of finance", and took a path of symbiosis and co-prosperity among finance, economy, society and environment in practice. In 2024, the Bank's MSCI rating was upgraded, and its Wind ESG rating was up to A, with an increase of two consecutive levels.

Make innovations and help new quality productive forces speed up their pace

Bank of Jiangsu always regards scientific and technological innovations of services as requisite, and strives to improve the services of the new quality productive forces. It constantly improves its scientific and technological financial service system, optimizes its supporting systems and mechanisms, insists on "taking into account patents rather than assets" of technology enterprises, and continuously increases its resource investment. According to the characteristics of technology enterprises, the Bank has developed diversified and adaptable products, strengthened cooperation with regional technology transfer and transformation centers of universities and other institutions, and set up "Bank of Jiangsu Enterprise Listing Service Base" to facility the growth of the technology enterprises throughout the lifecycle. It has integrated its internal and external resources, and built an alliance platform of "Suyin Science and Innovation Integration" for customers' mutual recommendations, resource sharing and information exchange, creating value for customers with diversified services.

Facilitate green development and improve services

Bank of Jiangsu has always adhered to the clear orientation of green development and supported the construction of beautiful China and Jiangsu with green finance. It has developed a green finance development strategy with the dual drive of the Principles of Responsible Banking (PRB) and ESG, created a characteristic service system of "ecological finance, energy finance, and transformation finance", and continuously refreshed itself as a "domestically leading and internationally influential" green finance brand. The Bank has optimized "Suyin Green Finance" service model, launched the "Green Factory Loan" in collaboration with the Ministry of Industry and Information Technology, participated in the establishment of Yangtze River Delta G60 S&T Innovation Valley ESG Development Alliance, embedded ESG risks into investment and financing business processes, and provided high-quality financial supplies for key green and low-carbon areas. It performed its responsibilities as a representative of the Central and East Asian Bank Council of the United Nations Environment Programme Financial Initiative (UNEP FI), and took the lead in formulating international standards for sustainable finance, evaluated as Top Ten Outstanding Global Cases of PRB issued by UNEP FI.

Support small and micro businesses and people, in an attempt to address difficult, expensive and complex financing

Bank of Jiangsu has consistently upheld finance for people and continuously strengthened inclusive finance services. It has created the "four-beam and eight-pillar" system for inclusive finance and a "rapid, stable, active, special" model for serving small and micro businesses, and creatively launched special products such as "Feng Huan Chao" and "E-loan for Procurement and Sales" to facilitate high-quality development of the small and micro businesses. The Bank has constructed a service system for "four farming seasons", which focuses on supporting the comprehensive revitalization of rural areas and the modernization of agriculture and rural areas. The businesses in "agriculture, rural areas and farmers" have been increased and expanded with high quality. To facilitate people's yearning for a better life, the Bank has introduced 18 measures to help restore and expand consumption, cooperated with local commercial departments to issue trade-in coupons for electric bicycles, furnishings and home decorations". It has jointly issued cultural tourism coupons with cultural tourism departments so that the real subsidies and convenience are available to the customers.

Make finance benefit the elderly and care for the financial needs of the silver-haired group

Bank of Jiangsu actively deploys pension finance, pension finance and other fields to provide high-quality financial services for the elderly. It continuously improves its matrix of pension products, constructs a system of personal pension products that covers deposits, funds, wealth management and insurance, strengthens the expansion of personal pension fund accounts, and diversifies its exclusive products for elderly customers. The Bank strives to create one-stop elderly care services, gives full play to the advantages of wealth management, and provides full-chain services covering characteristic cards, exclusive wealth management, and convenient settlement. It continuously improves its age-friendly service capabilities, optimizes its age-friendly outlet services, diversifies mobile banking scenarios, and develops door-to-door services to better satisfy the needs of the silver-haired groups.

Use data as an engine to effectively give play to the empowering and supporting roles of digital finance

Bank of Jiangsu accelerates its digital transformation of operations management, and continuously improves the services of digital economy. Internally, focusing on digital transformation and starting from management centralization, it has comprehensively promoted the centralization of transactional work to the head office, and the centralization of operational and operational work from multiple lines to one line, in order to release grassroots productivity to the greatest extent. Externally, it broadens the boundaries of its financial services in reliance upon the digital intelligence services. Starting from high-frequency consumption scenarios, it has launched functions such as digital RMB credit card repayment and wealth management purchases. Focusing on business scenarios such as production, purchase, sale, transportation and storage upstream and downstream of the industrial chain, the Bank has constructed a "Suyin e-chain" service system to expand the supply chain business from the "main credit" model for core enterprises to the "transaction credit" and the "data credit".

Under the lead of Party building, actively create a good atmosphere of unity and hard work

Bank of Jiangsu has firmly fostered the concept that "highlighting Party building is to enhance the core competence", and integrated the Party's leadership into all aspects of the whole operations management process. The Bank continuously builds its brands in combination with Party building, procures its Party organizations at all levels to perform their primary responsibilities for strictly administering the Party in an all-round manner, actively promotes and practices the financial culture with Chinese characteristics, constantly improves the purity and professionalism and aggressiveness of the team, organizes and carries out activities such as selection of "industry experts" and commendations for the young "showing no fear for hardship and difficulty", and promotes its high-quality development with the "red engine" of Party building.

Heaven rewards hard work, and hard work always pays off. 2025 coincides to be the 18th anniversary of the merger and reorganization of the Bank. Over eighteen years of prosperity, a century-old brand has been passed down from generation to generation, and a more magnificent journey has started. We will earnestly enhance our sense of political responsibility and historical mission, thoroughly practice the political and people-oriented nature of finance, be full of confidence and energy, seek progress and change while maintaining stability, and unswervingly excel in the "five key areas of finance", in an attempt to promote the further high-quality leapfrog development of the whole Bank, and make more financial contributions to the sustainable development of the economy, society and environment.

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

President's Statement



In 2024, Bank of Jiangsu thoroughly implemented the decisions and arrangements of the Central Committee of the Communist Party of China, the State Council and the Jiangsu Provincial Committee of the Communist Party of China and the Provincial Government. It upheld that the financial work was political and people-oriented, excelling in the “five key areas of finance” in a steadfast manner, and actively performed its economic, environmental and social responsibilities as a financial enterprise. It repaid the society, contributed to the employees' achievements, repaid its shareholders and drove the sustainable economic and social development with its solid outcomes in repaying the motherland and serving people with finance. In practice, it took a path to symbiosis and co-prosperity among the finance, economy, society and environment.

Keep "national affairs" in mind, shoulder missions and perform responsibilities

Based on its own resource endowments, Bank of Jiangsu consistently focuses on its principal business, gets itself deeply established in local areas, earnestly implements the latest policy requirements such as "two important policies" and "two new policies", constantly strengthens high-quality financial services for major strategies and key areas, and strives to highly unify financial functionality and profitability. It vigorously implemented the "Three-Year Action for Facilitating High-Quality Development of the Manufacturing Industry". By the end of 2024, the Bank's outstanding manufacturing loans exceeded RMB 303 billion, and the outstanding advanced manufacturing loans exceeded RMB 106 billion. Adhering to the technology and finance concept of "finance + government + industry", the Bank built a financial service alliance known as "Science and Innovation Integration", strengthened cooperation with regional technology transfer and transformation centers of universities and other institutions, and nearly served 22,000 technology enterprises. The Bank actively supports the "the Belt and Road Initiative" to help the enterprises "go global", and provide cross-border settlement, investment and financing services. During the year, the international settlements of the whole Bank exceeded 300 billion US dollars. It gave full play to the advantages of "commercial bank + investment bank", "direct finance + indirect finance" and "financial + non-financial" linkage services to provide the enterprises with comprehensive financial services for the whole lifecycle, all products and channels. The Bank deeply understands the eternal theme of risk prevention and control in its financial work. It conscientiously implements the work requirements for preventing and addressing local debt risks, real estate financing coordination mechanism, and work requirements for "guaranteed delivery of houses". It continuously improves the "completely horizontal and vertical" risk control management system, constantly strengthens the comprehensive risk management, and firmly holds the bottom line of risk prevention and control. It always maintains its strategic focus on the high-quality development, insists on being a "thoughtful bank", fosters three comparative advantages of "high efficiency", "strong synergy" and "excellent services" with the concept of "One Bank", accelerates the digital transformation, and steadily releases the momentum of reform and innovation.

Empower green development and drive low-carbon transformation

Bank of Jiangsu makes continuous innovations of its green finance model, guides and drives more factors of production to flow to green, low-carbon fields. By the end of 2024, its green financing exceeded RMB 550 billion. The Bank achieved steady growth in green bonds, green retail, green lease, and green wealth management assets. It has innovated its financing models such as "ecology-oriented development (EOD)", "infrastructure franchise" and "gross ecosystem product (GEP)" to continue providing high-quality financial supplies for key areas of ecological and environmental protection. The Bank launched a number of green financial products, including "PV Loan", "Renewable Energy Subsidy Confirmation Loan" and "Contract Energy Management Loan" to support the high-quality development of the new energy industry. It independently developed the carbon accounting system and completed the Group's "Scope 3" greenhouse gas emission accounting work, laying a solid foundation for drafting transformation plans and promoting the transformation of its financial business. Evaluated as Top Ten Outstanding Global Cases of PRB by UNEP FI, it was the sole financial institution of Asia Pacific included in among the cases. Having been promoting green operations, the Bank has carried out carbon emission inventory for two consecutive years, reduced the impacts of its own development on the environment, and supported the green, low-carbon transformation of the economy and society with practical actions.

Strengthen the fulfillment of responsibilities and build a harmonious society

Bank of Jiangsu practices the social responsibility concept of "combining kindness with heart and soul and creating beauty through action". Having set up special committees on strategies, ESG, and protection of consumer rights and interests, etc., it is committed to enriching people through finance, facilitating people through finance, and benefiting people through finance. The Bank thoroughly implemented the policy requirements for "guaranteed quantity, stable price, and optimized structure" of inclusive credit, promoted the financing coordination mechanism for the small and micro businesses, and created a "four-season farming season" service system. By the end of 2024, the growth rate of its inclusive loans for the small and micro businesses was above the average of the whole country and Jiangsu Province. In terms of outstanding agriculture-related loans, the Bank ranked the first among the City Commercial Banks of the whole country. Around the silver-haired economy, it improves the financial pension service system, and launched a barrier-free caring version in its APP to lower the threshold for elderly customers to use mobile financial services. The Bank implements the requirements for helping enterprises relieve their difficulties, strictly obeys the regulations of "seven prohibitions", "four disclosures", "two prohibitions and two restrictions", and reduces various service fees, commissions and customer costs. It has established and improved a characteristic information disclosure system to meet the requirements of the stakeholders and the capital market for information disclosure, and fully protect the rights of its shareholders and investors to know. The Bank organizes public welfare activities such as "3.15" Consumer Protection Publicity Week, the Journey for Popularizing Financial Knowledge, and the Financial Education Publicity Month to guide the consumers to study, understand, trust, and employ finance, and continuously improve their abilities to protect their own rights and interests. It has extensively participated 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, be thankful to the times and repay the society with love and charity.

Don't pause while chasing the wind and the moon; beyond the vast plain lies the spring mountain. 2025 is the final year of the "14th Five-Year Plan", and Bank of Jiangsu has officially ushered in the "coming-of-age ceremony" at the 18th anniversary of its merger and reorganization. Bank of Jiangsu consistently "strives for progress and changes while maintaining stability", truthfully and thoroughly excels in the "five key areas of finance", actively performs its social responsibilities, demonstrates its corporate responsibilities, and makes new and greater contributions to writing a new chapter in Jiangsu's modernization for being "strong, rich, beautiful and high".

Yuan Jun,
Deputy Secretary of the Party Committee
and President of Bank of Jiangsu

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About Us

Profile of the Bank

Bank of Jiangsu, one of the 20 systematically national important banks, 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. It ranked the 66th in the 2024 Top 1000 World Banks, and Top 100 among global banks. Furthermore, Bank of Jiangsu ranked the 166th on the Fortune China 500 list, holding the first position in the domestic urban commercial 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.

The Banker
TOP 1000
WORLD BANKS 2024

Global ranking
66th

Ranked 66th in the 2024 Top 1000 World Banks Maintained Its Ranking among the Top 100 Banks

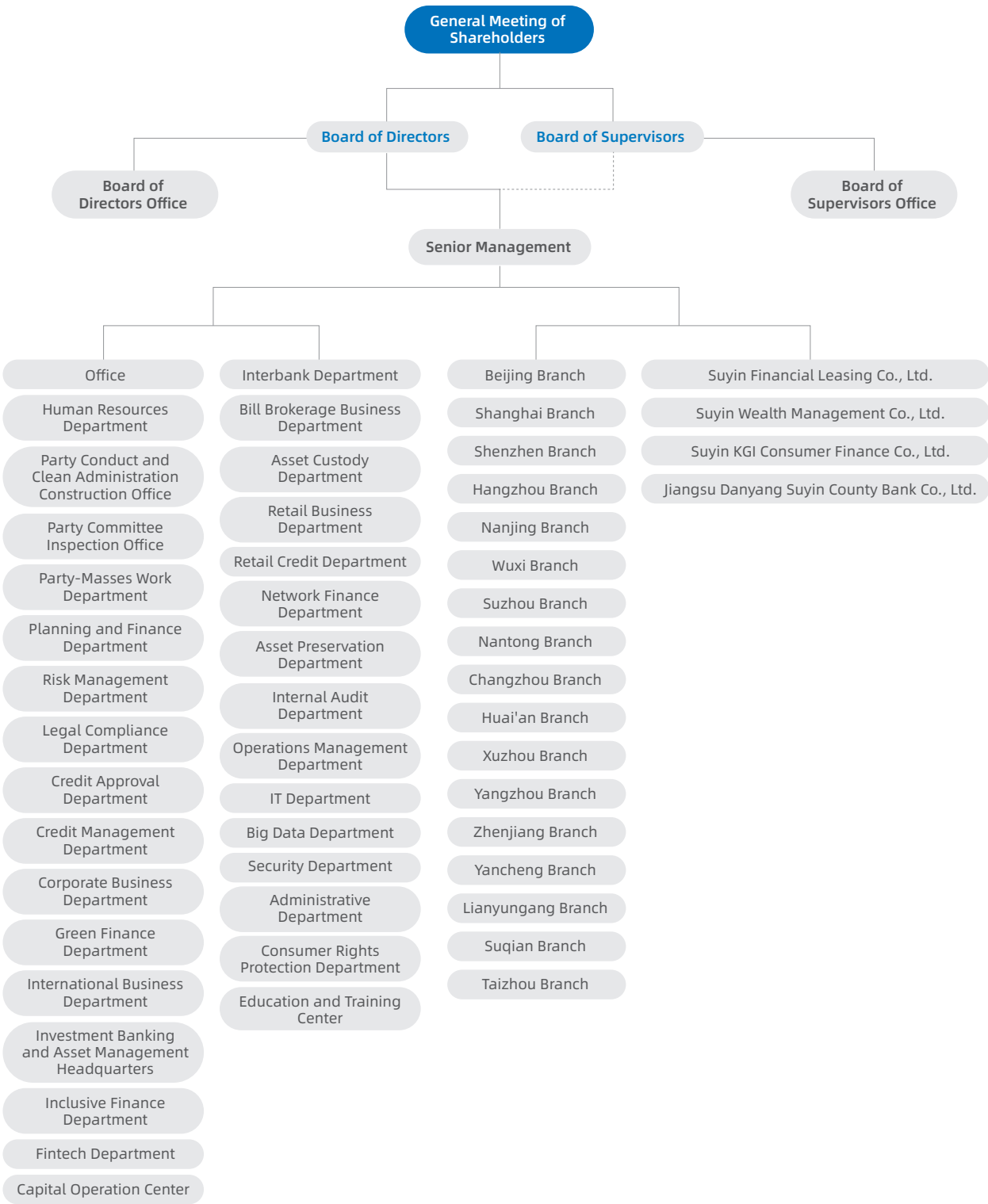
FORTUNE
— CHINA —
TOP 500

Ranking
166th

Ranked 166th on the Fortune China 500 list, and Top 1 among domestic city commercial banks



Organizational structure



Corporate mission

Creating beautiful life

Vision

Building a service-leading bank that is wisdom, characteristic, international and comprehensive

Core values

Integrating & Innovating, Advancing & Stabilizing, Trusting & Excelling, Uniting & Striving

Corporate style

Being keen in politics, sensitive in markets and agile in action

Development concepts

Characteristic development, endogenous growth and innovation-driven development

Risk concepts

Risk identification with fore-sight and effective prevention and control

Operation concepts

Market orientation, benchmarking guide, effectiveness first, risk control foremost, cycle-based consideration and team as the foundation

Employment concepts

Equal stress on integrity and ability, morality orientation, allowing employees to fully showcase their talent and achievements leading to job titles

Service concepts

Customers first and value creation

Learning concepts

Fostering virtue through education, continuous learning, sticking to practice and service development

Responsibility concepts

Combining kindness with heart and soul, creating beauty through action

Concepts of uprightness

Respecting uprightness and integrity, fighting against corruption and serving the public with devotion

Responsibility Management

Responsibility concepts

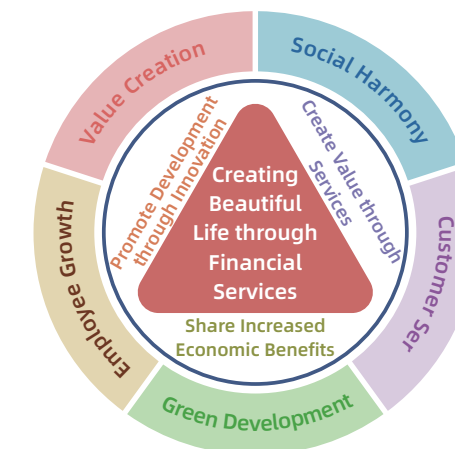
Combining kindness with heart and soul and creating beauty through action

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.

Creating beauty through action

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.



Social Responsibility Concept Model of Bank of Jiangsu

ESG Management

During the reporting period, the Strategy and ESG Committee under the Board of Directors of the Bank held 3 meetings in total, approved proposals upon deliberation, including ESG and Social Responsibility Report 2023, Development Report of Green Finance 2023, PRB Self-evaluation Report 2023, and Evaluation Report on the Implementation of Strategy, to promote the Bank's continuous construction and improvement of the ESG management system and development mechanism.

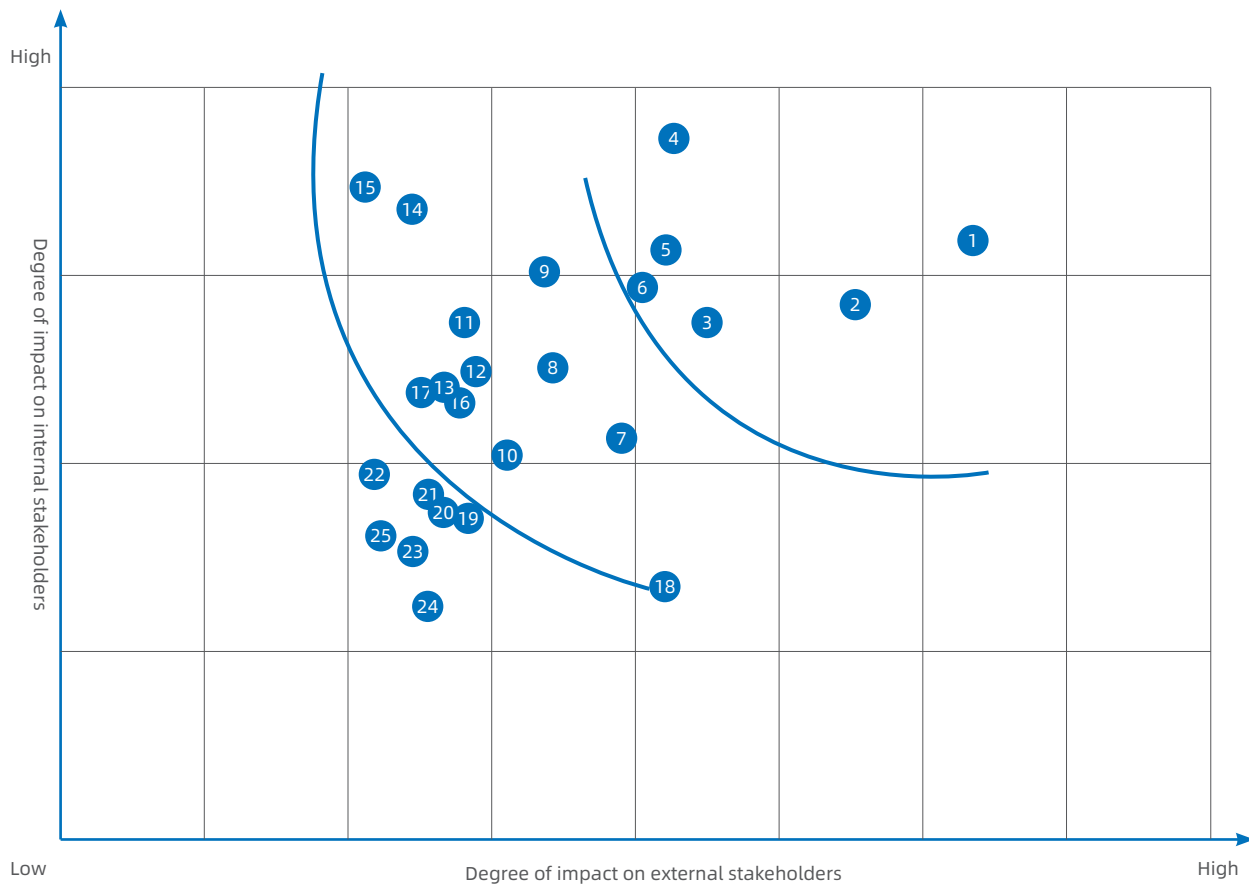
Stakeholder Engagement

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 12 consecutive years and ESG reports for 4 consecutive years. Bank of Jiangsu has actively listened to the opinions and feedback from the stakeholders and encouraged them to be interactive through multiple channels such as media, official websites, roadshows, general meeting of shareholders, performance presentations, SSE E-Interaction platforms and investor hotlines.

| Stakeholders | Expectations | Means of communication | Response measures |
|------------------------------|---|--|--|
| Government | <ul style="list-style-type: none">Comply with national laws and regulations, industry standards and normsEnsure the security of bank fundsParticipate in fair competition by law and maintain a sound culture for fair competitionStick to sustainable development | <ul style="list-style-type: none">Laws and regulations, policy guidelines, normative documentsIndustry conferences, special reports, regulatory notifications and ratings, on-site inspections, off-site supervisionSymposiums, seminars, forums | <ul style="list-style-type: none">Respond to national callsImplement regulatory policiesImprove business management performanceAccept supervision and assessment |
| Regulatory agencies | <ul style="list-style-type: none">Compliant business operationsControllable risksProtection of customer's rights and interests | <ul style="list-style-type: none">Regulatory policies and documentsOn-site and off-site supervision | <ul style="list-style-type: none">Engage in law-based integrity managementStrengthen corporate governanceImplement regulatory requirements for consumer protection |
| Shareholders and investors | <ul style="list-style-type: none">Increase shareholder returnsEnhance profitabilityPreserve and increase the value of state-owned assetsFully understand the business situation | <ul style="list-style-type: none">General Meeting of ShareholdersRegular and temporary announcementsPerformance presentations | <ul style="list-style-type: none">Develop and implement development strategiesImprove corporate governanceStrengthen risk preventionIncrease transparency in information disclosure |
| Employees | <ul style="list-style-type: none">Provide employment opportunitiesEnsure equitable income and benefitsCreate a sound working environmentEstablish a smooth communication mechanismProvide growth opportunities | <ul style="list-style-type: none">Workers' congressesTrade unions"The Highlight Platform" | <ul style="list-style-type: none">Ensure the health and safety of employeesOrganize cultural and sports activitiesProtect the fundamental rights and interests of employeesProvide job skill training |
| Customers | <ul style="list-style-type: none">Provide high-quality financial servicesProvide high-quality financial productsProvide complete, authentic, and accurate information regarding products and servicesEnsure information security | <ul style="list-style-type: none">Business outletsElectronic bankingMarketing activitiesSalon lectures | <ul style="list-style-type: none">Provide convenient and efficient financial servicesProvide diversified financial productsRelease product and marketing announcements in a timely mannerStrengthen the financial security of business outlets and electronic channelsProtect customer privacy and data security |
| Society | <ul style="list-style-type: none">Care for vulnerable groupsEngage in public welfare activitiesPopularize financial knowledge | <ul style="list-style-type: none">Carry out visits and condolencesCollaborate with public welfare organizations | <ul style="list-style-type: none">Make cash donationsAssist vulnerable groupsCarry out financial educationOrganize public welfare activities |
| Environment | <ul style="list-style-type: none">Save energy and resourcesAssist in achieving "Carbon Peak and Carbon Neutrality" goals | <ul style="list-style-type: none">Green financeGreen officeEnvironmental protection and public welfare | <ul style="list-style-type: none">Engage in green financeAdvocate green officeParticipate in environmental protection and public welfare activities |
| Media | <ul style="list-style-type: none">Disclose information regularlyReport on major events | <ul style="list-style-type: none">Release reports regularlyHold press conferencesOrganize joint interviews | <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 |
| Suppliers and other partners | <ul style="list-style-type: none">Adhere to business ethicsMake procurement in a just, fair and open manner | <ul style="list-style-type: none">Public procurement informationNegotiations and communicationsCooperation agreements and contracts | <ul style="list-style-type: none">Establish a sound supplier management mechanismEstablish and maintain a supplier information databaseStrengthen communication and contact with suppliers |


Materiality Analysis

Based on the materiality analysis model, the previous year's work and the needs of stakeholders, and in combination with its development strategies, the Bank clarified the material topics of importance to the stakeholders and the Bank, which were particularly disclosed and responded in the Report.



| | Core topics | | | | | | Material topics | | | | | | | | | | | | General topics | | | | | | |
|------------------|---|--|--------------------------|-------------------------------|----------------------------|--------------------------|-----------------------------|--------------------|--------------------------------|-----------------------------------|------------------------------------|------------------------|--|-------------------------------|-----------------------------|--|---------------------------------|------------------------------|----------------------------------|---------------------------|--------------------------------|---|-------------------------|-----------------------------|----------------------------|
| S/N | 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 |
| Titles of topics | Protection of consumer rights and interests | Protection of customer privacy and data security | Serving the real economy | Realizing shareholder returns | Preventing financial risks | Developing green finance | Promoting common prosperity | Product innovation | Improving corporate governance | Boosting the rural revitalization | Promoting high-quality development | Digital transformation | Protecting employee rights and interests | Boosting employee development | Strengthening employee care | Ensuring compliant business operations | Enhancing the client experience | Developing inclusive finance | Popularizing financial knowledge | Practicing social welfare | Green and low-carbon operation | Helping achieve the goal of "Carbon Peak and Carbon Neutrality" | Climate-risk management | Providing community service | Boosting green procurement |

Honorary Titles and Awards

| |  Honorary titles | Issuing organization |
|---------------|---|--|
| Comprehensive | Top 20 ESG Comprehensive Performance in the banking industry A typical case of ESG in the banking industry | China RF |
| | Excellent organization in financial innovation of ESG | The Banker |
| | Practice Tianji Award in ESG of China's banking industry | Securities Times |
| | Financial organization with excellent competitiveness and social responsibility | China Business Journal |
| | A bank with excellent performance in ESG | The 21 st Century Business Herald |
| | Award of the year for ESG finance | Cailian Press |
| | Best ESG practice award for a Chinese listed company | Wind |
| | The most competitive bank of the year | Financial Times |
| | A model of listed companies with brand influence | Hexun |
| | Top 100 Vitality List of Brand Value List of Chinese Listed Companies | National Business Daily |
| Environmental | Responsible Banking Case Study Series | UNEP FI |
| | Green finance practice model bank | Hexun |
| | The best financial institution | Green Finance 60 (GF60) |
| Social | Evaluated "excellent" in the evaluation of financial institutions serving rural revitalization | Jiangsu Branch, People's Bank of China Jiangsu Branch, National Financial Regulatory Administration |
| | "Level 1" in the financial service supervision evaluation for small and micro businesses | Jiangsu Branch, National Financial Regulatory Administration |
| | A financial institution empowering new quality productive forces | China Times |
| | "Excellent case" on aging finance | Xinhua News |
| | Excellent service provider of aging finance | Chinese Securities Journal |
| Governance | The best practice of the Chairman's Office of a listed company | China Association for Public Companies |
| | China Regional Best Data Integration and Data Architecture Implementation Award | The Asian Banker |
| | Fintech Innovation Award | National Business Daily |
| | The best employer | Guanghua School of Management, Peking University |

Responsibility Performance

| | Index name | 2024 | 2023 | 2022 | Notes |
|----------------------|--|-----------|-----------|-----------|---|
| Economic performance | Total assets | 39,520.42 | 34,033.62 | 29,802.95 | |
| | Operating income | 808.15 | 742.93 | 705.70 | |
| | Deposits | 21,606.55 | 19,149.48 | 16,586.78 | |
| | Loans and advances | 20,386.61 | 18,359.72 | 16,288.17 | |
| | Net profit | 318.43 | 287.50 | 253.86 | |
| | Basic earnings per share (RMB) | 1.65 | 1.69 | 1.60 | |
| | Return on equity (ROE, %) | 13.59 | 14.52 | 14.79 | |
| | Non-performing loan ratio (%) | 0.89 | 0.89 | 0.90 | |
| | Capital adequacy ratio (%) | 12.99 | 13.31 | 13.07 | |
| | Provision coverage ratio (%) | 350.10 | 389.53 | 393.89 | |
| | The number of individual customers (10,000) | 3,172.21 | 2,940.26 | 2,649.61 | |
| | The number of business customers | 402,758 | 370,228 | 346,905 | |
| | The number of anti-money laundering training sessions | 399 | 156 | 383 | |
| | The number of people participating in anti-money laundering training | 59,201 | 82,143 | 53,857 | |
| | The number of anti-corruption and integrity training sessions | 237 | 345 | 185 | |
| | The number of people participating in anti-corruption and integrity training | 40,234 | 36,714 | 29,170 | |
| | Social contribution value per share (RMB) | 7.27 | 7.15 | 7.60 | Social contribution value per share = basic earnings per share + (taxes paid + employee costs + interest expenses + public welfare investment) / year-end capital stock |
| Social indicators | The number of business outlets | 538 | 534 | 529 | |
| | The number of outlets providing barrier-free passages | 538 | 534 | 529 | |
| | The number of ATMs | 1,128 | 1,206 | 1,244 | |
| | Balance of loans provided to micro and small businesses | 6,648 | 6,237 | 5,618 | |
| | Loan balance of inclusive small and micro businesses | 2,105 | 1,734 | 1,384 | |
| | Growth of loan balance of inclusive small and micro businesses (%) | 21.36 | 25.30 | 29.32 | |

| Index name | | 2024 | 2023 | 2022 | Notes |
|--------------------------|---|-------------------------------|-------------------------------|-------------------------------|---|
| Social indicators | The number of customers of inclusive small and micro business loan | 93,656 | 85,429 | 77,534 | |
| | The amount of new inclusive small and micro business loan within the year | 2,697 | 2,219 | 1,794 | |
| | Balance of agriculture-related loans | 3,014 | 2,637 | 2,306 | RMB 241 billion in 2024 if calculated based on the agriculture-related loan statistics of the People's Bank |
| | Investment in rural revitalization | 3,014 | | | Newly added during the Reporting Period |
| | The number of people benefiting from rural revitalization | 2,664,050 | | | |
| | The total number of employees | 17,436 | 16,916 | 16,407 | |
| | The number of employees under the age of 30 | 5,739 | 5,415 | 5,063 | |
| | The number of employees between the age of 31and 50 | 9,610 | 9,455 | 9,281 | |
| | The number of employees above the age of 50 | 2,087 | 2,046 | 2,063 | |
| | Proportion of female employees (%) | 53.45 | 53.84 | 55.00 | |
| | Proportion of male employees (%) | 46.55 | 46.16 | 45.00 | Statistical caliber includes employees subjected to labor contracts |
| | Proportion of ethnic minority employees (%) | 1.51 | 1.40 | 1.27 | |
| | Employee turnover rate (%) | 2.67 | 3.49 | 3.88 | |
| | The rate of signed labor contracts (%) | 100 | 100 | 100 | |
| | The rate of social insurance coverage (%) | 100 | 100 | 100 | |
| | Per capita training hours of employees | 52.52 | 41.00 | 124.75 | |
| | The number of employees participating in training | The total number of employees | The total number of employees | The total number of employees | |
| | Percentage of solved customer complaints (%) | 100 | 100 | 100 | |
| | The value of charitable donations (RMB 10,000) | 4,326.94 | | | Newly added during the Reporting Period |
| | The number of people participating in volunteer activities | 21,050 | 19,000 | 16,530 | |
| | Hours of participating in volunteer activities (hour) | 31,000 | 28,500 | 25,800 | |
| Environmental indicators | Green credit balance | 3,635.21 | 2,870.24 | 2,014.67 | |
| | Loan balance of energy conservation and environmental protection industry | 459.48 | 374.18 | 291.04 | |
| | Loan balance of cleaning production industry | 757.94 | 450.97 | 118.00 | |
| | Loan balance of cleaning energy industry | 557.75 | 412.14 | 275.30 | |
| | Loan balance of ecological environment industry | 503.67 | 436.31 | 319.87 | |

| Index name | | 2024 | 2023 | 2022 | Notes |
|--------------------------|--|------------|-----------|-----------|--|
| Environmental indicators | Loan balance of green upgrade of infrastructure | 1,339.68 | 1,180.63 | 1,003.53 | |
| | Loan balance of green service | 16.69 | 16.00 | 6.92 | |
| | Increase of green loan compared with last year | 764.97 | 855.57 | 742.74 | |
| | The amount of standard coal saved through projects supported by green loan (10 thousand tons) | 200.33 | 167.06 | 137.61 | |
| | Emission of carbon dioxide equivalence reduced through projects supported by green loan (10 thousand tons) | 562.27 | 499.48 | 373.45 | |
| | Emission of atmospheric pollutants reduced through projects supported by green loan (10 thousand tons) | 68.50 | 82.60 | 58.90 | Total of sulfur dioxide, nitrogen oxides, fine particulate matter (PM2.5) and volatile organic compounds |
| | Personal banking transaction amount | 3,489.53 | 3,634.16 | 5,068.70 | |
| | Mobile banking transaction amount | 43,361.95 | 43,448.38 | 45,045.60 | |
| | Internet banking transaction amount | 124,300.00 | 76,648.33 | 59,962.84 | |
| | Total office power consumption (kWh) | 9,280,200 | 8,675,700 | 8,825,300 | Data of the head-office |
| | Total office water consumption (ton) | 83,111 | 81,172 | 81,436 | |
| | Total fuel consumption of official vehicles (liter) | 46,328 | 34,394 | 28,249 | |
| | The total amount of office paper used (ton) | 17.45 | 14.51 | 9.38 | |
| | Scope 1 GHG emissions (tCO ₂ e) | 9,504.93 | | | Newly added during the Reporting Period |
| | Scope 2 GHG emissions (tCO ₂ e) | 49,533.59 | | | |
| | The number of abandoned microcomputers (hosts) | 2,174 | 1,721 | 2,288 | |
| | The number of abandoned displays | 2,048 | 1,993 | 2,071 | |
| | The number of abandoned laptops | 221 | 318 | 240 | |
| | The number of abandoned printers | 1,009 | 1,290 | 1,037 | |
| | The number of abandoned servers | 69 | 130 | 48 | |
| | Waste lead-acid batteries(UPS battery) (kg) | 41,900 | 17,625 | 46,975 | |
| | Waste toner cartridge (kg) | 5,067 | 5,067 | 5,585 | |
| | Abandoned ribbon (kg) | 2,152 | 1,796 | 2,359 | |

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

Environmental

Bank of Jiangsu actively plays the supporting role of green finance in achieving the "carbon peaking and carbon neutrality" goal, adopts the UN "PRB", establishes a corporate development mechanism, continuously improves the quality and efficiency of its green financial services and professional operation capabilities, and optimizes the categories of green financial products and climate risk management system. It is committed to building a "domestically leading and internationally influential" green financial brand to contribute more financial strength to the construction of a beautiful China.

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Supported UN Sustainable Development Goals (SDGs)



Special Topic 1

Excelling in Key Areas of Green Finance

Bank of Jiangsu has always practiced the green development concepts and actively implemented the implementation opinions on the construction of beautiful Jiangsu. As of the end of 2024, the Group's green financing exceeded RMB 550 billion, and the proportion of green credit ranked top among the 21 commercial banks directly managed by the head office of the People's Bank of China. Elected as a representative of the Central and East Asian Bank Council of the United Nations Environment Programme Financial Initiative (UNEP FI), the Bank has become more and more internationally influential.

 The Group's green financing exceeded

RMB **550** billion

Strengthening strategic guidance and deeply implementing the sustainable development concepts

The Bank has included the Group-based development of green finance in the "14th Five-year Plan" for strategic development, established a green finance development strategy based on the Principles for Responsible Banking (PRB) and dual drive of ESG, continuously strengthened its leadership and organizational promotion of the Party committees at all levels on the "carbon peaking and carbon neutrality" goal of green finance services, and successively built the leading group for the "five key areas of finance" and the green finance working group to coordinate the major policies and decisions of the whole Group. The Bank of Jiangsu Work Plan for Doing a Good Job in Green Finance (2024-2026) was released. A green financial development system with characteristic operations, refined risk control, low-carbon operations, professional research, and systematic information disclosure as "five major pillars" was established. The UN PRB is adopted to provide scientific objectives and paths for the sustainable development of the whole Bank.

Building a Group-based product service system and striving to create professional services

Taking the Group-based services as its main line, the Bank created three characteristic financial service solutions of "ecological finance, energy finance and transformation finance", and established a "sustainable financial product service system" covering twelve business sectors and a total of more than 50 products and services, in order to continuously provide high-quality financial services for key green and low-carbon areas. It has pioneered multiple distinctive products nationwide, including "Combined Loans of Green Innovation", "Loans of ESG Performance", "Loans of Environmental Protection" and "Green Factory Loans". It has successively launched innovative products such as the first blue bond in the leasing industry in China and the first (GEP) project loan in Jiangsu Province.

Getting deeply engaged in cutting-edge research on green finance and continuously improving the top-down design

The Bank attaches great importance to basic research, strengthens professional top-down design capabilities through research, and empowers the development of green finance. The Bank assisted the Research Bureau of the People's Bank of China, the Green Finance Committee (GFC) of the China Society of Finance and Banking, the National Financial Regulatory Administration, China Banking Association and other competent authorities to carry out research on transformation financial standards, transformation planning, sustainable information disclosure, biodiversity risk management and other topics, providing professional intellectual support for the formulation of regulatory guidelines and industry standards. In 2024, the Bank participated in preparing a number of industry standards, including the Evaluation Standards for the Recognition of Transition Financing Subjects in Jiangsu Province, the Evaluation Standards for the Recognition of Green Financing Subjects in Jiangsu Province and the Industry Standards for Environmental Pressure Tests of Commercial Banks.

Deepening the application of fintech and empowering the digital, intelligent transformation of operations management

The "Suyin Green Finance" system independently developed by the Bank has realized intelligent identification of green credit, automatic identification and classified management of environmental and social risks. The Bank built a carbon accounting model for high-carbon industries, innovated carbon emission reduction-related loans and transformation finance loans, collected ESG performance data on environmental credit rating, environmental penalties and corporate energy consumption, and constructed an ESG rating system for the customers to provide technical support for management of ESG risks and low-carbon transformation of asset structure. The "Suyin Green Finance" system provides the enterprises with refined management of carbon footprints through accurate data analysis and intelligent decision support, and supports their establishment of solid carbon credit in green development.



Special Topic 2 Focusing on Responsible Banking

The Principles for Responsible Banking (hereinafter referred to as "PRB") was prepared as led by the UN Environment Programme Finance Initiative (hereinafter referred to as "UNEP FI") and with the participation of a core working group composed of 30 banks, including Industrial and Commercial Bank of China, Citibank, Barclays and BNP Paribas. PRB provides a consistent framework for the constructing the sustainable development system of the banking industry, encourages the banks to set goals for the most important and substantive areas, and integrates itself into the sustainable development elements. It is recognized as the most authoritative sustainable financial development standard of the banking industry in the world. Bank of Jiangsu adopted the PRB in 2021, elected as a representative of the Central and East Asian Bank Council of the United Nations Environment Programme Financial Initiative (UNEP FI) in 2023.

Performing director duties

The Bank actively performed its director duties, promoted the concept and practice of PRB, supported the development of green finance in Central and East Asia, and constructed a sustainable financial ecosystem. It was invited to participate in the green finance cooperation and exchange activities between the Monetary Authority of Singapore and the Trade & Development Bank of Mongolia, conduct transformation finance training for Malaysian banks, attend the annual meeting of the UNEP FI in Greece, the 18th UNEP FI Global Roundtable Summit in Switzerland, and UNEP FI Climate Change Mitigation Seminar, etc., to share the results in sustainable finance construction on special topics.

Participating in standard formulation

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 for PRB 2030, clarifying the five key areas of the development vision about the PRB, focus on strategic integration, policy process optimization, portfolio adjustment, customer cooperation and goal implementation. The Bank helped the member units draft phased action plans in line with the Paris Agreement and the United Nations Sustainable Development Goals (SDGs), laying a solid foundation for promoting global sustainable development.

In 2024, Bank of Jiangsu, as a representative of Chinese banks, was successfully selected into the UNEPFI PRB's "Climate Adaptation Pilot Working Group", and worked with 11 financial institutions around the world, including Standard Chartered (UK) and ING (Netherlands) to implement detailed guidelines and requirements around the "climate adaptation" and as guided by the Climate Adaptation Target Setting Guidelines.



Promoting sustainable capacity building

The Bank actively implemented the policy requirements of the Central Bank and regulatory authorities on strengthening international cooperation, signed Memorandum of Understanding with UNEP FI, and carried out in-depth cooperation around themes such as the construction of the PRB Academy China Capacity Center, the compilation of domestic and international sustainable finance cases, and the promotion of Responsible Banking brand activities, jointly promoting the practice and development of China's sustainable finance capacity building.

In June 2024, Yuanjun, Deputy Secretary of the Party Committee and President of Bank of Jiangsu, participated in the China SIF 2024 Summer Summit, delivered a keynote speech on the "Policy and Practice of Transformation Finance", and signed a letter of intent for cooperation with the head of UNEP FI. The two parties will cooperate on sustainable finance capacity building, integration and interoperability of domestic and foreign sustainable finance standards, and dissemination of the best practices in sustainable finance.



Setting a benchmark for practical demonstration



The Bank continuously improved the accuracy and disclosure quality of the PRB assessment report. Its second PRB self-assessment was highly praised and recognized by UNEP FI.

In 2024, Bank of Jiangsu was selected into the Responsible Banking Case Study Series released by the UNEP FI for its innovative practices in the field of green finance, becoming the first bank in China to participate in this case study.

Speaking out on the international stage

At the invitation of the United Nations Environment Programme, the Bank attended the 2024 Annual Meeting of the Leadership Committee, and as the only representative of financial institutions in Central and East Asia, the Bank spoke out on the international stage, making suggestions for global sustainable financial development and response to climate changes, and sharing the practical experience of Chinese financial institutions.



Strengthening Top-down Design and Addressing Climate Changes

Bank of Jiangsu paid close attention to the impacts of climate changes on the investment and financing environment, continuously strengthened the top-down design of green finance and climate-related risk management, proactively identified and responded to opportunities and challenges brought about by the changes, and constantly promoted the green and low-carbon development of investment and financing business.



ESG risk management system

Bank of Jiangsu comprehensively deepened the construction of the ESG risk management system, embedded environmental, social and governance (ESG) risks into investment and financing business processes, proactively carried out risk identification, assessment, response, monitoring and other measures, and implemented full-process management and control.

Institutional norms

The Bank formulated and promulgated the Environmental, Social and Governance Risk Management Policy of Bank of Jiangsu (hereinafter referred to as "the Policy"). As a programmatic document for ESG risk management across the Bank, the Policy covers the full scope of investment and financing business, and clarifies the organizational structure and responsibilities for ESG risk management, applicable standards, systems, management processes, information disclosure and external communication.

Management architecture

The Bank continuously improved the ESG risk management architecture covering the Board of Directors, management and professional departments. The Board of Directors and its Risk Management Committee assume ultimate responsibilities for managing environmental, social and governance risks of the Bank, approving relevant policies and strategies, regularly listening to special reports, and supervising the implementation by senior management. The senior management formulates and evaluates specific implementation plans for management of environmental, social and governance risks. As the leading department of the whole Bank, the Green Finance Department performs the management of environmental, social and governance risks.

Credit policies for key industries

Bank of Jiangsu implements industrial policies such as Restrictions, Elimination Catalogues and Energy Consumption Limits of Industrial and Information Industry Structure Adjustment in Jiangsu Province. The enterprises with their main production equipment or processes within the elimination scope of the Catalogue for Guiding Industry Restructuring are strictly banned from involvement and withdrawn. The backward production capacity with backward technologies, potential safety hazards and serious environmental pollution listed in the Elimination Catalogue is required to withdraw immediately. Paying close attention to ESG risks involved in industries and businesses, the Bank has formulated the Guidelines of Bank of Jiangsu for Credit Investments based on industry attributes and business characteristics.

(For detailed industry credit policies, please visit the official website of Bank of Jiangsu.)

Full-process management of ESG risks

Bank of Jiangsu attaches great importance to the full-process management of ESG risks, and clearly embeds ESG risk management into investment and financing business processes such as due diligence, customer rating, review, approval, credit management, and post-loan management to ensure stable and sustainable business development.

Due diligence and risk classification

According to the Policy, the Bank's ESG risk assessment mainly focuses on the levels of ESG risks based on the potential hazards and risks caused by customers or projects to the environment and society during construction, production and operation activities, mainly involving various indicators such as energy consumption, pollutant emissions, land, health, safety and biodiversity protection, etc. The customers or projects are classified into Class A-D based on the rating results.

Risk escalation process and differentiated control measures

Risk escalation process

Improve the post-loan warning and response mechanism for environmental, social and governance risks. Strengthen the dynamic analysis and tracking of customers' operating conditions and industry development, timely warn the customers with significant changes in environmental, social and governance performance, and urge the customers to take relevant risk disposal measures in time. In addition, the environmental, social and governance risks are regarded as important factors of risk stress test. The impacts of the environmental, social and governance risks on the cash flow of the customers or projects are fully considered in the risk sensitivity analysis.

Differentiated control measures

According to the classification of ESG risks, differentiated risk control strategies are formulated, and adopted in different aspects, including business entry and exit criteria, contractual commitments, loan pricing, economic capital allocation, post-loan management, and warning signals.

Contract management

For the customers and projects involving significant environmental, social and governance risks, the customers are required to make commitments to strengthening their environmental, social and governance management through contract terms, and urged to strengthen management of the ESG risks.

CASE | The Bank guided enterprises to improve their ESG performance through due diligence on ESG risks

A pharmaceutical enterprise was an entity in the middle reaches of the pharmaceutical industry chain. During the due diligence on its ESG risks, the Bank found that the company constantly increased its investments in the drug R&D and production as well as environmental protection, strived to occupy a leading position in the industry in the installation and operation of environmental protection equipment during its factory design and technological transformation, continuously increased the proportion of its environmental protection costs to the total production costs, and implemented control measures for the ESG risks in place. Based on the results of ESG rating and due diligence, the Bank linked the ESG performance of the customer with multiple factors such as interest rates, maturity and risk mitigation measures, and provided support for the enterprise in terms of financing prices, maturity and guarantee methods to guide it to improve its ESG performance. At present, the pharmaceutical company has been built into a highly intensive, intelligent and low-carbon "garden-style" green factory.

Climate risks and opportunities

Bank of Jiangsu keeps informative about climate risks and opportunities, explores the integration of climate risks into the comprehensive risk management system, and uses big data, artificial intelligence and other technologies for conducting risk assessment and monitoring of green projects to ensure the stable quality of green credit assets and better adapt to and support the needs of economic and social transformation and development.

Identification and addressing of climate risks


According to the framework of "identification - evaluation - response", the Bank analyzed its climate-related risk management from two aspects: transition and physical risks.

| Identification | | Evaluation | | | Response |
|-----------------|----------------------------|---|-------------|------------------|---|
| Risk type | Risk situation | Business involved | Time frame | Degree of impact | Countermeasure |
| Transition risk | Policy and regulatory risk | Asset placement, risk management, compliance management | Middle-term | Medium | <p>1. Strengthen policy interpretation and training: Regularly organize the cadres and employees of the whole bank to study and interpret the environmental protection laws and regulations, carbon emission reduction requirements and other policies of the national and regulatory authorities, in order to ensure that all employees fully understand the policy changes and respond to them in time.</p> <p>2. Carry out climate risk stress tests: Actively carry out climate risk sensitivity stress tests, focusing on the financial performance of the eight high-carbon industries under different climate scenarios, promptly adjust credit policies and optimize the risk management framework based on the test results.</p> <p>3. Improve information transparency and disclosure quality: Regularly publish the Bank of Jiangsu ESG and Social Responsibility Report and "Bank of Jiangsu Green Finance Development Report with extensive reference to the latest domestic and foreign disclosure standards of Shanghai Stock Exchange, the Ministry of Finance, and ISSB (International Sustainability Standards Board). Under the guidance of Jiangsu Branch, the People's Bank of China, prepare and publish the Environmental Information Disclosure Report of Bank of Jiangsu; actively participate in the preparation of the Annual Sustainable Information Disclosure Report of the China-UK Financial Institutions Sustainable Information Disclosure Working Group.</p> <p>4. Promote the construction of a "responsible bank": Use UNEP FI tool for impact analysis on the asset portfolios, disclose self-assessment reports, clarify SMART goals in the two major areas - "climate stability" and "recycling", and promote them in order as planned.</p> <p>5. Implement the green credit policy: Strictly implement the Guidelines of Bank of Jiangsu for Credit Investments, give priority to supporting enterprises and projects with low energy consumption, low pollution and low emissions, and gradually withdraw from credit granting to industries with high carbon emissions to ensure that the Bank's funds flow accurately to green industries.</p> <p>6. Provide rich and diverse non-financial services: Help the customers understand and adapt to new policy and regulatory requirements, consulting services and related capacity building on environmental protection regulations, carbon emission standards and green certification, etc.</p> |
| | Technical risks | Credit, investment and financing businesses | Middle-term | Medium | <p>1. Upgrade technologies and enhance systems: Make great efforts to construct smarter and more efficient technical systems, including upgrading core systems, risk assessment tools and customer data management systems. Strengthen network security and data protection measures to prevent the increased risks of network attacks and data leakage from the technological transformation.</p> <p>2. Increase investment in and financing for green transformation: Focus on technological innovation fields such as energy conservation, environmental protection, clean energies and carbon emission reduction; provide financial support for related enterprises to help them accelerate their green transformation and technological upgrading.</p> <p>3. Provide guidance for the customers' technological reforms: Actively support the industries difficult to undergo technological transformation (e.g. energy, cement and steel), and help the customers of these industries cope with the transformation challenges from high energy consumption and high carbon emissions through customized financial solutions and professional consulting services.</p> |
| | Market risks | Credit business | Short-term | Low | <p>1. Innovative financial products: Launch innovative financial products such as "Green Factory Loans" and "Transformation Finance Loans" to provide financial support for traditional industrial enterprises and help them achieve sustainable development in the process of green transformation.</p> <p>2. Formulate industry marketing guidelines: For rapid-growing green industries such as new energy vehicles, clean energy and energy storage, formulate industry-specific marketing guidelines, and support the development of these industries through accurate delivery to help the customers cope with market changes.</p> <p>3. Provide the customers with flexible financial solutions: Around key areas such as energy conservation, environmental protection, clean energies, and carbon emission reduction technologies, increase the disbursement of green credit and clean energy loans, to encourage and fund the customers to innovate and develop products and services that are more in line with the market demand.</p> |
| | Extreme weather events | Credit, risk management, insurance | Short-term | High | <p>1. Disaster response and recovery mechanisms: Draw up detailed disaster recovery plans and conduct regular emergency drills to ensure that when extreme weather events occur, the Bank's core businesses can recover quickly and the impacts of business interruptions on operations can be minimized.</p> <p>2. Insurance and risk transfer: Insure key assets, purchase insurance products covering extreme weather risks, and strive to transfer potential risks and mitigate losses through insurance mechanisms.</p> |


| Identification | | Evaluation | | | Response |
|----------------|---|-------------------------------------|-------------|------------------|---|
| Risk type | Risk situation | Business involved | Time frame | Degree of impact | Countermeasure |
| Physical risks | Long-term climate changes (e.g. sea level rise, and temperature change, etc.) might have far-reaching impacts on areas such as coastal urban infrastructure, agriculture and real estate markets. These changes might lead to long-term depreciation of underlying assets, especially in agriculture and real estate, and increase loan recovery risks. | Credit, investment, risk management | Middle-term | Medium | <p>1. Long-term climate change assessment: Regularly assess the long-term impacts of climate changes, analyze the potential impacts of climate changes on the Bank's assets and credit portfolios, and timely adjust investment strategies according to the assessment results to avoid excessive exposure in high-risk areas.</p> <p>2. Strengthen its own low-carbon operations: The Improvement Plan of Bank of Jiangsu for Green, Low-carbon, Energy Conservation and Environmental Protection Management of Business Office Spaces and the Notice on Formulating and Implementing Green and Low-carbon Operations Management Measures for Business Office Buildings of the Bank" were promulgated.</p> |

Note: Time range: short-term (1-3 years), medium-term (3-5 years), long-term (5-10 years). Degree of impacts: high, medium and low.

Climate risk stress test


 Climate scenario design

In 2024, the Bank constructed a climate scenario framework including 1.5 °C scenario, 2 °C scenario and existing policy scenarios based on the Global Change Analysis Model (GCAM) in the Integrated Assessment Model (IAM) system. This framework fully coupled the characteristics of economic transformation, energy structure adjustment path and climate policy evolution trend under China's "carbon peaking and carbon neutrality" goal, and maintained methodological consistency with the Central Bank's Network for Greening the Financial System (NGFS) - a global model, providing a localized and standardized scientific tool for the Bank's climate risk assessment and stress testing. The scenario parameters set for the GCAM included core variables such as macroeconomic operation indicators, industry carbon intensity thresholds and physical climate parameters, which ensured that asset quality fluctuation forecasts were scientific and internationally comparable.


 Transition risk stress test

The Bank continuously improved the industry coverage and analysis depth of stress test. For pharmaceuticals and chemical engineering, the stress tests focused on evaluating the impacts of climate and environmental risks on the operating costs and customer credit ratings in the manufacturing industries of organic and raw chemicals. For the eight major high-carbon industries, it was the first time that quantitative indicators such as conditional value-at-risk (CVaR) and implied temperature rise (ITR) were introduced to deeply analyze the potential impacts of credit assets during the transition of carbon peaking and carbon neutrality goals. A more scientific and refined risk assessment framework was constructed, providing strong support for improving the ability to respond to climate change risks.

The Bank actively explored the use of Merton model for carrying out the transition risk stress test to further make the quantitative assessment of climate risks more scientific and pragmatic. Combined with the dynamic changes in corporate asset values and mechanisms for conducting the climate scenarios, the Merton model assessed the impacts of carbon emission reduction paths and policy constraints on the probability of default (PD) and predicted the loss given default (LGD) more accurately.

 Physical risk stress test

Under the framework of the PRB Climate Adaptation Pilot Working Group, the Bank actively participated in the physical risk assessment and research of agriculture and real estate industries, and continuously enriched the theories and practices of physical risk stress tests. It carried out value chain analysis in the agricultural field to assess the conduction paths of extreme weather such as floods and high temperatures to output and credit risks. The field of real estate was subdivided for evaluation, to quantitatively analyze the exposure of commercial and residential properties to the climate risks. The Bank synchronously participated in the preparation of the Physical Risk Assessment Guidelines, and established a complete methodological system covering climate hazard identification, risk exposure assessment, vulnerability analysis and adaptability considerations.

 Scope 3 carbon emission accounting

The Bank extensively referred to international and domestic authoritative standards, including the System for Greenhouse Gas Accounting - Corporate Accounting and Reporting Standard (EARS), the System for Greenhouse Gas Accounting - Corporate Value Chain (Scope 3) Accounting and Reporting Standard, the Global GHG Accounting & Reporting Standard for the Financial Industry, the Technical Guidelines for Carbon Accounting in Financial Institutions (Trial) and the Guidelines for Accounting and Reporting Greenhouse Gas Emission. It followed the five principles of relevance, integrity, consistency, transparency and accuracy of the GHG Protocol in carrying out the Scope 3 carbon accounting for all assets. By integrating multi-source information such as third-party consulting agencies' data, industry norms and standards, the Bank independently disclosed its information, and regulatory platform data. The carbon accounting model was used for dynamic calculations. Sampling verification and cross-verification mechanisms are adopted to ensure the accuracy of carbon accounting data.

Strengthening Innovation Drive and Improving Service Capabilities

Bank of Jiangsu continuously deepened the innovation of green financial products and services, fully met the financing needs of different customers, supported the protection of ecological environment and biodiversity, and promoted the green transformation of the economy with the power of finance.



Green financial products and services

Based on the characteristics of regional markets, Bank of Jiangsu focused on key areas such as industrial green upgrading, environmental protection and restoration, and low-carbon energy transformation, exploring sustainable green finance paths, and contributing to the high-quality development of local economy.

Green factory loans

The "Green Factory Loans" specially supported provincial and municipal green factories to become national green factories. Product interest rates were linked to the attributes of the green factories and corporate ESG ratings. By "scanning the QR codes to use" quick application channels. The "Green Factory Loans" created a group of "near-zero carbon factories", "carbon-neutral factories" and "super energy-efficient factories".

Environmental foundation loans

The characteristic "Environmental Foundation Loans" supported the construction of environmental infrastructure projects such as urban sewage treatment, industrial park wastewater treatment, domestic garbage collection, transportation and disposal. According to the principle of "availability without the need for application", the enterprises were given a 1% discount on the actual interest-paid loan amount. As of the end of 2024, the Bank had provided the enterprises with interest discounts of more than RMB 3.5 million through the "Environmental Foundation Loans".

Green electricity loans

The "Green Electricity Loans" supported the enterprises to increase their renewable energy consumption and reduce their own carbon emission intensity. Flexible product quotas and loan interest rates linked to corporate ESG rating results helped the key energy-consuming companies, export-oriented companies and listed companies effectively manage their carbon footprints.

Transformation loans

Focusing on high-carbon industries such as steel, cement, and textiles, the Bank helped the enterprises draw up their transformation plans through the "non-financial + financial" service models, disbursed the transformation loans to the enterprises, and supported the green, low-carbon transformation of traditional industries.

Green bonds and wealth management

Suyin Financial Leasing, a subsidiary of the Bank, successfully issued multiple tranches of green financial bonds to support green industry projects. Among them, the green financial bonds (Tranche I) (Bond Connect) issued on March 1, 2024 were the first green financial bonds in the financial lease industry to be certified by the Common Classified Directory (CGT) of Sustainable Finance in Central Europe. The bonds cumulatively issued throughout the year amounted to RMB 5 billion, and all the funds raised were used for supporting the projects that met the standards under the Directory of Green Bond Support Projects and the CGT. They were expected to support more than 50 green lease projects. The annual carbon emissions could be reduced by more than 1 million tons.



As a subsidiary of the Bank, Suyin Wealth Management continuously promoted green bond investments and issued ESG financial products. In 2024, RMB 4.68 billion was invested in the green bonds, and new green ESG financial products were issued in 9 tranches. The Bank had 9 tranches of green ESG financial products in total, with an existing scale of RMB 6.417 billion. Funds raised from the green bonds and ESG financial products were used for investing in carbon neutrality, new energies, energy conservation, emission reduction, and rural revitalization projects.

CASE | Xuzhou Branch supported the upgrading of the sewage treatment industry

To help Xuzhou High-tech Zone construct a modern, green and comprehensive sewage treatment system, Xuzhou Branch disbursed the city's first "Environmental Foundation Loan" of RMB 210 million, which was specially used for the industrial sewage treatment plant project in Xuzhou High-tech Zone. The branch provided low interest rate, long maturity and large sum in support of financing, effectively solved the financing problems of ecological infrastructure construction projects, and made financial contributions to the continuous improvement of ecological quality and green development.

CASE | Changzhou Branch launched the Bank's first "Green Electricity Loan" business based on green certificate transactions

Jiangsu Pinytex Textile Dyeing & Finishing Co., Ltd. is a national green factory mainly engaged in the production and processing of textile and garment fabrics. Changzhou Branch handled the Bank's first "Green Electricity Loan" business based on the green certificate transactions, the company's overseas carbon footprint investigation and green power certificate trading behavior, providing financing services for the company. The branch strongly supported the company's overseas customer and business development while weakening the company's carbon emission intensity.

Professional operation of green finance

Concentrating on supporting key areas such as environmental improvement, response to climate changes and efficient resource utilization, the Bank of Jiangsu enriched and improved the three franchise systems for "ecological finance, energy finance and transformation finance", innovated and developed a precisely adapted sustainable financial product system, and promoted the steady increase of green assets.

Ecological finance

The Bank has continuously improved the ecological financial service system and increased support for key industries and projects such as energy conservation and environmental protection, resource recycling and urban and rural green development. The Bank has formulated and improved guidelines and measures such as the Operation Guidelines for Bank of Jiangsu's Environmental Foundation Loan' Business" and the "Management Measures for Bank of Jiangsu 'Environmental Protection Loan' Business (Revised in 2024). Efforts have been made to strengthen the promotion of models such as water rights loan, EOD project loan and GEP loan, and concrete actions have been taken to implement the green development concept that "green mountains and clear waters are as valuable as mountains of gold and silver".

Energy finance

The Bank has enriched and improved its energy financial service system for subdivided new energy industries such as photovoltaic, wind power and smart grids. Focusing on specific new energy industries such as photovoltaic, wind power, and smart grids, we have enriched and improved the energy financial service system, optimized and adjusted the investment policies for photovoltaic, energy storage, and new energy vehicle industries, and formulated guidelines such as "Bank of Jiangsu New Power System Industry Marketing Guidelines" and "Bank of Jiangsu 'Green Electricity Loan' Business Operation Guidelines". Efforts have been made to increase the application of monetary policy tools such as the "Carbon Emission Reduction Support Tool" and "Sutanrong", as well as products like "Photovoltaic Loan" and "Energy Performance Contracting Loan", addressing the financing difficulties faced by new energy projects due to long investment payback periods and low investment return rates, and promoting the high-quality development of the new energy industry.

Transformation finance

Under the guidance of "Bank of Jiangsu's Transition Finance Framework", the Bank has continued to improve the transition finance service system, and increased support for the transition of high-carbon industries, the construction of low-carbon parks, green and low-carbon technological innovation. The Bank has creatively launched the "Green Factory Loans" together with the Department of Industry and Information Technology of Jiangsu Province under the guidance of the Ministry of Industry and Information, and formulated the Bank of Jiangsu Business Operation Guidelines for "Green Factory Loan". Under the guidance of Jiangsu Branch, the People's Bank of China, the province's first transformation finance loan was disbursed for the of iron and steel enterprises. It revised Bank of Jiangsu 'ESG Low Emission Loan' Business Management Measures, expanded the applications of special products such as "ESG Low Emission Loan", "carbon account-linked loan" and "carbon quota pledge loans" to accurately guide funds to support corporate low-carbon and zero-carbon transformation activities.

CASE | Wuxi Branch disbursed the highest single "water rights loan" in Jiangsu Province

Wuxi Western Gas Thermolectric Co., Ltd. is a "provincial water-saving enterprise". Wuxi Branch provided this enterprise with a credit line of RMB 100 million for the "water rights loan" through pledging of the enterprise's water rights, helping the enterprise install a magnetic gas power generation combined cycle system, realizing the value of water resources as ecological products, satisfying the enterprise's urgent capital need, and promoting the conservation and intensive use of water resources.

CASE | Beijing Branch facilitated the sustainable development of a clean energy enterprise

GOLDWIND SCIENCE&TECHNOLOGY CO., LTD. is mainly engaged in clean energies, energy conservation and environmental protection. Beijing Branch accessed Goldwind's supply chain management system via the "green + supply chain" financing model, conducted data evaluation with the Bank's self-built ESG model, internalized the negative externalities generated during the operation of the chain-affiliated enterprise through capital pricing, and supported the company's more sustainable production.



CASE | Zhenjiang Branch supported an enterprise's energy conservation and emission reduction through "ESG low emission loan"

Jiangsu Dingsheng New Materials Joint-Stock Co., Ltd. planned to implement the comprehensive treatment project of VOCs (volatile organic compounds) - Eliminating the original backward treatment equipment and adopting more advanced methods for waste gas treatment to further enhance its benefits from the energy conservation and emission reduction. After conducting a three-dimensional ESG assessment of the enterprise, Zhenjiang Branch determined that it met the "ESG low emission loan" support standard, and disbursed a special loan of RMB 10 million to the enterprise at a preferential interest rate to support the enterprise's energy conservation and emission reduction transformation.

Carrying out Energy Conservation and Carbon Reduction and Implementing Green Operations

Bank of Jiangsu actively implemented the concept of green operation, advocated the promotion of green office, promoted the construction of green branches, implemented green procurement, and organized carbon emission verification. No major environmental violations occurred in 2024.



Promoting the concept of green environmental protection

In close combination with the themes of "green transformation, energy conservation" during the National Energy Conservation Publicity Week and "green, low-carbon, beautiful China" during the National Low-Carbon Day, the Bank carried out in-depth publicity activities online and offline through different channels such as work platforms, portals, electronic screens and promotional display boards, in order to have the concept of green environmental protection deeply rooted in the hearts of the employees and make every effort to create a strong atmosphere of energy conservation and low carbon.

CASE | Xuzhou Branch actively promoted the green environmental protection concept

Around the theme of "green, low-carbon, beautiful China", Xuzhou Branch promoted the concept of green environmental protection in various forms such as various display screens, promotional display boards and online publicity.



CASE | Shenzhen Branch organized and advocated green and low-carbon lifestyle

Together with the Street Office, Fu'an Community, Futian District and the Party Branch of Shenzhen Green Finance Association, Shenzhen Branch actively carried out the publicity activity of "green transformation and energy conservation", spread the concept of green development and advocated green, low-carbon lifestyle through booth promotion, interactive Q&A, and distribution of energy-saving promotional materials.



Building low-carbon banks

Green office

The Bank strengthened the utilization of renewable energies, fully utilized solar energy resources, achieved photovoltaic power generation of 202,000 kWh, and actively expanded the fields of application of renewable energies.



Achieved PV power generation of
202 thousand kWh

Promoted energy-saving renovation of facilities, replaced all traditional fluorescent lamps in the head office building with energy-saving LED lamps, reduced lighting energy consumption, and annually saved the electricity by about 13,000 kWh. Renovated intelligent centralized control of 159 air conditioners in the public areas, realized remote energy-saving constant temperature control, and optimized the energy consumption of air conditioners. Strengthened the control over "escape, spillage, leak and drip" in the process of water use; organized a water balance test of the water supply system; timely discovered and repaired leakage points such as the landscape pool of the head office; realized the daily water saving of 4 tons, and effectively increased the utilization efficiency of water resources. Purchase energy-saving and consumption-reducing facilities. In 2024, the Bank's outlets used 149 units (sets) of green air-conditioning equipment, 9,290 sets of energy-saving lamps and 268 sets of water-saving appliances.

To ensure the green and safe office environment, we followed the environmental testing standards, the Bank cumulatively carried out 60 environmental tests on newly renovated business offices in compliance with the environmental test standards, and performed environmental treatment over 29,700 m², providing the customers and employees with a green and environmentally friendly environment.

Green branches

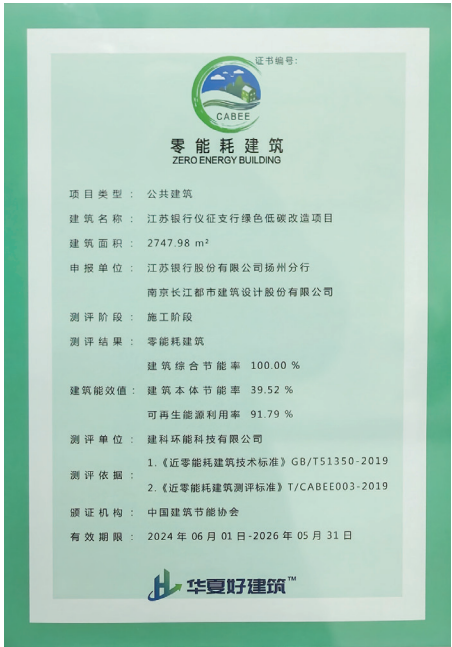
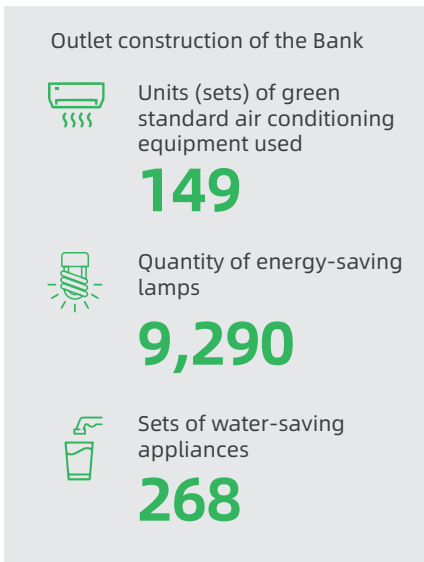
In accordance with the Standard Construction Manual for Green Branches of Bank of Jiangsu, the Bank implemented green control throughout the outlet construction, comprehensively promoted green design, green construction and green operation and maintenance, realized closed-loop management of green and low-carbon construction and operation, minimized carbon emissions throughout the lifecycles of the outlets, and ensured green, low-carbon operations of all business outlets.

The Bank promoted the zero energy consumption certification work of Yangzhou Yizheng Green Branch. On the premise of obtaining the zero energy consumption certificate for the design stage, it obtained the zero energy consumption certificate for the construction stage again in May. The green and low-carbon renovation project of Yizheng Branch was awarded the 2024 "Zero Energy Building" certificate by China Association of Building Energy Efficiency. This project was the sole zero-energy renovation project of a financial business office building in China this year.

Green procurement

The Bank strictly implemented the relevant provisions on "advocating green procurement" under the Management Measures for Centralized Procurement of Bank of Jiangsu. Drawing on the Government Procurement List of Energy-saving Products, it made preferred and mandatory purchases of green, low-carbon, energy-saving and environmentally friendly products, and promoted the promotion and application of green products.

The qualifications for green procurement were incorporated into supplier audit standards and the suppliers were required to provide their environmental management system certifications. In the procurement bidding process, bidders were required to provide environmental protection and energy-saving product certifications, etc. Green access requirements and evaluation standards were established for related products and services.



Carbon emission verification

Carefully organized and carried out carbon emission verification work to accurately verify the greenhouse gas emissions of the whole Bank in 2024, among which, Category 1 emissions were 9,504.93 t/CO₂e, accounting for 16.10%; Category 2 emissions were 49,533.59 t/CO₂e, accounting for 83.90%.

| Category | GHG | CO ₂ | CH ₄ | N ₂ O | HFCs | PFCs | SF ₆ | NF ₃ | Total GHG emissions |
|------------|--------------------------------------|-----------------|-----------------|------------------|----------|-------|-----------------|-----------------|---------------------|
| Category 1 | Emissions (t-CO ₂ e/year) | 3,505.25 | 23.02 | 70.72 | 5,905.94 | 0.00 | 0.00 | 0.00 | 9,504.93 |
| | Ratio to total emissions | 5.94% | 0.04% | 0.12% | 10.00% | 0.00% | 0.00% | 0.00% | 16.10% |
| Category 2 | Emissions (t-CO ₂ e/year) | 49,533.59 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 49,533.59 |
| | Ratio to total emissions | 83.90% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 83.90% |

Types of GHGs: According to the requirements of ISO 14064-1:2018, GHGs include CO₂, CH₄, N₂O, HFCs, PFCs, SF₆ and NF₃.

CASE The Certificate of Green Building Label was obtained for the new building of Nanjing Branch

Nanjing Branch adopted the design and operation standard for "green buildings" in its architectural design, construction and later operation of the new building, which demonstrated the characteristics of energy, water and material conservation, as well as environmental protection. The building of the branch was reviewed by experts from related fields such as structure, architecture, HVAC, water supply and drainage, indoor environment and electricity. The "Two-Star Certificate of Green Building Label" issued by the Technology Development Center of Jiangsu Provincial Department of Housing and Urban-Rural Development was obtained.



CASE Huai'an Branch created a smart lighting solution for its parking lot

Huai'an Branch transformed the lighting system of the underground parking lot in its office building. By deploying a green intelligent lighting system, the original lamp tube was replaced with an LED energy-saving light source, and the lamps had a brightness sensing function. The brightness would vary and be switched when people were sensed and not sensed. This system solved the problems of high energy consumption, inadequate safety and high maintenance costs of the original lighting, and effectively saved electric energy.

Social

Adhering to the origin of financial services to the real economy, Bank of Jiangsu constantly optimized its capital supply structure, invested more financial resources in advanced manufacturing, technological innovations, small and micro private enterprises, agriculture and rural areas, and injected vigorous financial kinetic energy into social and economic development. Practicing the value concept of human-centered finance and adhering to the market positioning of serving urban and rural residents, the Bank continuously met the expectations of all people for high-quality life and supported them to create a wonderful future by providing high-quality personal financial products and services.

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Special Topic 1

Excelling in Key Areas of Technology Finance

Bank of Jiangsu actively constructed institutional mechanisms compatible with technological innovations, focused on key areas of technological and industrial innovations, constantly created excellent financial services, and fully promoted the implementation of the national innovation-driven development strategies and the high-quality development of new quality productive forces. As of the end of 2024, its balance outstanding technology loans exceeded RMB 230 billion and its inclusive technology innovation loans exceeded RMB 80 billion. The Bank served nearly 22,000 technology companies, ranked the first in the number of specialized, refined, characteristic and innovative enterprises, and technology-based small and medium-sized enterprises supported by credit in Jiangsu Province. It was rated as "Excellent Banking Financial Institution for Financial Services and Technology Innovation" by Jiangsu Branch, the People's Bank of China.



The outstanding technology loans exceeded RMB

230 billion

All-round collaborative institutional mechanism

The Bank conscientiously implemented the work requirements of Jiangsu Provincial Party Committee and government to accelerate the construction of a powerful province with technologies. It took the lead in introducing a series of measures such as implementation opinions for supporting technological innovations to make new breakthroughs (22 articles in fintech) and a work plan for accelerating the development of the new quality productive forces (10 articles serving the new quality productive forces), and 45 industrial chain service plans around the province's action for "strengthening the industrial chain", focusing on supporting the technological innovations. The Bank built a special service structure, set up fintech departments at its head office and branches, established 23 technology branches in areas where technological resources were aggregated, and built a team of fintech consultants with over 1,500 members to improve the three-level service network of "head office and branches".



23 technology branches



A team with more than 1,500 fintech consultants

Products and services covered by the whole lifecycle

According to the lifecycles of technology enterprises, the Bank launched a product matrix of "Science and Innovation Integration": In the start-up stage of enterprises, the Bank provided products such as "Feng Huan Chao" (Returning Phoenix) and "Jiangsu Incubation Loan" to specially support the innovation and entrepreneurship of talents who returned to and stayed in Jiangsu, and promoted the "first one mile" for transformation of technological achievements. During the growth period of enterprises, the Bank tailored products such as "loans for high-tech enterprises", "loans for specialized, refined special and new enterprises" and "fusion loans" to continuously and stably provide credit support for the enterprises. In the mature stage of enterprises, products such as "science and innovation bills", "science and innovation bonds" and "intellectual property securitization" were used by the Bank to provide direct financing services. In 2024, more than 16,000 technology enterprises were served by our full lifecycle "Science and Innovation Integration" products, and the credit scale exceeded RMB 140 billion.



1.6 thousand technology enterprises were cumulatively served by our full lifecycle "Science and Innovation Integration" products.



The credit scale exceeded RMB 140 billion

A fully digitally empowered management platform

The Bank continuously improved the credit evaluation system, established a six-dimensional portrait system for technology enterprises based on the data about the enterprises' technology qualifications, intellectual property rights and innovation points, and performed differentiated examination and approval that focused on technologies instead of finance, credit instead of assets and growth instead of profits. Around different business and management scenarios such as "production, supply, marketing, people and property" of the technology enterprises, the Bank built a "Suyin Gold Butler" platform to provide the technology enterprises with butler services such as property, asset, payroll, tax and orders, intelligently match financial and non-financial services, and empower the enterprises to develop. The Bank built an alliance service platform known as "Suyin Science and Innovation Integration", which linked various resources of financial institutions such as Jiangsu Venture Capital Co., Ltd., Provincial Credit Insurance and Provincial People's Insurance, providing one-stop diversified financial services for the technology enterprises.

Organizational guarantee for smooth flow of the whole chain

The Bank actively developed targeted policies to benefit THE enterprises, exempted the technology enterprises from over 20 service fees, and granted the strongest FTP preferences for technology loans in the whole Bank. Exclusive asset package policies were configured for the technology enterprises. "Win-win loans" were customized, and loan renewal without principal repayment was supported. The enterprises were relieved from burdens with special policies. The Bank strengthened the cooperation with governments, deeply participated in various innovation and entrepreneurship competitions in Jiangsu Province, tapped scientific and technological entrepreneurial talents, and increased support for entrepreneurial enterprises. A total of more than 7,000 participating enterprises were supported by the Bank's credit amounting to RMB 48 billion. The Bank promoted the "loan, debt, guarantee and investment" cooperation. Internally, it cooperated with its subsidiaries Suyin Wealth Management and Suyin Financial Leasing., and externally coordinated with financial institutions of Jiangsu Province to promote the construction of technology and finance alliances.



In 2024, the Bank released a commercial about technologies and finance - Going Ahead with Innovators, which artistically demonstrated that the Bank's technologies and finance always kept abreast with innovators. It was committed to realizing those ordinary and simple wishes, and facilitating the goal of self-reliance and self-improvement.

CASE | Beijing Branch helped Chinese chips overcome dilemma with "special bottleneck loans"

Committed to solving the "bottlenecks" of China's chips, a chip enterprise demonstrated certain influence in the industry. However, due to the particularity of the industry and the influence of the international market, the company encountered financing difficulties when making breakthroughs in R&D. Beijing Branch provided financial support for the enterprise through the special "bottleneck" loan, helping the enterprise to take the lead in realizing the application of domestic EOS in high-end measurements and tests, and effectively promoting the development of chip manufacturing technologies in China.

CASE | Shanghai Branch supported R&D of artificial biological heart valves

A biotechnology company in Shanghai has long been committed to the R&D of artificial biological heart valves. In 2024, the company launched a new phase of clinical trial. Due to the relatively considerable test costs, it faced difficulties in capital turnover in a short term. Shanghai Branch built a special working group to conduct in-depth exchanges with the company and provide door-to-door services throughout the process so that "the Bank ran more errands than the customer". Combined with the innovative attributes of technological R&D and past financing conditions of the company, the Bank provided the company with a credit line of RMB 10 million from its "talent Science and Technology Innovation Loan" and strongly supported the innovative development of the artificial biological heart valve industry.



CASE | Shenzhen Branch promoted the transformation of "key variables" of technological innovations into the "maximum increment" of the new quality productive forces

Shenzhen Centaurotech Science and Technology Co., Ltd. was engaged in voice intelligence, a subdivided field of artificial intelligence. High early R&D costs, long payback period and cash flow were main problems for the development in this field. In combination with the high-quality track where the enterprise was, Shenzhen Branch provided the enterprise with a credit line of RMB 17 million according to its core technologies, orders and development stage, effectively help the enterprise increase the proportion of automotive voice with sufficient working capital.

Credit line +RMB
17 million

CASE | Suzhou Branch supported the rapid development of a low-altitude economic enterprise

As an integrated low-altitude economic service provider, Suzhou GDAT Company Limited is mainly engaged in helicopter merchandising, leasing, operation and modification. In recent years, Suzhou Branch has accompanied the customer's growth with partner mentality. While providing solid financial guarantee for the R&D and application of key technologies of the enterprise, it has also provided a package of comprehensive financial services such as supply chain financing, "Suyin Gold Butler" and international businesses to support the rapid development of the enterprise.



CASE | Changzhou Branch supported the growth of an incubated enterprise

As an incubated enterprise, Blue Origin Environmental Technology (Changzhou) Co., Ltd. is engaged in the R&D and manufacturing of zero-discharge wastewater evaporators. In 2024, a continuous surge was seen in the orders of this enterprise, but due to its short establishment and lack of asset collateral, it was difficult for the enterprise to obtain credit support from banks. In combination with the characteristics of this startup enterprise. Changzhou Branch innovated its thinking, changed its traditional examination and approval perspective that "emphasized sales", paid attention to the orders and growth of the enterprise, introduced the "technology-based batch guarantee mode", and successfully disbursed a "Jiangsu Incubation Loan" of RMB 3 million to the enterprise, providing strong support for its development.

Disbursed the "Jiangsu Incubation Loan" of RMB
3 million

Special Topic 2 Excelling in Key Areas of Inclusive Finance

Bank of Jiangsu actively broadened the connotations of inclusive financial services, made constant innovations of inclusive financial products and services, and enhanced its ability to serve the small and micro businesses, agriculture-related business entities and key supported groups. As of the end of 2024, the outstanding inclusive loans for small and micro businesses exceeded RMB 210 billion, and the growth rate was higher than the national and provincial averages. Having been rated "Level 1" in the financial service supervision evaluation of small and micro businesses over four consecutive years, the Bank invested more than RMB 300 billion in rural revitalization, continuously evaluated as "excellent" in the evaluation of financial institutions' services for rural revitalization.

Doing well in the top-tier design

In active response to the requirements of the financing coordination mechanism for small and micro businesses, the Bank immediately built a "special financing service team for small and micro businesses", headed by the president of the head office, to coordinate the overall promotion and performance of financing services for the small and micro businesses throughout the Bank. The branches built special working groups with accordance to the practice of the head office. The sub-branches built special working groups and offices to ensure that all decisions could be implemented quickly and accurately. During the year, more than 150 county/district-level sub-branch working groups were built, and policy publicity was strengthened through promotion meetings, to strengthen the docking of financing coordination mechanisms for the small and micro businesses in cities, districts and counties. The branches were guided to follow up on and provide good services in time, in order to accurately satisfy the financing needs of the small and micro businesses.

Solving financing difficulties

The Bank drafted the Action Plan of the Bank of Jiangsu for Financing Services for Small and Micro Businesses, paid "visits to thousands of enterprises and households" in parks, streets and villages, promoted service actions such as "Hundred-channel Marketing", "Three-level Joint Visits" and "Fintech Express", in order to identify the needs of the enterprises in a timely manner and satisfy the needs. During the year, the Bank served more than 34,000 small and micro businesses, involving a total amount of funds exceeding RMB 83 billion.

The Bank strengthened cross-departmental collaboration, innovated and created high-quality products and services, and launched various policies conducive to the enterprises in response to the needs of the small and micro businesses. In the examination and approval procedures, the Bank strengthened cross-line collaboration to open up "green channels" for the small and micro enterprises. In terms of loan renewal management, we encouraged our entities to renew loans for the customers who met the conditions for loan renewal without principal repayment. Intelligent tools such as "active invitation" and "simulated approval" for loan renewal without principal repayment, new online and offline integration processes were strengthened, used and promoted for use to improve the effectiveness and efficiency of business processing. In terms of service innovation, the Bank launched an accounts receivable financing service plan to help the small and micro businesses alleviate the mismatch between the accounts receivable period and the enterprises' needs for working capital. Regarding product pricing, phased interest discounts were introduced, and the interest rate of a single loan was reduced by up to 70BP.

Providing product support

The Bank actively implemented the "two new policies" and creatively launched the models of "guaranteed loan" and "guaranteed quick loan", further simplifying the business processes between banks and guarantees, and solving the problem of slow financing for small and micro businesses. According to the needs of new agricultural entities and rural talents for purchasing agricultural machines and renovating agricultural facilities, agricultural machinery equipment loans, agricultural machinery e-loans and modern facility agriculture loans were launched. Relying on Jiangsu's whole "4 +13 + N" agricultural industry chain, the Bank constructed a service system for "Seasonal Agricultural Service" and increased support for rural modern industries. A "personalized" lightweight customer mini program service platform known as "Suyin Sui Xin Ban" was built to intelligently match the customers' comprehensive service needs. The "denuclearization" model of the inclusive supply chain was innovated. The "E-loan for Procurement and Sales" was created, and the Bank relied on the big data technology for extension from the "main credit" model for core enterprises to "data credit".

Empowering with data

The Bank actively used large language models, image recognition and other technologies to create intelligent inclusive AI assistants, small and micro mobile operating platforms, and continuously optimized small and micro smart services around four aspects - intelligence, mobility, intensification and specialization, for the purpose of improving customer experience. The Bank constructed a quantitative decision-making mechanism and regularly performed retrospective analysis, promoting scale enlargement, risk warning, return analysis, and product strategy iteration. The product and service adaptation was strengthened for different industries and customer groups, and management granularity was refined for the institutions and personnel.

CASE Changzhou Branch's support for equipment updates of manufacturers was reported by CCTV

Runfu Power Technology Co., Ltd. is a small and micro business that manufactures planetary roller screws, which are widely used in humanoid robots, new energy vehicle steering gears, machine tools and other products. The company had to invest about 100 sets of production equipment for producing roller screws of various specifications. It just cost 4 days for Changzhou Branch to disburse a loan of RMB 9.5 million to the enterprise through the special products such as "Equipment Warranty" and the interest discount policy of "Longcheng Equipment Loan". The loan was specially used for purchasing CNC external thread grinders, helping the enterprise accelerate its mass production. This practice was reported by CCTV as a case of facilitating the financing for small and micro businesses.



CASE Nantong Branch disbursed the "agricultural machinery and equipment loan" to inject more vitality into rural revitalization

Xubing Agricultural Machinery Operation Service Professional Cooperative is a provincial new agricultural business entity. As the time of summer grain purchase approached, the cooperative urgently needed to purchase four new grain dryers and one hot-blast stove to satisfy its production and operation needs, but it faced a relatively great shortage of funds. After launching its "Agricultural Machinery and Equipment Loan", Nantong Branch carried out policy propaganda immediately. It took only one day to complete the approval and disbursement of the "Agricultural Machinery and Equipment Loan" for the cooperative, which satisfied the urgent customer need.

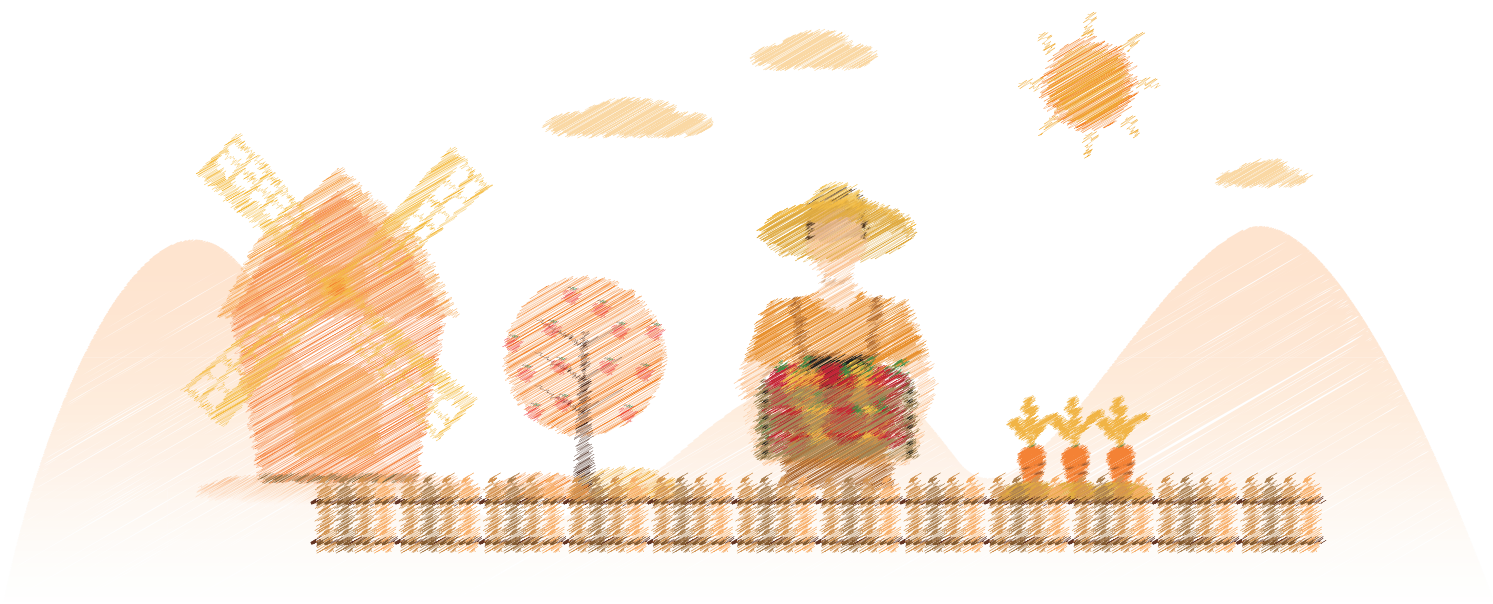
CASE Wuxi Branch supported the development of local characteristic agricultural industries

Wuxi Yangshan Town Miyu Taoyuan Peach Professional Cooperative, which has been engaged in peach planting in Yangshan for many years, has continuously expanded its product sales through e-commerce channels in the past years, and its financing demand has gradually emerged. Wuxi Branch gave play to its brand advantage of "integrating and revitalizing villages", drafted an exclusive comprehensive financial service plan for the customer, and granted the customer a credit line of RMB 1.5 million, which was used for purchasing peach fertilizer and upgrading saplings, thus facilitating the development of Wuxi's characteristic agricultural industry.



CASE Taizhou Branch supported the development of the dehydrated vegetable industry

The dehydrated vegetable industry is an important part of modern agriculture. Taizhou Branch helped local enterprises related to the dehydrated vegetable industry update their production equipment and expand their production scale through financial products such as "Sumao Loan" and "Huijie Loan". As of the end of 2024, the branch provided loan support of RMB 84.95 million for 22 member units of local dehydrated vegetable associations, and actively built a cooperation platform to promote the coordinated development of dehydrated vegetable enterprises, upstream and downstream industrial chains, helping the industry achieve high quality and large-scale development.



Special Topic 3

Excelling in Key Areas of Elderly Finance

Adhering to the "customer-centered" concept, Bank of Jiangsu constantly improved the connotations of pension finance, pension service finance and pension industry's financial services. It created an all-round comprehensive service system covering the "personal + industries" and "financial + non-financial", striving to build a warm financial elderly service brand.

Improving systems and mechanisms, and gathering organizational synergy

The Bank built a elderly finance working group to coordinate 12 functional departments and 4 subsidiaries within it, gave full play to their organizational synergy, coordinated and promoted its effective development of elderly finance work. A elderly finance department was established under the retail business department of the head office, which was responsible for performing various key tasks defined by the elderly finance working group, and taking the lead in promoting and implementing specific tasks. The "Bank of Jiangsu Action Plan for Accelerating High-quality Development of Elderly Finance (2024-2026)" was issued to further clarify the strategic position of elderly finance. Focusing on the elderly finance, elderly service finance, elderly industry finance and elderly service ecological construction, the Bank clarified various business development goals and promotion directions, and formulated 23 specific work measures to accelerate the high-quality development of the elderly finance.

Creating special services to meet personalized elderly care needs

Bank of Jiangsu has refreshed and launched the "Suyin Elderly Finance" service brand, establishing a four-in-one service system that includes "exclusive cards, professional wealth management, warm service channels, and distinctive value-added rights", fully meeting customers' steady and secure personalized pension finance needs. The Bank diversifies the activities of the elderly customer clubs and continuously carries out special activities such as "Beautiful Golden Autumn, Artistic Splendor" calligraphy, painting and photography exhibition to meet the "financial + non-financial" needs of elderly customers and enhance these customers' sense of gain in combination with characteristic activities such as "mastery of smart household appliances with new technologies" and "full discounts for vegetable purchases from DDL". The Bank has enhanced its creation of elderly care scenarios, actively expanded the payment scenarios of canteens for the elderly and universities for the elderly, and cooperated with more than 30 elderly care service institutions, serving more than 20,000 elderly customers. Among them, the Bank's payment scenario service of universities for the elderly was evaluated as "Excellent Case of Pension Finance" by Xinhua News.

"Suyin Pension Finance", "service brand" and "4-in-1" service systems



Exclusive card



Professional wealth management



Warm service channel



Characteristic value-added rights and interests

Strengthening Elderly-friendly transformation and improving service capabilities

The Bank stepped up its efforts for establishing "aging-friendly outlets", and equipped more than 530 outlets with aging-friendly service infrastructure such as love windows, reading glasses, love seats, water dispensers and barrier-free passages. Some outlets have special financial service areas for the elderly, equipped with massage chairs, blood pressure meters, automatic external defibrillators (AEDs), convenient wheelchairs, crutches and other facilities. As of the end of 2024, a total of 114 outlets of the Bank were evaluated and certified by Jiangsu Banking Association as "Civilized and Standardized Service Outlets of Jiangsu Banking Industry Suitable for the Elderly", ranked the first among the city commercial banks in Jiangsu Province. The Care Edition of Mobile Banking was launched, and efforts were made from four aspects: "seeing more clearly, hearing more clearly, facilitating operations and using with greater ease", in order to solve the pain points and difficulties of elderly customers in using mobile services so that they can enjoy the convenience of mobile financial services.

Strengthening strategic research and promoting the development of the pension industry

The Bank has been enhancing its research on the elderly care industry, conducted on-site research on nursing homes, elderly products enterprises and universities for the elderly, organized the branches to deal with high-quality elderly care institutions, tertiary hospitals and well-known pharmaceutical companies, performed strategic research on how commercial banks could support the development of the elderly care industry, and explored more diversified support strategies for the elderly care industry. The Bank has made full use of various products to strengthen financial support, offered diversified investment and financing support to pension enterprises, pension service institutions and pension industry projects, and provided comprehensive business solutions such as butler, information consultation and system construction, in order to provide "flowing water from sources" for the healthy development of the pension industry.



CASE Suzhou Branch held elderly care service consumption promotion month activity

In December 2024, Suzhou Branch launched the Elderly Care Service Consumption Promotion Month activity with the theme of "Silver-haired Economy, New Ecology, Elderly Care Services and New Quality". Focusing on the "food, clothing, housing and transportation", "culture, education and entertainment" and "medical and health care", the Bank launched 17 preferential activities to help the elderly and benefit the elderly, covering special reading glasses, clothing discounts, food consumption subsidies, trial residence discounts, silver-haired travel happy trips, regular physical examination discounts, home renovation subsidies, and rental subsidies for old-age assistive devices.



CASE Changzhou Branch launched the M&A loan for elderly care services

In 2024, Changzhou Branch provided M&A loans for private bankruptcy and foreclosure pension and high-end health care projects, with a total amount of RMB 260 million, effectively revitalizing existing pension resources, deepening market-oriented allocation, turning "burden" into "wealth", and helping the pension industry iteratively upgrade.



CASE Suqian Branch continuously improved financial pension services

Focusing on the theme of "Enjoying Happiness", Suqian Branch carried out nearly 100 activities for the elderly customers throughout 2024, actively inviting the elderly customers to participate in themed activities on calligraphy, outings, photography, financial investments, and health lectures. The Bank paid attention to the spiritual, cultural and physical health needs for the elderly, providing the elderly customers with more opportunities for exchange and communication, covering nearly 10,000 elderly customers.



Shouldering the Mission and Serving the Real Economy

Bank of Jiangsu closely followed the national policy guidance, actively fulfilled the mission of financial services to the real economy, and injected the source of flowing water to support the recovery of the real economy. As of the end of 2024, the Bank's actual outstanding corporate loans exceeded RMB 1.3 trillion, and the outstanding manufacturing loans exceeded RMB 303 billion, among which the outstanding advanced manufacturing loans exceeded RMB 106 billion.



Responding to national strategies

Closely focusing on the major national and regional strategies, key areas and weak links, Bank of Jiangsu actively participated in the construction of "Two Key Projects and Two New Initiatives", and concentrated on supporting the high-quality coordinated development of Yangtze River Delta, Yangtze River Economic Belt and other regions.

Promoting the construction of "two important and two new areas"

The Bank implemented the special investment plan for the construction of "two important areas", established a normalized docking mechanism with competent authorities, promoted list-based services, achieved full coverage of major provincial projects, and provided comprehensive financial services in the whole cycle, chain and scenario from preparation to operation, from procurement to sales, and from enterprises to employees. The Bank implemented the policy requirements for the "two new areas", built special working groups, proactively provided front-line services, and fully supported the investment needs of the enterprises such as equipment updates and technological transformation, ranked top in the number and amount of projects effectively launched in 2024.

Facilitating the integrated development of the Yangtze River Delta

The Bank promoted the Action Plan of Bank of Jiangsu for Integrated Development of Financial Services in Yangtze River Delta, strengthened the replication and promotion of service models, differentiated guidance on credit investment and overall allocation of resource elements, and continuously optimized financial supply and shaped special expertise on areas of high-quality development in the Yangtze River Delta, including scientific and technological research, green low-carbon development, high-quality development of manufacturing industry, small and micro private enterprises and two-way opening up of enterprises.

Focusing on the construction of Yangtze River Economic Belt

The Bank helped improve the comprehensive transportation system in Jiangsu Province and provided financial support for major transportation infrastructure projects such as rail transit, highway, aviation and port in Jiangsu Province. It actively guided the business entities to support the construction of key projects such as new urbanization and rural revitalization in cities of the Yangtze River Economic Belt.



In the morning of November 9, the High-quality Development Elements Matchmaking Conference of 2024 Yangtze River Delta G60 Science and Technology Innovation Corridor of the 7th China International Import Expo was held at the National Exhibition and

Convention Center (Shanghai). Ge Renyu, as a secretary of the Party Committee and Chairman of the Bank, was invited to attend the meeting and give a keynote speech. In his keynote speech, Chairman Ge Renyu said that the Bank would continuously improve the strategic ESG system, accelerate the integrated development of green finance, technology finance and inclusive finance, and strive to inject more financial momentum into high-quality economic and social development. At the conference, the Bank held the founding ceremony of Yangtze River Delta G60 S&T Corridor ESG Development Alliance with the People's Government of Songjiang District, Shanghai and other units.

CASE | Nantong Branch supported the construction of an offshore engineering and wind power equipment production base

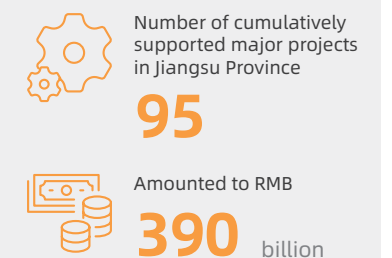
Jiangsu Lanshui Ocean Engineering Co., Ltd. is mainly engaged in the manufacturing of high-end offshore equipment such as offshore wind power equipment, offshore hydrogen production stations and offshore engineering modules. Nantong Branch gave play to the brand advantage of "Suyin Innovative Smart Manufacturing", drafted an exclusive comprehensive financial service plan for the enterprise, and granted the enterprise a comprehensive credit line of RMB 500 million for "offshore engineering and wind power equipment manufacturing projects" to support the enterprise's development layout in high-end offshore manufacturing industries.

CASE | Zhenjiang Branch supported the construction of a R&D and production base by a leading biological enterprise

GenScript Biotech Co., Ltd. is a globally recognized biotech leader. Investing in the establishment of ZHENJIANG PROBIO BIOTECH CO., LTD in Zhenjiang, this enterprise is responsible for the "Construction Project of R&D and Production Base of PRIBIO Biological Antibody Drugs and Gene Cell Therapy Drugs". After it is put into production, the project will become the largest commercial production base of biopharmaceutical plasmids in Asia. Zhenjiang Branch gave full play to the internal synergy effect and took the lead in creating syndicated loans to facilitate the smooth project implementation.

Supporting local construction

Bank of Jiangsu earnestly fulfilled its responsibilities as a local corporate bank. Based on Jiangsu's resource endowment, it continuously improved the accuracy and coverage of financial services, and facilitated the steady development of local economy. In 2024, a total of 95 major projects in Jiangsu Province were supported by the Bank, with an amount of 39 billion.



Facilitating stable and favorable economic growth

The Bank deeply implemented the Several Policies and Measures on Consolidating and Strengthening the Economic Recovery and Further Promoting High-quality Development ("33 Measures" for Steady Growth) and the Decision of Jiangsu Provincial Committee of the Communist Party of China on Implementing the Spirit of the Third Plenary Session of the 20th Central Committee of the Communist Party of China, Further Comprehensively Deepening Reform and Taking the Lead in Promoting Chinese-style Modernization ("54 Measures" for Reform), built a dedicated service team, drafted comprehensive financial service plans, and provided continuous stable financial support.

Supporting supply chain transformation and upgrading

Based on the business scenarios of production, purchase, sale, transportation and storage upstream and downstream of the industrial chain, the Bank created and improved the product matrix for the accounts receivable, prepayments and inventory financing, built the Su Chain Loan business model library, and created a full-scenario, full-product, and omni-channel "1 +3 + X" "Suyin E-chain" service system, and supported the supply chain financing that exceeded RMB 100 billion.

Promoting the safety and stability of the industrial chain

The Bank actively responded to the strategic deployment for modern industrial system construction, focused on Jiangsu's "1650" industrial system, established and improved three major systems for customer expansion, product and research, built a "cluster-industry-sector-region-enterprise" system service model, formulated service guidelines for energy, shipping, elderly care, artificial intelligence and other industries, and promoted the transformation of achievements from industrial maps to customer maps and to business maps.

CASE Suzhou Branch provided special account funds for Nantong-Suzhou -Jiaxing-Ningbo High-speed Railway

Nantong-Suzhou -Jiaxing-Ningbo High-speed Railway, which is a "eight vertical and eight horizontal" skeleton of the national high-speed railway network, is the backbone line of the Yangtze River Delta intercity railway network. Suzhou Branch successfully opened a special capital account for the Nantong-Suzhou -Jiaxing-Ningbo High-speed Railway project, and undertook special treasury bond fund of RMB 80 million. Subsequently, it planned to cumulatively undertook a total of RMB 460 million, effectively assisted with the construction of the northern section of Nantong-Suzhou -Jiaxing-Ningbo High-speed Railway in Suzhou, and made financial contributions to the regional development.

CASE Nantong Branch supported the double-line operation of Nantong rail transit

Nanjing Rail Transit Group Co., Ltd. is responsible for construction and operation of Nantong railway project. Based on the concept of "frontline services for major projects", Nantong Branch took the lead in approving the credit line of RMB 500 million for construction and operation, and issued working capital loans of RMB 250 million and RMB 200 million respectively after the operation of Metro Lines 1 and 2, in order to support the "expansion" and acceleration of the urban road network and facilitate the citizens' transportation.

CASE Zhenjiang Branch supported the development of a new energy vehicle supply chain enterprise

Lianbo Precision Technology (Zhenjiang) Co., Ltd. is a high-tech enterprise that specializes in high-speed precision stamping fields such as stator and rotor cores of new energy vehicle drive motors and stator and EPS motors. Zhenjiang Branch closely tracked and kept informative about the financing needs of the enterprise's projects, took the lead in creating a syndicated loan of RMB 500 million to effectively satisfy the enterprise's needs for project investments, applied for financial interest discount policies for manufacturing loans, reduced the financing costs of the enterprise and facilitated the development of the new energy automobile industry.

CASE Lianyungang Branch helped new carbon fiber material companies reduce costs and burdens

Liangyungang Shenying Composite Materials Technology Co., Ltd. is a national high-tech enterprise that specializes in developing, producing and selling new carbon fiber materials and supporting molds. Lianyungang Branch approved a credit line of RMB 40 million for the enterprise through the green approval channel, and disbursed an equipment renewal loan of RMB 10 million to the enterprise according to the capital demand. The loan was used to purchase equipment related to the carbon fiber composites, effectively supporting the R&D and production of the enterprise.

CASE Hangzhou Branch supported the renewal of Nanxun Ancient City in Huzhou

Various old residential areas in the central areas of Nanxun District, Huzhou are featured by high building density and imperfect supporting facilities, which seriously affect the living standard and quality of residents. Hangzhou Branch granted a credit line of RMB 780 million to Huzhou Nanxun Shuijingjing Science, Education and Culture Development Co., Ltd. The loan was specially used for urban renewal and construction in Nanxun, transforming and updating backward infrastructure, improving the image and quality of the city, and effectively supporting the ecological construction of "Beautiful Zhejiang".



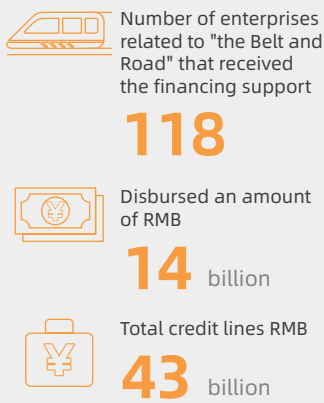
Facilitating high-level opening-up

Bank of Jiangsu closely kept up with the pace of China's opening to the outside world, actively integrated itself into the new development pattern of "double circulation", supported the "the Belt and Road Initiative", new cross-border trade formats and construction of pilot free trade zones, facilitated the development of Jiangsu's export-oriented economy, and constantly enhanced its international advantages in business scale. In 2024, the international settlements of the Bank exceeded USD 300 billion.



Jointly building "the Belt and Road" with high quality

In the face of the accelerated restructuring of the global supply chain, the Bank enhanced its support for overseas projects of high-quality enterprises, actively used products such as cross-border M&A, project loans and overseas direct loans to increase its financial support, and facilitated the global production layout of the enterprises. The Bank supported the project construction and production operations of domestic enterprises in many overseas countries and regions, entered into strategic cooperation agreements with China-UAE Industrial Capacity Cooperation Demonstration Zone and China-Egypt TEDA Suez Economic and Trade Cooperation Zone, committed to jointly promoting the high-quality development of "the Belt and Road" and supporting the enterprises to "go global". In 2024, the financing supported 118 enterprises related to "the Belt and Road", with an issuance amount of nearly RMB 14 billion and a total credit line of about RMB 43 billion.



Promoting new patterns of cross-border trade

Under the environment of new business patterns and models of foreign trade, the Bank has focused on scenario innovation and digital intelligence transformation, carried out direct bank-enterprise connections with the customers involved in the new business patterns, and launched a number of customized service functions such as "batch payment" for payment institutions and online review of B-segment merchants' access, in order to continuously improve the service capabilities of the new cross-border trade patterns. The Bank has actively expanded the comprehensive foreign trade service platform, and made one-stop online comprehensive services for account opening, foreign exchange collection and settlement, and declaration available on Donghai Shuijing "Jing Mao Tong" platform. The Bank has expanded the market procurement and trade service scenarios. The first exchange rate risk management application scenarios of Changshu City's "City Cai Tong" were made accessible. It became the first city commercial bank providing exchange rate hedging services for market procurement and trade in Changshu. The Bank actively contacts the group customers, handles cross-border e-commerce B2C export foreign exchange collection business, and provides commodity list write-off services. In 2024, local and foreign currency settlements of cross-border e-commerce amounted to USD 53.8 billion, with a year-on-year increase of 20%.

Supporting the construction of pilot free trade zones

In combination with the current business development status of the pilot free trade zones, the Bank has continuously deepened a business mechanism and model with separate authorities and centralized review by the central authority for the pilot free trade zones, and promoted the improvement of the pilot free trade zones' business capabilities. The Bank has actively participated in the opening-up of the financial markets of the pilot free trade zones, assisted Chinese-funded enterprises in cross-border financing, and satisfied the needs of domestic enterprises to issue RMB bonds in the pilot free trade zones. As of the end of 2024, the balance of RMB bonds in the pilot free trade zones exceeded RMB 8.3 billion.

CASE Beijing Branch disbursed overseas syndicated loans to the NRA account of Unicorn enterprises

Beijing Branch gave full play to the centralized geographical advantages of the regional unicorn enterprises, and procured the unicorn enterprises in the new economic field to "go global" with high-quality financial services. In July 2024, Beijing Branch participated in an overseas syndicated loan of RMB 350 million from an Internet group through the NRA account, and provided comprehensive financial service solutions for the enterprises, further facilitating the cross-border financing for the enterprises and boosting China's high-level opening up to the outside world.

CASE | Shanghai Branch supported new offshore businesses of an enterprise

IXM (Shanghai) Corporate Management Co., Ltd. is a leading trader of non-ferrous metals in China. Shanghai Branch actively responded to the high-level opening-up and facilitation policies for cross-border trade and investment, integrated various resources, designed personalized solutions, improved the quality and efficiency of corporate services, gained corporate recognition, and became its preferred bank for international settlement transactions.

CASE | Shenzhen Branch created one-stop service solutions for cross-border finance

Shenzhen Branch kept pace with the market demand, continuously developed and iterated new products to satisfy the customers' diverse financial service needs. In the case of relatively low RMB interest rate and favorable domestic foreign exchange purchase exchange rate, a one-stop service solution of "RMB International Certificate + NRA Forfaiting + NRA Foreign Exchange Purchase" was tailored for more than 10 enterprises in combination with the characteristics of Shenzhen's comprehensive foreign trade service enterprises, helping the enterprises cut their financial costs and reduce their costs and increase their efficiency.

CASE | Xuzhou Branch supported the transportation and trade businesses of China-Europe Railway Express

In 2024, the China-Europe Railway Express train bound for Kazakhstan was loaded at Xuzhou Huaihai International Inland Port Railway Distribution Center. Xuzhou Branch provided a credit line of RMB 10 million for the holder of the bill of lading through the CIFA bill of lading with property attribute issued by China-Europe Railway Express for an enterprise, helping the customer ease its financial pressure. The successful conclusion of this business provided a new path for the railway company to solve problems such as financing difficulties and property control difficulties.

CASE | Lianyungang Branch performed its first Donghai Shuijing cross-border e-commerce business

As a county-level enterprise, Jiangsu Jiejing Industrial Development Co., Ltd. built a cross-border e-commerce comprehensive digital service platform known as "Jing Mao Tong", which was an innovative practice in China. In November 2024, Lianyungang Branch gave full play to its advantages in expedient products and provided the enterprises with customized fund registration service solutions, helping the enterprises further improve their cross-border payment and settlement efficiency, ensuring the safety of cross-border fund receipts and payments, winning high recognition from the enterprises and facilitated the development of new local foreign trade patterns.

CASE | Taizhou Branch supported the R&D and manufacturing of LNG dual-fuel container ships

Jiangsu New Times Shipbuilding Co., Ltd. is a leading shipbuilding enterprise in China. In the new rising cycle of the global shipbuilding and offshore industry, the enterprise increased its investment in a new generation of mainstream ships and high-tech, high value-added ships. Taizhou Branch built a "Ship Financial Services" taskforce, closely followed up on the financing needs of the enterprise, continuously optimized and designed a package of financing service schemes, and issued five advance payment guarantees totaling USD 433 million for the enterprise, which were used for supporting the R&D and construction of LNG dual-fuel container ships newly signed between the enterprise and Canadian shipowner, and provided financial support for the shipbuilding enterprise to deepen its structural adjustment, accelerate its transformation and upgrading and "go global".

Expanding Financial Services and Enhancing Financial Accessibility

Bank of Jiangsu has been expanding the coverage of financial services, increasing the accessibility and convenience of financial services, and providing timely and efficient financial products for the elderly, young people, new citizens and other groups to ensure that all customers enjoy financial services fairly.



Improving people's livelihood and well-being

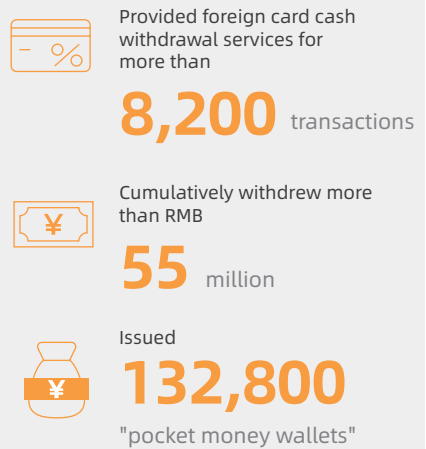
Bank of Jiangsu actively promotes the extensive integration of financial services into people's livelihood scenarios, continuously improves the financial supply in financial services such as consumption and convenience, and effectively enhances people's senses of gain, happiness and security.

Satisfying consumer needs

Around the trade-in subsidy policy, the Bank carried out "zero down payment" for new energy vehicles and low interest rate preferential activities for installments of new energy vehicles, and provided "one-stop, zero-distance" on-site auto financial services at various auto shows so that customers could directly select and purchase cars and apply for car installments at the auto shows. In conjunction with Jiangsu UnionPay and Jiangsu Yinshang, the Bank performed the marketing campaign of purchasing electric bicycles with credit card discounts, and launched the business of transferring transactions to installments through mobile banking after payment, further boosting consumer confidence.

Improving financial services

Focusing on the pain and congestion points of payment experiences of the elderly and foreigners in China, the Bank launched the "3 +5" special action for payment convenience, optimizing the "exclusive lobby services", "caring door-to-door services" and "online heart-warming services" for elderly customers. For foreigners coming to China, the Bank carried out five convenience improvement actions: currency exchange, foreign card cash withdrawal, payment discounts, account opening convenience and multilingual services, in order to get through the "last mile" of payment services. The Bank opened up a green window to provide foreign-currency cash and small denomination exchange services, improved the service functions of self-service equipment, and realized the cash withdrawal function of foreign cards in its ATMs. By the end of the year, it provided more than 8,200 foreign card cash withdrawal services, with a total withdrawal amount of more than RMB 55 million. 132,800 "pocket money wallets" were distributed in catering, taxis, tourism, supermarket and other industries to provide more efficient and convenient cash services for the public.



"3 +5" special action for payment convenience



CASE Huai'an Branch successfully handled the city's first mortgage transfer business for existing property

Huai'an Branch implemented a new real estate mortgage registration mode, used the banking system for handling the first mortgage transfer business for existing property in the city, provided the customer with more convenient, efficient financial services, laid a foundation for one-stop property transaction services, and further facilitated the extension of Huai'an's real estate window acceptance mode to the bank convenience service point.



CASE Lianyungang Branch became the province's first cooperative financial institution for trade-in of electric vehicles

Lianyungang Branch communicated with the Municipal Bureau of Commerce and proposed a package of financial service solutions for trade-in of the electric vehicles, making it become the first cooperative financial institution in this field in the province. Consumers only needed to log in to the "APP of Bank of Jiangsu", enter the "Local Life" (chose Lianyungang as the city where they are located), and click on the "Electric Vehicle Trade-in Zone" on the homepage to obtain the qualification for participating in the event. Since the launch of the event, a total of 11,208 electric vehicle trade-in qualifications had been obtained, 8,296 electric vehicles had been traded in, with a sales amount of RMB 24.953 million, and the government subsidies of RMB 3.8087 million had been issued, which effectively helped the residents upgrade their consumption.

| Cumulatively obtained | Traded in | The sales amounted to RMB | Issued the government subsidies of RMB |
|--|----------------|---------------------------|--|
| 11,208 qualifications for trade-in of the electric vehicles | 8,296 vehicles | 24.953 million | 3.8087 million |

CASE Hangzhou Branch launched "pocket money wallets" with ten scene characteristics of the West Lake" to increase payment convenience

Hangzhou Branch creatively designed characteristic "pocket money wallets" based on the ten scenes of the West Lake and carried out exchange services. In the "pocket money wallet", the pocket money of different denominations such as RMB 1, RMB 5, RMB 10 and RMB 20 were readily available to help self-employed merchants solve the problem of pocket money and pain points of the elderly who were not good at mobile payment. In 2024, more than 3,000 "pocket money wallets" were cumulatively exchanged with the branch, with a total amount of more than RMB 1 million.



| "Pocket money wallets" cumulatively exchanged with the branch + | Total amount RMB + |
|---|--------------------|
| 3,000 | 1 million |

CASE Taizhou Branch strengthened financial services for new citizens

There was a large-scale infrastructure project around Gaogang Sub-branch, Taizhou Branch. Through visits and investigations, it was found that most of the workers at this site were migrant workers from other provinces. After learning about this situation, the Sub-branch took the initiative to contact and negotiate with enterprises, and actively helped these migrant workers apply for social security cards with financial functions, which provided convenience for the migrant workers to see a doctor and spend money in Taizhou, and endowed the migrant workers with a stronger sense of belonging.

CASE Yangzhou Branch made door-to-door adjustment of transfer limits for special customer groups

Yangzhou Branch continuously improved its customer services, dispatched its service managers to provide door-to-door transaction services for the customers who could not handle electronic banking limit adjustment business at the counters, and adjusted the transfer limit for customers through the "Private Business-Transfer Limit Adjustment" on the pad.

CASE Suqian Branch carried out door-to-door exchange activities for RMB unsuitable for circulation

In August 2024, Suqian Branch went deep into communities, merchants, enterprises, food markets and other places around its outlets to provide on-site exchanges of RMB unsuitable for circulation for the masses by publicizing "Cash for the People, Bank of Jiangsu in Action" and "Optimizing the Circulation Environment from Exchanging Damaged Currency" as themes. A total of RMB 68,500 was exchanged at the event, including RMB 41,600 of small-denomination damaged cash below RMB 20. The event effectively solved the "difficulty in changing damaged cash" for the masses.

CASE Nanjing Branch upgraded ATMs to support withdrawal of currencies of small denominations

Nanjing Branch upgraded its ATMs. Based on the existing ATMs for withdraw currencies of a denomination below RMB 100, it realized the function for withdrawing currencies of small denominations in RMB 10. The overseas bank cards such as Visa and MasterCard for cash withdrawal were also supported. Foreigners could directly withdraw small-denomination cash in RMB from the corresponding ATMs, which better met the needs of the elderly, foreigners and other groups for small-denomination cash.

Creating superb service experiences

Bank of Jiangsu continuously promoted the construction of mobile banking APP, customer service center and business outlets, facilitated the complementary advantages of online and offline services, constantly deepened the promotion and application of digital RMB, and continuously optimized the customer experiences.

Mobile banking APP

In October 2024, Bank of Jiangsu released version 10.0 of its APP, committed to creating "mobile banking for understanding you better" and continuing to provide the customers with richer, more convenient and more efficient online financial services. As of the end of 2024, the number of APP customers had exceeded 20 million, and the number of monthly active customers exceeded 7 million.

| | |
|-------------------|---|
| More professional | Through the deep integration of Fintech, the Bank provided the users with one-stop wealth management services. From pre-investment screening, investment comparison to post-investment management, it provided a full range of intelligent tools and professional services. |
| Intelligent | The intelligent search services were introduced. In combination with the advanced speech recognition technology, the customers could complete search tasks through voice commands, providing the users with personalized, accurate and efficient experience. |
| Warmth | Special care was offered to those people with special needs, including visually impaired people and international people. The "barrier-free reading function" and "APP in English version" were customized to realize the dual practices of inclusive finance and humanistic care. |
| Intelligent Life | In addition to financial services, for the purpose of innovating the scene applications, the Bank built a platform known as "Intelligent Life" for "finance + life", integrating 9 characteristic scenes, 17 urban characteristic services, 6,000 cooperative merchants, 200 cultural tourism landmarks, and 1,700 convenient life services, and incorporating the financial services into all aspects of the users' lives. |

Customer services

The Bank provided the customers with 24-hour uninterrupted and comprehensive financial services in reliance upon various service channels such as customer service hotline 95319, WeChat official account, online customer services, corporate WeChat and SMS platform. In 2024, the call connect rate of the Bank's Customer Service Center reached 96%, and the customer satisfaction was up to 97%. In both aspects, the Bank's performance was excellent.

In 2024, the Bank's Customer Service Center optimized 290 customer service-related system processes. The 95319 intelligent voice message function was launched online to reduce the call-loss rate during peak business hours. The Bank added WeChat official account "Customer Service Progress Inquiry", where the customers could independently inquire about the progress of work orders, and likes could be obtained from the customers' return visits and surveys. The Bank integrated the agent transaction process of the customer service system. On the agent page, common transaction problems and error-prone points were displayed automatically, reducing the manual review process.



Outlet construction

Based on the "530 Beautiful Outlet Upgrading Project", the Bank promoted the optimization of outlet layout and the renovation of old outlets, relocated 35 outlets and renovated 48 outlets throughout the year. As of the end of 2024, the Bank had a total of 538 outlets, including 464 outlets in Jiangsu Province and 74 outlets outside the province.

The Bank strengthened the construction of county-level outlets, setting up one new outlet in Qidong, Nantong and Jingjiang, Taizhou, respectively, after which, the number of county-level outlets was 79, accounting for 15% of its total number of outlets.

The Bank cooperated closely with the human resources and social security departments to build outlets for nearby processing of social insurance business, to provide social insurance inquiry and processing services for the residents. As of the end of 2024, the number of these outlets across the Bank reached 165, with an increase of 110 compared with the end of the preceding year.

Digital RMB

The Bank gradually constructed a panoramic ecosystem of digital RMB application, and promoted the application of digital RMB around eight major fields - food, housing, transportation, travel, shopping, entertainment, medicine and learning. In 2024, the Bank's total transaction volume in digital RMB wallets exceeded RMB 100 billion.

In September 2024, the 6th Grand Canal Cultural Tourism Expo was held in Suzhou. As a financial institution present in this Expo, Bank of Jiangsu organized the creation of digital RMB consumption scenarios, enabled digital RMB wallets and issued red envelopes for digital RMB consumption by individual customers participating in the exhibition, guided the users to experience the use of the digital RMB wallets, and promoted new consumer experiences in digital RMB.



CASE Yangzhou Branch accessed the garden card processing portal via mobile banking

Relying on Yangzhou's rich cultural tourism resources, Yangzhou Branch actively negotiated with Yangzhou Citizen Card Company, and accessed the garden card processing portal to the local life column of mobile banking, which made it convenient for the customers to directly apply for garden card opening via mobile banking, thus bringing convenience to the customers.

CASE Lianyungang Branch realized resident services at both the administrative examination and approval bureau and the outlet

Lianyungang Branch entered into a strategic cooperation agreement with Haizhou District Administrative Examination and Approval Bureau, and opened the demonstration site for government-bank cooperation named "Bank of Jiangsu Office · Jiangsu Service Office" to promote two-way resident services. The customers could receive "one-stop" comprehensive services such as registration, seal engraving, account opening, tax declaration and settlement of individual industrial and commercial businesses at bank outlets. As of the end of 2024, a total of 2,380 business licenses had been processed for the customers and 772 accounts had been opened.



Protecting the Customers' Rights and Interests and Improving Service Quality and Efficiency

Bank of Jiangsu adheres to the service concept of "customer first", strictly implements relevant laws, regulations and regulatory requirements for protecting consumer rights and interests, improves its organizational structure, optimizes its institutional system, strengthens its business behavior management, implements full-process control, continuously carries out financial consumer education, and solidly promotes the protection of consumer rights and interests.



Top-down design for protecting consumer rights and interests

The Bank has incorporated the protection of consumer rights and interests into its strategic development plan, built a Consumer Rights and Interests Protection Committee and a Consumer Rights and Interests Protection Working Committee under the Board of Directors and senior management respectively. It sets up a separate Consumer Rights Protection Department at the head office to formulate key points, budgets and work plans for protection of consumer rights and interests every year, in order to ensure that the objectives, measures, responsibilities and guarantees are clear.

The Bank has continuously improved and strengthened its consumer rights and interests protection system, revised the Management Measures of Bank of Jiangsu for Consumer Rights and Interests Protection, Management Measures of Bank of Jiangsu for Review of Consumer Rights and Interests Protection, Management Measures of Bank of Jiangsu for Review of Consumer Rights and Interests Protection and Management Measures of Bank of Jiangsu for Review of Consumer Rights and Interests Protection. It has established 15 special systems for consumer protection review, marketing, publicity, appropriateness management, traceability management of sales behavior, personal information protection, publicity, education, management of cooperative institutions, complaint resolution (diversified dispute resolution), internal assessment and internal audit, etc.

Product and service review

Review system and mechanism

Committed to building and improving the consumer protection review mechanism for its products, services and marketing activities, the Bank has revised the Management Measures of Bank of Jiangsu for Review of Consumer Rights and Interests Protection, and improved the operational contents such as review subjects, division of responsibilities, review scope, review points and review process, covering eight basic consumer rights.

Before the Bank launches new products, services and marketing activities for the consumers, relevant functional departments shall review all aspects of scheme design, pricing, agreement and publicity, in order to ensure the protection of consumer rights and interests.

Review process

The Bank has established an online consumer protection review system covering its institutions at all levels, realizing online and streamlined application, review, implementation, feedback and confirmation. According to the review contents and key points, the review is divided into two sub-processes: new product (including service) review and marketing activity review. The overall process is as follows: self-evaluation of new products, services and marketing activities of the sponsoring department → consumer protection review activities initiated by the sponsoring department → review by the consumer protection and legal compliance department (the Finance Department shall participate when pricing is involved, and the office shall participate when publicity is involved) → The sponsoring department implements the review opinions and gives feedback → The review department confirms the implementation results → The sponsoring department completes the consumer protection review.

Review results

In 2024, the Bank completed a total of 1,536 consumer protection reviews and put forward 957 review opinions, involving the standardization and refinement of product suitability, product pricing, personal information protection, promotional terms, activity rules, consultation and complaint channels, etc. All new products, services and marketing activities on the market passed the consumer protection reviews and the review opinions were implemented.

Changes in loan contracts

Housing loan business

The Bank meets the prepayment needs of loan customers by providing them with prepayment methods such as unchanged remaining terms, differentiated monthly payment adjustments or shortened remaining terms.

Credit card business

Credit card limit adjustment

The Bank supports the customers to apply for limit adjustment through its mobile App, WeChat banking, online customer services and other channels. It reviews and adjusts the customers' applications for limit adjustments based on the customers' card usage status, credit status and risk status.

Negotiated credit card repayments

For the customers whose loans are overdue and encounter special difficulties, the Bank provides various communication channels such as customer service hotline and branches. After comprehensively evaluating the customers' debt burden ratio and repayment ability, the Bank assists the customers in properly handling their accounts through repayment relief policies. Such special difficulties include major disasters or accidents, critical illnesses, deaths, and special economic difficulties, etc.

Fair marketing policies

The Bank carries out various financial marketing and publicity activities in accordance with national laws, banking regulations, relevant rules and regulations of Bank of Jiangsu. It strengthens special education and training on financial marketing and publicity compliance for its employees, ensuring that its financial marketing and publicity activities comply with the laws and regulations.

(For specific fair advertising and marketing policies, please visit the official website of Bank of Jiangsu.)

Popularization of financial knowledge

The Bank has continuously enriched the content of financial knowledge, innovated the forms of publicity and education activities, and produced the "Bank of Jiangsu Consumer Protection Micro-lecture" videos on consumer protection, creating an all-round, multi-channel and three-dimensional atmosphere for popularizing the financial knowledge. In 2024, a total of 8,902 online and offline publicity activities were carried out, reaching 17.564 million consumers, publishing 578 original educational publicity articles, 774 original short publicity videos, and receiving 13 central-level media reports and 147 provincial mainstream media reports.

| | | | |
|--|---|---|---|
| | Number of online and offline publicity activities | Number of consumers reached by the activities | Number of original education and publicity articles published |
| | 8902 | 17.564 million | 578 |
| | Number of original short publicity videos | Number of central media reports received | Number of provincial mainstream media reports received |
| | 774 | 13 | 147 |

Spreading propaganda videos

During May 15, Shanghai Branch publicized the video titled "Fulfilling the Original Intention of Finance for People, Giving Priority to Shoulder the Mission for Consumer Protection" through online and offline media platforms such as chinanews.com, cctv.com, CRI Online, eastday.com, huanqiu.com and Community Morning Post, actively publicizing its consumer protection measures to show its accountability.

Shenzhen Branch's propaganda work titled "Beware of "Pig Butchering Scam" and Don't Be Defrauded" publicized the basic knowledge about fraud prevention and identification to the public through real cases. The video was posted through a WeChat official account known as "Finance Master" in Shenzhen, selected and released by Shenzhen Banking Consumer Rights and Interests Protection Promotion Association.

Suqian Branch's propaganda work titled The "Streams" Causing Disasters popularized financial knowledge and gave consumers risk warnings in a way that ordinary people were willing to read and easy to understand. This video was selected and posted by Jiangsu Banking Association.

Xuzhou Branch created a self-made short consumer protection education video titled Resisting Illegal Property and Building a Bright Home Together, which was successively posted on official website of Jiangsu Banking Association, WeChat official account of the Bank, and WeChat official account of Xuzhou Banking Association, with cumulative hits exceeding 80,000, effectively enhancing the public interest and attention to financial education.

Yancheng Branch adapted to the leisure and entertainment habits of the consumers, produced its own consumer protection video titled Beware of the Traps of High-yield Projects and Stay away from the Temptation of Illegal Fundraising, and jointly produced the video titled Beware of Brushing Scams with the local public security bureau, which was publicized through various media channels. It made full use of the consumers' fragmented time and improve the video communication result.

Publicizing financial knowledge

Nanjing Branch invited Jiangsu Banking Association to report its elderly-friendly services, and an article titled Aging-friendly Finance in Nanjing Branch, Bank of Jiangsu: Focus on Building High-quality Aging-friendly Outlets and Effectively Safeguarding the Consumer Rights and Interests of the Elderly was posted on the official account of Jiangsu Banking Association, reporting the services of the branch outlet in detail.

Lianyungang Branch posted a thematic poster on Increasing the Awareness of Financial Security and Saying No to Illegal Agency Rights Protection at Jiangsu Banking Association, widely publicizing the hidden risks and social harms of illegal "agency rights protection.

Training on protection financial rights and interests of consumers

The Bank regularly organized consumer protection-related training to effectively enhance the participants' ability to respond to complaints and diversified solutions, and enable the relevant personnel to improve their customer service and complaint resolution capabilities. In 2024, a total of 285 consumer protection training sessions of different types were held, covering more than 17 thousand people.

In May 2024, special training was organized on key areas of consumer rights and interests protection. The lectures were given on customer complaint resolution methods, bank card control, and consumer protection work tips. The publicity of complaint resolution policies and skills further increased the employees' awareness of consumer rights and interests protection, and improved the abilities of the personnel in related positions to perform customer services and handle complaints.

In December 2024, special training was organized on the consumer rights and interests protection. The lectures were given on analysis of consumer protection situation, in-depth interpretation and practice of Decree No.9, typical cases of customer complaint resolution skills. The complaint resolution policies were publicized and the trainees were taught on how to resolve complaints.



Customer Complaint Management

Complaint Management Structure

The Bank has a separate consumer rights protection department with full-time and part-time staff, forming an organizational structure system for consumer protection that covers the Board of Directors, senior management, responsible departments and branches (subsidiaries).

Complaint Management Policies

The Bank formulated and issued the Management Measures of Bank of Jiangsu for Consumer Rights and Interests Protection, the Complaint Management Measures of Bank of Jiangsu and the Detailed Implementation Rules of Bank of Jiangsu for Diversified Resolutions of Financial Disputes, etc., to enhance all of its institutions' concern about complaint management, consolidate the institutions' main responsibilities for complaint management, strengthen the management of complaint sources, and promote the improvement of complaint resolution quality and efficiency.

Complaint Channels and Procedures

Main online complaint channels: customer service hotline 95319, APP client of Bank of Jiangsu, WeChat official account and online customer services.

Main offline complaint channels: business outlets.

Complaint resolution

The Bank established a hierarchical complaint resolution system, constructed differentiated response mechanisms and resolution processes, and enhanced internal channel resolution efficiency. It has established a standardized centralized complaint resolution mechanism, continuously promoted the standardized centralized complaint resolution, reduced cross-departmental circulation links, and increased the complaint resolution efficiency. The Bank has established a special supervision mechanism for complaint resolution, and strengthened the quality and timeliness control over complaint resolution.

It promptly analyzes the causes of complaints in time, traces the problems involved in the complaints, proposes effective rectification measures, tracks and implements the rectification, forms cases and shares them with all business lines, and reduces customer complaints from the sources. It monthly collaborates with its business departments to study the difficulties and blockages of recent complaints, and develops effective rectification measures. Complaints and hot issues are analyzed on a weekly basis, and all business departments work together to formulate effective rectification measures.

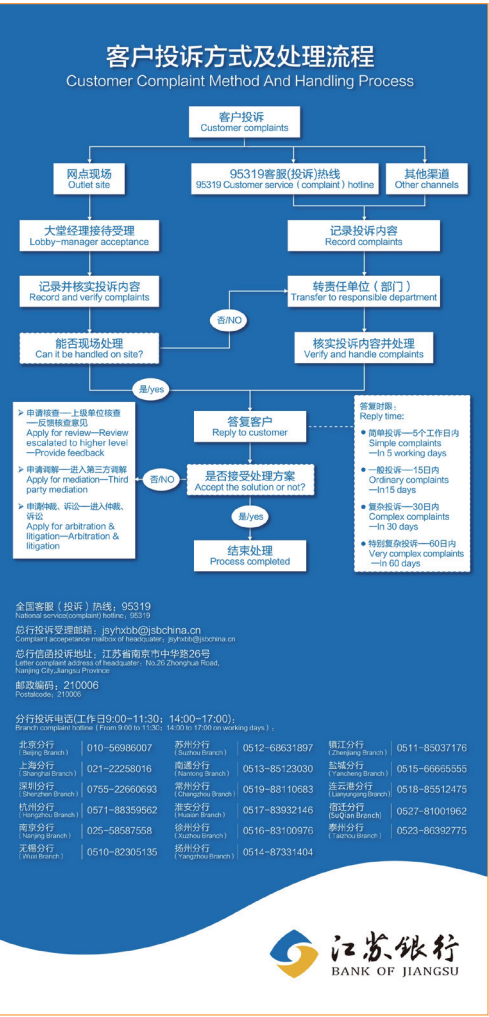
Complaint acceptance

As of the end of 2024, the Bank's complaint businesses mainly involved personal loans, credit cards and debit cards, etc. The complaint resolution channels were mainly middle and back office channels, business sites and electronic channels. The complaints were primarily in Jiangsu, Beijing, Guangdong, Zhejiang, Shanghai, Shenzhen and other regions.

Debt collection management

In combination with the regulatory and relevant laws and regulations, the Bank has formulated special debt collection policies according to the needs for business development, to protect the legitimate rights and interests of consumers and promote the steady development of credit business.

(For key points of the specific debt collection policies, please visit the official website of Bank of Jiangsu.)



▲ Customer Complaint Methods and Resolution Procedures of Bank of Jiangsu

Strengthening Protection Measures to Ensure Privacy and Data Security

Bank of Jiangsu strictly implements relevant laws, regulations and regulatory requirements. It has established cybersecurity and data security work mechanisms, to fully perform the main responsibility for information security, improve the cybersecurity system, and protect customer privacy and data security.



Management architecture

Assuming the main responsibility for network and data security work, the Party Committee of the Bank is responsible for reviewing the Group's development strategies and overall plans for cybersecurity and data security, and defining the main objectives, basic requirements, tasks and protective measures for the Group's cybersecurity and data security. Thematic meetings are held every year to study policies related to the cybersecurity and data security, as well as related work. Cultural construction is promoted for the cybersecurity and data security of all employees. The effective organization of publicity and education is ensured.

The Secretary of the Party Committee and Chairman of the Bank, who is the chief person responsible for the cybersecurity and data security work at Bank of Jiangsu, has taken the lead in establishing a talent training system for the Group's cybersecurity and data security, and the resource guarantee mechanism for the Group's cybersecurity and data security construction.

The Chief Information Officer of the Bank, the person directly responsible for the cybersecurity and data security, has taken the lead in studying the development strategies, work guidelines and guidance requirements for the cybersecurity and data security, and formulating the development strategies and overall plans for the Group's security work.

As the leading department responsible for the cybersecurity and data security, the IT Department of the Bank is responsible for the application, management and technical support of technologies and products related to the cybersecurity and data security in the Group. It has taken the lead in constructing the Group's data classification and categorization system, and implementing security protection measures for all aspects of the data lifecycle. It regularly organizes publicity, education, training and other activities on the cybersecurity and data security of the Group to popularize the cybersecurity and data security knowledge and increase the employees' awareness of risk prevention.

According to the data security guidelines, the Big Data Department of the Bank keeps and processes the electronic information on the customers, accounts and transactions, etc. in combination with measures such as data classification and grading, authority approval and access control, in order to ensure the confidentiality, integrity and availability of data.

All business departments of the Bank carry out specific work according to the cybersecurity and data security guidelines, as well as the assessment requirements for the responsibility system. A business operations management system has been established, including requirements for user and authority management, business data management and daily operations, etc. The information security of the system is protected from the perspective of business operations, including security of business operations and data.

Institutional norms

The Data Management Measures of Bank of Jiangsu have been formulated, to clarify the departments responsible for data security, refine the data quality standards, and improve the data management process.

The Detailed Data Management Rules of Bank of Jiangsu have been formulated, to construct a data management system, and assure data quality.

The Personal Information Protection Management Measures of Bank of Jiangsu have been formulated to clarify the personal information protection responsibilities of all departments and branch offices of the head office, personal information lifecycle processing standards and emergency management mechanisms, etc.

The Privacy Policy of Bank of Jiangsu Co., Ltd. has been formulated to clarify that the customers have the right to control their personal information.

The Emergency Plan of Bank of Jiangsu for Personal Information Protection Emergencies has been drafted to enhance the abilities to respond to the emergencies related to personal information.

Granting the rights to control the customers' personal information

The Bank strictly abides by laws and regulations to protect the customers' rights to control their personal information.

Right to access: The customers have the right to inquire about their personal information through the Bank's online financial application, unless otherwise stipulated by the laws and regulations.

Right to correct: The customers have the right to correct their personal information through the business outlets or through the Bank's online financial application, unless otherwise stipulated by the laws and regulations.

Right to delete: The customers have the right to delete their personal information. Personal customer information deletion refers to the act of removing personal customer information from the system involved in the realization of daily business functions so that the information can't be retrieved and accessed. The customers have the right to request the Bank to delete their personal information under the following circumstances:

- ▶ If the Bank's processing of personal information violates the laws and regulations;
- ▶ If the Bank collects and uses the customers' personal information without obtaining the customers' consent;
- ▶ If the Bank's processing of personal information violates its agreements with the customers;
- ▶ If the customers no longer use the products or services of the Bank, or the customers have cancelled their accounts;
- ▶ If the Bank no longer provides products or services for the customers.
- ▶ If deciding to respond to a customer's deletion request, the Bank will also notify the organizations or individuals who have obtained the customer's personal information from it and require them to delete the information in time, unless otherwise stipulated by the laws and regulations, or these organizations or individuals have obtained independent authorizations from the customer. When a customer deletes the information from the Bank's services, the Bank might not immediately delete the corresponding information from its backup system, but will immediately stop using the customer's personal information and delete the information when the backup is updated.

Personal information subject's account cancellation: If a customer is a registered user of the Bank's products or services, the customer can cancel the account by going to the Bank's outlet through channels such as counter or online financial application.

Right to collect, use and know the personal information: Before processing the customer information, the Bank shall truly, accurately and completely informs the customer of personal information processing matters in a prominent way, and a clear and easy-to-understand language through privacy protection policies and personal information authorization agreements. Where the processing involves any personal sensitive information, the customer will be informed of the necessity for processing the sensitive information and the impacts on the customer. The processing of the personal customer information by the Bank is based on the customers' consent, which shall be voluntarily and explicitly given by the customers with full knowledge, except that personal consent is not required according to laws and administrative regulations.

Privacy and Data Security Protection Measures

The Bank strictly adheres to the idea of data security protection throughout the lifecycle, implements protection measures with reference to the laws, regulations and industry standards from all stages of data collection, transmission, storage, use, sharing and destruction, to improve safety. It collects and processes the personal information based on the principle of "minimum necessity", and protects the customers' privacy and data security in all aspects.

Minimal data collection

Before collecting their personal information, truly, accurately and completely inform the personal information subjects of the following matters in a conspicuous manner and in clear and easy-to-understand language, including the name and contact information of the personal information processor; purpose and method of processing personal information, types of personal information processed, and retention period; ways and procedures for individuals to exercise their rights; other matters that shall be informed as stipulated by the laws and administrative regulations. The individuals shall be informed of any changes in such matters. The institutions at all levels shall not collect personal information in an illegal, converted, or indirect manner, or deceive, or mislead or force personal information subjects to provide personal information by default authorization or functional bundling, etc., or indirectly obtain personal information through illegal channels.

Minimal data retention

The Bank shall store the personal customer information for the shortest time necessary for achieving the purpose of processing, and in compliance with the laws, regulations, rules and normative documents, as well as the requirements of the Bank's relevant management system. If the retention period stipulated under the laws and administrative regulations has not expired, or it is technically difficult to delete the personal customer information, the Bank will stop processing other than storage and necessary security protection measures.

For paper materials, the relevant business file management measures of the Bank shall be obeyed. Ensure that these materials are kept and produced by special personnel and strictly limit the scope of personnel who have access to the customer information. Sort out, hand over and file them in a timely manner. The materials that cannot be handed over temporarily must be kept at counters or shackles, and shall not be placed at will.

If the online financial services provided by the Bank are discontinued, you will be informed through website announcements or business outlet announcements. Besides, the collection of the customers' personal information on related products or services will be stopped, to protect the information security.

Data protection measures and capacity building

◆ Promoting data protection by classification and grading

Establish data classification and grading standards; carry out data classification and grading work; clarify the key points of data protection by classification and grading, and define protection requirements for different levels of data in the process of collection, transmission, storage and use.

◆ Promoting the construction of a technical data security system

Establish data classification, grading, desensitization, encryption, signing, terminal security control, network behavior analysis and cloud desktop to enrich the underlying data security capabilities.

Develop database bastion hosts, omniscient traffic analysis platforms and email gateways to enhance the abilities to detect and trace back cross-domain data flow behaviors.

◆ Establishing a data security operation system

Based on traffic and behavior detection, vulnerability scanning, host security scanning and penetration test, data security risks are continuously discovered. A closed loop of event flow and threats realized based on security risk work orders.

◆ Constructing a data security risk assessment system

Annually invite a third-party assessment agency to conduct a comprehensive data security risk assessment on site, which involves data asset identification, sorting of application scenarios, data threat analysis, vulnerability identification and risk control measures, etc. A risk assessment report is formed and submitted to the competent authorities of the industry. Meanwhile, organize self-examination of the data security risks in the information system, and strengthen the control over permissions for system user accounts. Control third-and fourth-level data desensitization and on-demand approval plain text display, download and export. Further enhance the awareness of data risk prevention and control among all employees, and reduce the risk of data leakage.

◆ Improving the data security emergency response process

Special Emergency Plan of Bank of Jiangsu for Cybersecurity and Information Security has been drafted and released, including DDoS attacks, webpage tampering, data leakage, other cybersecurity and data security incidents.

◆ Third-party privacy and data security management

When cooperating with third-party institutions, the Bank will evaluate the legality, reasonableness and necessity of such third-party institutions' collection of the customers' personal information, require the third-party institutions to take protective measures for such personal information and strictly abide by relevant laws and regulations.

The Personal Information Protection Management Measures of Bank of Jiangsu have been formulated and issued. The relevant requirements for personal information protection have been incorporated into the access and disengagement conditions of the cooperative institutions. Clarify the responsibilities and confidentiality obligations of the cooperative institutions for personal information protection in the agreements, and take necessary measures to supervise their performance, in order to provide the customers with a safe and reliable financial service environment. If the collected personal information is provided for a third-party organization due to the needs of products or services, the Bank will fully review and evaluate the ability of the third-party organization to protect the personal information. When signing an agreement, the Bank shall clarify the scope, purpose and method of the third-party organization's information processing, responsibilities, obligations, relief measures and legal responsibilities for the third-party organization's personal information processing, in order to ensure the customer privacy and data security.

For information technology outsourcers, the Detailed Implementation Rules of Bank of Jiangsu for Information Technology Supplier Access Audit and Post-Evaluation have been formulated, and the supplier access standards have been improved. Require third-party partners to sign the Commitment Letter of Information Security and Confidentiality, promising that they will never use, copy, leak, disseminate or publish any data and confidential information of the Bank without the prior written consent of the Bank, or analyze, extract or process the Bank's data for external use or disclosure to third parties or engage in other profit-making behaviors.

Annually conduct on-site information security inspections of important outsourcing contractors on site, including personnel organization security, office environment management, computer room network security, terminal security, data, data security and development security, focusing on privacy and data security contents such as control over the right to access personal information, restrictions upon displaying the personal information, access to data operations, data storage, data transmission and data destruction.

Full-time security personnel of the Bank shall monitor all Internet channels and invite third-party professional security companies to conduct omnichannel monitoring to comprehensively prevent and control information leakage and other issues.

◆ Privacy and data security training

The Bank attaches great importance to the employee training and education on information security, data security and personal information protection. It has established a systematic training system for multiple aspects, including technologies, businesses and outsourcing.

Regularly carry out special information security training to increase the security awareness of all employees and ensure customer privacy and data security. In 2024, three special information security training sessions were organized in respect of the technology line, including themes such as interpretation of application software development security specifications, network security and work safety. The training covered all employees of the technology line, conducted online and offline. With respect to the business line, special training for interpreting the Data Security Management Measures for Banking and Insurance Institutions and special training on enhancement of safety awareness, etc., to comprehensively increase the safety awareness. Meanwhile, through its internal digital and intelligent learning platform, the Bank performed security programs and training for all of its employees, including a series of programs on personal financial information security, data security, cybersecurity law and mobile payment security. All outsourcing personnel must sign the Commitment Letter of Information Security and Confidentiality before entering the premise, and pass the data security knowledge assessment.

◆ Privacy and data security audit

The Bank regularly conducts classified protection assessment and special information technology audit to prevent security risks.

Classified cybersecurity protection and password application security assessment

Carry out classified cybersecurity protection work in strict accordance with the requirements of the National Classified Cybersecurity Protection 2.0. In 2024, the Bank carried out annual classified cybersecurity protection assessment for three third-class protection systems and three second-class protection systems.

Implement the requirements for commercial cryptographic transformation, strengthen the protection of confidentiality and integrity of important data in the information system during transmission and storage, invite professional third-party evaluation agencies to carry out commercial cryptographic security evaluation on two important systems, including personal online banking and integrated services, and comprehensively assess the security of cryptographic algorithm selection, cryptographic protocol design, key management and cryptographic modules.

Special information technology audit

In 2024, the Bank's internal audit work focused on key areas. The Key Points of Internal Audit Work of Bank of Jiangsu in 2024 and the Internal Audit Project Plan of Bank of Jiangsu in 2024 were drawn up. In terms of information technology risk management, special audits have been performed on the payment security management, data center management, business continuity management and personal information security protection in the past years.

◆ Information security management certification

The Bank continuously improved its privacy and data security protection capabilities, strengthened its construction of the information security management system, and carried out internationally recognized information security management system certification. In 2024, the Bank invited a third-party professional company to carry out ISO27001 information security management system certification and successfully passed the China Cybersecurity Review Certification and Data Administration Center (CCRC) audit, and obtained the information security management system certification. The certification business covers information system design, development, maintenance, equipment operation, monitoring and maintenance, and information security risk management, etc., to ensure the safe operations of information systems necessary for business development.



Advocating "Achievements Leading to Job Titles" and Creating a Harmonious Workplace

Bank of Jiangsu insists on regarding talents as fundamental for high-quality development and competition. It strives to create an equal, friendly and enterprising work atmosphere, stimulate the vitality of the talent team and promote the employees' healthy career development.



◆ Attaching importance to the talent development strategy

Bank of Jiangsu has been leading the prosperity with talents, firmly established the strategic position of the talents in leading the development, introduced, cultivated and made good use of the talents in an all-round way.

Talent development plan

Adhering to strategic thinking and systematic planning, the Bank drafted the Five-Year Plan for Talent Development of Bank of Jiangsu from 2021 to 2025, focusing on enhancing its core competence, and planning its talent development. Implement the strategy for strengthening actions via talents, highlight the clear orientation on "the shortage of high-tech, cutting-edge talents", coordinate all aspects of "talent introduction, training, selection and retention", constantly improve the talent policy system and work mechanism, create an innovative, pragmatic, open and inclusive talent development environment, and provide strong talent support for high-quality customer expansion, structure optimization, risk prevention and control, digital transformation and efficient governance of the whole Bank.

Human capital analysis

The Bank carries out human capital analysis on a regular basis, conducts in-depth analysis of the employee team's structure and efficiency around its strategic objectives and key tasks, implements human resource allocation strategies according to local conditions, and promotes its high-quality development. Strengthen internal talent selection and cross-sector training; revitalize the talent stock, optimize the labor force mix, and release new human kinetic energy.

Deeply promote digital recruitment, do a good job in online management of the whole recruitment process using the "Recruitment e-point" system, and realize functions such as intelligent resume screening, paperless interview, online back-adjustment and one-click import, in order to improve recruitment efficiency and save labor costs.

Professional team building

According to its needs for business development, the Bank has continuously enhanced the introduction of talents from professional fields, optimized the professional structure of employees, focused on building risk prevention and control and marketing talent teams, and attached importance to the introduction of talents with professional backgrounds in science and engineering, covering key areas such as risk modeling, Fintech, corporate finance and green finance, in order to promote the diversification of its employees' professional backgrounds.

Attach importance to cultivating experts and business backbones in business fields; regularly appoint researchers of Bank of Jiangsu, select "industry experts", perform professional and technical evaluations, strengthen the building of key talent teams such as data modeling experts, pricing management specialists, investment research specialists, private banking consultants and transaction banking product managers, and give full play to the leading roles of expert talents in gathering wisdom and strength for the transformation and development of the whole Bank.

◆ Attracting outstanding talents

Adhering to the principle of "openness, competition and merit-based", the Bank has continuously broadened its talent discovery channels, extensively recruited diversified talents, and released the scale effect of gathering various talents.

Resolutely safeguard employment fairness, put an end to any employment discrimination, use scientific selection methods to select talents who meet the needs for career development, and strive to create an inclusive, open and equal recruitment environment. In recent years, the Bank increased the scale of introducing college graduates, providing diversified employment opportunities in different regions, institutions and fields for the talents with various professional backgrounds, and recruited more than 1,200 employees in 2024.

Deepen the school-enterprise cooperation mechanism, increase the talent reserve from the sources, carry out a series of college student recruitment activities, build green recruitment channels such as school-enterprise through-train, provide policies and services door to door, open up the last mile between enterprises and students, and provide better recruitment services for the talents.



CASE | Shenzhen Branch preached recruitment information in several institutions of higher learning

To expand the talent team and improve the quality and efficiency of school recruitment, Shenzhen Branch gave recruitment presentations at 26 institutions of higher learning in 10 cities, including Beijing, Shanghai, Guangzhou, Nanjing and Chengdu. Through the one-stop services of on-site presentation, answering and interviews, it brought students a good school recruitment experience and won unanimous praise from the students.



CASE | Xuzhou Branch's innovative recruitment process attracted outstanding talents

Xuzhou Branch assigned recruiters by gender, age and seniority to examine the candidates from multiple perspectives to ensure comprehensive and objective evaluation and make job hunters feel an inclusive atmosphere.

◆ Paying attention to employee growth

Bank of Jiangsu attaches great importance to the employee growth, constantly improves the training mechanism, continuously better the career growth system, and actively builds a development platform for the employees to grow and become talents.

Education and training system construction

The Bank has deeply implemented the learning concept of "fostering virtue through education, continuous learning, sticking to practice and service development", deepened the training management mechanism that places equal emphasis on introduction and education and combines leniency with severity, continuously strengthened the overall education and training planning, highlighted precise match, been pragmatic and effective, and constructed a hierarchical and classified training system around the facilitation of business development and the construction of the talent team. Continuously deepen cooperation with external education and training institutions. Cooperate with the Party School of Jiangsu Provincial Committee of the Communist Party of China, Henan Hongqiqu Executive Leadership Academy, Tsinghua University, Shanghai Jiao Tong University, Nanjing University and Zhangjian Entrepreneur College to provide the employees with rich and diverse learning and communication opportunities, and intellectual support for promoting the high-quality development of the whole Bank.

Internal faculty building

The Bank has continuously improved its internal faculty building, adhered to the concept that high-quality internal faculty shall serve the training of high-quality talents, and carried out training on improving the faculty's teaching skills. The Bank evaluates and recruits internal trainers based on the principles of unified management, hierarchical implementation, merit-based employment and effective incentives.

Learning platform construction

The Bank has kept close pace with its digital transformation, strengthened the operations management of the learning platform, continuously enriched the curriculum resources and service functions of the learning platform according to the needs, and constantly promoted the online intelligent construction of the whole training management process.

Professional qualification certification and management of professional and technical titles

The Bank encourages the employees to actively participate in the professional qualification certification, examinations and applications for professional and technical titles. Sort out the positions and personnel with certificates; study and determine the list of reimbursable qualification certificates of the whole Bank according to the principle of matching personnel and positions; reimburse the expenses related to the examinations after the employees pass the examinations, and reward the employees who have obtained intermediate and senior professional and technical titles.

Career development plan

The Bank has strengthened the guidance for the employees' career development path. It has smoothed the promotion channels for management positions, those with professional and technical titles and staff ranked in parallel. It has improved the mutual job transfer mechanism for the management and those with professional and technical titles. The Bank has established professional and technical positions covering products, markets and comprehensive fields so that all talents can find their growth directions.

Continuously optimize the evaluation mechanism for professional and technical positions, and encourage the employees to keep on studying the professional fields by speeding up the evaluation cycle, broadening the scope of participation, increasing the proportion of high-level positions, and breaking through the traditional evaluation standard based on the years of employment, in order to enhance the employees' sense of gain and happiness.

Training of college graduates

Arrange internship for college students. For college students studying at home and abroad, the Bank has established a summer internship mechanism, innovated experiential internship paths, provided banking practice and career development experience, and appointed business tutors to guide the students to help them fully understand the operating systems of commercial banks and cultivate general skills in the workplace through basic job rotation, customer service practice and learning about financial products. Focus on application scenarios of cutting-edge technologies, initiate special internship programs for the students majoring in mathematics and physics, and deeply participate in key projects such as big data analysis and modeling, optimization of the intelligent risk control system, and digital precision marketing to attract and reserve high-potential digital talents.

Cultivate young employees. Based on the "Head Office Management Trainee" program, actively create a talent training system that conforms to the growth law for the college students in the whole Bank, focusing on the follow-up management of four stages: germination, jointing stage, booting and maturity so that the young employees can outperform the senior ones. Accurately train the management trainees, teach them on demand, and select them based on their merit; explore the establishment of a multi-tutor counseling, pairing and mutual promotion mechanism for new and old management trainees; develop customized online learning maps, and adopt quantifiable evaluation mechanisms such as growth points and potential evaluation; and strive to cultivate and reserve a group of cadres and talents who can shoulder important tasks.

The Bank held the 2024 "All-Staff Skill Day" and the 8th Employee Business Skill Competition. Customer representatives were specially invited to serve as competition judges to comprehensively examine the professionalism, comprehensive literacy and practical abilities of the contestants, making the skills competition become the top stage for business skills competitions across the Bank, so that the elites could stand out through the competitions.



CASE Shanghai Branch continuously carried out special training and strives to build a learning organization

Shanghai Branch creatively carried out series of lectures like "Expert Lectures", "Reading Happy" series of reading clubs, and the "Business English Corner", inviting experts from various industries to help employees broaden their horizons, promote employees to improve their cultural literacy, and continue to "charge and store energy" for employees to create an all-round and multi-level learning ecosystem.



CASE Hangzhou Branch customized "Career Kickstart" training program

Hangzhou Branch went deep into its sub-branches and college students, accurately analyzed the talent needs and characteristics of the students in the Bank, and issued a new training program. Through "newcomer training", "green-blue pairing", "regular reporting", "skill competition", "discussion and research" and other forms, job rotation management was performed. Besides, the growth records and professional directions were customized, laying a solid foundation for building a sustainable talent echelon.



CASE Nantong Branch supported the employees to obtain professional qualifications

Nantong Branch attaches great importance to the training of professional talents. By strengthening training and empowerment, improving assessment, incentives and other measures, it actively organizes its employees to participate in the certification of professional titles and professional qualification certificates, and increases the training for professional talents at all levels. In 2024, 3 employees of the branch won the honorary title of "Industry Experts". 7 employees were granted senior professional and technical titles, and 72 new external professional qualification certificates were issued.

Conducting leadership development training

Bank of Jiangsu attaches great importance to the construction of a leadership training system and the training of successors for key positions. It insists on being based on the present and focusing on the long-term, continuously improving and perfecting the progressive, full-cycle and full-coverage education and training system for cadres.

Leadership training system

The Bank has always integrated the Party's theoretical education, Party spirit education, ability to perform duties and knowledge training throughout its training for cadres and employees, combining them with the capabilities necessary for different categories, levels and positions. Focusing on the weaknesses, shortcomings in practices, pain points and difficulties of business development, it has carried out training for empowerment.

In-depth study and education of Party discipline, and study of the spirit of the Third Plenary Session of the 20th Central Committee of the Communist Party of China were organized. Thematic training was organized for the management cadres of the head office to stimulate their strong motivation to start businesses. The team leaders of the head office were organized to carry out Party spirit training, and promote the backbone forces to improve their political abilities and take the initiative to act. Training was organized for temporary personnel by combining comprehensive special education, on-site teaching, thematic seminars and other forms to help the temporary personnel experience, grow and improve their comprehensive qualities. The branches (subsidiaries) were guided to do a good job in the cadre education and training within their jurisdiction.

Succession system for key positions

The Bank always considers the undertaking foremost, selects and appoints talents. It attaches great importance to the training and reserve of young cadres, continuously drafts a three-year action plan for the training and selection of the young cadres, and clarifies the target proportion of young cadres in each unit on a regular basis. In 2024, the Bank promoted 15 employees born after 1985 as middle-level cadres.

Constantly strengthen the reserve of young cadres; intensify cross-disciplinary and cross-level exchanges among the cadres; orderly promote the work of promotion, assignment and accurate study; construct a mechanism and platform for outstanding young cadres to stand out, and let the young cadres undergo multi-disciplinary and multi-sector training, thus injecting a steady stream of new strength into the high-quality and sustainable development of the whole Bank.

Implementing a safeguard mechanism

Always coordinate the cadre work in the whole Bank; pay attention to the exchanges and interactions among the cadres; look at all lines and units, and intensify the cross-field and cross-level exchanges among the cadres, so that cadres can grow up in grassroots practices and become talents in frontline tempering. In 2024, the Bank revised the Management Measures Bank of Jiangsu for Selection and Appointment of Cadres, strengthened the entrance check, intensified the political physical examination, and paid attention to the political loyalty, political determination, political responsibility, political ability and political self-discipline of the cadres.

Adhering to the correct orientation of selection and employment, it guided the cadres at all levels to foster and practice a correct view of political achievements, and consciously abided by the six major disciplines. The Bank continuously improved the strict management and supervision system that integrated duty performance management, cognitive management and eight-hour management. It drew scientific and comprehensive three-dimensional portraits of cadres around the five dimensions, namely loyalty, cleanliness, responsibility, style, and competition for the first place. It conducted regular heart-to-heart talks, and guided the young cadres to strengthen their expectation management.

CASE Beijing Branch organized a training session for improving the managerial personnel's abilities to perform their duties to help the cadres grow

Beijing Branch organized a 2024 training program on improving the managerial cadres' abilities to perform their duties at Tsinghua University, inviting 6 teachers of Tsinghua University to discuss the interpretation of the spirit of the Third Plenary Session of the 20th Central Committee of the Communist Party of China, macroeconomic and financial analysis, corporate governance, financial theory, innovative thinking, personnel recognition and employment, to help the leaders and cadres continuously improve their comprehensive abilities to perform their duties in multiple dimensions.

CASE Shenzhen Branch organized and carried out the training for middle and senior management in the "Star Plan"

Shenzhen Branch launched the "Star Plan" and organized middle and senior management cadres to attend a training program at Xi'an Jiaotong University. In the training, the economic policy, Party spirit education, management theory and other contents were combined, procuring the students to inquire about the truths in their study, empower themselves and strengthen their foundations in the unity of knowledge and action, and enlighten their ideas in exchanges and collisions, thus realizing the goal of "empowering the cadres" through education and training and to "contribute to business development".

CASE Wuxi Branch organized an action learning training camp for new grassroots managers

Wuxi Branch organized 30 newly appointed grassroots management cadres from different branches and sub-branches to participate in the training camp of the "Plan for New Appointees". Through pre-training research, the branch sorted out the common problems existing in the new grassroots managers, designed curricula in respect of the problems, and comprehensively organized interactive discussion and action learning to help the new cadres change their roles from multiple dimensions such as thinking mode, work methods and mentality.



Increasing employee benefits

Bank of Jiangsu has actively advanced staff welfare initiatives, improved the non-salary and welfare guarantees for the employees, established a mutual assistance system for the employees, strengthened the care for employees during holidays, enriched the employees' cultural and sports activities, and really done practical things for and extended warmth to the employees.

Protecting the rights and interests in rest and leave

The Bank places high importance on protecting all employees' (including dispatch employees) rights in rest and leave. By formulating rules and regulations to standardize the leave management, it has clearly determined various types of leave, including paid annual leave, family reunion leave, marriage leave, funeral leave, maternity leave, breastfeeding leave, parental leave, nursing leave, sick leave, personal leave, public holidays and work-related injury leave.

Providing premium guarantee

In strict compliance with the national policies and regulations, the Bank has fully paid basic pension insurance, basic medical insurance, unemployment insurance, work-related injury insurance, maternity insurance and housing provident fund for all employees, and established a corporate annuity plan and supplementary medical insurance scheme, with the latter specifically designed for group medical coverage of employees.

Caring for the employees' physical and mental health

The Party Committee of the Bank annually conducts special research on the work of "doing practical things for the employees". In 2024, a total of 261 projects of "doing practical things for the employees" were carried out at the level of the head office and branches. It conscientiously implements the "Four Required Visits" system, extends daily care such as birthday wishes and wedding condolences to the employees in a timely manner, and actively carries out activities of "cool summer" and "warm winter". Dedicated facilities for cultural and sports activities have been established, and set up basketball, table tennis, badminton, yoga, choir other cultural and sports clubs. The Bank organizes employee welcome ceremonies, retirement ceremony, and health recuperation activities for outstanding employees. Special activities are organized on Women's Day, Children's Day and other festivals.

Caring for female employees

The Bank insists on equal pay for equal work for male and female employees, protects the rights and interests of the female employees in accordance with laws and regulations, provides special care for the female employees, and creates an equal, warm work environment. Female employees are entitled to wages and welfare benefits as stipulated during marriage, pregnancy, maternity leave, and breastfeeding periods. Pay employee maternity insurance premiums for the female employees in full and on time, and statutory maternity allowances on time during the female employees' maternity leave or family planning leave. The Bank has continuously and deeply promote the construction of carnation service stations for the female employees. As of 2024, it had established a total of 71 carnation service stations.

Provide an assistance and mutual assistance system

The Bank has strengthened mutual assistance and protection for the employees in case of critical illness, adjusted and optimized the coverage of the Mutual Fund of Love, and improved the subsidy standards. In 2024, 41 assistance and subsidy projects were approved, with cumulative subsidies of RMB 847,600.



Amount of subsidies for the assistance and subsidy projects RMB

847,600

Organizing diverse and colorful cultural and sports activities



A large-scale employee chorus concert of Bank of Jiangsu was held to celebrate the 75th anniversary of the founding of the People's Republic of China. More than 1,200 employees from the departments of the head office, branches and subsidiaries were grouped into 19 phalanxes to sing loudly, telling the glorious course of the New China over 75 years with red classic songs, and singing the employees' passionate patriotism and love for the motherland and the Communist Party of China, as well as their lofty aspirations for forging ahead on a new journey.

CASE Yancheng Branch held multiple group activities for relieving the employees from stress

In 2024, Yancheng Branch organized and carried out the group activities for relieving the employees from stress over three consecutive phases with the theme of "Dancing with Emotions and Building Dreams Together". Participants in the activities included grassroots front-line cadres and employees, front-desk employees from departments and offices, ordinary employees of sub-branches, account managers and financial managers, etc. Under the guidance of psychological tutors, they learned how to release their emotions indoors, and relieve their workplace pressure outdoors through various sports.

CASE Huai'an Branch carried out a series of Women's Day activities with the theme of "Flying the Soul and Blooming Youth"

On the 114th "March 8" International Women's Day, Huai'an Branch organized a series of Women's Day activities with the theme of "Flying the Soul and Blooming Youth". It organized the representatives of outstanding female employees at the grassroots level for flower arrangement, held psychological lectures, organized the female employees to enjoy the spring and walk, etc., to enrich the cultural life of the female employees, created a warm harbor for the female employees, and a beautiful, positive work atmosphere.



CASE | Yangzhou Branch organized the employees to for Baduanjin fitness activity

Yangzhou Branch organized nearly 70 employees from its departments and sub-branches to participate in the Baduanjin fitness activity. From "lifting two hands to the sky to harmonize the triple warmers" to "shaking the head and wagging the tail to disperse heart fire", the employees pursued precision and correctness in all actions, striving to achieve the best results. Baduanjin exercise helped the employees find inner peace and balance after stressful work.



CASE | Zhenjiang Branch held a friendly competition with the theme of "Dragon Boats Forging ahead together, Striving to be the First to Set the Tide against the Waves"

In June 2024, Zhenjiang Branch held a friendly competition with the theme of "Dragon Boats Forging ahead together, Striving to be the First to Set the Tide against the Waves". Nearly 200 employees of the branch were grouped into 10 teams to participate in the competition. In the form of dragon boat races, the event helped the employees do exercises, temper their will, and enhance their mutual understanding and trust.



Strengthen democratic management

Bank of Jiangsu has continuously deepened the "1 +3" problem-oriented work mechanism, unblocked the channels for the employees to participate in corporate governance, adhered to the principles of openness, fairness and justice in managing the employee performance, listening to the opinions and suggestions of grassroots employees, and effectively improved employee satisfaction.

Convening the workers' congresses

In 2024, the trade unions at all levels across the Bank held a total of 41 workers' congresses to discuss and review 50 systems and matters related to the vital interests of the employees, including the Management Measures of Bank of Jiangsu for the Mutual Aid Fund of Love (Revised in 2024) and the Implementation Measures of Bank of Jiangsu for Supporting and Cooperating with Local Governments' Socialized Management of Retirees.

Performance appraisal and feedback

At the beginning of each year, the Bank breaks down tasks according to the annual objectives of the institutions where the employees work, and in combination with their job responsibilities, signs a performance appraisal form based on full communication and consensus to clarify the appraisal indicators and evaluation standards. The superior managers communicate and feed back the performance appraisal results of the employees, provide feedback and guidance on the employees' work performance and capability development during the appraisal period, and help the employees improve. Strengthen intelligent construction and ensure that the employees can express their opinions more truthfully and accurately through 360° anonymous evaluation.

Employee opinions and suggestions

The Bank insists on identifying and solving problems as effective means for improving the efficiency of operations management, promotes the problem-solving, and implements the suggestions. A "1 +3" problem-oriented work mechanism (specifically, "1" means "questions raised by bank leaders", and "3" stands for the "highlight" platform, "head office's line problem and suggested solution mechanism", and "real-time obstacle reporting and consultation group" respectively) has been established. Various problems collected are directly reported to the head office and the leaders of the Bank. In the process of undertaking problem-solving, clarify the measures, completion time, responsible persons, and job responsibilities. For problem settlement, the principal department heads shall conduct examinations, strengthen organizational leadership, and perform strict reviews. In 2024, a total of 103,600 opinions and suggestions were collected from different employees. Among them, 100,700 opinions and suggestions were adopted, while 1,175 high-quality suggestions were selected and commended.

Participating in Charity and Conveying the Power of Warmth

Bank of Jiangsu actively fulfills its responsibilities as a state-owned enterprise, promotes the spirit of charity, participates in public welfare projects, and extensively carries out volunteer service activities. In 2024, it donated RMB 43.2694 million, and carried out 146 volunteer activities. In 2024, the Bank donated ¥43,269,400 and organized 146 volunteer activities with over 1,000 participants.



The Bank participated in the "Dream House" care program, and donated RMB 1.5 million to a group of adolescents who were "de facto unattended children" to help them improve their living environment, learn and grow. It took part in the public welfare project with the theme of "Warming the Countryside and Benefiting the Children's Growth", and donated teachers' desks and chairs, podiums, computers, accordions, printers and other teaching equipment to two schools in Xinjiang to improve local school-running conditions.

The Bank went ahead with the "Building Dreams with Drops of Love" poverty alleviation and education assistance. In 2024, it donated RMB 3.6 million, and a total of RMB 24 million has been donated to fund 1,200 students from families with difficulties in 12 key poverty-stricken counties at the provincial level, helping them complete their high school education and realize the long-cherished wish of poor students to go to universities for further study.

The Bank has also arranged for young members of the Communist Youth League to actively carry out financial services in communities, schools, enterprises and rural areas, and conducted targeted publicity activities such as financial policy promotion, consumer rights protection, promotion of new products and tools, and anti-counterfeiting and anti-fraud popularization.



On September 5, 2024, with the approach of the 9th "Charity Day of China" and the 7th "Jiangsu Charity Week", the Bank organized its cadres and employees to carry out the "Charity One-Day Donation" activity. The leaders of the head office led the donation activity, where donators put the prepared donations into donation boxes in turn in show of their love, and the good deeds were relayed throughout the Bank.



In November 2024, the first Jiangsu Football Development Key City Competition sponsored by the Bank was held in Suzhou and Nanjing. In active response to the national call for national fitness, the Bank promoted the integrated development of financial and sports undertakings, actively fulfilled the social responsibilities as a financial institution, and strengthened the connection between sports and the public through practical actions.

CASE | Yancheng Branch organized the "Let's Fly Together" activity for left-behind students to chase their dreams under the blue sky

On May 25, 2024, Yancheng Branch jointly held "Let's Fly Together" activity for the left-behind students to chase their dreams under the blue sky together with Air China, Yancheng Nanyang International Airport, and Education Bureau of Jianhu County. In this activity, a total of 36 left-behind students were invited from Jianhu County to fly from Yancheng Nanyang Airport to Beijing for a study tour, helping them keep their eyes open to view the world, open their inner world and ignite their passion about dreams.

Governance

As a provincial state-owned financial enterprise, Bank of Jiangsu has insisted on strengthening the Party's leadership to escort reform and development, deepened the integration of Party building and operation, upheld being problem-oriented, promoted digital transformation, improved the risk control management system, and enhanced the coordinated development mechanism, and continuously increased the governance efficiency.

74 Special Topic 1: Adhering to Party Building Leadership and Strengthening Shouldering of Missions

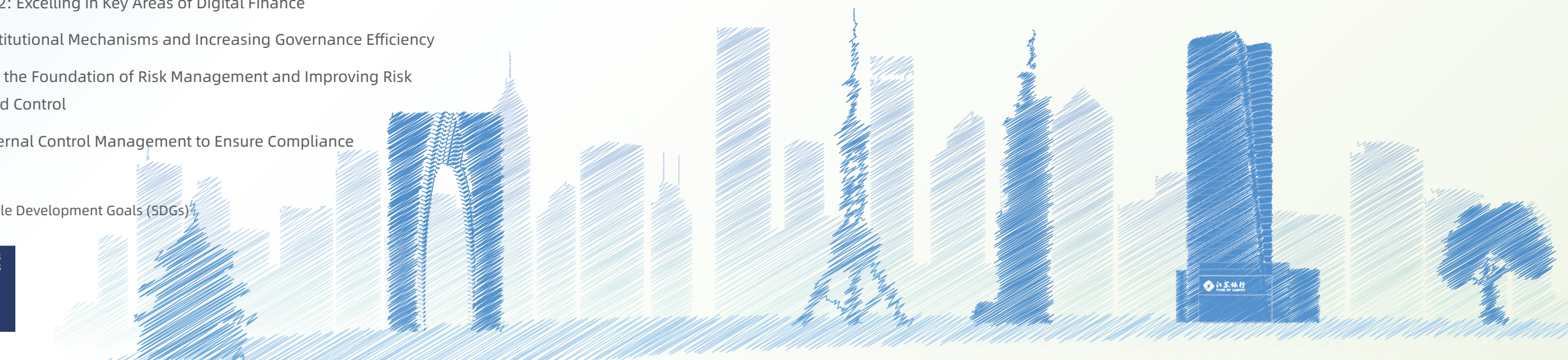
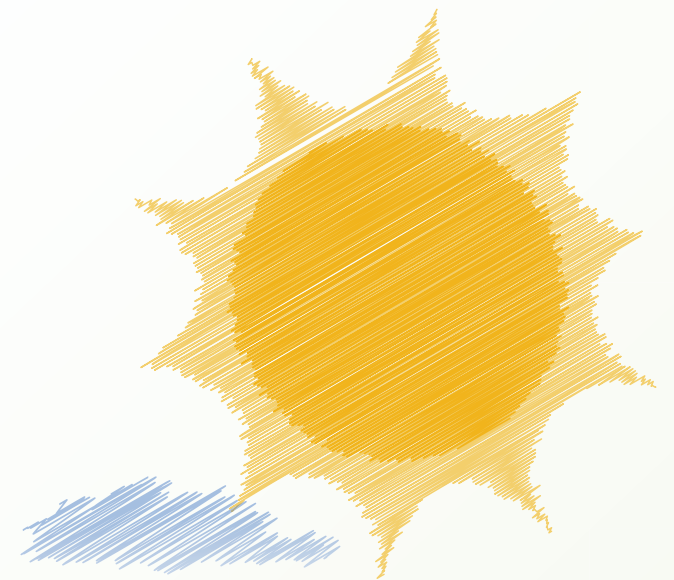
78 Special Topic 2: Excelling in Key Areas of Digital Finance

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87 Improving Internal Control Management to Ensure Compliance Operations

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Special Topic 1

Adhering to Party Building Leadership and Strengthening Shouldering of Missions

Bank of Jiangsu has embedded the principle that "strengthening Party building enhances core competitiveness", continuously deepened the brand building in combination with the Party building, promoted the comprehensive and strict administration of the Party in depth, and constantly stimulated the Party building to lead and promote development as a "red engine".

A rapid upsurge was seen in studying the spirit of the Third Plenary Session of the 20th Central Committee of the Communist Party of China

At the report meeting on the spirit of the Third Plenary Session of the 20th Central Committee of the Communist Party of China, Mr. He Guangsheng, a member of the propaganda team of Jiangsu Provincial Party Committee and deputy director of the Reform Office of Jiangsu Provincial Party Committee, was invited to give a special guidance report on the spirit of the Plenary Session. More than 1,200 people from Bank participated in the presentation activity.

The Theoretical Study Center Group of the Party Committee of Bank of Jiangsu conducted three special seminars in succession, and the Financial Work Committee of the Provincial Party Committee took a study tour to the Bank as a special center group on the spirit of the Third Plenary Session of the CPC Central Committee. Party committees at all levels of the Bank have organized 67 studies as center groups of the Third Plenary Session of the Central Committee of the Communist Party of China and 110 studies on the "first topic". The Party branches of the whole Bank were organized to study the spirit of the Plenary Session for more than 620 times through "three sessions and one lesson", special seminars, study groups and reading clubs.



Number of times for studying the spirit of the Third Plenary Session as center groups

67



Number of times for studying the "first topic"

110

The spirit of the Third Plenary Session of the 20th Central Committee of the Communist Party of China was incorporated into online training for administrative cadres, party cadres and employees. A special training program was organized for party branch secretaries to study and implement the spirit of the Third Plenary Session of the 20th Central Committee of the Communist Party of China, with a total of 570 people trained in 4 phases. Relying on the digital and intelligent learning platform, the special program on "Learning and Implementing the Spirit of the Third Plenary Session of the 20th Central Committee of the Communist Party of China" was launched online, and the learning completion rate was 100% among the Party members and employees of the whole Bank.



Learning completion rate among the Party members and employees of the whole Bank

100%

Actively promoting the study and education of Party disciplines to go deeper and practical

The Party organizations at all levels in the whole Bank were organized to earnestly carry out study and seminar activities around the "six disciplines". During the study and education of Party disciplines, the Party committees at all levels conducted 88 studies as center groups. The Party branches cumulatively conducted more than 2,700 centralized studies and seminars, and more than 11,000 party members exchanged and spoke.



Number of studies cumulatively carried out by the Party committees at all levels

88



Number of centralized studies and seminars cumulatively carried out by the Party branches

+2,700

A special reading class was organized for leaders and cadres of Bank of Jiangsu, with the participation of all members of the Party committees at the head office and branch levels. The Regulations of the Communist Party of China (CPC) on Disciplinary Punishment (hereinafter referred to as "the Regulations") were studied chapter by chapter through various methods such as centralized self-study, special counseling, watching feature films and individual self-study.

Special Party lectures were given on the disciplines. On July 1, 2024, Ge Renyu, Secretary of the Party Committee and Chairman of the Bank, with the theme of "My Understanding of Strengthening Party Discipline Construction in the New Era", and in combination with the content of the "Regulations", took the lead in giving Party lectures to Special Party lectures were given on the disciplines. On July 1, 2024, Ge Renyu, Secretary of the Party Committee and Chairman of the Bank, with the theme of "My Understanding of Strengthening Party Discipline Construction in the New Era", and in combination with the content of the "Regulations", took the lead in giving Party lectures to the Party members and cadres across the Bank, which triggered strong response. The Party organizations at all levels of the whole Bank were organized to give Party lectures on the disciplines. The members of Party committees at all levels gave Party lectures on disciplines in their fields and departments respectively, and all Party secretaries at all levels organized special Party lectures on the disciplines.



Organization rate of Party lectures on disciplines by the secretaries of the Party organizations at all levels

100%

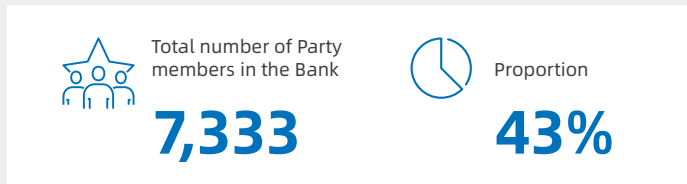
Combined with the actual work, the List of Undocumented Work Rules of Bank of Jiangsu was prepared, as the "first lesson" for all new employees and the "required course" for cadre promotion. The Party branches of the whole Bank were organized for intensive discussions so that all Party members and employees could understand what they could and could not do.



Continuously improve the grassroots Party building work

The centralized re-election of the Party committees of 20 branches and subsidiaries was successfully completed, and the spirit of grassroots Party committees to "highlight party building, lead teams, and promote development" was further enhanced. The Bank adhered to the principle that "Party branches shall be built at sub-branches, departments and offices", procuring qualified sub-branches and departments to set up separate Party branches.

The project for improving the Party members' development and structure was implemented. In 2024, 71 new Party members were fostered. The construction of Party member responsibility areas, Party member taskforces, and Party member demonstration posts was promoted in an integrated way. The point-based management was deepened for the Party members. As of the end of December 2024, the Bank had a total of 7,333 Party members, accounting for more than 43%. Specific tasks were assigned to all teams of the Party members.



The Bank has continuously strengthened the "standard + demonstration" construction of the Party branch, formulated the Implementation Rules of Bank of Jiangsu on Further Strengthening the Party's Organizational Life System, established and improved the monthly list as prompt, and quarterly secretary meeting and annual star rating work mechanism of the Party branches. 46 five-star Party branches passed the centralized appraisal of the Financial Work Committee of the Provincial Party Committee. The Bank has established and improved a long-term mechanism for rectifying and bettering the backward Party branches, procuring the Grassroots party organizations to progress and improve as a whole.

The Bank has constantly strengthened the cultivation of Party cadres, carried out centralized training for Party branch secretaries with full coverage, and performed online centralized training for Party branch members and grassroots Party building workers.

The Management Measures of Bank of Jiangsu for Grass-roots Party Building Workers were formulated to comprehensively promote effective practices such as "access with qualification", "work permits for taking up posts", "warehousing management" and "elimination of the last". A whole chain of selection, management and education was formed. At the end of each year, the grassroots Party building workers are appraised for performance, and those who pass the appraisal will be subsidized.

"Smart Party Building" system version 2.0 was developed online to have all daily Party affairs of the Party branches handled online.

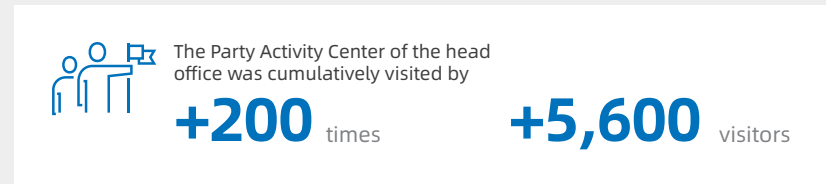
Focusing on deepening brand building in combination with Party building

We vigorously implemented the special actions for joint Party building. The Party organizations at all levels of the Bank have set up 41 Party building alliances with local key industrial parks, industrial chains, backbone enterprises and other Party organizations. 83 Party building alliances have been integrated into local industrial chains, covering 1,702 member enterprises in the alliances, and forming a "triple" work mechanism for joint activities, joint resource sharing and service linkage.



We deeply implemented "Projects led by branch secretaries". 683 projects on toilsome and difficult affairs led by the Party branch secretaries were implemented in the entire Bank, advancing jointly with Party member responsibility areas, Party member demonstration posts and Party member taskforces. A work pattern with Party branch secretaries as commanders, backbone Party members as courageous vanguards and young employees as active participants was formed.

We stepped up efforts to upgrade and improve Party activity centers of our head office and branches, and actively built a field for Party member education as well as a window for external exchange. In 2024, the Party Activity Center of the head office was visited by more than 200 times and more than 5,600 visitors in aggregate.



We have creatively formulated rules of procedure for the Party branch committees and Party members' meetings, including promotion of key projects, allocation of business indicators, employee performance appraisal, cadre and honor recommendation and other business management matters of our sub-branches and departments into the scope of discussion by our branch committees and Party branch meetings, so as to strengthen the deep integration of our Party building and business from the sources.

Special Topic 2

Excelling in Key Areas of Digital Finance

Deeply rooted in the gene of Internet big data and deeply engaged in the construction of "smart banks", Bank of Jiangsu has written "intelligence" into its development strategy, adhered to the drive of technologies, closely integrated digital financial innovations with national needs, people's expectations, business development and market demands, developed a more efficient and higher-quality digital financial service pattern, and injected strong kinetic energy into high-quality economic and social development.

Sticking to the development direction of digital finance and strengthening the construction of systems and mechanisms

The Bank attaches great importance to the top-down design of digital finance, strengthens the construction of internal systems and mechanisms, scientifically grasps the orientation and requirements of digital finance development from a strategic perspective, systematically plans and steadily performs various tasks.

The Bank built a digital finance work group in May 2024 to systematically promote digital finance work. Our IT Department additionally built three teams, for product management, channel management and customer operation to build a technology operations system. The Big Data Department built three teams, for business strategy, quantitative evaluation and digital operations to help transform the traditional decision-making model into a quantitative decision-making model supported by data.

The Bank has focused on innovative research, explored the establishment of an "internal intellectual property" mechanism, encouraged all the employees to strengthen their attention and research on market hot spots, and mobilized innovation enthusiasm at all levels through the digital financial innovation competitions. A total of 217 innovative projects were solicited, and 26 projects were selected in the competitions. The efficiency and sustainability of the innovative projects were maximized, while fintech empowerment was realized. We have implemented the "One Bank" concept, deepened the mechanism for integrating our businesses with technologies, promoted the transformation of product R&D mode from system development sensitivity to product sensitivity, and put the sensitivity concept in advance to the product demonstration stage. The organizational form has changed from being department-sensitive to sector-sensitive, promoting the integrated operation of sectors and stimulating new vitality for coordinated promotion of high-quality development.

Total number of innovative projects solicited in the digital fintech innovation competitions

217

Number of selected projects

26



Deepening technological empowerment and increasing grassroots service efficiency

We have upheld being problem-oriented, integrated resources, strengthened the empowerment and reach efficiency of technologies to operations, further refined our operations management, and released grassroots productivity.

We have promoted the optimization of our management transfer and collection process, conducted in-depth research on pain points at the grassroots level, vertically promoted the concentration of transactional work at the head office, further leveraged the advantages of intensification and released the efficiency of grassroots operations. Horizontally, we have promoted the horizontal integration of functions, had our operational work concentrated on the backend segments, and improved the quality and efficiency of our operations management. In 2024, a total of 128 transfer projects were completed. The highlight projects such as centralized operations of small and micro businesses, centralized pre-examination of account opening information, and centralized ATM operations were implemented to release grassroots production capacity.

Around the "1 +3" problem orientation, the problems and needs of grassroots outlets were communicated to the head office directly through the highlight platform, the head office line problem and suggestion solving mechanism, real-time obstacle reporting, consultation group and other channels. More than 39,000 problems such as system obstacle reporting, business consultation and hardware obstacle reporting were handled throughout the year, with a response rate of 90% within 5 minutes after receiving the work orders. We accepted 19,133 demands from the head office and branches, with a settlement rate of 95.2%. We established a full lifecycle management mechanism for discovering outlet problems and making improvements. We followed up on a total of 818 problems, with a completion rate of 88.39%.



Number of demands accepted from the head office and branches

19133

Completion rate

95.2%

Creating digital connectors and promoting the transformation of technology operation models

The Bank connects decision-making and execution levels through digital operation, front-office marketing and middle- and back-office management through basic product and channel management, and customer needs and internal services through service operations, so as to develop more differentiated core competitiveness through tenacious connections.

Focusing on quantitative operations, we calculate general accounts and ledgers from an overall perspective. We have established an EVA-oriented operation quality and efficiency evaluation framework and system. We provide quantitative operation consulting services, and continuously eliminate information barriers within the Group. We have established a hierarchical customer classification matrix system, drafted product configuration plans based on hierarchical results, and explored business growth points. Linking customers, business opportunities, account managers and management, we have deeply integrated data information from all business lines, built a customer-centered and data-driven digital collaborative service platform known as "Proxima Centauri", and promoted the implementation of quantitative service results.

The Bank has coordinated product and channel construction, sorted out and prepared 580 product innovation catalogues, maintained and managed the Group's products at different levels, and gradually realized the whole lifecycle process control of product creation, production, sales, operation, evaluation and policy guidance. We have established a channel connection management mechanism, sorted out the channels of the whole Bank, standardized our management process, and improved the functionality, experience and safety of channels in an integrated way.

Focusing on customer service operation, the Bank has formed a new customer operation model featuring internal and external interaction and mutual empowerment. Externally, we have established a closed-loop problem management mechanism, created a two-way active communication channel, built a differentiated customer operation model, and completed the re-insurance of customer operations during peak transaction hours. Internally, we have upgraded the problem consultation and trouble reporting and handling group services, improved the demand response mechanism for cross-sector collaboration, and indirectly served external customers by serving internal users.

Building a solid cornerstone for digital and intelligent development and steadily promoting the development of fintech

The Bank has strengthened risk management through digital means, continuously improved its independent controllability, safe management and control capabilities, consolidated the foundation for the development of digital finance, and balanced efficiency and safety.

We have strengthened the construction of an intelligent risk control system, stuck to the integration of "models" and "data", and constructed a risk prevention and control system compatible with business development. Focusing on real-time prevention and control of fraud risks, we have deployed more than 1,300 multi-dimensional model rules to block or warn transaction frauds, card thefts and account thefts in real time using streaming data processing technologies, effectively improving our risk management and control capabilities.



Number of multi-dimensional model rules deployed

+1,300

We have concentrated on forging the core driving force, accelerated the construction of "two places and three centers", and creating stable, reliable and high-performance infrastructure services. We have enhanced the computing power of our data centers, created Group-level cloud services, and improved our ability to continuously supply infrastructure resources. We have strengthened our application of new technologies. Our self-developed large language model platform "Smart Xiaosu" has been used for risk prevention and control, data governance and other fields. The processing time of a single contract quality inspection scenario has been shortened by 60%, and the time consumed under the blood tie analysis scenario of data governance has been shortened from 3-5 days to 5 minutes. The level of automation has been improved significantly.



Processing time for a single contract quality inspection scenario shortened by

60%



Time for the blood tie analysis scenario of data governance shortened from 3-5 days to

5 minutes

We have strengthened our information security management and control, and carried out investigation and rectification of hidden risks of "two high and one weak", supply chain security, and outsourcing network security. We have enhanced our mobile Internet application management, increased situation awareness of security, and created a full-time global security guarantee. We have improved our data security and personal information protection mechanisms, promoted data classification and grading, linked data leakage prevention, encryption, desensitization and other technologies, and further strengthened our data security management and control.

A long-term mechanism for data governance has been put in place, and "three lines of defense" for data quality have been built to move the data governance and control process forward, implement intervention data management requirements throughout the entire process, and strengthen monitoring, review, and rectification. We broadened the sources of data problems, focused on the rectification of data quality problems, constructed a normalized meeting mechanism for data governance, held 11 special meetings, discussed 359 governance topics, and jointly carried out special governance of online lending.

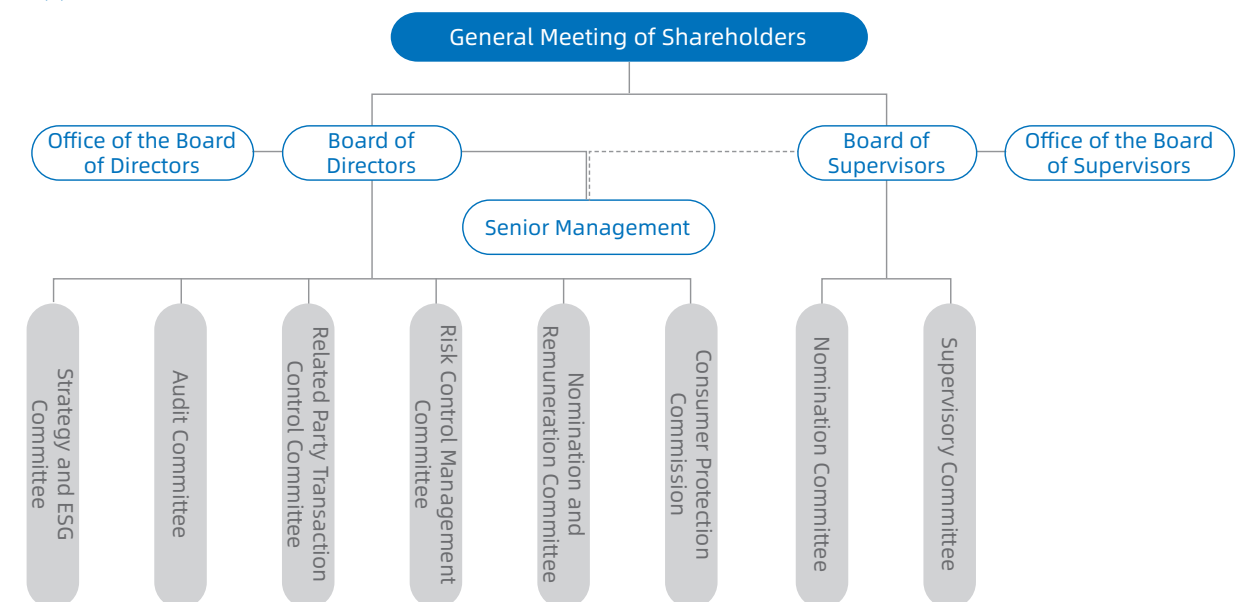


Improving Institutional Mechanisms and Increasing Governance Efficiency

The Bank has always stuck to the organic integration of the Party's leadership and corporate governance, and has been continuously improving the corporate governance structure composed of the General Meeting of Shareholders, Board of Directors, Board of Supervisors and the management according to the regulatory requirements and based on the requirements for its own positioning, development and transformation. All governance subjects had clear division of responsibilities, performed their respective duties and responsibilities, achieved the separation and mutual balance of decision-making, execution and supervision, and safeguarded the legal interests of financial consumers and other stakeholders. The Bank continuously modernized the governance system and governance capacity, and actively safeguarded the legitimate rights and interests of financial consumers and other stakeholders.



ESG architecture



Board of Directors

Responsibilities and authorities

The Board of Directors of the Bank has given full play to its strategic leading roles and actively integrated ESG development concepts into its strategic development plan. Adhering to the concept of sustainable development, we have actively implemented the national strategic deployment of "carbon peaking and carbon neutrality", given play to the supporting role of green finance in achieving the "carbon peaking and carbon neutrality" goal, fully considered the key tasks related to ESG, and promoted our strategies to be consistent with the SDGs and the goals of the Paris Agreement. We have particularly formulated strategic objectives and actions on the green finance, inclusive finance, "agriculture, rural areas and farmers" finance, and finance for small and micro businesses, so that the supporting roles of finance can be actively given into play. We join hands with our customers, shareholders and investors to promote sustainable development.

The Board of Directors of the Bank and its Strategy and ESG Committee have earnestly fulfilled their duties for supervising and managing ESG strategies, regularly studied and reviewed the evaluation reports on the strategy implementation, reports on the development of green finance, self-evaluation reports on the principles of responsible banking, ESG and social responsibility reports, etc. We have continuously strengthened the evaluation, guidance and promotion of the implementation of ESG strategies.

Diversity of the members of the Board of Directors

The Bank has selected and appointed directors in strict accordance with laws, regulations, regulatory requirements and the Articles of Association. We have continuously procured the structure of the Board of Directors to be in line with our sustainable development. The members of the Board of Directors have diverse backgrounds and show high professionalism, while maintaining required independent elements, providing effective protection for the independent judgment and scientific decision-making of the Board of Directors.

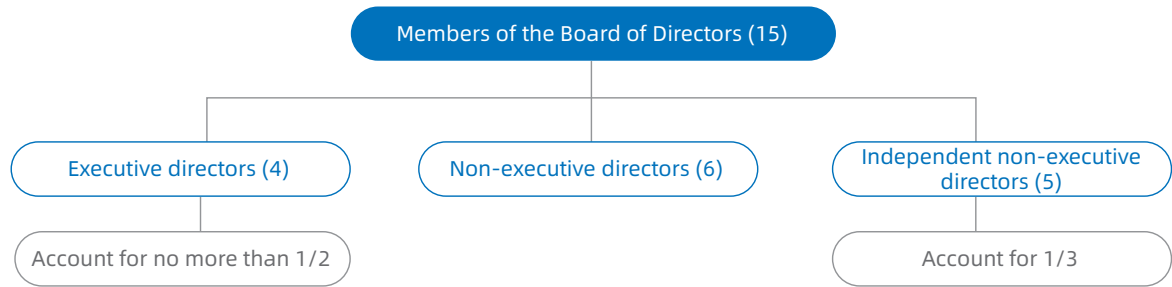
Professionalism of the members of the Board of Directors

As of the end of 2024, the Board of Directors of the Bank had a total of 15 members, including 4 executive directors, 6 non-executive directors and 5 independent non-executive directors, with executive directors accounting for no more than half and independent non-executive directors accounting for one-third. The number and structure of the members were in compliance with regulatory requirements. We actively procured the members of the Board of Directors to be diverse in terms of gender. During the reporting period, we nominated and elected 1 female director, who formally took her office after passing the supervisory professional qualification approval. Four executive directors have been working in commercial banks, with rich experience in financial management. All the six non-executive directors are senior managers of provincial or municipal state-owned enterprises in the shareholder units, with professional backgrounds in economics, finance, accounting and business administration, as well as rich experience in business administration. The five independent non-executive directors are from the fields of macro research, financial audit, legal affairs, operation and management of commercial banks, including senior experts in financial risk management research and education and former senior managers of large state-owned banks, providing a broader vision and experience for the Bank's high-quality and sustainable development.



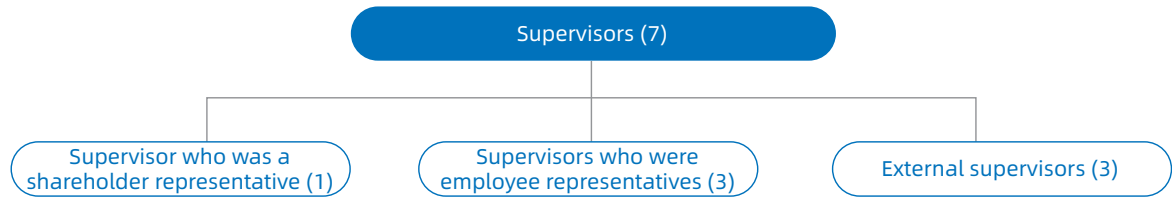
Number of female employees nominated and elected during the reporting period

1



Board of Supervisors

In 2024, the Board of Supervisors supervised the Board of Directors and senior management in place. As of the end of 2024, the Board of Supervisors had a total of 7 supervisors, including 1 supervisor who was a shareholder representative supervisor, 3 supervisors who were employee representatives and 3 external supervisors. The Board of Supervisors had two special committees: Nomination and Supervision Committees.



ESG progress

In 2024, the Bank held 11 meetings of the Board of Directors, reviewed and approved 91 proposals, including Annual Report 2023, ESG and Social Responsibility Report 2023, Green Finance Development Report 2023, RBP Self-Assessment Report 2023, Report on Consumer Rights and Interests Protection Work for 2023 and Work Highlights for 2024. We listened to regulatory opinions and reports on special audits of some key businesses, revised the work rules of the Strategy and ESG Committee of the Board of Directors, formulated environmental, social and governance risk management policies, revised operational risk management policies, country risk management policies, consumer rights and interests protection management measures, credit guarantee management measures, and small and micro consumer Internet loan business management measures, etc.

The Strategy and ESG Committee under the Board of Directors of the Bank held 3 meetings in total in 2024, approved proposals upon deliberation, including ESG and Social Responsibility Report 2023, Development Report of Green Finance 2023, PRB Self-evaluation Report 2023, and Evaluation Report on the Implementation of Strategy, to promote the Bank's continuous construction and improvement of the ESG management system and development mechanism.

In 2024, the Risk Management Committee of the Board of Directors held a total of 10 meetings, reviewed and approved proposals such as the Comprehensive Risk Management Report 2023, Comprehensive Risk Management Report for the First Quarter of 2024, Comprehensive Risk Management Report for the First Half of 2024 and the Comprehensive Risk Management Report for the Third Quarter of 2024, and listened to reports such as the Employee Behavioral Assessment for 2023, so as to promote the Bank's continuous improvement of comprehensive risk management and internal control and maintain the bottom line for preventing systemic risks.

In 2024, the Consumer Rights and Interests Protection Committee of the Board of Directors convened 2 meetings, reviewed and approved proposals such as the Report on Consumer Rights and Interests Protection Work for 2023 and Work Highlights for 2024 of Bank of Jiangsu Co., Ltd., 2024 H1 Report on Consumer Rights and Interests Protection Work and Special Audit Report on Consumer Rights Protection Work in 2023, procuring the Bank to continue improving the consumer rights and interests protection and customer satisfaction, and further bettering the financial services.

The Board of Supervisors of the Bank actively performed its statutory supervisory duties, organized 7 plenary meetings in 2024, reviewed and approved 19 proposals, and listened to 4 special reports. The special committees of the Board of Supervisors convened a total of 8 meetings, reviewed and approved 14 resolutions and listened to 8 special reports. By organizing the supervisors to attend the meetings of the Board of Directors and management as nonvoting delegates, listening to the reports on operations management, reviewing important information reports, conducting interviews with business departments, performing in-depth investigations and studies, and conducting audit inspections, the Bank effectively supervised its financial management, risk management and internal control, and put forward constructive opinions and suggestions to the Board and senior management.

The Bank organized all supervisors to attend special training organized by external organizations such as China Banking Association, which enhanced their knowledge about policy theories and professional abilities. The external supervisors, shareholder supervisors and employee supervisors were organized to conduct extensive on-site investigations at Suyin Wealth Management, Nantong Branch, Xuzhou Branch, Beijing Branch and other branches to conduct in-depth investigations and interviews focusing on business development, digital transformation, risk control and corporate governance, etc. of the branches and subsidiaries, and put forward professional opinions and suggestions on the pain points and difficulties found, in order to jointly promote the high-quality development of the Bank.

In accordance with the regulatory requirements, the Bank conducts a special audit of the green finance business every two years, covering the green finance business of 17 branches, 4 subsidiaries and various departments of the head office. The audit focuses on the implementation of green finance policies, identification and control of environmental and social risks, compliance with business identification standards and procedures, risk management and information disclosure of investment and financing business, etc., in order to further improve the management of the green finance business across the whole Bank.



Number of meetings of the Board of Directors convened

11



Number of proposals approved upon deliberation

91



Number of plenary meetings of the Board of Supervisors held

7



Number of proposals approved upon deliberation

19



Number of special reports listened

4

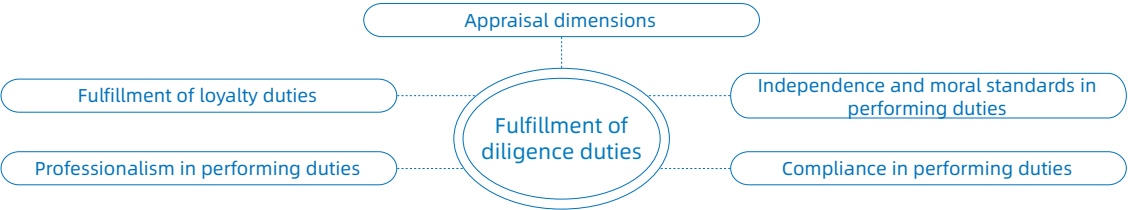
ESG performance appraisal

Board of Directors

The Bank provided active and effective cooperation and support for the directors in performing their duties, arranged special personnel to maintain daily contact, offered daily reference information such as regulatory policies, company and industry information, organized regular training and research activities, and continuously enriched the forms and details of the directors' performance of duties. In 2024, the members of the Audit Committee of the Board of Directors fully participated in the bid opening and evaluation of the service projects for auditing and authenticating the Bank's financial reports. The independent directors earnestly participated in different thematic training organized by regulatory authorities, exchanges and industry associations, actively attended the Bank's performance exchange meetings and general meeting of shareholders, made speeches, and conducted in-depth research on digital finance, carbon finance, big data risk control, data asset entry into the balance sheet and service integration in the Yangtze River Delta, in order to continuously provide suggestions for the Bank's operation and management.

Board of Supervisors

The Board of Supervisors of the Bank conducted a comprehensive, objective and fair evaluation of the annual performance of duties by the directors, supervisors and senior management in accordance with the regulations in five dimensions, namely fulfillment of loyalty duties, fulfillment of diligence duties, professionalism, independence, moral standards and compliance in performing duties, in order to promote the performance of duties by the directors, supervisors and senior management. According to the performance appraisal results in 2024, all directors, supervisors and senior management of the Bank were "competent".



Remuneration recourse and deduction mechanism

The Bank attaches great importance to the linkage between remuneration and sustainable development, constantly improves the deferred payment, recourse and deduction mechanism for performance-based remuneration, and effectively strengthens supervision and management.

Deferred management system for performance-related pay. To further increase the managerial personnel's awareness of responsibility and risk prevention, prevent short-term behaviors caused by improper incentives and restraints, and promote the comprehensive, coordinated and sustainable development of the Bank's businesses, according to the relevant requirements of the Guidelines for the Supervision of Sound Remuneration of Commercial Banks, the Management Measures of Bank of Jiangsu for the Deferred Payment of Performance-related Pay were formulated and improved. For the personnel in positions with significant impacts on the Bank's risks, the deferred payment ratio of the performance-related pay shall not be less than 40%, of which the deferred payment ratio of performance-related pay for the senior management of branches shall be up to 50%. The deferred payment period of performance-related pay shall be three years, and the principle of equal division shall be followed during the deferred payment period.

Deferred payment ratio of the performance-related pay not below

40%

Deferred payment ratio of the performance-related pay for the senior management personnel of the branches

50%

Performance-related pay recourse and deduction system. To give full play to the guiding roles of the performance-related pay in corporate governance and risk management, establish and improve scientific and effective incentive and restraint mechanisms for corporate governance and performance-related pay, the Bank studied and formulated the Management Measures of Bank of Jiangsu for Performance-related Pay Recourse and Deduction Mechanism in accordance with the relevant requirements of the Notice of the General Office of China Banking and Insurance Regulatory Commission on Establishing and Improving the Recourse and Deduction Mechanism for Performance-related Pay of Banking and Insurance Institutions. For senior management personnel and personnel in key positions who are extraordinarily exposed to risks within the scope of their duties due to their obvious negligence or failure to fulfill their prudent management obligations, recourse and deduct their performance-related pay within the corresponding period.

Consolidating the Foundation of Risk Management and Improving Risk Prevention and Control

Bank of Jiangsu has established a risk management system compatible with the strategies, improved its risk governance structure, optimized its closed-loop risk management mechanism, continuously carried out investigation of major potential risks, consolidated a sound and prudent risk culture, effectively increased all employees' risk awareness, and kept the bottom line for preventing systemic financial risks.



Strengthening the risk management system

Comprehensive risk management framework: At present, a structure with thirteen major risks, including credit risk, market risk, operational risk, liquidity risk, interest rate risk in bank accounts, reputational risk, strategic risk, information technology risk, country risk, outsourcing risk, compliance risk, money laundering risk and legal risk, as the main management objects, has formed.

Comprehensive risk prevention and control mechanisms: The risk management policy system and process system, authorization management system, risk limit management system, risk evaluation system, risk reward and punishment system, risk responsibility restraint system, risk decision reporting system, asset quality control system and intelligent risk control system provide reliable system guarantee for risk prevention and resolution.

Optimizing the risk management mechanism

Optimize the risk compliance systems of sub-branches. Continuously deepen and implement the "management upgrade" and constantly improve the "1 +3 + N" risk prevention and control system. According to the principle of "minimization and clarity", the list of risk compliance responsibilities of sub-branches is clarified. Vertical management is strengthened, and staffing is promoted. Supporting assessment and incentives are provided, and duties are performed as soon as possible. Strengthen process control and continuously monitor the operation of the new system. Correct deviations in time, and promote sub-branch staff to give full play to the advantages of "people on the spot" to truly realize risk prevention and control completely vertically.

Pilot resident examination and approval system. Improve the independence of examination and approval by upgrading authorities and implementing resident examination and approval. Strengthen source management and improve the reporting by separating compliance review responsibilities. Increase examination and approval efficiency by Streamlined processes and standardized operations.

Deepen the whole-process credit management. Clarify management standards, strengthen sector coordination, and realize "completely horizontal" credit management. Strengthen approval linkage, extend management forward and backward simultaneously, adjust credit policies in a timely manner, and strictly track post-loan management. Unify operational standards, prepare monitoring lists for key industries, and improve the quality of pre-loan investigations. Formulate standard operating procedures to improve the efficiency of post-loan inspection. Strengthen warning monitoring, expand the scope of monitoring, keep a close eye on inherent diseases, and improve the quality and efficiency of early warning.

⚙️ Preventing and controlling the risks in key areas

Control the risk of online lending. Strictly implement the Online Loan Asset Quality Control Plan and focus on key points. Manage and control key products with high balances and risks; monitor changes in indicators such as the first payment default rate and the delinquency rate on a daily basis; implement targeted policies in a timely manner based on traceability analysis. Manage and control key links such as access, expenditure, and delinquency. Formulate rigid access rules, build a special model for quota expenditure and delinquency management. Create a strict and tight risk control chain. Manage and control key customers with low ratings and high defaults. Combine the static results of ratings with dynamic trends, and overall customer limits with the specific product limits. Refine the rules, strengthen liquidation, and reduce risk exposure.

Control real estate risks. Seize policy opportunities and continuously implement new policies in place. Strengthen coordination and communication with the government, courts and peers. Make full use of favorable conditions such as financing coordination mechanism and white project list to speed up the handling of risky projects. To grasp the real situation, the head office and branches jointly visited key projects on the spot, strengthened coordination and communication with project parties, contractors and the Group's parent company, understood the actual situation and responded effectively. Optimize the disposal plan, adhere to one policy for each household, make dynamic adjustment, and orderly promote the steady convergence of real estate risk exposure across the Bank.

Control the risks of inclusive business. Deepen the application of ratings, set standards, intercept and eliminate customers based on the significant positive correlation between the risks of inclusive finance customers and internal rating results. Strengthen mitigation management, enhance the effectiveness analysis of mitigation tools, regularly evaluate the coverage effect, and timely improve risk mitigation capabilities through pressure reduction exposure and additional guarantees. Refine the impairment management. Perform retrospective analysis on the generation of non-performing loans and default losses, etc. Differentiate products, mitigations and other optimized model parameters. Increase the "accuracy" of impairment assessment and the "matching degree" of business risks.



Improving Internal Control Management to Ensure Compliance Operations

Bank of Jiangsu strictly implements various regulatory policies and requirements, continuously strengthens compliance risk control, improves the construction of a business ethics system, implements various detailed management measures, creates a healthy and good corporate atmosphere, and ensures its high-quality development.



⚙️ Anti-bribery and anti-corruption

Bank of China strongly carries forward the concepts of uprightness on "respecting uprightness and integrity, fighting against corruption and serving the public with devotion". We strictly abide by relevant laws, regulations and industry norms, including the Criminal Law of the People's Republic of China, the Supervision Law of the People's Republic of China, the Provisions on the Incorruptible Employment of State owned Enterprise Leaders, and the Code of Professional Ethics and Conduct for Employees in the Banking Industry. With "zero tolerance" for bribery and corruption, we promote no audacity, no ability and no intention in corruption, and continuously create a clean, healthy, progressive corporate atmosphere and a favorable ecosystem.

Build a systematic and complete management structure

The Bank has built a leading group for the responsibility system for building a clean and honest government, which is responsible for inspecting and assessing the implementation of the responsibility system for building a clean and honest government through the inferior leadership teams and leading cadres. We jointly set up a coordination group for building a clean and honest government and anti-corruption work together with the resident discipline inspection and supervision team, to build an all-round and three-dimensional supervisory system framework. The Party Conduct and Clean Administration Construction Office, Legal Compliance Department, Internal Audit Department and other departments of the Head Office, which are responsible for anti-bribery and anti-corruption, timely identify, evaluate, investigate and control possible bribery and corruption risks. We annually identify the key points for Party conduct and clean administration construction, deepen honesty education, strengthen restrictions and supervision on the operation of power, and severely punish corruption.

Improving a scientific and efficient institutional system

The Bank has established a sound anti-bribery and anti-corruption management and supervision system, continuously promoted the implementation of rules and regulations such as Bank of Jiangsu Employee Codes of Conducts, the Prohibition of Employees of Bank of Jiangsu, the Bank of Jiangsu Disciplinary Procedures against Employee Misconducts and the Case Prevention Management Policy of Bank of Jiangsu Co., Ltd., requiring all employees to strictly implement the regulations of honest work, resolutely fight against bribery and corruption, be strict with self-discipline, act impartially and never abuse power for personal gain.

Carrying out hierarchical and classified education management

The Bank keeps a close eye on the "key minorities", strictly implements a system for recording and reporting the leaders' and cadres' illegal interference with recording and reporting of major events, and standardizes the operation of power. We keep a close eye on newly promoted cadres, insist that all executives promoted must be interviewed, educate and guide the establishment of the concept on clean use of power, and ensure honesty in selecting and employing personnel. We keep a close eye on the new employees, organize and carry out the "First Lesson of Integrity", and cultivate the awareness of compliance with regulations and disciplines. We pay close attention to the cadres and employees who plan to leave, conduct departure audits, and strictly prevent "escape resignation".

Strengthening the warning and deterrence of negative cases

The Bank organized the cadres and employees to visit the warning education base for the Party conduct and clean administration on site, and attend court trials of duty crimes, in order to clarify the disciplines of cases and enhance the effectiveness of education. We held 2024 warning education meeting and organized 17,000 employees of the whole Bank to attend the meeting, to urge our cadres and employees to exercise their power in accordance with regulations and with integrity. We regularly investigate, prevent and control the integrity risks, comprehensively identify the integrity risks in key links, key positions, new businesses and new processes, and exposed problems, and formulate pertinent prevention and control measures. We conscientiously implement the system requirements, promptly discover, seriously investigate and deal with violations of laws and regulations such as illegal use of power, corruption and bribery, and maintain a high-handed posture of full and strict governance.



Held a Bank-wide warning education meeting

1.7 thousand employees attended the meeting together

Creating a clean and honest atmosphere

On important festivals such as the New Year's Day, Spring Festival, May Day, Dragon Boat Festival, Mid-Autumn Festival and National Day, the Bank produced short videos of integrity reminders with festive features, and posted them on the Bank's video account and electronic screens of its institutions at all levels, so that the requirements of integrity and festivities were conveyed to all employees. We created a clean cultural and educational field that linked "the head office, branches and sub-branches", and a new atmosphere of upholding integrity. We have made good use of various online publicity and education platforms, issued integrity reminders, and effectively increased our employees' ideological awareness of integrity. We collect incorruptible cultural and creative works on a regular basis to create a strong atmosphere of advocating integrity. We have deepened the activity of "indoctrinating upright financial integrity through family arrangements" and given full play to the roles of family members in facilitating probity.

Supplier anti-corruption management

The centralized procurement center of the Bank strengthens system construction, clarifies job responsibilities, and carries out procurement work in strict accordance with the centralized procurement management system and operating procedures. If a supplier is found to disturb the order in the procurement process, and held by the jury to have been involved in collusive bidding, etc., it shall be blacklisted and withdrawn. The suppliers involved in serious violations of the laws and regulations and inferior performance shall never be listed.

The Bank requires procurement-related personnel to strictly abide by the procurement discipline, confidentiality system and avoidance system. During the procurement, they are not allowed to contact candidate suppliers privately, abuse power for personal gains or accept commercial bribes. During the procurement, the procurement budget, procurement documents, composition of judges, negotiation strategies, evaluation results, procurement progress and other procurement-related information are all trade secrets, which shall be kept strictly confidential and shall not be disclosed. When the personnel have any economic interests with the candidate suppliers, or their close relatives are employed by the candidate suppliers, or the personnel are involved in other circumstances that might affect the objectivity and fairness of the procurement results, the personnel take the initiative to explain and apply for avoidance.

Upholding the compliance culture

Bank of Jiangsu has cultivated a compliance culture and regarded compliance as the lifeline for its high-quality development. In our codes of conducts, we require "stressing rules, understanding rules and keeping the bottom line". We give priority to the compliance, and make compliance operation be our lasting competitiveness.

Professional ethics and code of conduct

The Bank has formulated Bank of Jiangsu Employee Codes of Conducts, deeply implemented the Code of Professional Ethics and Conduct for Employees in the Banking Industry, enhanced the employees' abilities to discipline and control themselves, and further improved their professional ethics and professional qualities.

Audit and inspection of professional ethics standards

The Bank attaches great importance to the supervision and management of matters related to professional ethics, strengthens the supervision over the progress of work in the fields of professional ethics such as anti-bribery, anti-corruption, integrity and management of codes of conducts for employees, and regularly organizes relevant audits in the fields of professional ethics covering the whole Bank.

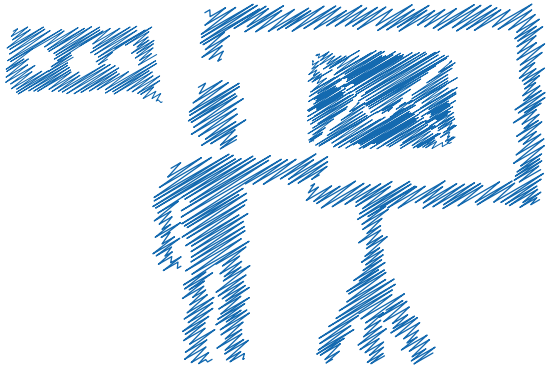
In 2024, the Bank conducted routine audits on its 9 branches and 4 subsidiaries according to the annual internal audit plan, and performed special audits on the Bank-wide employee behavior management, focusing on professional ethics related matters such as employee behaviors and important violations. We carry out economic responsibility audits from time to time, and strengthen the supervision over the managerial personnel's performance of duties. We continuously strengthen the employee behavior monitoring, make full use of technological means, establish a monitoring mechanism for abnormal employee behaviors, and promptly discover and deal with employee violations such as favoritism, corruption and corruption, to achieve the purpose of early identification, early warning, early detection and early handling, and effectively prevent case risks.

Intellectual property protection

Institutional construction: The Bank attaches great importance to intellectual property work and formulated the Management Measures for the Intellectual Property of Bank of Jiangsu Co., Ltd. to standardize the intellectual property management of the whole Bank.

Preservation of intellectual property: Copyright registration and patent application work are carried out in accordance with the Copyright Law of the People's Republic of China, the Patent Law of the People's Republic of China, other laws and regulations, as well as internal management measures, so as to strengthen the protection and utilization of our intellectual property, improve our core competitiveness and provide strong support for our brand building and business development.

Intellectual property work: In terms of preventing intellectual property infringement, we strengthen cooperation with third-party intellectual property companies regarding fonts, pictures and software, standardize the exercising of intellectual property rights in fonts, pictures, videos, audio and portraits in various publicity contents throughout the Bank, strictly manage various service companies, and rigorously prohibit the use of unauthorized third-party intellectual property contents. In terms of intellectual property examination, during the legal examination of contracts, we focus on intellectual property matters such as trademarks, pictures and software copyrights, etc., clarify the ownership of relevant intellectual property and the consequences of infringement, and protect the rights and interests of intellectual property owners to the maximum extent. In terms of intellectual property management, an intellectual property management module has been added to the relevant systems of the Bank, which clearly classifies and manages various intellectual property such as patents, trademarks and works. Data and information such as the name, status and time of intellectual property are completely entered in the system, in order to modernize and digitalize our intellectual property management and ensure the effective protection and utilization of our intellectual property.



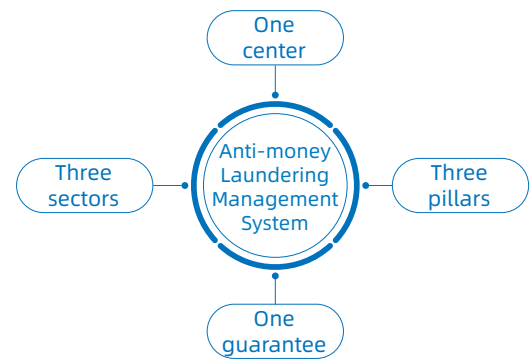
❖ Preventing financial crimes

Bank of Jiangsu has thoroughly implemented the relevant anti-money laundering requirements of the People's Bank of China and the National Financial Regulatory Administration, continuously improved the anti-money laundering management system, carried out anti-money laundering training, and supported anti-money laundering and anti-terrorist financing with the aid of technologies. A total of 399 anti-money laundering training sessions were conducted in 2024, covering more than 59,200 persons.



Anti-money laundering

The Bank has established an anti-money laundering management system of "one center, one guarantee, three sectors and three pillars": Led by the Legal and Compliance Department of the head office, the screening center for suspicious anti-money laundering transactions conducts centralized screening (one center); the IT big data supports guarantee (one guarantee); the large company, large retail and large gold market sectors collaborate (three sectors); focus on customer management, account management and transaction management (three pillars).



We have consolidated the basic of anti-money laundering management, strengthened anti-money laundering related work in such aspects as the customers' due diligence and money laundering risk rating assessment, product money laundering risk assessment, identity information and transaction record preservation, reporting of large and suspicious transactions, anti-money laundering training and publicity, international cooperation and assistance for anti-terrorist financing and anti-money laundering to competent authorities in anti-money laundering investigations, and firmly maintain the bottom line of risks.

We have optimized and upgraded anti-money laundering related systems and models, built a due diligence system for the customers' money laundering risks throughout their lifecycles, and used the visual analysis system for suspicious anti-money laundering transactions for the screening and analysis of suspicious transactions, accurately identified and controlled risks, and enhanced the value of suspicious transaction reports as financial intelligence .

We have completely initiated the self-assessment of money laundering risks, conducted regular internal inspections and audits, strengthened accountability for violations, enhanced anti-money laundering training and publicity, created a compliance atmosphere for all employees, and effectively protected the property safety, legitimate rights and interests of the customers.

(For detailed anti-money laundering management system and work results, please visit the official website of Bank of Jiangsu.)

Eliminating gangs and evil

In close combination with the decisions and arrangements of the CPC Central Committee and the State Council on eliminating gangs and evil, long-term and regular governance objectives and tasks, the Bank has conscientiously implemented the work arrangements for regularly carrying out the fight against gangs and evil, improved the working mechanism, and created a work pattern of overall coordination and close cooperation. In accordance with the work requirements of the regulatory authorities for deepening industry governance and strengthening the key points of rectification, we have seized the opportunity of cracking down on illegal financial activities such as illegal fund-raising and illegal intermediaries, and implemented various detailed work measures to strictly prevent evil forces from getting involved in the banking field.

❖ Protecting whistleblowers

Bank of Jiangsu strictly protects the privacy of whistleblowers. It issued the Regulations of Bank of Jiangsu on Letters and Visits, which clarifies that if the letters and visits staff shall avoid if they have direct interests in the letters and visits or with the petitioners. Any staff who discloses or transfers the materials or relevant information of the petitioners' reports to the persons or units being reported or exposed, or retaliates against the petitioners shall be investigated for relevant responsibilities according to regulations and laws. We strictly implement a confidentiality system for the letters and visits, manage the letters and visits according to confidential documents, and strictly obey the confidentiality requirements.

We formulated the Measures of Bank of Jiangsu for Leaders' and Cadres' Interference with Recording and Reporting of Major Matters in Violation of Regulations, where the relevant provisions of whistleblower protection are specified. Those who retaliate against the record reporters or disclose the personal information of the record reporters shall be held accountable according to regulations, disciplines and laws.

❖ Paying taxes according to laws

Bank of Jiangsu has always adhered to the bottom line of legal compliance, earnestly fulfilled its tax obligations according to law, strictly abided by tax laws, handled various tax-related affairs according to regulations, constantly strengthened tax management, and strictly prevented tax risks.

We have actively responded to tax risks, strengthened tax policy research and judgment, stuck to the organic unity of prior planning, in-process monitoring and post-event review, prevented and resolved tax risks in time. We have paid close attention to potential risks, verified and eliminated risk doubts thoroughly. We have actively strengthened our communications with tax authorities, tax accounting firms and other units, and continuously improved the certainty of tax treatment.

We have ensured tax compliance in all aspects, improved system construction, standardized process control, timely improved and updated management systems according to management requirements such as external policy changes and internal product innovation. We have offered centralized guidance and formulated unified rules for tax-related work of the whole Bank, summarized tax accounting and centralized tax distribution, and effectively controlled the whole process and links of tax-related matters. We have continuously promoted the informatization of tax management, developed tax-related systems such as a full-featured management platform for digital and electronic invoices and an accounting platform, and accelerated the construction of a unified tax-related management platform.



Greenhouse Gas Emissions in 2024

| Category/ subcategory | Category description | Category | Subcategory | Whether to quantity | Emission | CO ₂ | CH ₄ | N ₂ O | HFCs | PFCs | SF ₆ | NF ₃ | Emission ratio |
|--------------------------|--|----------|-------------|---------------------------|----------|-----------------|-----------------|------------------|----------|------|-----------------|-----------------|-------------------|
| 1 | Category1: Direct GHG emissions and removals from sources (tCO ₂ e) | | | | 9,504.93 | 3,505.25 | 23.02 | 70.72 | 5,905.94 | 0.00 | 0.00 | 0.00 | 16.10% |
| 1.1 | Direct emissions from stationary combustion | 1 | 1.1 | Yes | 1282.26 | 1280.99 | 0.64 | 0.63 | 0.00 | 0.00 | 0.00 | 0.00 | 2.17% |
| 1.2 | Direct emissions from mobile combustion | 1 | 1.2 | Yes | 2316.46 | 2223.98 | 22.38 | 70.09 | 0.00 | 0.00 | 0.00 | 0.00 | 3.92% |
| 1.3 | Direct process emissions and removals arise from industrial process | 1 | 1.3 | NA | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% |
| 1.4 | Direct fugitive emissions arise from the release of greenhouse gases anthropogenic systems | 1 | 1.4 | Yes | 5906.21 | 0.27 | 0.00 | 0.00 | 5905.94 | 0.00 | 0.00 | 0.00 | 10.00% |
| 1.5 | Direct emissions and removals from Land Use, Land Use Change and Forestry | 1 | 1.5 | NA | 0 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% |
| 2 | Category 2: Indirect GHG emissions from imported energy (tCO ₂ e) | | | | 49533.59 | 49533.59 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 83.90% |
| 2.1 | Indirect emissions from imported electricity | 2 | 2.1 | Yes | 49533.30 | 49533.30 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 83.90% |
| 2.2 | Indirect emissions from imported energy | 2 | 2.2 | Yes | 0.2902 | 0.2902 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |

Types of GHGs: According to the requirements of ISO 14064-1:2018, GHGs include CO₂, CH₄, N₂O, HFCs, PFCs, SF₆ and NF₃.

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

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