

中原银行股份有限公司\*  
Zhongyuan Bank Co., Ltd.\*

(A joint stock limited company incorporated in the  
People's Republic of China with limited liability)

H Shares Stock Code: 1216

Preference Shares Stock Code: 4617



**Zhongyuan Bank Co., Ltd.**  
**2021 Environmental,**  
**Social and**  
**Governance Report**



Zhongyuan Bank Co., Ltd. is not an authorized institution within the meaning of the Banking Ordinance (Chapter 155 of the Laws of Hong Kong), not subject to the supervision of the Hong Kong Monetary Authority, and not authorized to carry on banking and/or despoite-taking business in Hong Kong.

Zhongyuan Bank Co., Ltd.

## Report description

### Reporting time:

January 1, 2021 - December 31, 2021. In order to enhance the contrast and forward-looking nature of this Report, some contents may go beyond the above-mentioned scope.

### Reporting period:

This Report is an annual report. It is the annual Environmental, Social and Governance Report released by Zhongyuan Bank for the fifth consecutive year.

### Organizational scope in this Report:

The data and facts involved in this Report cover the head office and 18 branches and sub-branches of Zhongyuan Bank Co., Ltd. For ease of expression, Zhongyuan Bank Co., Ltd is referred to as "Zhongyuan Bank", the "Bank", "we" or "us".



### Reporting principles:

This Report has been prepared in accordance with the Environmental, Social and Governance (ESG) Reporting Guidelines, Appendix XXVII to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the "Listing Rules"). At the same time, this Report is prepared by reference to the GRI Sustainability Reporting Standards issued by the Global Sustainability Standards Board (GSSB), the Opinions on Strengthening the Social Responsibility of Banking Financial Institutions issued by the General Office of the former China Banking Regulatory Commission, and the Guidelines on Corporate and Social Responsibilities of Financial Institutions in the Banking Industry of China, and the relevant requirements of the Code of Corporate Governance for Listed Companies issued by the China Securities Regulatory Commission.

The preparation of this Report follows the principles of materiality, quantification, balance and consistency.

**Importance:** The importance of ESG matters of the Company is determined by the Board of Directors. The process of communication with stakeholders and identification of material issues and the matrix of material issues are disclosed in this Report.

**Quantification:** The statistical standards, methods, assumptions and/or calculation tools for the quantitative KPIs in this Report, as well as the sources of conversion factors, are explained in the interpretation in this Report.

**Balance:** This Report presents the Company's performance during the reporting period in an impartial manner and avoids choices, omissions or presentation formats that may unduly influence the decisions or judgments of readers of this Report.

**Consistency:** The statistical methods and calibers used for data disclosure in this Report are consistent with those in previous years unless otherwise specified.

### Data explanation:

All the financial data in this Report are from the 2021 audited financial report set out in the 2021 annual report. If the data contained in this Report is inconsistent with the annual report, the annual report shall prevail. The other data statistics scope includes the head office and 18 branches and sub-branches of the Bank, unless otherwise specified.

The monetary amounts involved in this Report are measured in Renminbi, unless otherwise specified.

### Third Party assurance:

In order to ensure the authenticity and reliability of this Report, this Report has engaged Ernst & Young Hua Ming LLP (Special General Partnership) to perform limited assurance engagements on selected performance information disclosed in this Report in accordance with the International Standards on Assurance Engagements No. 3000 (Revised): Assurance Engagements Other Than Audits or Reviews of Historical Financial Information, and issue a third-party assurance report.

### Release form:

This Report is published in both print and electronic formats. The printed version is available at the Office of the Board of Directors of the Bank for inspection by shareholders and other stakeholders of the Bank, and the electronic version can be downloaded from the HKEXnews (website: [www.hkexnews.hk](http://www.hkexnews.hk)) and the Bank's website (website: [www.zybank.com.cn](http://www.zybank.com.cn)). This Report is available in simplified Chinese, traditional Chinese and English. If the three versions are inconsistent, the simplified Chinese version shall prevail.

This Report is published electronically. The electronic version can be downloaded from HKEXnews (website: [www.hkexnews.hk](http://www.hkexnews.hk)) and the Bank's website (website: [www.zybank.com.cn](http://www.zybank.com.cn)).

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## About the Bank

Zhongyuan Bank was established on December 23, 2014. It is the only provincial legal person bank in Henan Province with business outlets covering the whole province and high expectations from the provincial party committee and provincial government. It is headquartered in Zhengzhou City, Henan Province, China. On July 19, 2017, Zhongyuan Bank was listed on the main board of the Stock Exchange of Hong Kong Limited.

As of the end of the reporting period, the Bank's total assets amounted to RMB768,233 million; It has 18 branches and 2 directly affiliated sub-branches, with a total of 494 business outlets; As the main sponsor, the Bank has 9 village banks and 1 consumer finance company in the province and holds controlling shares in Bangyin Financial Leasing Company. In 2021, under the overall leadership and strong support of the Henan Provincial Party Committee and Provincial Government, Zhongyuan Bank bravely shouldered the burden of reform, embraced development opportunities, merged Luoyang Bank, Pingdingshan Bank, Bank of CTS.JZ, and promoted the construction of the new Zhongyuan Bank. We will take this as a glorious starting point, completely, accurately and comprehensively implement the new development concept based on the new development stage, cooperate with all stakeholders to build a new development pattern, and promote the high-quality development of the whole society.

Looking forward to the future, the Bank will give full play to the leading role of party building, the escorting role of mechanism and the driving role of culture, closely centre on the strategic goal of "breaking through trillions yuan, returning to A-shares market, and building a brand", fully practice the solemn commitment of "serving strategies, serving the real economy, serving enterprises, serving the people" with the business philosophy of "intimacy, professionalism, cooperation and win-win", with the brand image of "best pricing, highest efficiency, best service", and via the strategic path of "Internet access to the countryside, digital and intelligent future, upholding integrity and innovation, and forging ahead". The Bank strives to embed the corporate culture of "treating the Bank as the home, doing our best, and being the best employees; caring for customers, creating value, and being the best bank; employee-oriented, fair and dignified, and being the best leader", which inspires generations of Zhongyuan Bank's employees to continuously strive towards the grand goal of "Zhongyuan Bank for a Century".

As of the end of the reporting period,

The Bank's total assets amounted to	<b>768,233</b> Million	
It has	<b>18</b> Branches and <b>2</b> Directly affiliated sub-branches	
With a total of	<b>494</b> Business outlets	

During the reporting period, the Bank won the following social honour awards:

<p>China Foreign Exchange Trade System and National Interbank Funding Center</p> <ul style="list-style-type: none"> <li>• "Core Dealer" in the Interbank Market in 2020</li> <li>• "Excellent Money Market Dealer" in the interbank market in 2020</li> <li>• "Excellent Bond Market Exchange" in the inter-bank market in 2020</li> <li>• "Excellent CFETS Interbank Deposit Participating Institution" in the inter-bank market in 2020</li> </ul>	<p>People's Bank of China Cross-border Interbank Payment System (CIPS)</p> <ul style="list-style-type: none"> <li>• "Advanced Institution for Promotion of ICIPIS User Community"</li> </ul>	<p>People's Bank of China</p> <ul style="list-style-type: none"> <li>• In the promotion business activities of mobile phone number payment business in Henan Province, it won three honours, including "Advanced Organization in Promotion", "Expert Organization in Promotion" and "Active Organization in Promotion"</li> </ul>
<p>CPC Henan Provincial People's Government, State-owned Assets Supervision and Administration Commission</p> <ul style="list-style-type: none"> <li>• Awarded the honorary title of "Advanced Enterprise Party Committee"</li> </ul>	<p>Shanghai Advanced Institute of Finance (SAIF)</p> <ul style="list-style-type: none"> <li>• Won the "Structured Finance Annual Award" and "Annual Innovative Institution Award" at the 7th China Asset Securitization Forum Annual Meeting</li> </ul>	<p>British "Banker" magazine</p> <ul style="list-style-type: none"> <li>• 185th in 2021 ranking of the world's 1,000 largest banks</li> </ul> <p>"Fortune" Magazine</p> <ul style="list-style-type: none"> <li>• Shortlisted in Fortune China 500, ranked 24th among commercial banks</li> </ul>
<p>China Times</p> <ul style="list-style-type: none"> <li>• Won the "2020 City Commercial Bank Award" in the 14th "Golden Cicada Award"</li> </ul>	<p>"Modern Bankers" Magazine</p> <ul style="list-style-type: none"> <li>• Won the "Top Ten Small and Medium-sized Bank" in the 4th "Iron Horse" Small and Medium-Sized Bank Selection</li> </ul>	<p>Securities Times</p> <ul style="list-style-type: none"> <li>• Won the "Annual Inclusive Financial Services Bank Gamma Award" in the 2021 Gamma Award selection</li> </ul>
<p>01 Finance · 01 Think Tank and China Retail Finance Think Tank</p> <ul style="list-style-type: none"> <li>• Included in the "Top 30 Best Practice Cases of Mobile Banking in 2021"</li> </ul>	<p>Puyi Standard, Institute of Trust and Wealth Management, Southwestern University of Finance and Economics, Financial Investment News</p> <ul style="list-style-type: none"> <li>• Won the "Excellent Asset Management City Commercial Bank Award" in the "Golden Honour Award" in 2021</li> </ul>	<p>China Computer Federation</p> <ul style="list-style-type: none"> <li>• The intelligent risk control model management platform won the "Banking Industry Digital Transformation Star Award" as the pioneer system of model management for national commercial banks</li> </ul>



## 2021 ESG Key Performance

### Economic performance

Indicator	Unit	2021
Total assets	RMB100 million	7,682.33
Operating income	RMB100 million	19,282.83
Net profit	RMB100 million	36.33
Balance of deposits	RMB100 million	4,484.25
Total loan amount	RMB100 million	3,881.60
Total tax	RMB100 million	33.00
NPL ratio	%	2.18
Provision coverage	%	153.49
Capital adequacy ratio	%	13.30
Inclusive small and micro enterprise loan balance	RMB100 million	444.22
Balance of agriculture-related loans	RMB100 million	726.79
Balance of inclusive agriculture-related loans	RMB100 million	70.17
Balance of green loans	RMB100 million	72.26

### Environmental performance

Indicator	Unit	2021
Emissions		
NOx emissions	Kilogram	127.40
Particulate matter emissions	Kilogram	7.65
Sulfur dioxide emissions	Kilogram	2.12
Carbon dioxide emissions	Ton	1,021.66
Methane emissions	Ton	0.051
Nitrous oxide emissions	Ton	0.004
Direct GHG emissions (Scope 1)	Tons of carbon dioxide equivalent	1,024.17
Indirect GHG emissions (Scope 2)	Tons of carbon dioxide equivalent	27,327.95
Total GHG emissions (Scope 1 and 2)	Tons of carbon dioxide equivalent	28,352.11
GHG emissions per million yuan of operating income	Tons of carbon dioxide equivalent/million yuan	1.47
GHG emissions per capita	Tons of carbon dioxide equivalent/person	2.10
Amount of waste toner cartridges and ink cartridges	Ton	14.17
Amount of waste toner and ribbon	Ton	4.48
Amount of waste lead-acid batteries and other batteries	Ton	34.94

Indicator	Unit	2021
Amount of waste fluorescent tubes	Ton	2.30
Total amount of hazardous wastes	Ton	55.89
Amount of hazardous waste per million yuan of operating income	Ton/million yuan	0.003
Hazardous waste generation per capita	Ton/person	0.004
Total office paper usage	Ton	243.88
Total end-of-life electronic equipment	Ton	20.00
Domestic and office waste generation	Ton	715.78
Total non-hazardous waste generated	Ton	979.67
The amount of non-hazardous waste generated per million yuan of operating income	Ton/million yuan	0.05
Amount of non-hazardous waste per capita	Ton/person	0.07
Resource usage		
Natural gas consumption	Cubic meter	320,235
Gas consumption	Cubic meter	17.69
Gasoline consumption	Litre	145,082.17
Diesel consumption	Litre	1,832
Outsourced power consumption	MWh	42,027.36
Outsourced heat consumption	GJ	26,454.97
Comprehensive energy consumption per capita of operating income	Tons of standard coal	6,649.57
Comprehensive energy consumption per million yuan of operating income	Tons of standard coal/million yuan	0.34
Comprehensive energy consumption per capita	Tons of standard coal/person	0.49
Municipal water consumption	Ton	368,704.45
Water consumption per million yuan of operating income	Ton/million yuan	25.75
Water consumption per capita	Ton/person	36.78

#### Remark:

- Unless otherwise specified, the scope of environmental performance statistics includes the Bank's head office and branches and sub-branches.
- Gasoline consumption comes from the use of official vehicles of the Bank. The emissions of nitrogen oxides, sulfur dioxide and particulate matter are all caused by the combustion and consumption of gasoline fuel for motor vehicles. The above three emission data are calculated based on the Technical Guidelines for Compiling Air Pollutant Emission Inventory of Road Motor Vehicles (for Trial Implementation) issued by the former Ministry of Environmental Protection of China.
- Diesel consumption is derived from the power generation of the Bank's machinery and equipment. In 2021, the whole Bank only used diesel for backup generators, which were used when the municipal power supply was temporarily out of power. The frequency and time of use were uncontrollable.
- The main source of natural gas and gas consumption is the use of logistics facilities, such as the use of canteen stoves and gas heating boilers.
- The calculation method of outsourced heat power in 2021 refers to the Energy and Water Statistical Statement System (November 2020) formulated by the National Bureau of Statistics and supplemented and printed by the Beijing Municipal Bureau of Statistics. The statistical scope includes the head office and affiliated branches and sub-branches that pay heating fees to heating units.
- GHG mainly includes carbon dioxide, methane, and nitrous oxide, mainly from purchased electricity, purchased heat, natural gas, gasoline, diesel, and gas. The calculation method of GHG emissions refers to the Greenhouse Gas Accounting System Corporate Accounting and Reporting Standards 2012 (Revised Edition) issued by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), and the Fifth Assessment Report issued by Intergovernmental Panel on Climate Change (IPCC); The grid emission factor used for the Scope 2 calculation refers to the latest National Unified Grid Emission Factor (2022) released by the Ministry of Ecology and Environment of China.
- Statistics on non-hazardous waste include office and household waste, office paper, electronic equipment and other non-hazardous equipment discarded. The calculation method of total office and household waste production refers to the Manual of Coefficient of Pollutants Generated and Discharged from Urban Domestic Source in the First National Pollution Source Census issued by the State Council.
- Hazardous waste statistics include discarded fluorescent tubes, lead-acid batteries, toner, ribbons, toner cartridges, and ink cartridges, some of which have been recycled.
- The comprehensive energy consumption data is calculated based on the consumption of electricity and fuel with reference to the relevant conversion factors provided in the National Standard of the People's Republic of China -- General Principles for the Calculation of Comprehensive Energy Consumption (GBT2589-2020), including purchased electricity, purchased heat, natural gas, gas, petrol and diesel.
- Packaging data is not applicable to the Bank.

## Social performance

Indicator	Unit	2021
Employment related		
Number of employees	Person	13,503
Turn over rates	%	3.73
Number of employees by gender		
Number of female employees	Person	6,645
Number of male employees	Person	6,858
Number of employees by employment type		
Number of full-time employees	Person	13,503
Number of part-time employees	Person	0
Number of employees by age		
Under 20	Person	0
20-29 years old	Person	2,719
30-39 years old	Person	6,537
40-49 years old	Person	2,505
50 years or older	Person	1,742
Number of employees by region		
Zhengzhou area	Person	2,788
Outside Zhengzhou	Person	10,715
Employee turnover by gender		
Female employee turnover rate	%	1.76
Male employee turnover rate	%	1.97
Employee turnover rate by age		
Under 20	%	0.00
20-29 years old	%	1.67
30-39 years old	%	1.76
40-49 years old	%	0.27
50 years or older	%	0.03
Employee turnover by region		
Employee turnover rate in Zhengzhou	%	5.53
Employee turnover rate in other regions outside Zhengzhou	%	3.25
Employee health and safety related		
Number of work-related accidents in three consecutive years		
2021	From	23

指标	单位	2021 年
2020	From	17
2019	From	14
Work fatalities in three consecutive years		
2021	Person	1
2020	Person	0
2019	Person	1
Number of working days lost due to work-related injuries during the reporting period	Day	1,087.5
Training related		
Total number of employees trained	10,000 persons	11.13
Percentage of employees trained by gender		
Percentage of female employees trained	%	100
Percentage of male employees trained	%	100
Percentage of trained employees by employee category		
Percentage of senior management staff trained	%	100
Percentage of middle management staff trained	%	100
Percentage of ordinary employees trained	%	100
Average training hours per employee by gender		
Average training hours for female employees	Hour	80
Average training hours for male employees	Hour	80
Training hours per employee by employee category		
Average training hours for senior management staff	Hour	45
Average training hours for middle management staff	Hour	56
Average training hours for ordinary employees	Hour	82
Supply chain related		
Total number of suppliers	Number	963
Total number of suppliers of head office	Number	363
Number of suppliers by region		
Number of suppliers in Henan Province	Number	502
Number of suppliers outside Henan Province	Number	461
Supplier review coverage	%	100
Community investment		
Total charitable donations	Ten thousand yuan	1,571.96
Volunteer activity participants	Person	4,801

### Remark:

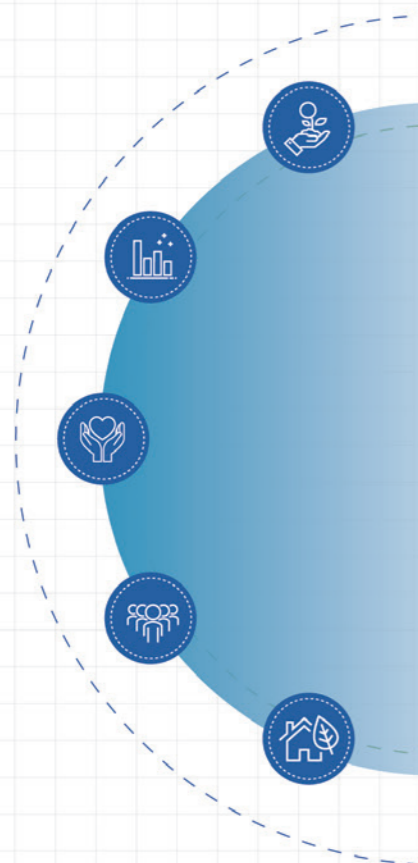
1. Unless otherwise specified, the scope of social performance statistics includes the Bank's head office and branches and sub-branches.
2. Work-related injuries of employees are mainly traffic accidents, falls and sprains on the way to and from get off work, during business trips.
3. During the reporting period, the cause of the employee's death was the sudden illness of the employee at work with invalid rescue.



# 01

## Improve Corporate Governance

The Central Plains  
People's Own Bank







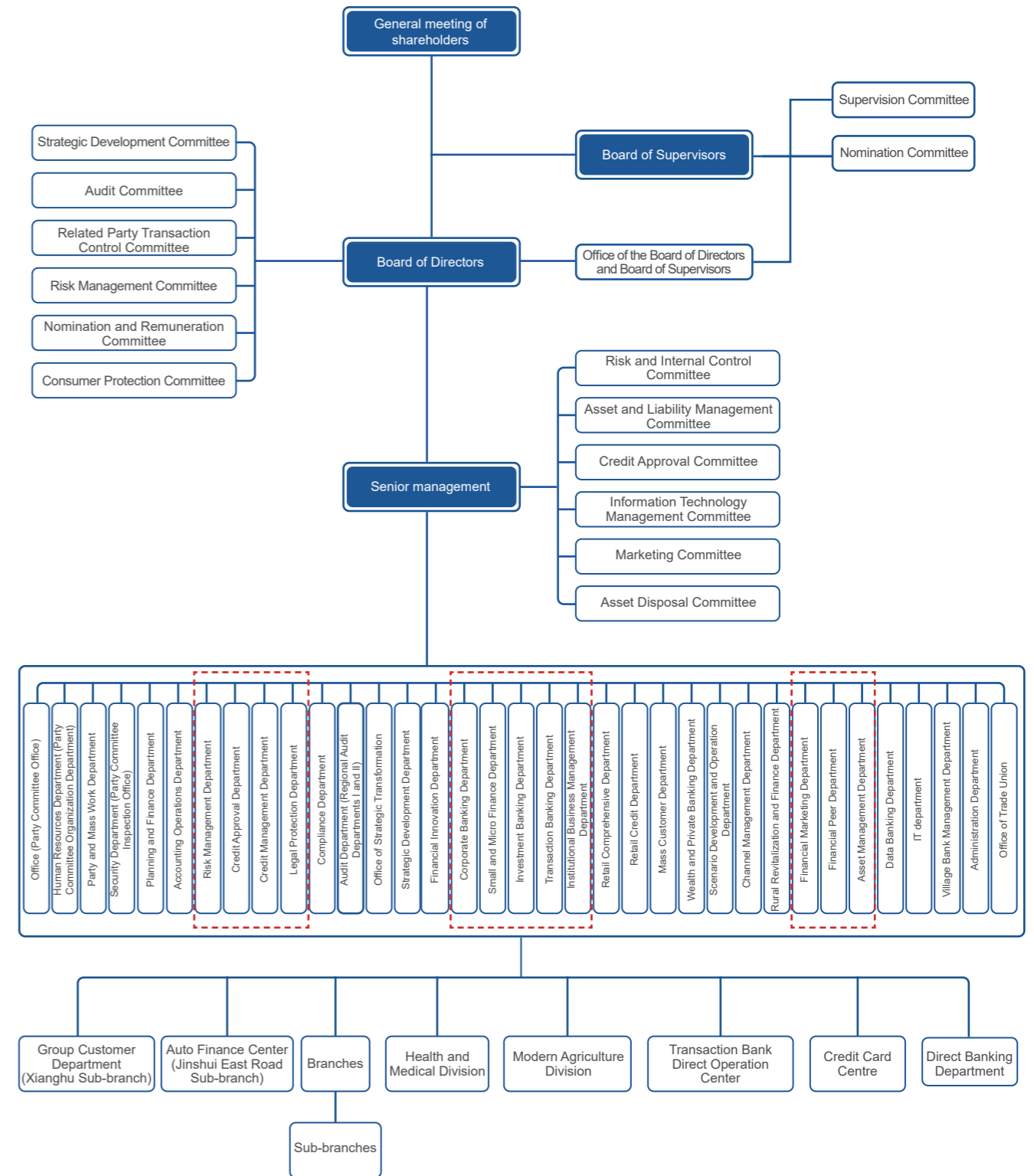
## Improve Corporate Governance

### Continuously optimize the governance structure

Good corporate governance is an important prerequisite for long-term high-quality sustainable development. Zhongyuan Bank strictly abides by the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China and other relevant laws and regulations, the Corporate Governance Guidelines for Bancassurance Institutions, the Measures for Performance Evaluation of Directors and Supervisors Bancassurance Institutions (for Trial Implementation) and other institutional guidelines, the relevant policy provisions of the Listing Rules and the specific requirements of the Corporate Governance Code contained in Appendix XIV to the Hong Kong Listing Rules, and carries out corporate governance activities in combination with our actual situation. The general meeting of shareholders is the highest authority of the Bank, the Board of Directors is the decision-making body, the Board of Supervisors is the supervisory body, and the senior management is the executive body. In many years of practice, the Bank has continued to improve corporate governance structure, and continuously clarified the responsibilities and operational procedures of the general meeting of shareholders, the Board of Directors, the Board of Supervisors, and the senior management, so as to ensure the establishment of a corporate governance model with scientific basis for decision-making and comprehensive and effective supervision, so as to help the Bank achieved its long-term development goals.

The Bank is well aware that the diversity of board members is of great benefit to its strategic goals and sustainable development. Therefore, when selecting and appointing directors for the Board of Directors, various factors of diversity are considered according to the Bank's business model and specific needs. As at the end of the reporting period, the Board of Directors of the Bank had a total of 10 directors (including 2 female directors), consisting of 4 executive directors, 2 non-executive directors and 4 independent non-executive directors. The number of independent non-executive directors accounts for more than one-third of the seats on the Board of Directors, bringing sufficient independent opinions to the Board of Directors.

The Board of Directors consists of the Development Strategy Committee, the Audit Committee, the Related Party Transaction Control Committee, the Risk Management Committee, the Nomination and Remuneration Committee, and the Consumer Rights Protection Committee. All committees carry out relevant work under the leadership of the Board of Directors, and the members of the Board of Directors have diverse professional backgrounds and can provide professional opinions for the decision-making of the Board of Directors. The Board of Supervisors has a total of 8 supervisors, including 2 shareholder representative supervisors, 2 employee supervisors, and 4 external supervisors. The Board of Supervisors has a Nomination Committee and a Supervision Committee. Under the leadership of the Board of Directors, the senior management is responsible for implementing the resolutions of the Board of Directors and the Bank's daily business and management, and regularly reports to the Board of Directors and the Board of Supervisors.



The current organizational structure of Zhongyuan Bank



## Pay attention to protecting the rights and interests of shareholders

Zhongyuan Bank attaches great importance to the protection of shareholders' rights and interests, and protects the legitimate rights and interests of shareholders and investors in accordance with the law. The Bank protects the interests of shareholders by establishing an efficient investor relationship management mechanism and communication channels, and expresses impartial and independent opinions on important issues such as profit distribution plans, executive compensation, major connected transactions, corporate governance, and ESG management; performs information disclosure duties of listed companies in accordance with regulations, carries out information disclosure work in accordance with the principles of authenticity, integrity and timeliness, continues to improve the transparency of the Bank's information disclosure, so that outside parties can be informed of the Bank's developments in a timely and accurate manner.

During the reporting period, the Bank disclosed various documents on the Stock Exchange of Hong Kong Limited and the official website of Zhongyuan Bank, including notice of annual meeting of the Board of Directors, annual report, circular of general meeting of shareholders, monthly report on changes in equity, semi-annual report, ESG report, and other fixed disclosures. At the same time, the Bank immediately followed up on the temporary information disclosure work, and conducted information disclosure in compliance with laws and regulations for temporary matters subject to information disclosure requirements including news, inside information, approval of director qualifications, resignation of directors, changes in the list of directors and their functions, changes in members of special committees of the Board of Directors, and issuance of financial bonds. In addition, the Bank continued to do a good job in the information disclosure of secondary capital bonds, and disclosed the interest payment on secondary market capital bonds, financial statements and other content in China Central Depository & Clearing Co., Ltd. and China Foreign Exchange Trade System, to effectively achieve timely and standardized information disclosure.

## Strengthen internal control and compliance management

The Bank regards the establishment of an internal control and compliance system as the core task of corporate governance. We improve the management level by improving the system and conducting training, and strive to achieve long-term safe and stable development. During the reporting period, the Bank complied with the regulatory requirements in various fields and carried out solid internal control construction based on the actual situation, and continued to improve the internal control system by organizing various departments; improved the level of refinement of business process and operational risk management; strengthened the construction of internal control and compliance lines; formulated and issued the Work Plan for the Year of Internal Control and Compliance Management Construction, and organized self-inspection and rectification to consolidate the foundation for risk prevention and control. At the same time, the Bank strengthened its compliance management work, and supported the steady business development of the Bank by carrying out compliance risk identification and review pre-management, promoting the building of a compliance culture across the bank, monitoring and managing the risk of abnormal employee behaviour, and strictly managing non-performing loan liability identification. In addition, the Bank promoted the digital-intelligence transformation of compliance, and improved its compliance management capabilities by launching an off-site compliance monitoring system and continuously optimizing the compliance (GRC) system. For more details of the Bank's relevant risk management and internal control, please refer to the "Risk Management and Internal Control" chapter of the Bank's 2021 Annual Report.

At the same time, the Bank has also carried out a lot of work at the ESG level to effectively prevent various risks such as corruption, supply chain management, and intellectual property protection.

## Strengthen anti-money laundering and anti-corruption

Zhongyuan Bank strictly follows the Criminal Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China, the Interim Provisions on Prohibition of Commercial Bribery, the Anti-Money Laundering Law of the People's Republic of China, and the Administrative Measures for the Reporting of Large-value Transactions and Suspicious Transactions by Financial Institutions "Guidelines for Risk Assessment of Money Laundering and Terrorist Financing of Financial Institutions and Client Classification Management", "Guidelines for the Management of Behaviours of Practitioners of Banking Financial Institutions" and other laws and regulations, to prevent various risk events including bribery, extortion, fraud, money laundering, and terrorist financing. If it happens, strictly abide by the bottom line of integrity and compliance. During the reporting period, the Bank was not aware of any lawsuits arising from violations of laws and regulations such as anti-corruption, anti-bribery, anti-fraud and anti-money laundering in the place of operation.

In terms of anti-money laundering



The Bank practices the "risk-based" anti-money laundering work philosophy, improves the effectiveness of anti-money laundering work by improving systems, optimizing systems and processes, and actively undertakes social responsibilities to help local financial stability. On the basis of complying with relevant laws, we have formulated the Administrative Measures of Zhongyuan Bank for Anti-Money Laundering and Anti-Terrorist Financing, the Administrative Measures of Zhongyuan Bank for the Reporting of Large-value Transactions and Suspicious Transactions, the Administrative Measures of Zhongyuan Bank for Client Identification, Transaction Records and Identity Data Storage, the Administrative Measures of Zhongyuan Bank for the Freezing of Assets Involved in Terrorist Activities, the Administrative Measures of Zhongyuan Bank for Risk Assessment of Money Laundering with New Products, the Administrative Measures of Zhongyuan Bank for Monitoring of Anti-Money Laundering and Anti-Terrorist Financing List and other internal management measures, making whole process money laundering risk control for customers in such links as customer identification, large suspicious transaction reporting, identity records and data storage, and terrorist asset freezing, and clearly specifying the performance of obligations such as anti-money laundering investigation, anti-money laundering confidentiality, and anti-money laundering publicity and training to fully implement regulatory requirements for anti-money laundering.

During the reporting period, in accordance with the changes in external regulatory requirements and in light of the actual situation of the Bank, we newly formulated the Administrative Measures of Zhongyuan Bank for Self-Assessment of Money Laundering and Terrorist Financing Risks, revised and improved the Administrative Measures of Zhongyuan Bank for the Freezing of Assets Involved in Terrorist Activities, the Administrative Measures of Zhongyuan Bank for Monitoring of Anti-Money Laundering and Anti-Terrorist Financing List and other major rules and regulations. At the same time, we guided the business lines to introduce special systems such as Administrative Measures of Zhongyuan Bank for International Business Sanctions Compliance, the Administrative Measures of Zhongyuan Bank for Agent Banks, the Guidelines of Zhongyuan Bank for International Business Anti-Money Laundering Work, providing system basis for compliance operations of the Bank's anti-money laundering staff, further improving the internal control management level of anti-money laundering rules and regulations throughout various business, and consolidating the foundation of the bank's anti-money laundering work.

In terms of anti-corruption



The Bank is guided by the goal of continuously creating an atmosphere of clean and positive development, compacting the comprehensive and strict governance of leaders at all levels, and organically combining upright conduct, discipline and anti-corruption with business operation development for jointly promotion. The Bank has carried out anti-corruption-related work, including but not limited to the following, from multiple dimensions by focusing on strengthening the implementation of responsibilities, continuing to develop work style, strengthening daily supervision and punishment and deterrence, smoothing the channels for interviews and reporting, and exploring technology empowerment.





Strengthen the implementation of responsibility

- Organize special meetings in a timely manner to convey the spirit of the meetings of the central, provincial and higher-level disciplinary committees, study and formulate the Annual Work Plan for Comprehensive and Strict Party Governance, and arrange and deploy key work on the construction of a clean government and anti-corruption throughout the year; Organize the members of the whole Bank at all levels to sign the responsibility letter for the construction of party conduct and clean government and anti-corruption, to ensure that the responsibilities at all levels are clearly assigned to the person and the measures are clearly assigned to the post.



Build a working style

- Issue a notice of integrity and discipline at key nodes; Carry out unannounced inspections on the "four tendencies", and implement special inspections on the spirit of the "Eight Provisions of the Central Government"; Promulgate the Administrative Measures of the Head Office of Zhongyuan Bank for First Ask Responsibility System, focusing on correcting the phenomenon of "insufficient responsibility, shirk, low standards and low efficiency"; Revised the Administrative Measures of the Head Office of Zhongyuan Bank for the Performance of Duties and Business Expenses, the Administrative Measures of Zhongyuan Bank for the Remuneration of Cadres in Other Locations and the Administrative Measures of Zhongyuan Bank for Procurement to ensure the implementation of the spirit of the "Eight Provisions of the Central Government".



Strengthen supervision and punishment

- Conduct pre-appointment talks on clean government and issue clean government opinions for newly promoted cadres; Organized party committees at all levels to study the Opinions of the Central Committee of the Communist Party of China on Strengthening the Supervision of "Top Leaders" and Leading Groups, and hold group talks with the Party committees of 8 branches; Revise and improve the standardization construction work plan of party branches, supplement the standardization construction content of disciplinary supervision work, give full play to the role of organizational supervision, and promote disciplinary supervision to be effectively embedded in the management system of grassroots units through acceptance assessment; Some branches independently carried out special training and assessment work, effectively expanding the depth and breadth of daily supervision.
- For the whole year of 2021, Zhongyuan Bank adhered to the principle of no restricted areas, full coverage, and zero tolerance, insisted on heavy containment, strong pressure, and long deterrence, accurately identified various violations of laws and disciplines, and imposed strict accountability, and continuously strengthened system and disciplinary punishment and deterrence.



Smoother reporting channels

- Through the issuance of the Administrative Measures of Zhongyuan Bank for Integrity Reporting, establish a complete integrity reporting channel, and timely accept the complaints and reports received through letters, visits, calls, and the Internet, and handle them in accordance with regulations.



Explore technology empowerment

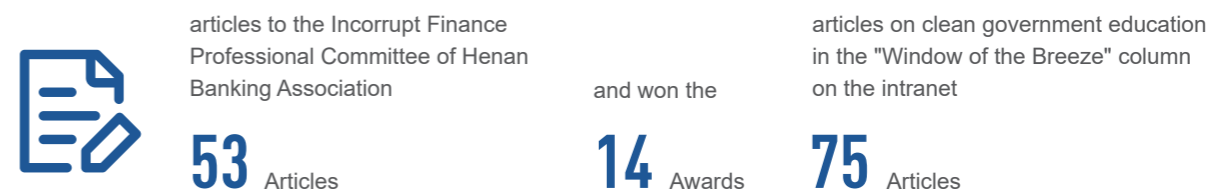
- Build the "Zhongyuan Bank Integrity Supervision Smart Platform", integrate online resources and data from compliance, audit, credit management and other internal control supervision departments, further open up various supervision channels, and use scientific and technological means to "empower" discipline inspection and supervision.

**Case:** Anti-corruption culture construction - insist on strengthening the ideological consciousness of "don't want"

Zhongyuan Bank carried out party history learning and education activities in a timely manner, and organized party secretaries at all levels to give party lectures, special counselling lectures, field visits, warning education, case study discussions and other activities. We actively promoted the "Building of Incorrupt Financial Culture", carried out activities such as the theme of "Executives Talk Integrity", incorruptibility knowledge answers and collection of incorruptible stories from red family members, etc., and recommended 53 articles to the Incorrupt Finance Professional Committee of Henan Banking Association, and won the 14 awards, and won the Outstanding Organization Award; Organized thematic study of the Implementing Regulations of the Supervision Law of the People's Republic of China, collective viewing of the series "Uprightness and Anti-corruption Events Around Us", and group study activities such as "Strictly Governing the Family", "Qing Feng Chuan Jia", "Financial Cases" and other anti-corruption book activities; reprinted 75 articles on clean government education in the "Window of the Breeze" column on the intranet, continuing to create a strong atmosphere of advocating honesty and honesty.



Special counselling lectures on party history learning and education





### Strengthen supplier management

Zhongyuan Bank carries out procurement management in strictly accordance with the Bidding Law of the People's Republic of China and its Implementing Regulations, the Interim Administrative Provisions on the Centralized Procurement of State-owned Financial Enterprises, the Administrative Measures for the Release of Bidding Announcements and Public Information, the Measures for Electronic Tendering and Bidding, and the Administrative Measures of Henan Province for the Supervision of Tendering and Procurement by Enterprises Subject to Management of the Province and other regulations. During the reporting period, the Bank revised the Administrative Measures of Zhongyuan Bank for Procurement to guide the Bank's bidding procurement and supplier management, and to strengthen the legality and compliance of procurement. The Bank always adheres to the principles of standardization, efficiency and transparency, closely follows the relevant policies and trends of procurement in the country and the province, adjusts the procurement system in a timely manner, ensures the openness, fairness and impartiality of procurement behaviour, and ensures the qualifications of suppliers, makes comprehensive consideration of environmental, ESG performance, etc., and proactively avoids environmental and social risks in the supply chain. At the same time, the Bank has steadily improved the online function of the procurement management platform and enhanced its risk prevention and control capabilities.

In supplier management, the Bank carried out process management including supplier qualification review, dynamic maintenance, grade assessment, and exception management based on the principles of "strict access, hierarchical management, quantitative rating, and dynamic maintenance".



The Bank generally follows the following procedures: supplier solicitation, classification review, access confirmation, information entry, etc. The Bank identifies risks based on the business qualifications, corporate credit information and other materials provided by suppliers. Relevant business departments also conduct on-site research on the qualifications, scale and production capacity of key shortlisted suppliers in accordance with internal and external management requirements to enhance mutual trust and strengthen business cooperation.

### Strengthen intellectual property protection

Zhongyuan Bank attaches great importance to the protection of intellectual property rights, strengthens the reserve of independent intellectual property rights, and builds brand competitiveness. The Bank has formulated and issued the Intellectual Property Management Measures of Zhongyuan Bank in strictly accordance with the Patent Law of the People's Republic of China, the Copyright Law of the People's Republic of China, the Trademark Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China and other laws and regulations and carried out intellectual property management work in accordance with the principles of "compliance with laws and regulations, respect for innovation, and unified management", clarified the work responsibilities of relevant departments, stipulated the procedures for declaration and use of intellectual property rights, promoted the development, protection and utilization of intellectual property rights, and promoted brand protection and technological innovation, to improve the comprehensive competitiveness of Zhongyuan Bank. At the same time, according to changes in laws and regulations and business development needs, the Company has carried out system revision work in a timely manner to continuously improve the protection of intellectual property rights.

In order to effectively manage information technology assets, the Bank has taken various measures to strengthen intellectual property protection. During the reporting period, the Bank solicited application plans for information technology patents and software copyrights across the bank, closely focused on the needs of brand image enhancement and business development, increased the application of information technology assets, and made overall plans for the progress of intellectual property applications. At the same time, we carried out training on the application process of patents and software copyrights to improve employees' awareness of intellectual property protection and the ability to write application materials, and accelerated the progress of information technology asset applications to improve the success rate of applications.



In 2021, the Bank achieved "zero" breakthrough in invention patents, invention patent certificate,

1 Obtained

Software copyrights

113 Registered







## Solidly carry out responsibility management

In order to effectively promote the ESG governance of Zhongyuan Bank, the Bank has carried out work related to responsibility management-related work by earnestly implementing the relevant requirements of the Code of Corporate Governance for Listed Companies, the ESG Reporting Guidelines of the Stock Exchange of Hong Kong Limited, the Opinions of the General Office of the China Banking Regulatory Commission on Strengthening the Social Responsibility of Banking Financial Institutions, and the Guidelines on Corporate and Social Responsibilities of Financial Institutions in the Banking Industry of China and so on. After years of practice, the Bank has established a relatively mature responsibility management process and practice, attached great importance to communication with internal and external stakeholders, carefully reviewed the suggestions of all parties, integrated the concept of ESG into our long-term development strategy, and solidly fulfilled corporate ESG.

### ESG Management Framework

The Bank has established a long-term mechanism for the implementation of corporate ESG from top to bottom. The Strategic Development Committee of the Board of Directors takes the lead in the Bank's ESG management, researches and formulates the Bank's ESG strategies and policies, supervises, and checks and evaluates the performance of ESG work. All branches and sub-branches of the Bank actively implements ESG development concept and effectively ensure the implementation of various tasks.

### Communication with stakeholders

The Bank fully communicates with stakeholders and accepts their supervision through the methods of "daily real-time communication + regular special communication" and "internal communication + external communication". During the communication process, the Bank sorts out and records the appeals and suggestions of stakeholders, and confirms the ESG issues of Zhongyuan Bank accordingly.

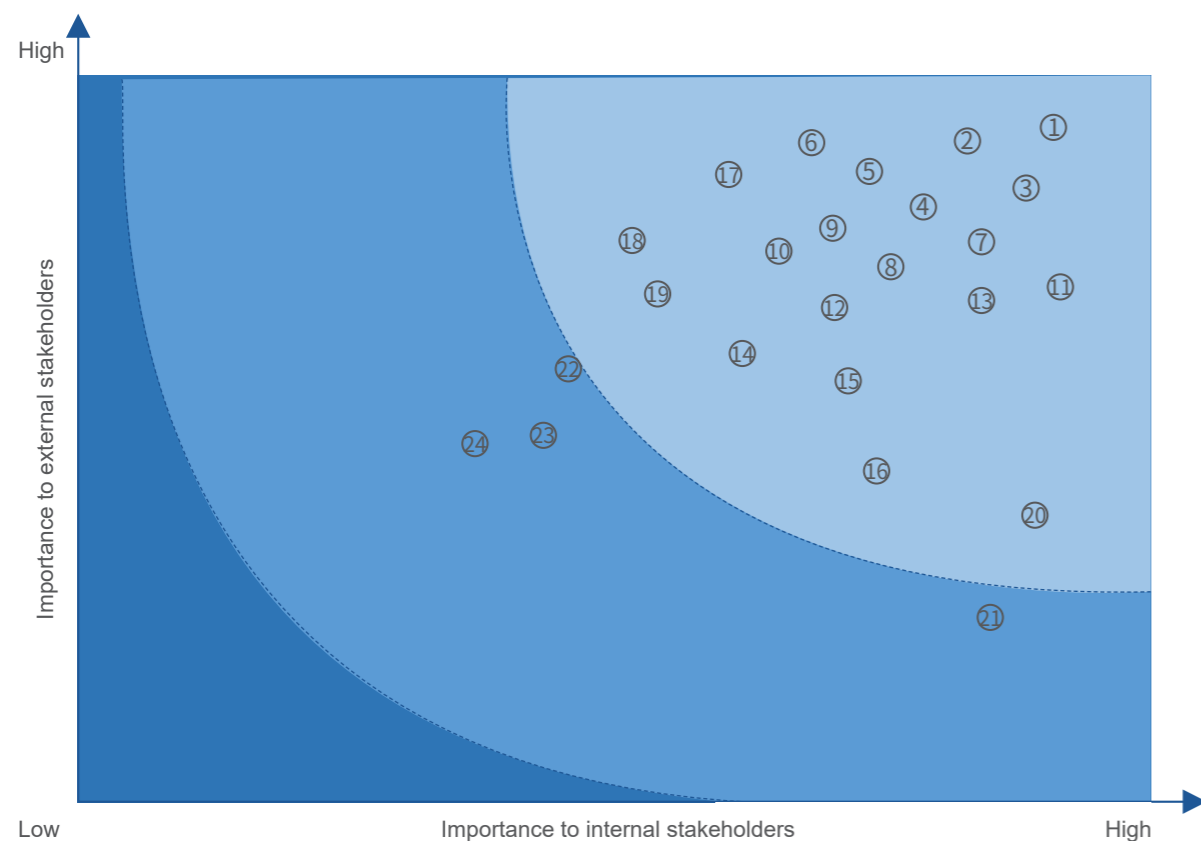
Stakeholders	Expectations and demands	Way of communication	Our response
 <b>Government</b>	<ul style="list-style-type: none"> <li>Respond to national strategy</li> <li>Support regional economic development</li> <li>Practice inclusive finance</li> <li>Support rural revitalization</li> <li>Green finance</li> <li>Green operation</li> </ul>	<ul style="list-style-type: none"> <li>Policies and regulations</li> <li>Special report</li> <li>Seminar</li> <li>Daily communication report</li> </ul>	<ul style="list-style-type: none"> <li>Implement the government's industrial and economic policies</li> <li>Support regional economic development</li> <li>Adhere to serving the real economy</li> <li>In-depth practice of inclusive finance</li> <li>Vigorously develop green finance</li> <li>Promote green office operation</li> </ul>
 <b>Regulatory authority</b>	<ul style="list-style-type: none"> <li>Operation in compliance with laws and regulations</li> <li>Prevent and defuse financial risks</li> <li>Maintain financial stability</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory policy document</li> <li>Daily work report</li> <li>On-site and off-site supervision</li> </ul>	<ul style="list-style-type: none"> <li>Strictly follow regulatory policies</li> <li>Do a good job of internal control compliance</li> <li>Comprehensive risk management</li> </ul>
 <b>Shareholder</b>	<ul style="list-style-type: none"> <li>Decent investment return</li> <li>Sound governance structure</li> <li>Strengthen information disclosure</li> </ul>	<ul style="list-style-type: none"> <li>General meeting of shareholders</li> <li>Periodic announcement</li> <li>Phone and email</li> </ul>	<ul style="list-style-type: none"> <li>Continued and stable operation</li> <li>Improve profitability</li> <li>Improve corporate governance</li> <li>Do a good job in information disclosure</li> </ul>
 <b>Customer</b>	<ul style="list-style-type: none"> <li>High-quality financial products and services</li> <li>Safeguard customer rights</li> <li>Popularize financial literacy</li> <li>Protection of consumer rights</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction survey</li> <li>Consumer hotline</li> <li>Customer activity</li> <li>Publicity and education activities</li> </ul>	<ul style="list-style-type: none"> <li>Accelerate fintech innovation</li> <li>Data security and privacy protection</li> <li>Optimize customer service experience</li> <li>Provide financial literacy training</li> </ul>
 <b>Employee</b>	<ul style="list-style-type: none"> <li>Competitive salary and benefits</li> <li>Satisfactory working environment and atmosphere</li> <li>Broad room for growth</li> </ul>	<ul style="list-style-type: none"> <li>Workers congress</li> <li>Unions</li> <li>Forum</li> <li>Interview</li> </ul>	<ul style="list-style-type: none"> <li>Formulate a scientific salary incentive system and promotion system</li> <li>Carry out various forms of training system</li> <li>Improve the incentive and restraint mechanism</li> <li>Focus on employee welfare and physical and mental health</li> </ul>
 <b>Partner</b>	<ul style="list-style-type: none"> <li>Integrity and mutual benefit</li> <li>Fair sourcing</li> <li>Managing ESG risks in supply chains</li> </ul>	<ul style="list-style-type: none"> <li>Business cooperation</li> <li>Business exchange</li> <li>Bidding meeting</li> </ul>	<ul style="list-style-type: none"> <li>Adhere to integrity, mutual benefit and win-win</li> <li>Adhere to legal compliance fair and just</li> <li>Establish good long-term cooperative relations with partners</li> </ul>
 <b>Public</b>	<ul style="list-style-type: none"> <li>Perform social responsibility</li> <li>Care for the disadvantaged</li> <li>Build a beautiful community</li> <li>Practice social welfare</li> <li>Popularize financial literacy</li> <li>Epidemic prevention and control</li> <li>Environmental protection public welfare</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer service</li> <li>Charity events</li> <li>Sponsored events</li> <li>Green public welfare activities</li> <li>Financial knowledge presentation and training</li> </ul>	<ul style="list-style-type: none"> <li>Actively carry out volunteer service activities in the community</li> <li>Hold a variety of public welfare activities</li> <li>Sponsor cultural and sports projects</li> <li>Popularize financial literacy</li> </ul>
 <b>Media</b>	<ul style="list-style-type: none"> <li>Broaden the unified information communication platform</li> <li>Form a communication and dialogue mechanism between enterprises and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Release report</li> <li>Press conference</li> <li>New media</li> </ul>	<ul style="list-style-type: none"> <li>Timely release of the annual report of Zhongyuan Bank</li> <li>ESG Report</li> <li>Promoting business development information in a timely manner through the media</li> </ul>



### Importance assessment of ESG substantive issues

With reference to domestic and foreign standards, macro policies, and inter-bank practices, as well as our current situation and diversified business characteristics, Zhongyuan Bank has sorted out the opinions of various internal and external stakeholders, conducted importance assessments on ESG substantive issues, and drawn substantive issues matrix (below).

Based on the actual situation, the Bank continues to improve the importance assessment process of ESG substantive issues, so as to comprehensively cover the ESG demands of various internal and external stakeholders; ensures accurate and comprehensive disclosure of relevant issue information, and strengthens the management of major ESG issues in daily operations.



Centaine Bank's 2021 ESG Substantive Issue Importance Matrix

- |   |  |   |  |
|---|--|---|--|
| ① Support regional economic construction      | ② Improve corporate governance                             | ③ Company strategic planning                | ④ Corporate brand culture construction |
| ⑤ Fight against the epidemic                  | ⑥ Optimize the protection of customer rights and interests | ⑦ Fintech applications                      | ⑧ Risk compliance management           |
| ⑨ Employee rights protection                  | ⑩ Employee treatment and development                       | ⑪ Data security and management              | ⑫ Employment policy                    |
| ⑬ Protection of customer rights and interests | ⑭ Tackling climate change                                  | ⑮ Support rural revitalization              | ⑯ Promote green office operations      |
| ⑰ Community charity                           | ⑱ Financial literacy education                             | ⑲ Anti-money laundering and anti-corruption | ⑳ Carry out product innovation         |
| ㉑ Supply chain risk management                | ㉒ Develop featured business                                | ㉓ Practice inclusive finance                | ㉔ Develop green finance                |



### Board statement on ESG governance

The Board of Directors is the highest decision-making body for the Bank's ESG work, and bears the ultimate responsibility for our ESG work. The Bank is led by the Strategic Development Committee of the Board of Directors to take the lead in ESG management. It is responsible for the deliberation and decision-making of major ESG issues, formulating ESG related work guidelines, strategic plans, annual work plans, and annual work budget, assessing and determining the Bank's ESG related risks and opportunities, supervising the risk management and monitoring system, and regularly reviewing our ESG performance and the progress of achieving goals, and evaluating the implementation results of ESG work.

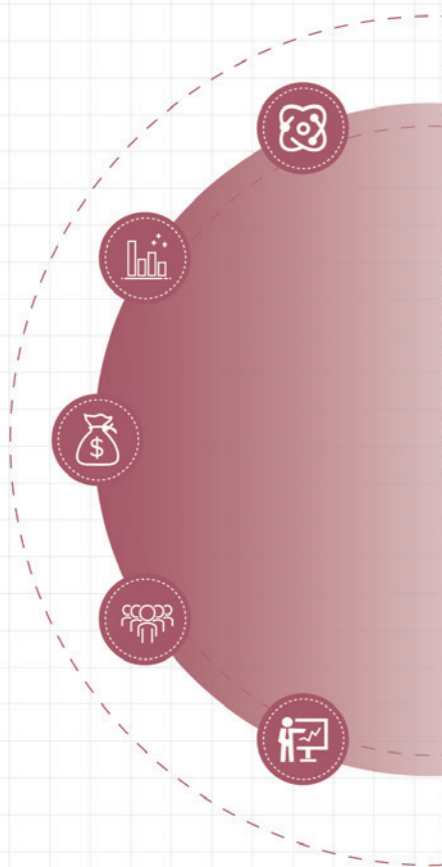
Authorized by the Board of Directors, the Bank has carried out the collection and disclosure of ESG information in 2021, and prepared this Report in respect of ESG-related matters in accordance with the provisions of Appendix XXVII to the Listing Rules (Environmental, Social and Governance Reporting Guidelines).

This Report has been released by the Board of Directors after review.



# 02

## Serve Economic Development





## Serve Economic Development

### Coordinate regional strategic development

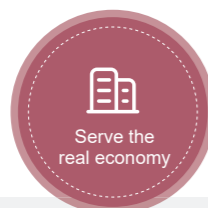
In order to help to achieve the goal of ensuring high-quality construction of modern Henan and ensuring high-level realization of modern Henan, the Bank bravely shoulders the historical mission of Henan's financial reform, and proposes the development vision of "building a better finance, serving a better society, and being the most trusted bank by the people in the Central Plains", to strive to become a first-class city commercial bank.

Rooted in the Central Plains, deeply cultivating the Central Plains, relying on the Central Plains, and serving the Central Plains, the Bank focuses on "the growing needs of the people of Henan for a better life", improves the current situation of unbalanced and insufficient financial development, firmly establishes the concept of serving local economic and social development, and provides financial services in light of the people's financial needs, to truly build Zhongyuan Bank into a life partner, a work assistant, a support for entrepreneurship, and a guarantee for the elderly for people in the Central Plains.

In order to coordinate the high-quality development of the "Ten Strategies" in Henan Province, the Bank propose the strategic priorities: serving strategies, serving the real economy, serving enterprises, and serving people. This is not only the mission of Zhongyuan Bank as a provincial legal person bank, but also the regulatory requirement for commercial banks to play a greater role in supporting the real economy in the new era, and the direction that Zhongyuan Bank must follow for our development and growth.



Starting from the needs of governments at all levels, starting from the needs of Henan's economic and social development, proactively approach the government, closely follow the orientation of the "Ten Strategies", support the construction of key projects, support the transformation and development of industries in the province, and provide financing for the supply of public goods by local governments solutions to provide financial support for the government.



Solidly serve the real economy, be a bank for the real economy and industrial development, adhere to the basic principle of financial services for the real economy, do not do capital operation and idling of funds, and allocate more financial resources to the key areas and weak links of the real economy.



Serve the development of real enterprises, cultivate the concept of bank-enterprise symbiosis and co-prosperity, grow together with enterprises, cultivate lifelong customers, be a good financial partner of various enterprises, and provide them with considerate and thoughtful financial services.



Be a bank for the people in the Central Plains, wholeheartedly meet the financial needs of urban and rural residents in the whole life cycle, achieve the goal of "every family has cards with Zhongyuan Bank, every household has a loan quota, everyone enjoys services and is granted with credit", and strive to achieve the goal that the financial services of Zhongyuan Bank will cover about 80% of households and 90% of the population in the province within the next 3-5 years.

## Support small and micro enterprises to help agriculture, rural areas and farmers

### Support small and micro enterprises

Zhongyuan Bank adheres to the development strategy of "serving strategy, serving entities, serving enterprises, and serving the people", implements the central government's spirit of increasing financing support for small and micro enterprises, and regards inclusive finance as an important development direction for the Bank. Through the method of "batch services for individual small and micro enterprises, individual services for corporate customers, and special services for government customers", the Bank aims to form an asset distribution structure that each of the government, enterprise groups, small and micro enterprises, and individuals account for a quarter. Through digital technology, The Bank solves the problems of batch customer acquisition, batch credit granting, and precise risk control, so that Zhongyuan Bank's financial services cover about 60% of the province's small and micro enterprise customers.



As of December 31, 2021,

It served over **67,000** small and micro customers, with a loan balance of RMB **123,982** million.

#### Formulate and improve relevant policies

- Implement performance appraisal and put forward requirements for the weight and proportion of inclusive finance in internal performance appraisal indicators;
- Implement preferential policies for inclusive small and micro loans, implement preferential internal transfer pricing, and reduce financing costs for small and micro enterprises;
- Implement the "five special" operating mechanisms to provide personnel guarantee for the development of inclusive small and micro business;
- Implement the policy of reducing fees and giving profits to small and micro enterprises, and reducing or exempting handling charges for small and micro enterprises;
- Implement policies to support small and micro enterprises, support small and micro enterprises to resume work and production, and issue 30-day interest-free coupons to small and micro commercial tenants affected by the flood.

#### Develop and optimize business products

- Carry out market research and visits to quickly create new products. Create "Dealer Support Program" products, involving food, daily necessities, dairy products, home appliances, agricultural materials, medical and health materials and other industries;
- Optimize stock products. Improve standardization and online operation with the help of online banking, mobile banking, mobile PAD and other electronic channels;
- Benchmark peers, design product solutions for featured customer groups through product transformation and reconstruction. At present, the Bank has started business of Wanbang Market, Four Seasons Aquatic Products, and Queshan Violin and other customer group business.

#### Innovate service channel model

- Achieve customer acquisition and improvement of effective customers with the help of various online + offline activities to expand the base of small and micro customer groups;
- Establish a digital marketing tool function such as an operation platform and the original small and micro financial applet, and establish a digital batch customer acquisition model for small and micro customers.

#### Provide personalized service

- Provide financial service solutions for different enterprise life cycles for investment promotion, incubation and production in the park;
- Explore the characteristic industries and advantageous industry scenarios of various cities in the province, carry out the customization of financial services for characteristic industries, investigate 44 characteristic customer groups in 6 categories in the province, and implement various service models such as garlic in Qixian County, Kaifeng, and gradually promote to the whole province.

## Help rural revitalization

Zhongyuan Bank actively responds to China's call for supporting rural revitalization, resolutely implements the decisions and arrangements of the Party Central Committee and the State Council on the work of "agriculture, rural areas and farmers", and promotes the common prosperity of urban and rural areas. During the reporting period, the rural revitalization work followed the general working idea of "strengthening risk prevention and control, based on improving the system and mechanism, and starting with the construction of rural online and inclusive financial service stations, to create a new situation in rural revitalization". Focusing on the general requirements of rural revitalization of "prosperous industry, livable ecology, civilized rural customs, effective governance, and prosperous life", focusing on the four rural customer groups of "agriculture, rural areas, farmers, and migrant workers", closely following the government's rural revitalization plan, building a "One platform and four programs" financial services, with the rural online service platform as the carrier, forming four service programs of agricultural industrialization, rural infrastructure construction, rural governance, and inclusive finance, providing comprehensive services for the four rural customer groups and helping rural revitalization.

The Bank has developed the "Village Online" 2.0 platform, and continued to improve the platform's functions around "party affairs, government affairs, village affairs, business, and civil affairs".

As of December 31, 2021, there were **1,039,000** registered users of Rural Online.

In November 2021, Village Online won the "Inclusive Finance" Outstanding Achievement Award in the "2021 Bank Digital Transformation Star Project Collection Plan" held by the Financial Internet Branch of the China Computer Users Association.

As of December 31, 2021,

the Bank's agriculture-related loan balance was RMB **72.679** billion, an increase of RMB **5.96** billion or **8.94%** from the beginning of the year.

Among them, the balance of inclusive agriculture-related loans was RMB **7.02** billion, and the inclusive agriculture-related small and micro enterprise legal person loans were RMB **5.98** billion, providing strong support for the ecological revitalization of rural industries.



During the reporting period, the Bank carried out specific work including but not limited to the following:

### Establish a mechanism to ensure the orderly progress of various tasks of rural revitalization

- Issue the Guiding Opinions of Zhongyuan Bank on Financial Services for Rural Revitalization, which provided an implementation path for improving the financial supply capacity of "agriculture, rural areas and farmers";
- Revise and improve various supporting management systems, improve the three major evaluation systems, clarify the working mechanism and staffing of township sub-branches, and establish a "1+N+N" rural financial service model;
- Establish a grid management mechanism for rural revitalization.

### Allocate resources to help the development of rural revitalization

- Make demonstration and leadership to promote the construction of "rural revitalization demonstration county". By the end of 2021, 29 demonstration county construction sub-branches have signed rural revitalization strategic cooperation agreements with the local governments, and demonstration county construction sub-branches built 943 new service stations in 2021, with each sub-branch building 31 new service stations on average;
- Be led by party building, help to upgrade the operation of service stations. Formulate and issue the Implementing Plan of Zhongyuan Bank for "One Hundred Pilots, Integration and Breakthroughs" in Party Building Work and Business Operation (Benefiting Farmers Business) to publicize the knowledge of Party building and rural revitalization.



### Build a platform to empower rural revitalization relying on the "Rural Online" platform

- Realize the launch of Rural Online 2.0;
- Realize the customization of rural online functions to meet the promotion needs of the whole county, continue to optimize the functions of the county area, and expand users after the launch;
- Combine activities and training to drive new registrations and promote business promotion.

### Strengthen the team and build a professional service team for rural revitalization

- Expand the strength of the rural revitalization line, recruit new farmers-friendly supervisors and carry out intensive training on "Zhihui Rural Revitalization in the Central Plains";
- Carry out various on-site and online layered training for service station owners according to the opening time;
- Use the "Learning Garden" of Yuanxin (Huinong Edition) to enrich the learning channels and curriculum system for webmasters.

### Strengthen research and development to deeply meet customers' capital needs

- Support the development of characteristic industries, subdivide customer groups, and carry out credit business by category by setting up farmers' inclusive credit innovation teams and innovative credit village credit products;
- Create a large-scale planting credit model to support the needs of rural collective economic organizations and new agricultural business entities to purchase agricultural materials and agricultural services;
- Create a credit model for grain purchase and storage loans to support grain trade and processing enterprises to purchase agricultural products. Grant a total of RMB300 million in the innovative model of grain procurement and storage;
- Hold online and offline training sessions and on-site guidance sessions to promote the implementation of branch and sub-branch business, and organize to promote the promotion of inclusive agriculture-related credit.

### Fulfill social responsibilities and form a corporate culture of rural revitalization of Zhongyuan Bank

- Conscientiously implement the provincial government's "Golden Ten" policy, fight the epidemic, and perform social responsibilities;
- Combine image and text to create a corporate culture of rural revitalization of Zhongyuan Bank.



**Case:** Large-scale planting loans help to activate rural collective economic organizations

Through the large-scale planting loan model of rural collective economic organizations, Zhongyuan Bank solved the problem of lack of enrichment plans and funds after the establishment of the village collective. Through the farmers' shareholding in the village collective and the integration of land resources, "peasants become shareholders and have the right to dividends"; Through the introduction of the custodian, the Bank realized professional planting, collection and collection services, reduced production costs and increased yields; effectively prevented natural disaster risks through insurance; effectively solved the problem of lack of funds for the village collective and the trustee through financial capital support. This model has achieved good results in Lankao, Dancheng, Lushan, Luohe Yuanhui District and other places. A total of 13 village collectives have been approved to support the large-scale planting of 8,160 mu of land.



The picture shows the site of the land trust cash dividend distribution conference in Tuling Village, Hongmiaotown



## Focus on the consumption of people's livelihood services

Zhongyuan Bank has always adhered to its original intention and based on serving the local economic construction, promulgated the 2021 Credit Policy Guidelines of Zhongyuan Bank to actively seize the opportunities brought by counter-cyclical adjustment and comprehensive implementation of the six-stability and six-guarantee policies. The proactive fiscal policy was more promising, strengthened counter-cyclical adjustment, focused on structural adjustment, and effectively protected and improved people's livelihood. The Bank adhered to the policy orientation, served the economy and people's livelihood, and continued to increase the provision of convenient services to help people's livelihood consumption.



Serving people's livelihood

- Focus on increasing support for infrastructure construction areas such as water, electricity, road, gas, communication, network, environmental improvement and high-standard farmland in vast areas at the county level or below, and focus on planning the use of "big data + financial technology" to build a rural service platform and seize new opportunities in areas such as inclusive finance, medical care, consumption, agricultural modernization, and emerging rural business formats;
- Support the real economy. In 2021, the manufacturing approval quota increased by 157% YoY, and the medical industry and education industry approval quota increased significantly YoY;
- The amount of credit exposure in water, electricity and heating, medical and health care and education has increased significantly.



Provide convenience services

- Carry out the "Service into the Community" activity, providing door-to-door service for elderly customers and customers in remote areas;
- Further standardize cash service behaviour, and carry out special publicity on RMB cash receipt and payment;
- Gradually improve the "senior-friendly" service level in halls and strengthen the empowerment of financial technology;
- Carry out the investigation of "unsuitable for the elderly" financial service problems, intensify the rectification of "unsuitable for the elderly", formulate the next work plan for suitable aging, and refine the division of responsibilities;



Help people's livelihood consumption

- In order to practice the concept of benefiting people's livelihood and serving the private economy, and at the same time based on local advantages, the Bank has deeply cultivated localized customer groups, deeply linked local top brands and consumption scenarios, and leveraged local merchants' brand and membership advantages to cooperate with local characteristic merchants to issue localized co-branded credit cards to create a distinctive brand of the Bank's credit cards, while providing customers with convenient financial services and exclusive offers.



# 03

## Support Green Transformation







## Support Green Transformation

### Pay attention to climate and environmental risks

Climate change and environmental pollution have become huge risks and challenges faced by all human beings around the world. As a series of major problems such as extreme weather disasters, food security, and resource shortages brought about by climate change have seriously affected all aspects of human life, the Bank is deeply aware of the urgency and necessity of addressing climate change and protecting environmental resources. Bearing in mind the values of "community with a shared future for mankind" advocated by General Secretary Xi Jinping, we are willing to start from ourselves, and use our influence to coordinate with all parties to jointly respond.

Climate change events represented by extreme weather have increased the Bank's risks in protecting asset safety, maintaining credit stability and normal business development. Therefore, in order to cope with the negative impact of climate change that may continue to occur in the future, the Bank earnestly studied the 14th Five-Year Plan for National Economic and Social Development of the People's Republic of China and the Outline of Vision 2035 issued by the National Development and Reform Commission, the Opinions on Completely and Accurately Implementing the New Development Concept and Doing a Good Job in Carbon Neutralization issued by the State Council, the Carbon Peaking Action Plan before 2030 and other policy documents, unswervingly implement innovation, coordination, green, open, and shared new development ideas.

During the "14th Five-Year Plan" period, the Bank will gradually carry out and improve the work related to addressing climate and environmental risks, focus on systematic planning, improve mechanisms, adopt multiple measures, promote under overall planning, and continue to strengthen the capacity building of GHG management, energy consumption management, water resource management, and pollutant management in two aspects of developing green financial business and implementing low-carbon and green operation, so as to effectively help the realization of the national "3060 carbon peak and neutrality targets".

**Case:** Zhongyuan Bank devoted itself to coping with torrential rain and flood disasters, and financially supported social reconstruction after disasters

In July 2021, Henan Province encountered extreme weather disasters, and the heavy rain had a huge impact on the society, and the people's property suffered heavy losses.



In order to ensure the normal operation of the Bank and provide necessary support to the society to fulfill our social responsibilities, the Bank immediately carried out a series of emergency management guarantee work:

- Ensure employee safety status;
- In the extreme case of water and power failure, organize the purchase of materials, emergency deployment of food, and ensure the normal meals of hundreds of employees who stick to their posts;
- Purchase sufficient emergency power generation energy to ensure the continuous and normal operation of the Bank's accounting operation system, capital transaction system and other core business;
- For infrastructure projects, assign special personnel to be stationed in command, organize all the forces of the construction agency and the construction unit to fight floods with all their strength, ensure the safety of project personnel, and basically have no loss of on-site property;
- Take the lead in contacting all branches, assist in the deployment of materials, and deliver flood-fighting materials to severely affected areas overnight. Make every effort to help the branches rebuild after the disaster, and assist the branches that have been seriously flooded in repairs and renovations.



After the disaster, the Bank conscientiously implemented the relevant decisions and deployments of the provincial party committee and the provincial government, quickly carried out relevant financial support work, continuously improved service quality and efficiency, and strongly supported flood control and disaster relief and resumption of work and production.

- Establish a rapid response mechanism, designate special personnel to be responsible for severely affected areas, open up green channels, formulate special templates for disaster relief business, and require projects to be reported on the same day and reviewed the next day;
- According to the List of the First Batch of Post-disaster Restoration and Reconstruction Infrastructure Projects in Henan Province in 2021, 474 high-quality projects were screened for list-based management, pre-risk intervention, and special credit lines for disaster relief;
- Optimize existing products and take multiple measures to help disaster-stricken enterprises resume production. Expand the access scope of government procurement loans, include the disaster-stricken areas and counties in the scope of business, extend credit to the winning bidders in batches for post-disaster reconstruction, and expand the credit limit for the winning bidders; rely on the support of big data to provide disaster-stricken customers with business products such as car e-loans, entrepreneurship-guaranteed loans, loans benefiting commercial tenants, and supermarket loans, provide financial convenience for the disaster-stricken people, and promote the orderly recovery of social order. As of December 31, 2021, the accumulated credit support for post-disaster reconstruction was RMB19.54 billion, of which RMB8 billion was re-loaned by the People's Bank of China.





## Develop green finance business

Zhongyuan Bank's green finance follows the three tasks of fully implementing the green development requirements of the 14th Five-Year Plan, accelerating business development in the green field, and preventing environmental and social risks, to achieve the dual goals of sustainable business development and environmental protection, and strive to create an "ecological Central Plains", "Green Central Plains".

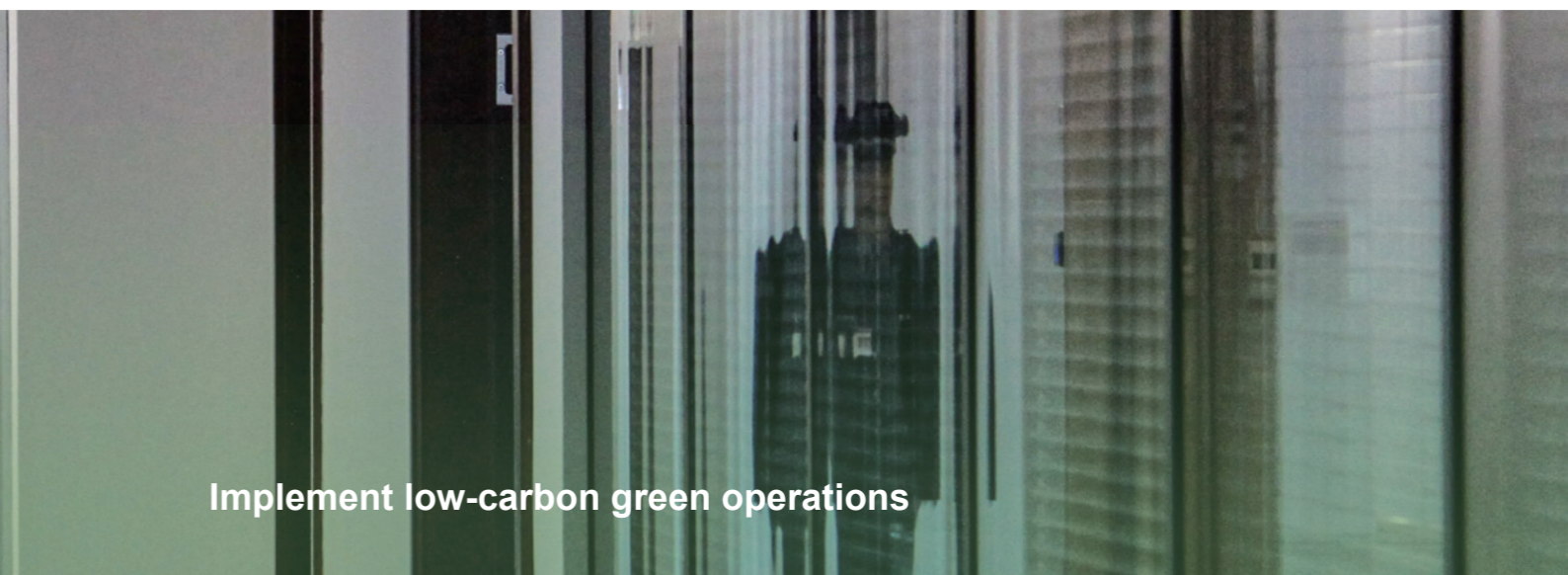
The Bank earnestly implements national policies and regulatory requirements, firmly establishes the concept of green finance development, regards the development of green finance as a strong guarantee for long-term sustainable development, continuously optimizes the asset structure, enhances the ability to resist risks, and carried out related work from such aspects as corporate governance, policy direction, product innovation, risk management, and information disclosure.

During the reporting period, the Bank formulated the Green Finance Development Strategic Plan of Zhongyuan Bank Co., Ltd., setting short-term and long-term goals in terms of business development, risk control and ESG, and clarifying the division of responsibilities. The Bank will fully implement the green development requirements of the "14th Five-Year Plan", centre on the strategic goal of "building a green benchmark city commercial bank and becoming a green bank with a good reputation", continuously improve and perfect the sustainable development strategy, and effectively support the real economy, especially sustainable development of green industries. In addition, the Bank revised the Green Credit Granting Guidelines of Zhongyuan Bank and the Administrative Implementing Measures of Zhongyuan Bank for Green Credit, encouraging active marketing of eligible credit business, and prioritizing credit scale and green channel approvals for such business, quarterly carrying out the green credit self-assessment work, and conducting research, analysis and special rectification on the main problems found in the green credit implementation audit.

The Bank makes great efforts to continuously promote the development of types and scales of green financial business. In order to better implement the regulatory requirements on the development of green bonds, the Bank actively supports carbon peaking and carbon neutrality strategies through innovative products of debt financing instruments, and promotes the issuance of Zhongyuan Bank's green bond products. The focus of green bonds support is the construction, operation, and acquisition of green projects such as clean energy, clean transportation, sustainable buildings, industrial low-carbon transformation and other green projects and the repayment of interest-bearing debts of green projects. As of December 31, 2021, the balance of green bond holdings was RMB1.12 billion.

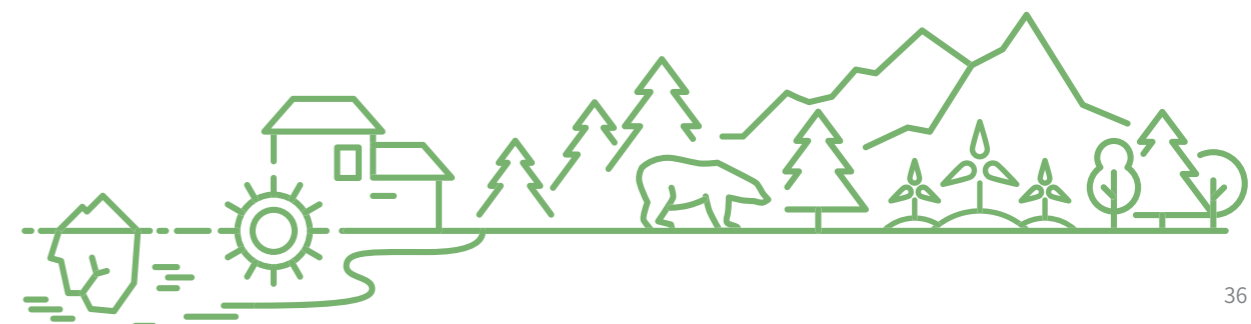
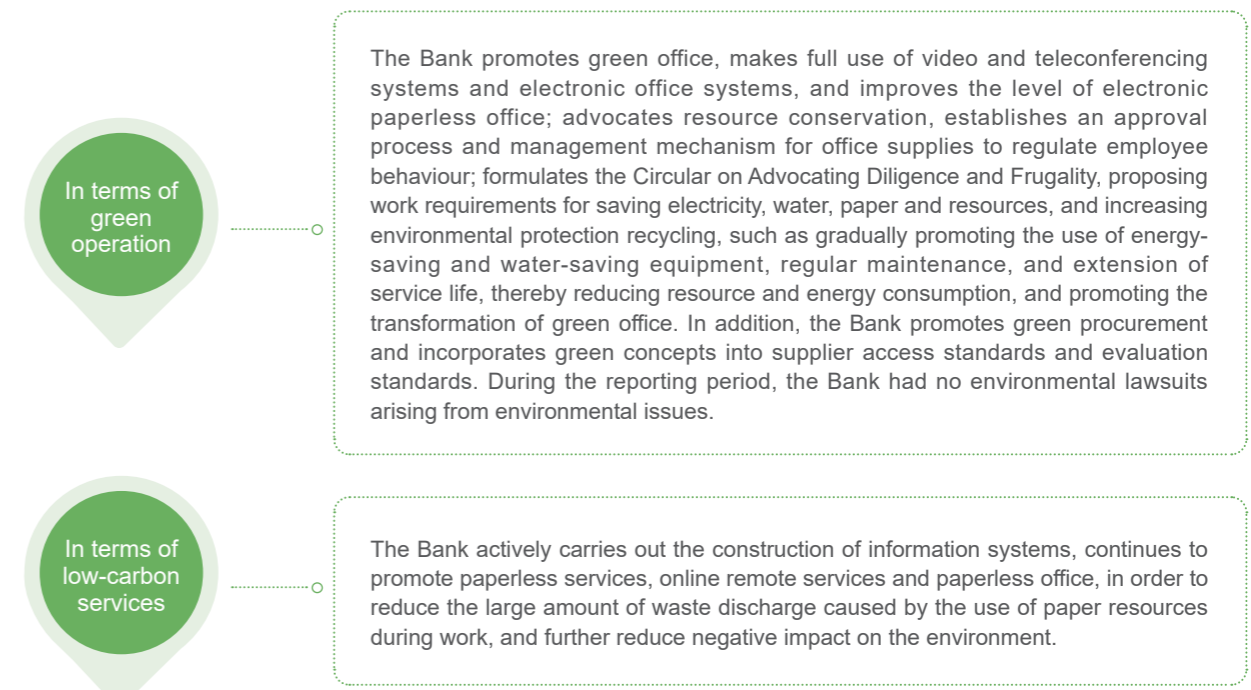
The Bank attaches great importance to strengthening the management of environmental and social risks in the credit link, and strengthens the control and clearance of financing for observation customers, especially those involving heavy metal discharge and hazardous chemical pollution and other high environmental risks, constantly promotes "green" adjustment of and industrial and customer credit structure; applies list-based access system for key industries with high pollution, high energy consumption and overcapacity, strictly prohibits new credit for companies outside the list, continues to optimize the structure of the existing credit business, and mainly support the companies and projects on the list that replace outdated production capacity with advanced production capacity, and make energy-saving transformation and upgrading.

As of December 31, 2021, the Bank's green loans balance was RMB7,226 million, an increase of 56.32% over the end of the previous year; The balance of green financing was RMB7.34 billion, an increase of 56.69% over the end of the previous year.



## Implement low-carbon green operations

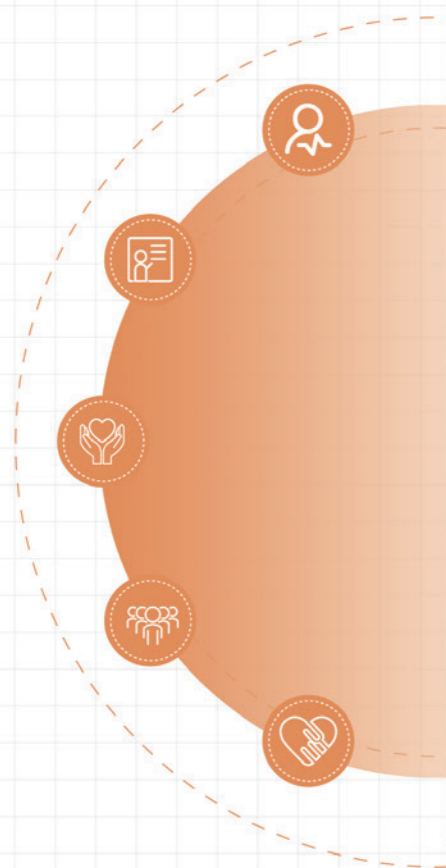
Zhongyuan Bank strictly abides by the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China and other regulations, constantly improves relevant measures for green operations, promotes low-carbon services, advocates energy conservation for employees, strives to reduce the impact of its own operations on the environment, and makes efforts to integrate low-carbon and environmental protection concepts into bank management.





# 04

## Practice People-Oriented





## Practice People-Oriented

### Provide quality customer experience

Zhongyuan Bank always adheres to the service concept of "customer-centric", implements the business philosophy of "intimacy, professionalism, cooperation and win-win", and strives to create a brand image of "New Zhongyuan, New Service, New Future". While strictly complying with national policies and relevant regulatory requirements, the Bank has formulated the "Service Administrative Measures of Zhongyuan Bank" to improve the Bank's service management system, continuously improve service quality, deepen service upgrades, and enhance industry service competitiveness, so as to promote business development, establish brand image, optimize service quality, and improve customer satisfaction.

### Strengthen the safety management of epidemic prevention

In light of the ever-changing epidemic situation, in order to protect the health and safety of customers, the Bank earnestly implements the normalized epidemic prevention and control work, and effectively implements procedures such as disinfection, epidemic screening, personnel control, health monitoring and registration in offices and business outlets, in order to ensure the stable operation of basic financial services and key infrastructure, and to provide services to the general customer groups in the society.

At the same time, the Bank continues to pay attention to the unstable factors that may be caused by the impact of the epidemic, focuses on improving and rehearsing various contingency plans at business outlets, enhances the awareness and ability of grassroots employees to identify and deal with safety risks, and makes arrangements for staff on-duty, to prevent the occurrence of emergencies and ensure the safe and stable operation of the whole Bank.

### Promote the transformation of intelligent services

The Bank focuses on customer needs, vigorously promotes the deep integration of technology and business, and provides customers with more convenient, efficient and high-quality financial services through digital innovation. Through online and offline linkages, we accelerate the construction of electronic business channels, tap into service potential, and improve the convenience of banking and financial services. Offline, we vigorously carry out the intelligent transformation and upgrading of business outlets, simplify the business process and improve service efficiency; Online, we continue to enrich the online financial product line centred on customer needs, and combine traditional customer service with intelligent technology to improve service response speed, so as to continuously increase the coverage of basic financial services and provide convenient and safe services, so as to realize cost reduction and efficiency increase for customers and save resources for the society. During the reporting period, the Bank has achieved rapid growth in the number of online client users through vigorous development of online banking, mobile banking and WeChat banking.



2021

Number of personal internet banking customers

1,093,900

Number of corporate mobile banking customers

41,100

Number of personal mobile banking customers

9,215,200

E-banking substitution (diversion) rate

92.06 %

Number of corporate internet banking customers

157,000



### Ensure financial network security

The deep integration of information technology and financial business brings new opportunities, and makes the banking industry face more complex network and information security threats. The Bank abides by the Cybersecurity Law of the People's Republic of China, the Guidelines for the Management of Information Technology Risk of Commercial Banks and other cybersecurity laws and regulations, and has formulated the Administrative Measures of Zhongyuan Bank for Information Security. During the reporting period, the Bank revised 9 system documents including the Administrative Measures of Zhongyuan Bank for Financial Metropolitan Area Network, the Implementation Rules of Zhongyuan Bank for the Administration of Information System Security Vulnerabilities and the Code of Conduct of Zhongyuan Bank for Staff Information Security, and carried out the following key work to consolidate the safety management system, improve the level of safe operation and actual attack and defence, thus to protect the safety of customers' property.



Vigorously introduce talents

Strengthen the construction of information system talent team. In order to strengthen the construction of talent team, the Bank has formulated the Administrative Measures of Zhongyuan Bank for the Professional Sequence Qualification System to promote the continuous management of the qualification framework, certification process and qualifications; and formulated the Administrative Measures of Zhongyuan Bank for Information Technology Professionals Recommendation to clarify the recommendation process and reward form. As of the end of the reporting period, the Bank has introduced a total of 106 scientific and technological talents through multiple channels such as internal recommendation, headhunting recommendation, and RPO special sessions.



Strengthen security operations

Set up first-line and second-line security teams to realize 7\*24 security operation of network security; Implement safety operation management specifications, enrich emergency response scenarios, and improve safety operation capabilities. Taking the security operation technology platform (SOC) as the carrier, improve the detection capability of security technology in key areas, improve the coverage of host intrusion detection, and enrich the threat intelligence database, to realize the automatic arrangement of security operation and disposal, and effectively improve the performance of network security protection.



Improve safety technology

Improve the implementing rules for the application of security full life cycle management, improve the construction of the full life cycle technology platform tool chain, promote the security research and construction of new technology fields such as cloud native container security and open source software supply chain, and ensure the safe production and application of our application system.





#### Govern data Security

Implement the data security governance system planning framework and data security grading standards. Up to now, 100% of the data security grading has been completed. Formulate a data authority management and control mechanism, complete the security management and control of key data usage scenarios such as a one-stop data analysis platform to effectively ensure data security; build a data security intelligent perception platform to monitor user data access, download and other key scene behaviours, and realize warnings for abnormal behaviours of quasi-real-time users.



#### Expand computer room and put into production

The Bank's third-phase expansion computer room in Zhengzhou was successfully put into operation, which can help to meet the Bank's information system construction needs in the next 3-5 years. In order to ensure the safety of operation, the computer room is an independent and dedicated area of the Bank, and is designed and constructed according to the national A-level computer room standard. The key systems such as power supply, distribution and air conditioning are fully redundant and have no single point of failure risk.

At present, the Bank has completed the construction of the disaster recovery system of the three data centers in Zhengzhou and Shanghai. The above-mentioned data centers support the safe and stable operation of more than 500 outlets, more than 270 sets of application systems and more than 2,200 servers, effectively guaranteeing steady development of business.



The Bank participated in the "Guarding Network 2021" cyber security attack and defense actual combat exercise organized by the Henan Provincial Public Security Department and was selected as an "Excellent Defense Unit"; Participated in Jiaozuo City's "Guarding Network 2021" network security attack and defence actual combat exercise, and won the first prize for attack teams and the first prize for individuals.



### Protect customer privacy

The Bank attaches great importance to customer privacy management, regards customer privacy data protection as the core of its information security strategy, strictly abides by the Circular of the General Office of the China Banking Regulatory Commission on Matters Relating to Strengthening Network Information Security and Customer Information Protection and other regulations and policies, and continuously improves the information security management system according to international standards and advanced experience in the industry. The Bank has formulated internal policies on protecting the security of customers' personal financial information such as the Administrative Measures of Zhongyuan Bank for Personal Financial Information Protection, the Administrative Measures of Zhongyuan Bank Co., Ltd. for Consumer Rights Protection to earnestly fulfill the responsibility of protecting financial information. Guided by the customer information protection work principles of "public notification, necessary and sufficient use, personal authorization, and security assurance", the Bank has incorporated personal financial information into the comprehensive risk management policy, clarified the information ownership and use responsibilities of each department, promoted the construction of a personal financial information protection system from top to bottom. During the reporting period, there were no violations of laws and regulations related to privacy protection that had a significant impact on the Bank.

### Fulfill the protection of customer rights and interests

The Bank carries out work related to the protection of consumer rights and interests in strict accordance with the Consumer Rights Protection Law of the People's Republic of China, the Administrative Measures for Handling Consumer Complaints in the Banking and Insurance Industry, the Implementing Measures of the People's Bank of China for the Protection of Financial Consumers' Rights and Interests, the Guiding Opinions of the China Banking and Insurance Regulatory Commission on Strengthening the Construction of Consumer Rights and Interests Protection Work System and Mechanism by Banking and Insurance Institutions and other laws and regulations. During the reporting period, the Bank has revised and issued the Administrative Measures of Zhongyuan Bank for the Protection of Financial Consumers' Rights and Interests, clarifying the responsibilities of branches. At the same time, the Bank has strengthened the organization and leadership of consumer rights protection work, improved the construction of consumer rights protection system and mechanism, carried out 2020 consumer protection rating and problem rectification, improved the effect of financial knowledge publicity activities, carried out multi-channel consumer rights protection training, properly handled customer complaints and strengthened regulatory communication. Thanks to the unremitting efforts of the whole Bank, the Bank has been awarded the A-level annual consumer protection rating of the People's Bank of China for the fifth consecutive year.

In terms of financial knowledge publicity work, in 2021, the Bank formulated and issued four publicity activity plans including the 2021 Financial Knowledge Publicity and Popularization Plan of Zhongyuan Bank and the 2021 "3.15 International Consumer Rights Day" Financial Knowledge Publicity Activity Plan of Zhongyuan Bank, making overall arrangements and deployments for the bank-wide financial knowledge publicity activities, with the following specific activities carried out:



#### Promote the normalization and standardization of the popularization of public financial knowledge

- The Bank released financial knowledge through the "Public Publicity and Education Zone" of business outlets, the financial knowledge promotion column on the portal website, the "Zhongyuan Bank" WeChat public account, and external newspapers, radio, website and other internal and external channels to expand the coverage of publicity to promote the normalization and standardization of public financial knowledge popularization work. First, enrich the content of the "Financial Knowledge" column on the official website. In 2021, 2 articles on "Explaining Risks with Cases" and 8 articles on risk warnings were sorted out and published in the "Financial Knowledge" column on the official website. Second, the mobile banking set up a "safety classroom" section. In September, the mobile banking MVP version information module was launched, and the information module was specially set up with a "safety classroom" column. At present, a total of 18 articles on financial knowledge popularization have been launched, covering the prevention of telecommunication fraud, illegal fundraising, credit investigation, bank card, account use, etc. At the same time, in order to improve the convenience of the elderly customer group, all online content has the function of voice broadcast.



#### Actively carry out special financial knowledge publicity activities

- The Bank organized the whole Bank to carry out publicity activities such as "3.15 Financial Consumer Rights and Interests Day", "Popularize Financial Knowledge, Keep 'Money Bags'", "Financial Knowledge Miles" and "Financial Knowledge Popularization Month". On 3.15 Financial Consumer Rights Day, the Bank spoke at the press conference held by the Henan Banking and Insurance Regulatory Bureau on behalf of banking financial institutions. During the "Financial Knowledge Popularization Month" in September, the Bank participated in the Henan Provincial Radio and Television Station's Financial Knowledge Interview Column.



Popularize public financial education data:

Number of financial literacy publicity and education activities carried out	Distributed promotional materials	Number of times the official WeChat pushes financial knowledge	Number of SMS promotions
<b>2,860</b> Times	<b>580,000</b> Copies	<b>190</b> Times	<b>160,000</b> Copies

### Actively respond to customer complaints

The Bank strictly abides by the relevant policies and regulations such as the Administrative Measures for Handling Consumer Complaints in the Banking and Insurance Industry, internally formulates the Administrative Measures of Zhongyuan Bank for Handling Consumer Complaints to regulate the Bank's complaint organizational structure, division of responsibilities, complaint handling procedures, and file management, adheres to the principles of compliance with laws and regulations, convenience and efficiency, addressing both symptoms and root causes and diversified solutions to respond to customer complaints.

Through the establishment of a complaint management linkage system, the Bank has taken various measures to improve the efficiency of complaint handling. It has carried out special supervision work for the concentration of complaints, strengthened the supervision and assessment of complaint handling, strengthened the mediation of financial consumption disputes, conducted research on complaints, and formulated targeted solutions to improve the quality and efficiency of complaint handling to a certain extent, and maintain overall high level of complaint handling and customer satisfaction.

### Meet differentiated service requirements

The Bank is committed to improving consumer experience, and in order to meet the differentiated needs of consumers, the Bank has carried out a number of tasks including but not limited to the following.

- In order to speed up the promotion of social security card work, the activity of "serving community" was carried out. The Bank arranged branches and sub-branches to provide door-to-door services with marketing pads for surrounding communities with a large number of elderly customers; For social security card users in remote areas, the Bank made a unified appointment and assist in social security card promotion and card opening;
- Fully consider the needs of different customer groups and create differentiated services. Formulate the Administrative Measures of Zhongyuan Bank for Service for Special Customer Groups and the Work Plan of Zhongyuan Bank for Improving Financial Services for the Elderly to meet the banking service needs of special customers such as the elderly, the weak, the sick, and the disabled, improve service levels, and focus on special groups from the perspective of practically solving customer difficulties., providing more humanized and meticulous services for customers who cannot sign normally or go to the counter to handle business due to special reasons;
- Improve service inclusion and digital inclusion. Offline, the Bank set up green channels for the elderly at outlets, and specially designated people to wear volunteer badges, so that elderly customers can enjoy exclusive services as soon as they enter the hall, and provided door-to-door services to special customers who cannot come to the counter in person. Online, the Bank optimized the mobile banking happiness version, with simple interface style, considerate large fonts, commonly used financial services, exclusive product design, etc., so that the elderly can easily enjoy financial services such as account inquiry, investment and wealth management, and so as to bring more convenient operating experience for them. At the same time, modules such as "Love Travel" and "Love Health" can fully meet the diverse needs of elderly customers.

2021

Number of customer complaints during the reporting period

**2,396** Matter

Complaint handling time

**72** Hour

Complaint handling satisfaction

**90** %

Total number of confirmed lawsuits for breach of customer privacy and loss of customer data

**0** Case

Customer satisfaction (Phone Banking IVR Channel):

**99.69** %

The mobile banking happiness version APP of Zhongyuan Bank has served

**316,000** Elderly people

With accumulated logintimes of

**26.59** Million



solving the problems of low level of online operation and inconvenience for the elderly. The project was selected as "2021 China User Experience Excellent Practice Cases" at the 9th China User Experience Summit hosted by China Electronic Quality Management Association and User Experience Alliance China (UXACN).



The picture shows our staff providing financial services to special customer groups



## Caring for employees to grow together

Zhongyuan Bank always regards employees as the cornerstone of our sustainable development, strictly abides by relevant national laws and regulations, and continues to establish and improve internal systems. During the reporting period, the Bank continued its past work achievements and carried out work in system construction, organizational structure optimization, institutional management, leadership team construction, talent introduction and training, salary and welfare management, professional sequence construction, and epidemic prevention and control to ensure employee rights, create a safe and comfortable working environment, and provide employees with fair and diverse development opportunities.

### Equal recruitment and compliant employment

The Bank strictly abides by the relevant requirements on recruitment and employment set forth in the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China and other laws and relevant policies and regulations, and promulgates and strictly implements policies and systems such as the Administrative Measures of Zhongyuan Bank for the Labor Contract System, the Administrative Measures of Zhongyuan Bank for Personnel Introduction and Recruitment, the Administrative Measures of Zhongyuan Bank for Resignation in carrying out work related to employee employment, so that employees' rights and interests are effectively protected in terms of recruitment, dismissal and resignation.

As of December 31, 2021,  
the Bank had a total of **13,503** employees




Were female employees **49%**



the Bank adheres to a **100%** labor contract signing rate.


In order to ensure fair and just employee recruitment and legal and compliant dismissal and resignation, the Bank has taken measures including but not limited to the following:



The Bank's regulations and positions need to set recruitment conditions to ensure that the recruitment information is open and the recruitment process is fair. The Bank implements the principles of "openness, equality, merit-based selection and compliance" to carry out recruitment work. In addition, we do not set discriminatory and restrictive employment conditions in recruitment, treat employees of different backgrounds equally, and strive to create equal employment and build a diverse workplace.

During the recruitment process, the Bank requires recruiting staff to abide by the principle of impartiality and prevent the occurrence of favoritism; Strictly reviews the qualifications and selection evaluation of candidates, and has "zero tolerance" for fraud, concealment and deception.

In addition, the Bank complies with the relevant international, national and operational standards, rules and regulations for the prevention of child labor or forced labor, and carefully examines the age of applicants to prevent child labor. During the reporting period, the Bank did not use child labor.



The Bank conducts employee resignation procedures in accordance with the relevant national standards and the management measures formulated by the Bank to ensure the legal compliance of employees' dismissal and resignation, and to protect employees' rights to resign freely and other legitimate rights and interests with reasonable notice.

## Protect the legitimate rights and interests of employees

A safe working environment and physical and mental health are prerequisites for employees to perform their duties. Therefore, the Bank attaches great importance to protecting the rights and interests of employees. The Bank strictly abides by the relevant requirements of the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, the Measures for Enterprise Annuity and other regulations on safeguarding the rights and interests of employees and protecting the occupational health and safety of employees. The Bank has formulated several internal systems, and taken a number of effective measures to implement the work related to the protection of employees' rights and interests.

Implement epidemic prevention

- The Bank earnestly carried out epidemic prevention and control work to effectively protect the health and safety of employees. For example, we earnestly carried out employee health and travel statistics, reasonably arranged employees' work, made full use of the "online + offline" work model, improved the organization, guidance, and service of employees through the online system platform, and provided timely care and condolences to employees.
- In addition, the Bank has regularly distributed necessary anti-epidemic materials to employees, organized employees to receive vaccines in a timely manner, and conducted necessary nucleic acid tests.

Guarantee working hours compliance

- The Bank has formulated and implemented the Administrative Measures of Zhongyuan Bank for Leave and Attendance in accordance with the law to ensure working hours and holidays. The Bank has put an end to all acts of forced labor. During the reporting period, the Bank did not have any forced labor.

Optimize compensation performance

- Following the remuneration management principles of "external competitiveness, internal fairness, value orientation, and prudent operation", the Bank has formulated and continuously optimized relevant measures for employee remuneration management; optimized the salary distribution mechanism for executives of operating units; and optimized the assessment framework of the management department of the head office.
- During the reporting period, in order to actively help the Bank to carry out the absorption and merger work smoothly and to serve the overall development of the Bank, the Bank has comprehensively reviewed the current situation of the compensation and benefits of the four participating banks, completed the survey and collection of historical data, and formulated the compensation and benefit system and incorporation plan.

Protect the rights and interests of employees

- According to national policies and regulations, the Bank aims to improve employee satisfaction, continuously optimizes the construction of the welfare security system, and provides medical security. The Bank has formulated policies including but not limited to the following to solve employees' worries: the Administrative Measures of Zhongyuan Bank for Supplementary Medical Insurance stipulates the scope and conditions of insurance coverage, source of funds, amount and use, etc. The Administrative Measures of Zhongyuan Bank for Enterprise Annuity stipulates the conditions for joining annuities, account payment, account ownership rights, account transfer and withdrawal, etc.

Carry out safety education

- The Bank has continued to educate employees on health and safety to improve their awareness and ability to work safely, travel safely, and live a healthy life, so as to reduce the risk of accidents.



## Promote development and improve quality

By centering on the strategic deployment of the whole Bank and the development goal of "three small and one big", the Bank thoroughly implements the operation and management concept of "intimacy, professionalism, cooperation and win-win", and constantly enriches and improves talent standards and systems to help development of employees. The Bank continues to pay attention to employee growth and ability development, formulates annual training plans, provides and encourages each employee to participate in various forms of training, and achieves comprehensive coverage at all levels from employees to senior executives, so as to improve the overall quality and professional ability of all employees and management level.

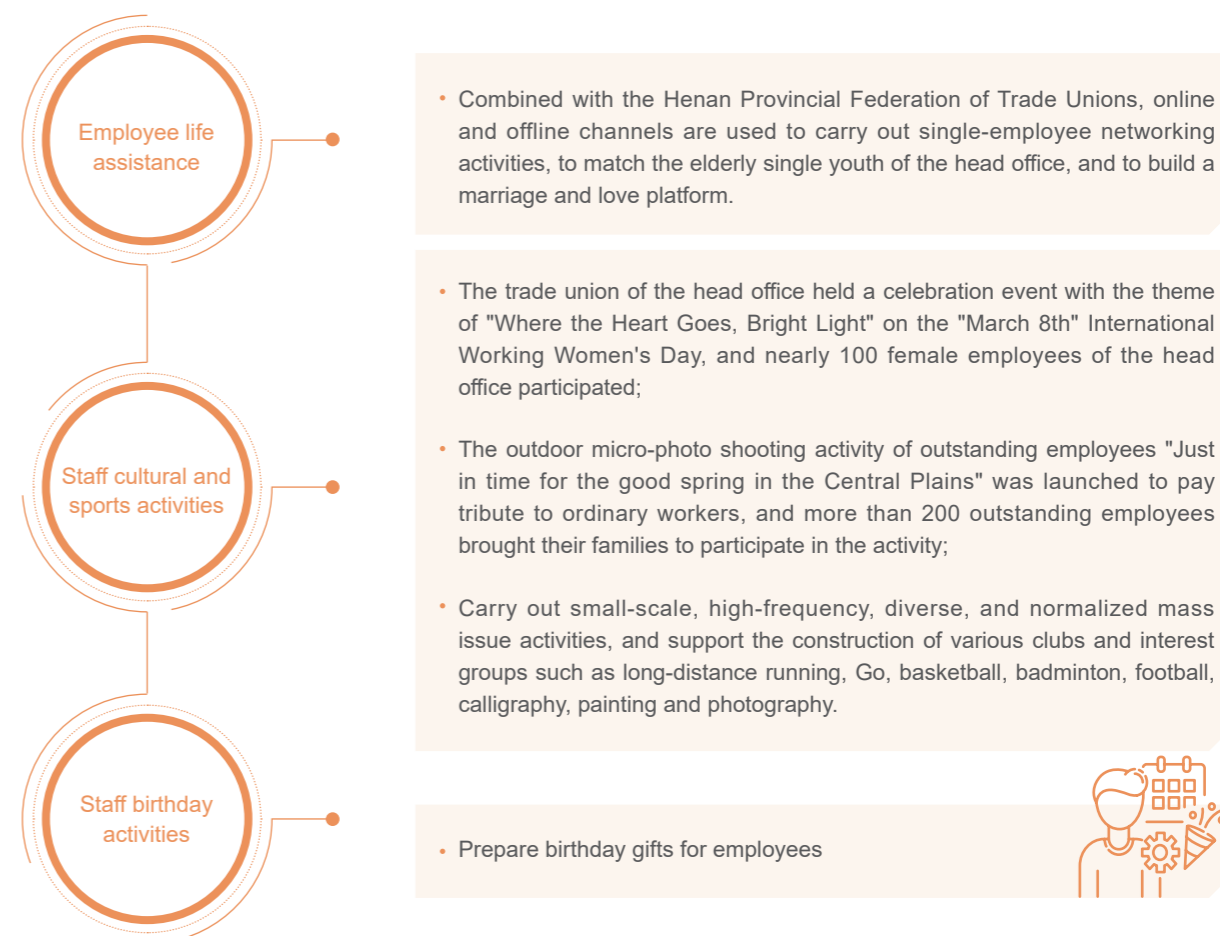
During the reporting period, the Bank carried out staff training related work including but not limited to the following:



## Enrich life and care for employees

The Bank adheres to the "employee-centered" work orientation, and continues to serve, assist and rescue employees in a more solid and warm manner. The Bank has carried out a variety of leisure activities for a long time to balance the work and life of employees, which were well received by employees. In addition, the Bank has continued to build an inclusive service system for employees across the bank, and labor unions at all levels realized the refinement and generalization of condolences on statutory holidays, employee birthdays, childbirth and weddings, funerals, and marriages, so that employees truly felt "home" temperature.

Among them, the Bank has carried out activities including but not limited to the following:





## Actively Fulfill Social Responsibilities

Zhongyuan Bank has always been actively involved in public welfare undertakings, focusing on the improvement of its participation in voluntary public welfare activities, and fulfilling its ESG as a provincial-level corporate bank with practical actions. The Bank has carried out work in rural revitalization, epidemic prevention and disaster relief, various social welfare and volunteer activities, and tried its best to give back to the society and bring love and warmth to the public.

### Facilitate a better life in rural areas

During the reporting period, the Bank continued to deepen the construction of high-frequency scenarios, enriched the non-financial functions of service stations, and promoted projects such as laundry detergent machines, Meituan Select, and photo sharing printers. At the same time, the agricultural supporting POS has launched functions such as cloud wealth management and Kunlun gas payment to meet customer business and living needs. In terms of deepening support for customer operations, the Bank has focused on enriching online activities, and launched three regular activities of "Purchase with RMB1", "Welfare Lottery Draw" and "Premium Payment", which were actively attended by existing and new customers. In order to enrich the spiritual life of rural residents, the Bank organized offline activities, held four rural activities of "Singing in Zhongyuan Bank", "Dancing in Zhongyuan Bank", "Scholarly Zhongyuan Bank" and "Healthy Zhongyuan Bank" and the "Walking into Thousands of Households" activities, so that a variety of daily necessities entered thousands of households in the form of gifts. In addition, the Bank, together with Henan Agricultural University and the Academy of Agricultural Sciences, jointly organized four training courses for high-quality farmers in Henan Province to cultivate talents for high-quality farmers and effectively help revitalize rural talents.

#### Case: Carry out four trips to the countryside to help the revitalization of rural culture

Zhongyuan Bank continued to promote the four rural activities of "Healthy Zhongyuan Bank, Scholarly Zhongyuan Bank, Singing in Zhongyuan Bank, and Dancing in Zhongyuan Bank", with a total of more than 1,600 events and more than 100,000 participants. This effectively alleviated the problems of insufficient medical and health resources and cultural life resources for rural residents, showed the spiritual outlook of rural residents in the new era and helped the revitalization of rural culture.



The picture shows the activity of singing in the Zhongyuan Bank



The picture shows the activity of Scholarly Zhongyuan Bank



The picture shows the activity of Healthy Zhongyuan Bank



The picture shows the activity of Dancing in Zhongyuan Bank

In addition to developing a new model of rural revitalization, the Bank has actively implemented the strategy of "going to the countryside through the Internet" and used the "Internet" thinking to break through geographical restrictions. Through the online agricultural supporting activities, the Bank has used the "Internet + consumption poverty alleviation" model to expand the sales of agricultural products, carefully select high-quality agricultural and sideline products, and provide customers with a better experience of daily consumption scenarios. Through the activities of helping farmers through the large collection of native products, we cooperated with 200 farmers/cooperatives, launched more than 1,600 agricultural products, opened 23 special halls in the province and 5 special halls outside the province, with a cumulative sales volume of 138,000, increasing farmers' income by RMB4.93 million.



Launched more than **1,600** Agricultural products



Opened special halls in the province **23**



With a cumulative sales volume of **138,000**



Increasing farmers' income by **4.93** Million

#### Case: Special campaign of Zhongyuan Bank to Aid Hubei through offline shopping mall platform

The Zhongyuan offline mall platform took poverty-stricken villages and poor households as the first cooperation object, and did not charge settlement fees, handling fees and promotion fees, etc., allowing farmers to settle in at zero cost and promote at zero cost. Farmers only need to concentrate on planting, without increasing their manpower, material resources and learning costs. The head office was responsible for event design, operation and promotion, and branches helped high-quality agricultural products go out of the fields, out of the mountains, and into the city.

In order to help Hubei's economic recovery, Food Map and Wuhan University Henan Alumni Association launched a special campaign to aid Hubei. In the later stage, through continuous communication with relevant enterprises in Hubei, the local product collection module of the Hubei Featured Mall was successfully launched, which effectively helped local enterprises solve sales problems.

The special campaign of aid to Hubei was launched for

**3** Days



With a total of more than

**900** Cattles of goods sold



With a total of

**1,170** Orders



increasing the operating income of Hubei enterprises by nearly

**100,000**



The picture shows the photos of the agricultural supporting activities



### Have courage for epidemic prevention and disaster relief

The Bank has always shouldered heavy responsibilities, demonstrated its responsibility, adhered to the people-centred approach, and actively coordinated various arduous tasks such as epidemic prevention and control, disaster relief and resumption of production. When faced with a sudden natural disaster, the Bank also acted quickly, mobilized all employees to actively and enthusiastically give love, and donated through the Zhongyuan Bank Charity Fund, which effectively supported flood control and disaster relief and the restoration of production and living order in the province.

During the reporting period, the Bank donated a total amount of he COVID-19 epidemic	To the "7.20" flood disaster	Donated materials equivalent to	The Bank provided special loans for post-disaster reconstruction and resumption of work and production
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**434,500**      **13.32** Million      **1,373,500**      **19.54** Billion 

#### Case: Shangqiu Branch assisted Shangqiu's epidemic prevention and control work

In order to actively undertake social responsibilities and help the orderly progress of the epidemic prevention and control work in Shangqiu, Zhongyuan Bank Shangqiu Branch donated a large amount of epidemic prevention materials to the Shangqiu COVID-19 Epidemic Prevention and Control Headquarters to help the COVID-19 epidemic prevention and control.

The relevant person in charge of the Shangqiu COVID-19 Epidemic Prevention and Control Headquarters thanked Zhongyuan Bank Shangqiu Branch for the donation, and said that Zhongyuan Bank was worthy of being the bank for people in the Central Plains. The materials donated this time were very timely, warmed the front-line epidemic control workers, and provided strong support for the fight against the epidemic. I believe that through everyone's efforts, the epidemic will be overcome at an early date.

Since the outbreak of the epidemic, Zhongyuan Bank Shangqiu Branch has actively fulfilled its social responsibilities, organized more than 30 party members, vanguards and volunteers to assist the community in maintaining the order of nucleic acid testing sites, and distributed more than 200 lunch boxes to nucleic acid monitoring points in surrounding communities; Provided masks, disinfectants and other anti-epidemic materials to social vulnerable groups such as sanitation workers in a timely manner. Four young party members donated 1600ml of blood for Ningling County Central Blood Station. At the same time, Zhongyuan Bank Shangqiu Branch mobilized all sub-branches under its jurisdiction to directly connect with each hospital, each epidemic prevention and control traffic check point, each community duty point, and more than 50 nucleic acid testing points, with a cumulative donation value of more than RMB60,000 and sending prevention and control materials and daily necessities to the front line of the "epidemic" war, fulfilling social responsibility with practical actions, and passed on the great love of Zhongyuan Bank.



The picture shows Shangqiu Branch assisting Shangqiu's epidemic prevention and control work

#### Case: "7.20" disaster relief and flood control

After the "7.20" flood, the head office's party committee and labour union jointly issued an initiative to donate money to the disaster-stricken areas and support flood control and disaster relief. All units at all levels responded positively and acted quickly to implement the deployment of the head office by means of meeting communication and online and offline mobilization. Trade union cadres at all levels attached great importance to it, made careful arrangements and organization. All employees of the Bank actively donated money and offered love, with a total donation



Employees of the Bank participated in flood relief donation activities

of more than RMB3.1 million, conveying the great love spirit of corporate employees and the disaster-stricken people, helping each other, and moving forward hand in hand, and demonstrated the responsibility of Zhongyuan Bank with practical actions. In addition, Zhongyuan Bank has also set up the Zhongyuan Bank Charity Fund in Henan Charity Federation, and through the fund account, donated materials and cash of about RMB10 million to the severely affected areas such as Xinxiang, Hebi and Zhengzhou, as well as the First Affiliated Hospital of Zhengzhou University and Fuwai Central China Cardiovascular Hospital and other severely affected hospitals, which strongly supported flood control and disaster relief and the restoration of production and living order in the province.

### Actively participate in public welfare activities

The Bank actively fulfills its social responsibilities as a provincial corporate bank, takes serving the general public as its own responsibility, actively participates in various public welfare activities and volunteer activities, and does its best to give back to the society.

During the reporting period, the Bank made charitable donations of accumulatively

Participated in voluntary activities accumulatively

**RMB 15,719,600**      **4,801** People

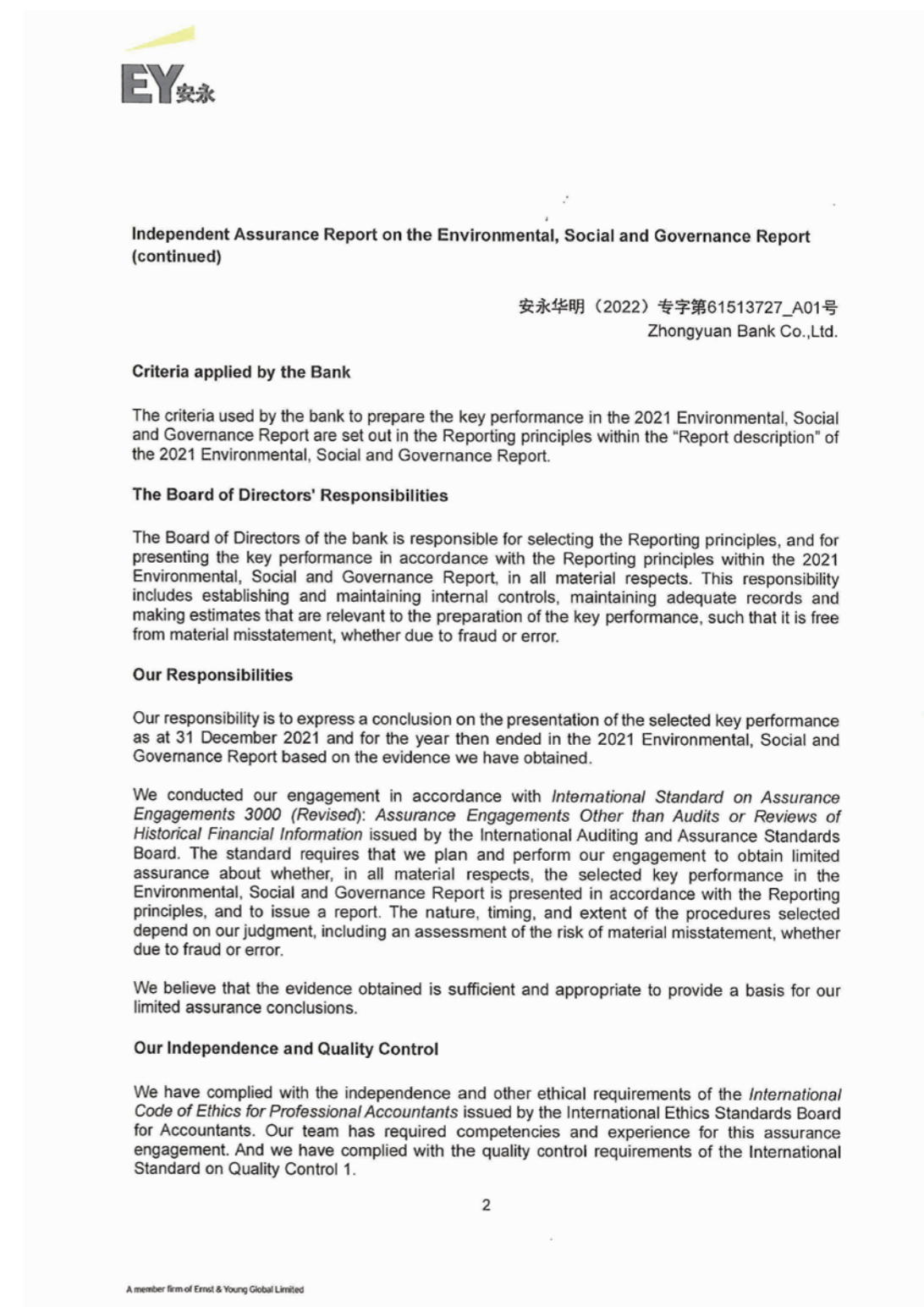
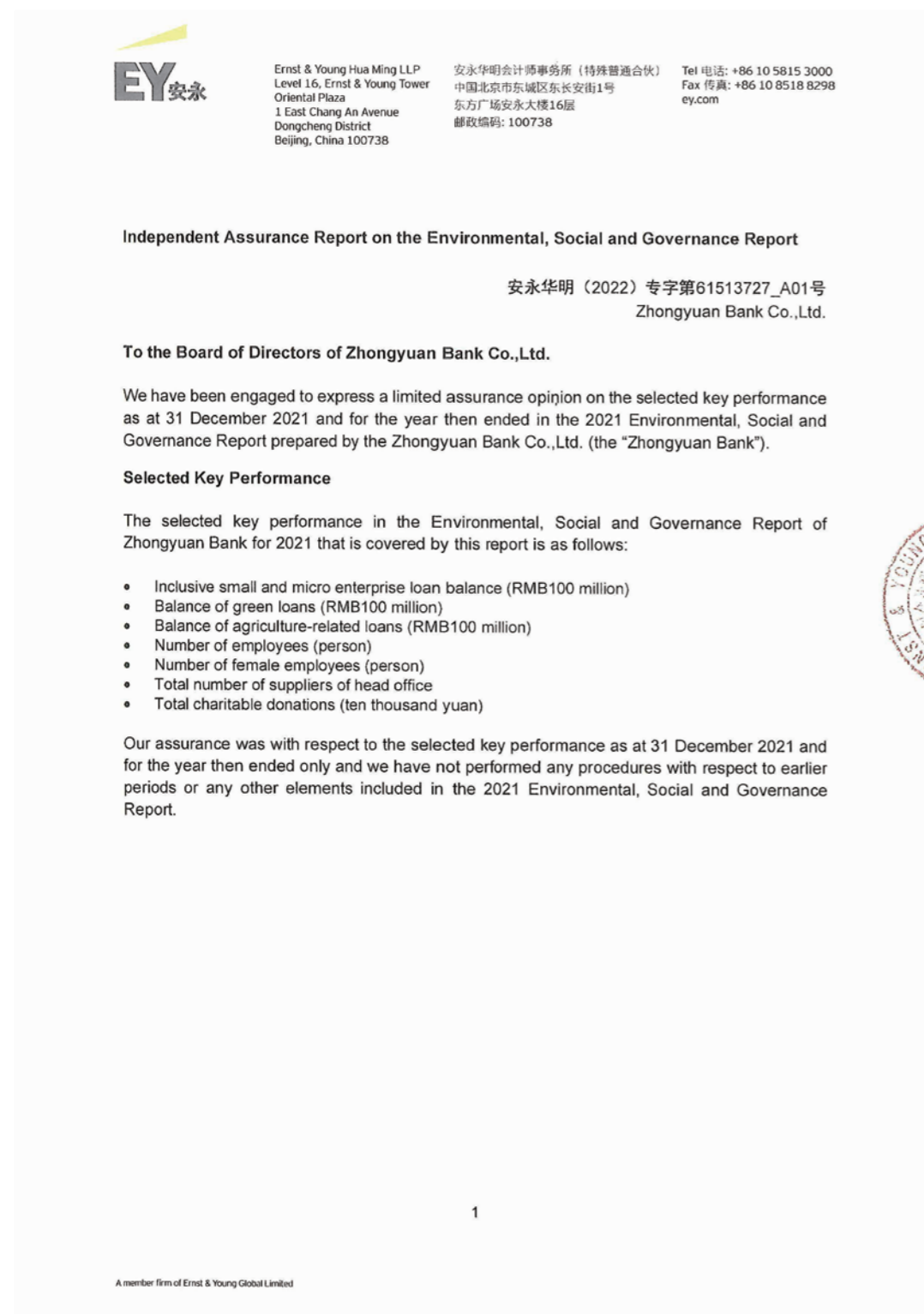
During the reporting period, the volunteer activities that the Bank participated in include but are not limited to:

- The Bank and Henan Province Charity jointly established the "Zhongyuan Bank Henan Province Charity Federation Charity Fund", which was used for various public welfare activities in compliance with regulations, such as various rescues, promotion of career development, pollution prevention and environmental protection;
- In August 2021, the Bank took the initiative to contact the Henan Foundation for Poverty Alleviation, and promptly allocated the third "Chenxi Plan" donation of RMB 1.44 million, and presented the "School Opening Gifts" to the poor students who received the donation;
- The Bank participated in the "Chenxi Project" online summer camp and held online lectures for children in poverty-stricken areas;
- In order to do a good job in serving the college entrance examination and effectively meet the needs of the masses, the Bank held the 2021 college entrance examination public welfare lecture activity, provided free lecture cooperation resources, went to the event site of Xinxiang Branch, held a special lecture on the path of college entrance examination, and organized experts to answer the questions for the participating people, to solve the pain points of students and parents.



# Appendix

## Appendix 1 Environmental, Social and Governance Report Assurance Report







Independent Assurance Report on the Environmental, Social and Governance Report (continued)

安永华明 (2022) 专字第61513727\_A01号  
Zhongyuan Bank Co.,Ltd.

Description of Procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems. A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the selected key performance in the Environmental, Social and Governance Report and related information, and applying analytical and other appropriate procedures.

Our work was performed at the Head Office of Zhongyuan Bank, which includes:

- 1) Interviews with management and personnel in the departments involved in providing information for inclusion in the 2021 Environmental, Social and Governance Report in relation to the selected key performance,
- 2) Analytical procedures,
- 3) Examination, on a test basis, of documentary evidence,
- 4) Recalculation,
- 5) Other procedures deemed necessary.

Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the selected key performance as at 31 December 2021 and for the year then ended in the 2021 Environmental, Social and Governance Report, in order for it to be in accordance with the Reporting principles.



Independent Assurance Report on the Environmental, Social and Governance Report (continued)

安永华明 (2022) 专字第61513727\_A01号  
Zhongyuan Bank Co.,Ltd.

Restricted use

Our report has been prepared for and only for the board of directors of Zhongyuan Bank and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the content of this report.

Ernst & Young Hua Ming LLP  
Beijing, China  
18 May 2022





## Appendix 2 Index to the Environmental, Social and Governance Reporting Guide of the Stock Exchange of Hong Kong

Aspects, general disclosures and key performance indicators (KPIs)	Summary	Relevant sections
<b>Aspect A1: Emissions</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	P36
KPI A1.1	Types of emissions and related emissions data.	P5-6
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) GHG emissions (in tonnes) and, if applicable, intensity (per unit of production, per facility).	P5
KPI A1.3	The total amount of hazardous waste generated (in tonnes) and, if applicable, the density (e.g., per unit of production, per facility).	P6
KPI A1.4	Total non-hazardous waste generated (in tonnes) and, if applicable, density (e.g., per unit of production, per facility).	P6
KPI A1.5	Description of the emissions targets set and the steps taken to achieve them.	P36 The company has carried out preliminary work, started relevant assessments, implemented a number of emission reduction measures, and aimed to carry out more substantive work at the management and implementation levels during the "14th Five-Year Plan" period.
KPI A1.6	Description of how hazardous and non-hazardous waste is handled, and description of the waste reduction goals set and the steps taken to achieve them.	P36 The company has carried out preliminary work, started relevant assessments, implemented a number of emission reduction measures, and aimed to carry out more substantive work at the management and implementation levels during the "14th Five-Year Plan" period.
<b>Aspect A2: Resource usage</b>		
General Disclosure	Policies for the efficient use of resources, including energy, water and other raw materials.	P36
KPI A2.1	Total direct and/or indirect energy consumption (e.g., electricity, gas or oil) by type (in thousands of kWh) and intensity (e.g., per unit of production, per facility).	P6
KPI A2.2	Total water consumption and density (e.g., per unit of production, per facility).	P6
KPI A2.3	Description of the energy efficiency goals set and the steps taken to achieve them.	P36 The company has carried out preliminary work, started relevant assessments, implemented a number of emission reduction measures, and aimed to carry out more substantive work at the management and implementation levels during the "14th Five-Year Plan" period.

Aspects, general disclosures and key performance indicators (KPIs)	Summary	Relevant sections
KPI A2.4	Description of any problems that may arise in obtaining suitable water sources, as well as water efficiency targets set and steps taken to achieve them.	P36 The company has carried out preliminary work, started relevant assessments, implemented a number of emission reduction measures, and aimed to carry out more substantive work at the management and implementation levels during the "14th Five-Year Plan" period.
KPI A2.5	The total amount of packaging material used in the finished product (in tonnes) and, if applicable, per production unit.	Not covered in this report
<b>Aspect A3: Environment and Natural Resources</b>		
General Disclosure	Policies to reduce the issuer's significant impact on the environment and natural resources.	P33-35
KPI A3.1	Description of the significant impacts of business activities on the environment and natural resources and actions taken to manage those impacts.	P33-35
<b>Aspect A4: Climate Change</b>		
General Disclosure	Policies for identifying and responding to material climate-related matters that have and may have an impact on the issuer.	P33-35
KPI A4.1	Description of material climate-related issues that have and may have an impact on the issuer, and actions to address them.	P33-35
<b>Employment and Labour Practices</b>		
<b>Aspect B1: Employment</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	P45-46
KPI B1.1	Total number of employees by gender, employment type (such as full-time or part-time), age group, and region.	P7
KPI B1.2	Employee turnover rate by gender, age group and region.	P7
<b>Aspect B2: Health and Safety</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	P46
KPI B2.1	The number and rate of work-related fatalities in each of the past three years (including the reporting year).	P7-8
KPI B2.2	Number of days lost due to work-related injuries.	P8
KPI B2.3	Description of the occupational health and safety measures adopted, and how they are implemented and monitored.	P46



Aspects, general disclosures and key performance indicators (KPIs)	Summary	Relevant sections
<b>Level B3: Development and Training</b>		
General Disclosure	Policies on enhancing employees' knowledge and skills in performing their job duties. Description of the training activity.	P47
KPI B3.1	Percentage of employees trained by gender and employee category (e.g., senior management, middle management).	P8
KPI B3.2	Average number of hours of training completed by each employee by gender and employee category.	P8
<b>Aspect B4: Labour Code</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor	P45
KPI B4.1	Description of measures to review recruitment practices to avoid child labour and forced labour.	P45
KPI B4.2	Description of the steps taken to eliminate a violation when it is discovered.	P45
<b>Operating Practices</b>		
<b>Level B5: Supply Chain Management</b>		
General Disclosure	A policy for managing environmental and social risks in the supply chain.	P17
KPI B5.1	Number of suppliers by region.	P8
KPI B5.2	Description of the practices regarding the engagement of suppliers, the number of suppliers to whom the practices are enforced, and how they are enforced and monitored.	P17
KPI B5.3	Description of the practices for identifying environmental and social risks at each stage of the supply chain, and how they are implemented and monitored.	P17
KPI B5.4	Description of the practices that promote the use of environmentally friendly products and services when selecting suppliers, and how they are implemented and monitored.	P17 The Bank currently gives priority to ensuring the engagement of environmentally compliant suppliers and plans to pilot the use of more environmentally friendly products and services in the future.
<b>Aspect B6: Product Liability</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	P25-30, P39-40
KPI B6.1	The percentage of total products sold or shipped that are recalled for safety and health reasons.	Not covered in this report

Aspects, general disclosures and key performance indicators (KPIs)	Summary	Relevant sections
KPI B6.2	Number of complaints received about products and services and how to deal with them.	P43
KPI B6.3	Description of practices related to safeguarding and safeguarding intellectual property rights.	P18
KPI B6.4	Description of the quality verification process and product recovery procedures.	Not covered in this report
KPI B6.5	Description of consumer data protection and privacy policies, and how they are enforced and monitored.	P42
<b>Aspect B7: Anti-corruption</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	P13-15
KPI B7.1	The number and outcome of concluded corruption lawsuits brought against the issuer or its employees during the reporting period.	P13
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	P13-15
KPI B7.3	Description of anti-corruption training provided to directors and employees.	P16
<b>Community</b>		
<b>Level B8: Community Investment</b>		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	P49-52
KPI B8.1	Focus on areas of contribution (e.g., education, environmental issues, labour needs, health, culture, sports).	P49-52
KPI B8.2	The resources (such as money or time) expended in the area of focus.	P49-52



## Appendix 3 Index to Standards of Global Reporting Initiative (GRI)

GRI indicator	Related explanation	Related section
<b>General Standard Disclosures</b>		
G102-1	Name of organization	P3
G102-2	Events, brands, products and services	P3
G102-3	Headquarters location	P3
G102-4	Business location	P3
G102-5	Ownership and legal form	P3
G102-6	Market served	P3
G102-7	Organization size	P3
G102-8	Information about employees and other workers	P7-8, P45
G102-9	Supply chain	P8, P17
G102-10	Significant changes to the organization and its supply chain	P3
G102-11	Precautionary principle or policy	P13, P18
G102-12	External initiatives	Not covered in this report
G102-13	Membership of association	Not covered in this report
<b>Strategy</b>		
G102-14	Statement from senior decision makers	P22
G102-15	Key impacts, risks and opportunities	P21
<b>Ethics and Integrity</b>		
G102-16	Values, principles, standards and codes of conduct	About the Bank, P13-15, P20
G102-17	Mechanisms for ethics advice and concerns	P15
<b>Governance</b>		
G102-18	Governance structure	P12
G102-19	Authorization	P12
G102-20	Executive management responsibility for economic, environmental and social issues	P19-22
G102-21	Consultation with stakeholders on economic, environmental and social issues	P19-21
G102-22	Composition of the highest governing body and its committees	P12
G102-23	Chairman of the highest governing body	P12
G102-24	Nomination and selection of the highest governance body	P11-12
G102-25	Conflict of interest	P20
G102-26	The role of the highest governance body in setting purpose, values and strategy	P19, P22
G102-27	Collective awareness of the highest governance body	P19, P22
G102-28	Performance evaluation of the highest governing body	P11-13
G102-29	Identification and management of economic, environmental and social impacts	P20-21
G102-30	Effectiveness of the risk management process	P13-22

GRI indicator	Related explanation	Related section
G102-31	Review of economic, environmental and social issues	P20-21
G102-32	The role of the highest governance body in sustainability reporting	P22
G102-33	Communication of important concerns	P19-21
G102-34	Nature and total number of issues of significant concern	P20-21
G102-35	Remuneration policy	P46
G102-36	The process of determining compensation	Not covered in this report
G102-37	Stakeholder participation in the compensation decision process	P45-46
G102-38	Annual total compensation ratio	Not covered in this report
G102-39	Annual total compensation increase ratio	Not covered in this report
<b>Stakeholder Engagement</b>		
G102-40	List of stakeholder groups	P20
G102-41	Collective bargaining agreement	Not covered in this report
G102-42	Identification and selection of stakeholders	P20
G102-43	Stakeholder engagement phalanx	P20
G102-44	Main issues and concerns raised	P20
<b>Reporting Practice</b>		
G102-45	Entities covered in consolidated financial statements	Report description
G102-46	Defining report content and topic boundaries	Report description
G102-47	List of substantive issues	Report description
G102-48	Restatement of information	Report description
G102-49	Report changes	Report description
G102-50	Reporting period	Report description
G102-51	Date of last report	Report description
G102-52	Reporting period	Report description
G102-53	Contact information for issues with this Report	Report description
G102-54	Statement for reporting in compliance with GRI standards	Report description , This report refers to the GRI standard
G102-55	GRI content index	P61-65
G102-56	External assurance	P53-56
<b>Management Method</b>		
G103-1	Description of the material topic and its boundaries	Report description, P19-21
G103-2	Management approach and its components	P19-21
G103-3	Evaluation of Management approaches	P19-21
<b>GRI 201 Economic Benefits</b>		
G201-1	Economic value directly generated and distributed	P5
G201-2	Financial impacts and other risks and opportunities of climate change	P33
G201-3	Obligatory defined benefit and other retirement plans	P45-46
G201-4	Financial subsidies given by the government	Not covered in this report



GRI indicator	Related explanation	Related section
<b>Market Performance</b>		
G202-1	Ratio of standard starting salary level salary to local minimum wage by gender	Not covered in this report
G202-2	Percentage of executives hired from local communities	Not covered in this report
<b>Indirect Economic Impact</b>		
G203-1	Infrastructure investment and supporting services	P25-30, P39-44, P49-52
G203-2	Significant indirect economic impact	P25-30, P39-44, P49-52
<b>Procurement Practices</b>		
G204-1	Procurement practices	P17
<b>Anti-corruption</b>		
G205-1	Operations that have undergone a corruption risk assessment	Not covered in this report
G205-2	Communication and training of anti-corruption policies and procedures	P15-16
G205-3	Confirmed incidents of corruption and actions taken	P13-15
<b>Unfair Competition</b>		
G206-1	Legal actions against competitive misconduct, antitrust and antitrust practices	Not covered in this report
<b>GRI 301 Materials</b>		
G301-1	Weight and volume of materials used	P6
G301-2	Recycled feed used	Not covered in this report
G301-3	Recycled products and packaging materials	Not covered in this report
<b>Energy</b>		
G302-1	Energy consumption within the organization	P6
G302-2	Energy consumption outside the organization	P6
G302-3	Energy intensity	P6
G302-4	Reduce energy consumption	P36
G302-5	Reduce energy demand for products and services	P35-36
<b>Water Resources</b>		
G303-1	Water withdrawal by source	Not covered in this report
G303-2	Water sources significantly affected by water abstraction	Not covered in this report
G303-3	Water recycling and reuse	Not covered in this report
<b>Emission</b>		
G305-1	Direct (Scope 1) GHG emissions	P5
G305-2	Energy indirect (Scope 2) GHG emissions	P5
G305-3	Other indirect (Scope 3) GHG emissions	Not covered in this report
G305-4	GHG emission intensity	P5
G305-5	GHG emission reduction	Not covered in this report
G305-6	Emissions of ozone depleting substances (ODS)	Not covered in this report
G305-7	Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant gas emissions	P5

GRI indicator	Related explanation	Related section
<b>Sewage and Waste</b>		
G306-1	Total water discharge by water quality and discharge destination	Not covered in this report
G306-2	Total waste by type and treatment method	P6
G306-3	Major leak	Not covered in this report
G306-4	Hazardous waste transportation	Not covered in this report
G306-5	Water bodies affected by drainage and/or runoff	Not covered in this report
<b>Environmental Compliance</b>		
G307-1	Violation of environmental laws and regulations	P36
<b>Supplier Environmental Assessment</b>		
G308-1	New suppliers screened using environmental criteria	P17
G308-2	Negative impacts of the supply chain on the environment and actions taken	Not covered in this report
<b>GRI 401 Employment</b>		
G401-1	New hires and employee turnover	P7
G401-2	Benefits provided to full-time employees (excluding temporary or part-time employees)	P46-48
G401-3	Parental leave	P45-46
<b>Labour Relations</b>		
G402-1	Minimum notice period for operational changes	Not covered in this report
<b>Occupational Health and Safety</b>		
G403-1	Worker representation in the union health and safety committee	Not covered in this report
G403-2	Types of work-related injuries, rates of work-related injuries, occupational diseases, lost days, absenteeism, etc.	P8
G403-3	Workers engaged in occupations with a high incidence of occupational diseases or occupations with high occupational disease risks	Not covered in this report
G403-4	Health and safety issues in union formal agreements	P46
<b>Training and Education</b>		
G404-1	Average hours of training per employee per year	P8
G404-2	Employee upskilling programs and over-assistance programs	P47
G404-3	Percentage of employees receiving regular performance and career development reviews	P47
<b>Diversity and Equal Opportunity</b>		
G405-1	Diversity of governing body and staff	P45
G405-2	Ratio of basic wages and remuneration to men and women	P46
<b>Anti-discrimination</b>		
G406-1	Incidents of discrimination and corrective actions taken	P45-46
<b>Freedom of Association and Collective Bargaining</b>		
G407-1	Operations and suppliers where freedom of association and collective bargaining rights may be at risk	Not covered in this report



GRI indicator	Related explanation	Related section
<b>Child Labour</b>		
G408-1	Operations and Suppliers at Risk of Significant Child Labour Incidents	Not covered in this report
<b>Forced or Compulsory Labour</b>		
G409-1	Operations and suppliers with significant risk of incidents of forced or compulsory labour	Not covered in this report
<b>Security Practice</b>		
G410-1	Security personnel trained in human rights policies or procedures	Not covered in this report
<b>Aboriginal rights</b>		
G411-1	Incidents involving violations of aboriginal rights	Not covered in this report
<b>Human Rights Assessment</b>		
G412-1	Operations subject to human rights review or impact assessment	Not covered in this report
G412-2	Employee training on human rights policies or procedures	Not covered in this report
G412-3	Significant investment agreements and contracts that contain human rights provisions or have undergone human rights review	Not covered in this report
<b>Local Community</b>		
G413-1	Operations with local community engagement, impact assessments and development plans	P29, P49-52
G413-2	Operations with actual or potentially significant negative impacts on local communities	Not covered in this report
<b>Supplier Social Assessment</b>		
G414-1	New suppliers screened using social criteria	P8
G414-2	Negative impacts of supply chains on society and actions taken	Not covered in this report
<b>public policy</b>		
G415-1	Political donation	Not covered in this report
<b>Customer Health and Safety</b>		
G416-1	Assessment of health and safety impacts on product and service categories	P39-43
G416-2	Violations involving health and safety impacts of products and services	Not covered in this report
<b>Marketing and Identity</b>		
G417-1	Requirements for product and service information and labelling	P40-42
G417-2	Violations involving product and service information and labelling	Not covered in this report
G417-3	Non-compliance incidents involving marketing	Not covered in this report
<b>Customer Privacy</b>		
G418-1	Substantiated complaints related to invasion of customer privacy and loss of customer data	P42
<b>Socioeconomic Compliance</b>		
G419-1	Violation of laws and regulations in the social and economic fields	Not covered in this report

## Appendix 4 Reader Feedback Form

Thank you for taking the time to read this Report. In order to strengthen communication with you and other stakeholders, and continue to improve the Bank's environmental and ESG performance and Environmental, Social and Governance Report preparation, we sincerely hope to listen to your valuable opinions and suggestions, and sincerely look forward to your feedback opinions in the following ways:

Address: Zhongke Jinzuo Building, No. 23, Business Outer Ring Road, Zhengdong New District, Zhengzhou City, Henan Province, China  
 Tel: (86)0371-85519796  
 Fax: (86) 0371-85519888  
 Email: Dongjianban@zybank.com.cn

Please provide specific feedback:

- Your overall evaluation of this Report is  
 Good  Relatively good  Fair  Poor
- How the clarity, accuracy and completeness of the information and data disclosed in this Report in your opinion?  
 Good  Relatively good  Fair  Poor
- How comprehensive do you think this Report reflects the economic responsibilities undertaken by the Bank?  
 Good  Relatively good  Fair  Poor
- How comprehensive do you think this Report reflects the environmental responsibility undertaken by the Bank?  
 Good  Relatively good  Fair  Poor
- How comprehensive do you think this Report reflects the ESG undertaken by the Bank?  
 Good  Relatively good  Fair  Poor
- Are the design and layout of this Report easy to read in your opinion?  
 Good  Relatively good  Fair  Poor
- What needs to be improved most in this Report in your opinion?  
 Operation  Service  Environment  Employees  Society
- What do you want to know but are not disclosed in this Report?
- Your opinions and suggestions on the Bank's ESG work and report preparation:





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