REPORT OF CORPORATE SOCIAL RESPONSIBILITY OF BANK OF CHONGQING

Environmental/Social/Governance

2021
The year 2021 is a milestone year in the history of the party and the country, and it is also an extraordinary year in the development process of the Bank of Chongqing. Bank of Chongqing holds high the great banner of Xi Jinping’s thought of socialism with Chinese characteristics. In the new era, resolutely implements the decision-making arrangements of the CPC Central Committee and the municipal government, courageously advances with the encouragement of a hundred years of party history, takes the initiative to respond to challenges, and maintains a good momentum of steady development. By the end of 2021, the total assets exceeded 600 billion Yuan, and A shares were successively included in the sample of the FTSE Russell Flagship Index, and ranked among the top 300 global banks in terms of comprehensive strength and brand value for the sixth consecutive year. In the first year of A-share listing, the scale, quality and efficiency were steadily improved, and a good start was made in the 14th Five-Year Plan.

Adhere to steady progress and serve the overall situation of development. Adhere to the same frequency resonance with national strategy and regional strategy, deeply integrate into the construction of Chengdu-Chongqing Twin Cities Economic Circle, and the credit supply exceeded 100 billion Yuan for two consecutive years. Support the construction of inland open highland, empower the high-quality development of state-owned enterprises, and continue to contribute financial strength to the development of local real economy. Do a good job in the prevention and control of normalized epidemic situation, continue to implement the “six stability” and “six guarantees”, build a small and micro characteristic product system, and renew the brand of “Hui Yu Jin Fu”. Help consolidate the achievements of poverty alleviation and fully support rural revitalization. By the end of 2021, the balance of Pratt & Whitney micro-loans increased by 16%, and the balance of agriculture-related loans increased by 18%.

Protect the beautiful ecology and practice green development. Unswervingly take the road of ecological priority and green development, and continuously clarify the development path of green finance from the aspects of system construction, assessment mechanism, products and services, so as to enhance the service capacity of green finance and promote the realization of the goal of “peak carbon dioxide emissions” and “carbon neutrality”. Deepen the practice of green financial reform and innovation, and support Chongqing to establish a green financial reform and innovation experimental zone and a climate investment and financing experimental zone. Formally adopt the Equator principle, actively connect with international standards and take various measures to promote the development of green finance business. In 2021, the balance of green loans will increase by 33%.

Innovation leads, service improves quality and efficiency. Continue to promote the digital transformation strategy, effectively integrate digital technology with the real economy of financial services, and empower traditional business transformation and new business development. More than 70 scientific and technological projects and key tasks have been put into production, and the customer master data system has been successfully launched, realizing the interconnection of customer data. The first batch of digital RMB platforms have been connected in China, and continuous updating iterations such as “good enterprise loan” and “credit chance intelligence evaluation” have provided strong scientific and technological support for efficient and accurate customer service. Constantly optimize the business service process, strengthen the protection of consumers’ rights and interests, and provide more convenient and intimate services for the elderly.

Strengthen risk management and lay a solid foundation for development. Continue to strengthen the construction of a comprehensive risk management system, firmly build the risk bottom line and lay a solid foundation for high-quality development. Deepen the construction of the rule of law, improve the internal control system, strengthen the performance of duties in the “three lines of defense”, and form a virtuous circle of internal control that actively checks for leaks and fills gaps and does its duty. Improve the safety management system, implement the practical application of safety technology, strengthen the daily control of safety operation, and build a smart firewall for risk control to ensure safe operation, stability and far-reaching.

After a hundred years’ journey, the wind is strong, set sail vigorously and set off again. Looking forward to 2022, the Bank of Chongqing will adhere to the guidance of Xi Jinping’s new era of socialism with Chinese characteristics, implement the decision-making arrangements of the CPC Central Committee, adhere to the initial intention of serving the local economy, small and micro enterprises and urban and rural residents, work hard and bravely, and strive to write a new answer sheet for the high-quality development of the Bank of Chongqing.

LIN JUN
Chairman of the Board of Directors
Bank of Chongqing Co., Ltd.
President’s Address

In 2021, in the face of the complicated external environment, Bank of Chongqing adhered to the guidance of Xi Jinping’s new era socialism with Chinese characteristics, under the strong leadership of Chongqing Municipal Party Committee and Municipal Government, adhered to the concept of “heart-to-heart and common growth”, supported the local economy with professionalism, concentration and dedication, served the urban and rural residents, adhered to the steady tone, practical style and pioneering drive, and promoted high-quality development to achieve new results.

By the end of 2021, the total assets of the Bank were 618.95 billion yuan, up by 10.2%; the loan balance was 318.06 billion yuan, up by 12.3%; and the deposit balance was 338.7 billion yuan, up by 7.7%. The net profit was 4.859 billion yuan, an increase of 6.4%; the operating income reached 14.52 billion yuan, an increase of 11.2%, and the business scale reached a new level. Became the first “A+H” listed city commercial bank in the Yangtze River Economic Belt. In the corporate governance evaluation, it won the B rating of the highest level in the national banking industry with the highest regional score. Get the investment grade rating of Standard & Poor’s for the fifth consecutive year.

Take responsibility and be a booster of the real economy. Fully participate in the construction of Chengdu-Chongqing Shuangcheng Economic Circle, deepen a series of strategic cooperation, support more than 40 major projects such as Xi-Kun high-speed railway, and invest more than 100 billion yuan for two consecutive years. We will support the “six stability” and “six guarantees”, and solving problems, and put them off as long as possible. By the end of 2021, we have invested a total of 8.13 billion yuan. We will make every effort to develop inclusive finance, and promote the construction of green financial system, improve the organizational structure of green finance, and continuously promote the development of green finance of the whole bank. Give full play to the advantages of Bank of Chongqing Group, and use “green credit+green bond+green leasing” and other services to provide comprehensive green financial services for green enterprises and projects. Actively help Chongqing to create a green financial reform and innovation pilot zone and support the green development of the Yangtze River Economic Belt. Became the seventh bank in China to adopt the Equator principle. By the end of 2021, the scale of green finance exceeded 20 billion yuan, ranking first among local corporate banks in the city in the People’s Bank of China’s green finance evaluation.

Stick to the original heart and be the builder of a better life. Adhere to customer-centered, driven by digital transformation, continuously optimize business mechanism and expand service scenarios. Create a four-in-one window service system of “digital certification and smart signing”, with the replacement rate of electronic channel transactions exceeding 95%. Care for the disadvantaged groups, expand the convenience service points of “Chongyin Yijia”, promote the intelligent machines and tools suitable for aging, and make every effort to build a “temperature-sensitive” bank. Improve the system and mechanism, strengthen the handling of complaints, and fully protect the legitimate rights and interests of financial consumers. Further optimize the talent training system of the Bank and build a professional talent team. Give full play to the role of the “Chongqing Xiaojin” volunteer service team and carry out various forms of public welfare activities.

In 2022, Bank of Chongqing will adhere to the guidance of Xi Jinping’s new era of socialism with Chinese characteristics, fully implement the spirit of the 19th National Congress of the Communist Party of China and all previous plenary sessions of the 19th National Congress of the Communist Party of China, solidly implement the spirit of the economic work meetings of the central and municipal committees and the “two sessions” of the whole city, adhere to the general tone of steady progress, fully implement the new development concept based on the new development stage, actively integrate and serve the new development pattern, and promote the three major tasks of characteristic development, digital transformation and service improvement as a whole. We will fully serve the real economy, strengthen risk prevention and control, deepen reform and innovation, and greet the 20th Party Congress and the 6th Party Congress in Chongqing with new achievements and achievements of high-quality development.

RAN HAILING
President
Bank of Chongqing Co., Ltd.
To become a first-class public-listed commercial bank in China featured with “Remaining true to the origin and source, distinctive characteristics, safety and robustness, and value excellence.”

Remaining true to the origin and source: “Origin” refers to the real economy while “source” refers to the regional development. The Bank of Chongqing (hereinafter referred to as the Bank) assumes the mission of serving the real economy, proactively gets involved in the development of national and regional strategies, remains true to the original aspiration with perseverance, adheres to the orientation of “serving local economy, serving micro and small businesses, serving urban and rural residents”, makes new achievements by holding our grounds and explores new development space by better services.

Distinctive characteristics: The Bank goes deep into the distinctive and differentiated development, makes use of the resource endowment and market environment owned by “one municipality and three provinces”, advances reform and innovation in the aspects of product, channel, management, technology, mechanism, culture, talent, etc., provides optimized and featured services with enhanced support such as green finance, micro and small businesses finance, retail finance, culture and tourism finance, opening-up finance and green finance, and thus continuously improves the influence and competitiveness of products.

Safety and robustness: The Bank strengthens risk awareness, fosters risk culture, thinks more about the baseline, and tightens the boundaries of risk control. Through the advancement of overall risk management and the general planning and management of credit risk, operational risk, liquidity risk, market risk, reputation risk, etc. the Bank endeavors to achieve robust operation and safe development.

Value excellence: Driven by value creation, the Bank pursues value excellence. Setting the premium quality as the development goal and internal requirement, the Bank keeps ameliorating structure in an all-round manner, well integrates scale, quality and earnings, sharpens the comprehensive competitive edge, uplifts the holistic value in a balanced way, realizes the maintenance and appreciation of state-owned assets, and creates even larger value for investors and clients.

Through general improvement of fundamental capabilities, the Bank has realized the service with distinctive characteristics and state-of-art professionalism, the management of profundness, safety and efficiency, the development with resilient operation and proliferating value, and the brand of trustworthiness and excellence.

STRATEGIC
DEVELOPMENT VISION
Management

1. Improve Corporate Governance
2. Deepening Accountability Management
3. Strengthening Risk Management
In 2021, the Board of Directors of the Company actively performed its duties in inclusive finance, consumer rights protection, social responsibility and so on:

The Strategy and Innovation Committee of the Board of Directors reviewed and approved Proposal on Rolling Renewal of the 14th Five-Year Development Plan of the Bank of Chongqing to further improve the financial service development measures of small and micro enterprises from the aspects of customers, products and channels; the Proposal on Reviewing the Proposal on Renaming the Small and Micro Enterprise Banking Department (Agriculture, Countryside and Farmers Finance Department) to inclusive finance Department was reviewed and approved. After the small and micro enterprise banking department (Agriculture, Countryside and Farmers Finance Department) was officially renamed to inclusive finance Department, it will focus on the management of inclusive small and micro enterprise loans with single-facility credit of 10 million Yuan or less, so as to better implement the spirit of the Central Economic Work Conference on “strengthening services in inclusive finance” and promote the development of the Bank’s work in inclusive finance.


Improve Corporate Governance

In 2021, the sixth board of directors of the Bank of Chongqing held a special meeting. The Board of Directors deliberated and approved the Proposal on Rolling Renewal of the 14th Five-Year Development Plan of the Bank of Chongqing to further improve the financial service development measures of small and micro enterprises from the aspects of customers, products and channels; the Proposal on Reviewing the Proposal on Renaming the Small and Micro Enterprise Banking Department (Agriculture, Countryside and Farmers Finance Department) to inclusive finance Department was reviewed and approved. After the small and micro enterprise banking department (Agriculture, Countryside and Farmers Finance Department) was officially renamed to inclusive finance Department, it will focus on the management of inclusive small and micro enterprise loans with single-facility credit of 10 million Yuan or less, so as to better implement the spirit of the Central Economic Work Conference on “strengthening services in inclusive finance” and promote the development of the Bank’s work in inclusive finance.


Strengthen the management of information disclosure. Information disclosure should adhere to the principle of “truthfulness, accuracy and completeness timely and fair”, and the two markets should be synchronized, equal and equally aware of information. During the year, more than 240 A-share and H-share announcement documents were released. At the same time, the A-H information disclosure system was set up and improved based on the listing regulatory requirements of 4 and H. During the year, the management measures for information disclosure, the registration management system for insider information, the detailed rules for the implementation of the management measures for information disclosure and the management measures for suspension and exemption of information disclosure were revised and formulated, and the information disclosure requirements of various regulators for listed banks were incorporated into the Bank’s system.

Organized more than 60 investor relations activities, including 57 institutional investigations, 7 brokerage strategy meetings and 2 investor exchange days; and received 273 research institutions and 352 persons-time. Received more than 100 investor consultations, including more than 60 responses to SSE e-interaction, nearly 100 consultation emails and telephone numbers. The Board of Supervisors paid close attention to the Bank’s disclosure work, and put forward targeted supervision suggestions.

Analysis of substantive topics

We insist on formal and informal communication, conference forums, research cooperation, etc. with the government, regulators, shareholders, investors, customers, employees, professional organizations, media, the public and other stakeholders, so as to listen to opinions and suggestions and learn new knowledge. Valuable information and feedback will be incorporated into all aspects of management and sustainable development, such as re-development decision-making, business innovation, risk prevention and control, capacity building, communication and so on.

In 2021, the Bank made an overall analysis of internal and external policies and requirements, and further focused on issues such as inclusive finance, rural revitalization, green banking, financial technology, protection of consumers’ rights and interests, and employee capacity building, which were mainly responded and disclosed in this report.

Policy of social responsibility

The Bank is committed to integrating the concept of social responsibility into corporate culture construction and strategic development planning, constantly enriching the connotation of corporate social responsibility, actively exploring the practice of social responsibility with characteristics that are in line with the actual situation of the Bank, and promoting the harmonious and sustainable development of enterprises and the economy, society and environment, and creating values together.

In the re-implementation of the 14th Five-Year Plan, we have defined three key tasks, namely, “taking customers as the center, fully promoting service improvement”, “taking innovation as the guide, fully promoting digital transformation” and “taking collaboration as the support, fully promoting characteristic development”, which shows that the Bank has deeply integrated the responsibility concept and cross-border responsibility management thinking into development and operation, and laid a solid foundation for re-implementing sustainable development management.

Deepening Accountability Management

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Preventing financial risks is the most important thing for the Bank to prevent major risks. The Bank adheres to the business philosophy of high-quality development, optimizes the organizational structure of risk management, fully implements the asset quality plan control, solidly promotes all kinds of risk investigation, improves the level of intelligent risk control, effectively controls and controls risks in key areas, and ensures that all risks are generally controllable.

Accelerate the construction of the information security system, complete the network security planning, and formulate a three-year implementation path. Establish software development security standards, deploy security systems such as terminal data leakage prevention, email outgoing approval, new generation threat situation awareness, host security monitoring, etc., effectively improve network security management and control capabilities, and achieve excellent results in participating in offensive and defensive drills at all levels.

The application-level disaster recovery for 29 information systems including all important information systems in the same city has been established for key resources such as personnel, sites, documents and equipment needed for the continuous operation of important business. At the same time, an early warning and monitoring mechanism and an emergency response mechanism for risk events have been established. Every year, emergency drills for business continuity of the whole bank are conducted, which are engaged in three aspects: prevention before, control during and summary after the event, so as to ensure the continuous and stable operation of the whole bank's business.
Practice

Assuming the Mission to Boost High-quality Economy Development
Innovation Accelerate the Pace of Digital Transformation
Green Low-Carbon Building Ecological Beautiful Homeland
Jointly Creating a Harmonious and Better Life under Human-oriented Principle
Assuming the Mission to Boost High-quality Economy Development

Serving Key National Strategies

For a long time, Bank of Chongqing has continuously strengthened the characteristic operation capability of commercial banks plus investment banks, continuously improved the comprehensive financial service level, helped the construction of twin-city economic circle in Chengdu-Chongqing area, supported the construction of inland open highland, empowered the high-quality development of state-owned enterprises, and vigorously promoted the local economic construction of Chongqing and supported the development of real economy.

In 2021, the Bank provided more than 100 billion yuan of credit support in Shuangcheng area, supported more than 40 major projects such as Sichuan-Chongqing cooperation and co-construction. On August 5th, 2021, (Bank of Chongqing) became the lead underwriter of Chongqing government bonds from 2021 to 2023, and actively participated in Chongqing local debt investment, with the accumulated balance exceeding 12 billion yuan.

Milestones

Help the Construction of Chengdu-Chongqing twin-city economic circle

The Bank has carried out the practical activity of “I do practical things for the masses” in depth, playing the “trilogy” for enterprises to do practical things for them.

Sejong’s “Prada to Research”, incorporating into the construction of Shuangcheng Economic Circle in Chengdu-Chongqing region, the team members took the lead in field investigation in more than 10 regions, intensively visited key industrial parks for nearly 100 times, sorted out more than 1,000 enterprises, information, turned the financial needs of enterprises into a list of practical things to do. Formulated “one region, one strategy” and detailed measures to serve local entities and enterprises. Open the online channels such as “I am a heavy pedestrian” applet, mobile banking and corporate online banking, and communicate closely with enterprises.

Support Inner Open Highland Construction

Bank of Chongqing and the Municipal Development and Reform Commission signed a strategic cooperation agreement on accelerating the construction of twin-city economic circle in Chengdu-Chongqing region. The two sides will strengthen the cooperation between banking and government in policy planning, industrial layout, project promotion and functional platform construction. Bank of Chongqing will strengthen product innovation and service innovation in infrastructure construction, industrial cluster cultivation, functional platform construction, major project construction, exploration of regional financial achievement integration, etc., and provide 100 billion yuan of financial support to the construction of the twin-city economic circle in Chengdu-Chongqing region in the next five years through the one-directional financial service mode of “commercial bank plus investment bank” and “direct financing indirect financing”.

Join the China-Singapore (Chongqing) Interconnection Demonstration Project Financial Services Alliance, sign a financial derivatives trading agreement with DBS Bank, and deepen cooperation and docking with Singapore enterprises and financial institutions. With participation in Sino-Singapore demonstration projects as a link, we have established cooperative relations with 160 overseas financial institutions, and domestic and foreign correspondent banks cover 44 countries and regions around the world.

Empower State-Owned Enterprises to Develop With High Quality

Implement the requirements of “three distinctions” implement the dual diligence exemption requirements in microfinance digital finance and other fields, create an atmosphere of encouraging hard work, encouraging innovation and tolerating mistakes, and make the corporate culture of “heart-to-heart and common growth” deeply rooted in people’s hearts.

Participated in projects such as Nan’an Urban Construction, Chongqing International Logistics Hub Park issuing US dollar bonds on Singapore Exchange, etc., invested US$ 113 million, participated in 32 Sino-Singapore financial cooperation projects, and raised US$ 1 billion, creating “multiple firsts” such as the first real-estate investment trust project listed in Singapore in the central and western regions and the first overseas public offering of bonds under the Sino-Singapore demonstration project.

Play the “development song” of benefiting enterprises. Focus on providing credit bases, medium and long-term financing services, solve problems for enterprises and meet the needs of enterprises. Cooperate with district and county governments to set up risk compensation funds, launch “Entity Enterprise Credit Loan”, and make comprehensive use of products such as knowledge value credit loan, specialization and novelty credit loan, good enterprise tax credit, “excellent loan” and so on to meet the diverse needs of different enterprises.

Take the opportunity of participating in Sino-Singapore demonstration projects to enhance the comprehensive cross-border financial capability. It was the first bank in the Midwest to directly connect with the cross-border financial blockchain service platform of the State Administration of Foreign Exchange, and it was the first to launch the cross-border financial digital credit product “E-finance for chain enterprises to export” relying on the platform, with the credit amount exceeding 20 million yuan. Become a corporate bank with the most comprehensive qualification for exchange rate and interest rate business and the most abundant types of derivatives business in the central and western regions, help enterprises to prevent and control interest rate and exchange rate risks, and serve enterprises to “go global”. Participate in the construction of logistics financing and settlement scenarios of the new land and sea channel in the west, and provide logistics financial solutions. Open up domestic and overseas, domestic and foreign currency high-speed sharing channels, and handle cross-border settlement for customers exceeding USD 3 billion every year.

Implement the assessment based on objective assessment and supplemented by quantitative assessment. Encourage departments, offices and institutions to integrate into major strategies such as the construction of Shuangcheng Economic Circle in Chengdu-Chongqing area, and strengthen support for key areas such as chain stabilization, small and micro private enterprises and scientific and technological innovation.

Helping the Construction of Shuangcheng Economic Circle in Chengdu-Chongqing area, the team closely with enterprises.

Expand the “circle of friends”

Expand the “competence circle”

Expand the service circle

Column “Trilogy” to do Practical Things for Enterprises

The atmosphere of the flow

Mechanism incentive and empowerment

Assessment, motivation and empowerment

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Good service “intimate music.” Launched an upgraded version of financial service promotion joined financial leasing, brokerage and other financial peers to form a joint service group, which went deep into more than 10 regions of Shuangcheng Economic Circle, and connected more than 600 entities face to face, bringing comprehensive financial services to the door.

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Deepening Inclusive Financial Services

In 2021, the Bank adhered to the principle of serving local, community and real economy, adhered to the innovation-driven development strategy, improved the quality, efficiency and benefits of financial services supply, and promoted the incremental expansion, quality improvement and efficiency improvement and structural optimization of financial services for small and micro enterprises.

During the reporting period, it released the special sub-brand of small and micro enterprise financial services, held customer service activities such as “small and medium-sized enterprise listing counseling” salon exchange and “Internet-assisted agriculture” live training experience, and supported the national finals of “Make China SME Innovation and Entrepreneurship Competition. Create 8 series of small and micro characteristic product systems of classes: characteristic and online classes, starting power service and science and technology, agriculture, rural areas and farmers, cultural tourism, batch, good enterprise loan and chain enterprise loan, and create “1+5+4N” financial service harbor for private small and micro enterprises and individual industrial and commercial households’ and “central bank refinancing to support the real economy”.

By the end of 2021, the national standard loan balance for small and micro enterprises of the Ministry of Industry and Information Technology was 87.902 billion yuan, a year-on-year increase of 4.581 billion yuan. The balance of inclusive small and micro enterprise loans (excluding bill discount and discount-to-cash business) with a total credit of 10 million yuan or less per household was 39.783 billion yuan and 53,950 households, with a year-on-year increase of 5.524 billion yuan and 6,982 households, successfully achieving the regulatory goal of “two increases and two controls”.

In terms of system construction, in 2016, the Bank issued the Implementation Plan of Bank of Chongqing for Implementing the Innovation-Driven Development Strategy to Support the Development of Small and Micro Enterprises with Technological Innovation, which takes supporting small and micro enterprises with technological innovation as the strategic business development direction. In 2017, it joined the pilot work of knowledge value credit loans of Chongqing Science and technology enterprises. In 2018, according to the Chongqing Science and Technology Enterprise Knowledge Value Credit Loan System Construction Plan, the product “Science and Technology Future” was developed and the Bank of Chongqing Implementation Plan for Developing Small and Micro Science and Technology Enterprises Knowledge Value Credit Loan was released. In 2020, it joined Chongqing Intellectual Property Financial Services Alliance and signed Chongqing Intellectual Property “Central Bank Refinancing” Series Products Cooperation Agreement with Chongqing Intellectual Property Office to carry out intellectual property pledge financing business of science and technology enterprises. In 2021, it signed a strategic cooperation agreement with Chongqing Economic Information Commission to support the financing of “specialized and innovative” small and medium-sized enterprises with the exclusive product “specialized and innovative credit loan”.

In terms of policy support, the Bank implements list management for qualified technological innovation-oriented enterprises, and stimulates the enthusiasm of branches and employees to provide financial services for technological innovation-oriented enterprises by establishing mechanisms such as special assessment incentives, inclined economic capital coefficient, preferential internal fund transfer pricing and special risk loss reserve.

In terms of organizational construction, the Bank has set up one branch of science and technology and four branches with special characteristics of science and technology, focusing on providing comprehensive financial services such as credit and listing financing counseling for small and micro enterprises, and enhancing the financial service ability of science and technology innovative enterprises by building a franchise team and establishing credit policies suitable for the characteristics of science and technology innovative enterprises.

“Kechang Future” Knowledge Value Credit Loan

“Kechang Future” knowledge value credit loan is a credit product provided by science and technology enterprises jointly supported by the Bank and Chongqing Science and Technology Bureau. In 2016, the Bank signed a strategic cooperation agreement with Chongqing Economic Information Commission and launched Chongqing’s first exclusive credit product “Specialization and Innovation Credit Loan” to support “Specialization and Innovation” small and medium-sized enterprises, and established quantitative credit rating indicators for national “Little Giant”, municipal “Little Giant” and municipal “Specialization and Innovation” enterprises respectively, and implemented list-based precise financial services to promote the manufacturing industry to become better and stronger.

“Good enterprises know how to produce loans” with a year-on-year increase of CNY4.581 billion yuan.

“Central Bank Refinancing” Series Products

An edible fungus company in Chongqing provided more than 100 jobs for local farmers, including 15 poor households with files and cards. Affected by the epidemic, the company experienced liquidity shortage, and its production and operation were in trouble. The account manager of the Bank actively communicated with the company, introduced the central bank’s refinancing support policy in detail, opened the green service channel, tailored the green finance scheme for enterprises, and granted the central bank’s refinancing loan of 800,000 yuan in just two working days, effectively solving the urgent needs of enterprises.

“Specialized and special credit loan” in 2021.

“Good enterprises know how to produce loans” is an exclusive credit product provided by the Bank for small and micro enterprises with intellectual property rights. With intellectual property rights such as patents and trademarks as the main basis for credit enhancement, online business processes such as online application, intelligent approval and self-service lending are implemented, effectively solving the problem of realizing the valuation of intellectual property rights, and supporting qualified small and micro enterprises to convert “intellectual property rights” into “bank credit”.

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Effectively Link Rural Revitalization

In 2021, the Bank set up the Rural Revitalization Working Group of the Head Office, issued policies and measures such as the "14th Five-Year Plan of Financial Support to Consolidate and Expand the Achievements of Poverty Alleviation and Comprehensively Promote Rural Revitalization" and the "2021 Consumer Assistance Plan", launched the first rural revitalization loan in Chongqing, and landed the first "New Rural Credit Through Train" loan in Chongqing. The rural revitalization youth loan was in the forefront of Chongqing, promoting "good enterprises to help".

During the reporting period, the Bank strictly implemented the requirements of "Four Don’t Piles" and implemented the measures of "Five Helps", supported the poverty-stricken population to get rid of poverty steadily with credit assistance, promoted the revitalization and development of rural industries with consumption assistance, expanded the sales channels of agricultural and sideline products with sales assistance, improved educational facilities in poverty-stricken areas with donation assistance, guided by demonstration of rural revitalization with pairing assistance, and made great efforts to increase credit supply to support poverty-stricken areas by developing characteristic industries, improving infrastructure and consolidating the development foundation. We will continue to promote rural revitalization in poverty-stricken areas, build more than 200 inclusive finance bases in rural areas of Chongqing, walk into more than 200 villages and towns by means of "mobile banking vehicle" and organizing missionary teams, and carry out the educational activities of "sending financial knowledges to villages and households" to improve the financial literacy of poverty-stricken people.

By the end of 2021, the balance of agriculture-related loans of the Bank was CNY 48.743 billion yuan, an increase of 7.615 billion yuan over the end of last year. The balance of type A inclusive agriculture-related loans was 10.525 billion yuan, an increase of 1.868 billion yuan compared with the end of last year.

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The "Golden Rooster Project" Serving National Industrial Poverty Alleviation Landed in Chongqing

On March 9th, 2021, Chongqing Bank is holding subsidiary, Chongqing Jiexiu Financial Leasing Co., Ltd. (hereinafter referred to as "the company"), gave full play to the characteristics and advantages of financial leasing "integration and financing" and supported the national key poverty alleviation project of agricultural industrialization "Chongqingjinji Industry Poverty Alleviation Project" (hereinafter referred to as "Jinji Project") to lend in Chongqing.

The company worked closely with Fengdu Sub-branch of Bank of Chongqing to open the green channel to speed up the examination and approval at the first time, and gave preferential policies such as low interest rate and zero handling fee. Finally, 43 million yuan was invested through direct rent, which solved the problem of equipment procurement.

The "Golden Rooster Project" has been put into operation in more than 30 poverty-stricken counties in nearly 20 provinces. After Chongqing Golden Rooster Project is put into full production, it can realize the economic benefits of annual output value of 500 million yuan and annual tax payment of 35 million yuan, directly driving about 1,200 local farmers to increase their employment income and indirectly driving nearly 10,000 people out of poverty.

Improving fundamental financial services

Developing convenient service sites

Relaying on the financial service tools like POS for rural residents, mobile banking vehicles and portable terminals, the Bank built up the rural convenient financial service sites that integrated inclusive finance education, fundamental financial services and business promotion. In 2021, totally 41 sites were built with coverage of 558 administrative villages.

Diversifying payment and settlement channels

The Bank improved the payment and settlement service environment in rural areas, and met the routine financial needs of villagers such as bank card activation, small-amount deposit and withdrawal, and payment agency. In 2021, the Bank utilized the business promotion platform to remotely activate 19.736 bank cards for rural residents and handled 185 rural POS transactions with a total amount of CNY 949,000 yuan.

Enlarging distribution of more petty cash

Taking advantage of geographic location, the Bank enlarged the distribution of more petty cash to small dealers and new agriculture operators. In 2021, totally CNY 22.37 million yuan in petty cash was allocated to the rural areas.
Drive Innovation to Accelerate the Pace of Digital Transformation

Strengthen Financial Technology Empowerment

In 2021, under the overall planning of the Digital Innovation Leading Group, the Bank vigorously promoted key projects such as digital product service, risk management construction, digital management, digital ecosystem sharing and integration, etc. Through the empowerment of science and technology, all business lines achieved good operation results.

In terms of building digital products and services, the "Export E-Loan" achieved the first loan lending, and it is the first online credit product of city commercial banks in the Central and Western Departments relying on the cross-border financial blockchain service platform of the State Administration of Foreign Exchange. Compared with the traditional way, the customer paperless business processing time is shortened by nearly 30%, and the teller voucher sorting workload is reduced by about 50%.

In terms of promoting the construction of risk quantification management, the Bank-wide risk management system was officially launched, realizing online system control of price review, sensitivity analysis, limit management, stress test and return test, and it was the first local bank in Chongqing to use online system to manage market risks. Fengling Wisdom Evaluation-Industry Wisdom Chain built the industry and regional economic analysis models of "Chengdu-Chongqing Economic Circle" and "China Longsheng Industry Chain" and "Emerging Industry Chain", and made a comprehensive portrait of the business characteristics and risk characteristics of enterprises in specific industries and regions, and won the top ten outstanding cases of China Financial Digital Technology Innovation Competition.

In terms of continuously improving the level of digital management, we have built a whole-line cloud video conference system and put 79 enterprise smart screen terminals into use, which has effectively improved the working efficiency of remote collaborative office in the post-epidemic era. The customer master data system went online, realizing unified management of customer information of the whole bank, lending the customer theme basic data standard and customer label application system, and providing service support such as customer portrait and customer group screening for marketing platform, exhibition platform and mobile banking.

In the exploration of digital ecosystem sharing and integration, the green financial management system has been successfully launched. The system includes the equator principle business function module, which can be matched and managed according to the environmental and social risks of loan projects, so as to promote the sustainable and healthy development of green financial business. In terms of Digital RMB, as the first corporate bank in China and the first in Chongqing, it has successfully accessed the Pilot Digital RMB interconnection platform, and has completed more than 1,100 transactions, with a transaction amount of about 420,000 yuan, promoting the pilot of digital RMB to public wallet and one-way business, and helping the construction of twentysixty economic circle in Chengdu-Chongqing area.

At the same time, in 2021, the innovation work of financial standardization progressed steadily, and the innovation practice of the Bank’s standardization system was recorded as a typical case in China Banking Products and Services Standardization Development Report 2020 and Blue Book 2021 of “Leader” of enterprise standards in the financial field and it was listed as the leader of enterprise standards in the financial field for the third consecutive year.

Build a Scientific and Technological Risk Barrier

The Bank continued to improve the safety management system. We focused on the implementation of the development security consulting project, worked out the development security management and vulnerability management process, and worked out norms and security baselines for all links such as project establishment, requirements, design, coding, testing, launching, etc., which provided institutional support for the security management and control of the whole life cycle of software development.

Implement the practical application of safety technology. The anti-bleaching system of terminal data and the approval system for outgoing mail have been deployed, and the security control means of terminal data have been improved, thus realizing the comprehensive control of data copying and outputting. A new generation of threat awareness system and host security system were deployed, which realized the full coverage monitoring of the production network, tested network host server and network abnormal behavior.

Strengthens the daily control of safety operation. According to the standard process of network protection, special personnel are assigned to strengthen the daily security monitoring, analysis and disposal, continuously discover and repair asset loopholes, optimize the security monitoring and alarm strategy, improve the alarm accuracy and timeliness of event disposal, and significantly improve the network security protection capability. In 2021, the Bank participated in Chongqing network attack and defense drill and PSROC financial metropolitan area network attack and defense drill of all which achieved excellent results with zero loss points.

Coordinate and Promote Digital Innovation

In 2021, the Bank continued to deepen the digital strategy transformation, and the Ministry of Science and Technology newly established a safety internal control center and a quality management center to further strengthen the empowerment of science and technology, all business lines achieved good operation results.

In digital universal benefits, By the end of 2021, the "Good Enterprise Loan" series of small and micro online first products had expanded to 48 sub-products, with a cumulative investment of more than 23.5 billion yuan. Promote the O2O business model of digital credit, "Bashizhi Mobile Bank has brought a new digital service model. First, it has solved the difficulty of serving rural population, providing financial services to nearly 10,000 rural customers, with over 170 million yuan to 3,800 poverty-stricken households with files and cards, thus promoting the effective connection between poverty alleviation and rural revitalization. The second is to eliminate the pain points caused by customers’ mobility inconvenience, expand the service to thousands of rural revitalization projects, about 170 million yuan to 3,800 poverty-stricken households with files and cards, thus promoting the effective connection between poverty alleviation and rural revitalization. The second is to eliminate the pain points caused by customers’ mobility convenience, expand the service to thousands of rural revitalization projects, about 170 million yuan to 3,800 poverty-stricken households with files and cards, thus promoting the effective connection between poverty alleviation and rural revitalization. The second is to eliminate the pain points caused by customers’ mobility convenience, expand the service to thousands of rural revitalization projects, about 170 million yuan to 3,800 poverty-stricken households with files and cards, thus promoting the effective connection between poverty alleviation and rural revitalization.

In digital and high-quality development of the real economy, and empower traditional business transformation and new business development.
Green Low-carbon Building Ecological Beautiful Homeland

Construction of Green Bank

The Bank set up a “Green Finance Development Leading Group” and set up a new “Green Finance Department” to carry out the green financial business of the Bank as a whole. The six subordinate branch-office-level institutions have set up green finance innovation service centers, set up special pools to promote green finance business, and 47 branches directly under the head office have designated special personnel to engage in green finance work.

In order to better provide characteristic services for global green industries, combined with the construction plan of Chongqing Green Finance Reform Experimental Zone, the Bank closely connects five core areas including Liangjiang New Area, Yuzhong District and Jiangbei District, and eight key areas including Dazu District and Wulong District. Give full play to the regional competitive advantages of branches, set up a “Green Finance Incubation Center” in Liangjiang New Area, set up a new Liwa Sub-branch to focus on the development of green financial business, support the transformation of Dazu Sub-branch and Wulong Sub-branch into green sub-branch, improve the green financial service format of the whole bank, and create a top-down, organically integrated and point-to-point green financial service body.

Continuously improve and enrich the green financial management system, and form an institutional system based on strategic planning. In the 13th Five-Year Plan and the 14th Five-Year Plan, the Bank clearly proposed to vigorously support the development of green, circular and low-carbon economy, and successively formulated green financial business guidance, three-year implementation plan, annual development plan, special credit guidelines and special evaluation policies, and gradually implemented the management and guidance of green financial development from macro to micro. Deep integration of assessment policy and serving green enterprises. For four consecutive years, in terms of credit investment, the energy-saving and environmental protection industries were included in the priority support industries, and all branches were required to actively choose green industries to provide financial services. In terms of internal pricing, the preferential policy of double reduction of internal capital transfer pricing and economic capital adjustment coefficient of green loans is given, which greatly reduces the business cost of branches, green loans. In the performance appraisal, the increment of green loans will be included in the appraisal of graded banks, so as to strengthen the whole bank’s emphasis on green industries, give play to the role of “baton” of the appraisal and further guide and optimize the allocation of financial resources from positive incentives and appraisal constraints.

Deepen Green Finance

As the first “A+H” listed city commercial bank in the western region and the seventh “Equator Bank” in China, the Bank has always been committed to serving the local economic development, always adhering to the initial intention of serving the green development, grasping the strategic opportunities of the Yangtze River Economic Belt and the construction of the two-city economic circle in Chengdu-Chongqing region, constantly improving the characteristic service capacity of green finance, constantly strengthening the policy and resource guarantee of green finance, providing strong financial support for the green transformation of key industries and key areas, and providing an important ecological barrier in the upper reaches of the Yangtze River.

In 2021, 2 billion yuan of green financial bonds were issued, and all the funds raised were used to support environmental protection projects such as pollution prevention, energy conservation and emission reduction, resource conservation and recycling, ecological protection, river regulation, land regulation, and wetland park construction. By the end of 2021, the Bank’s green finance scale exceeded 20 billion. Among them, the balance of green loans exceeded 19.1 billion, an increase of nearly 5 billion compared with the beginning of the year, with a year-on-year growth rate of 33%.

Signed the Strategic Cooperation Agreement between Chongqing Eco-environment Bureau and Bank of Chongqing to promote carbon neutrality in Chongqing peak carbon dioxide emissions with Chongqing Eco-environment Bureau, becoming the first bank to reach a strategic cooperation with Chongqing Eco-environment Bureau on “double carbon”. In the next five years, the Bank will provide 50 billion yuan of financial support for “double carbon” and climate change prevention and management. In 2021, 50 billion yuan of financial support for “double carbon” and climate change prevention and management was provided.

On the one hand, the exterior walls are made of advanced energy-saving materials, and their supporting equipment, furnaces with advanced technology. In 2021, 150 million yuan was provided for it.

“Carbon reduction and integration”: Focus on supporting green manufacturing, green travel, green energy and other projects that can generate energy saving and emission reduction benefits.

“Carbon sequestration” mainly supports projects that absorb carbon dioxide such as ecological protection, green gardens and ecological restoration.

“Clean integration”: focusing on supporting the projects of environmental remediation and resource recycling.

In 2021, the Bank launched a series of “double carbon” green financial products, with increasingly abundant service products, to fully promote the realization of the “double carbon” goal.

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Performing Green Operation

The Bank vigorously advocates the concept of low-carbon and green office, and the concept of energy saving, consumption reduction, environmental protection and green office. The Bank vigorously promotes green development from macro to micro.

In 2021, Huyu Jinzu provided Sichuan Jingke Energy Co., Ltd. with 150 million yuan, totally 100 single crystal silicon rod drawing project, which can meet the needs of high-end solar cells such as PERC, HIT and IBC, and will effectively promote energy conservation and emission reduction.

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While developing green finance, Bank of Chongqing actively advocates and practices green operation, and carries out various online and offline environmental protection theme activities on Earth Day and National Low Carbon Day. In 2021, the online activity of “Green Bank, the Future with Low Carbon Life” deepened the public’s knowledge and understanding of green and low carbon through questions and answers, advocating green travel, etc. The activity attracted more than 500,000 people to participate in it and led the public to donate nearly 20 million yuan.

CASE

Practicing a Green And Low-Carbon Lifestyle

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CASE

Exploring Innovative Business of Carbon Finance

Bank of Chongqing makes full use of Chongqing’s advantages as one of the first seven pilot cities of carbon emission trading in China, actively connects with the competent authorities, explores innovative business of carbon finance and opens up the way of value evaluation and pledge realization of carbon emission rights. In July 2021, the 100,000-ton carbon emission quota owned by a company in Chongqing was used as collateral for loan pledge, and a working capital loan of 45 million yuan was provided for it.

“Unexpectedly, I didn’t expect Bank of Chongqing to take a fancy to our green enterprise value, which provided us with financial services so quickly.” —— Relevant person in charge of the company

CASE

Helping the Photovoltaic Industry

CASE

Practicing a Green And Low-Carbon Lifestyle

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Jointly Creating a Harmonious and Better Life under Human-oriented Principle

Commitment to Sustainable Growth of Employees

Chongyin School

In order to further optimize the talent training system of the Bank, constantly innovate the training concept, improve the training structure and training content, and realize the double promotion and promotion of Bank of Chongqing’s strategic development and employees’ growth and talents. Chongyin School was established in February 2020, aiming to become a solid guarantee and intellectual support for the Bank’s high-quality development.

Chongyin School pays attention to the construction of internal courses and teacher system, has developed more than 80 excellent courses, trained and certified more than 240 internal trainers, and actively served internal training. Pay attention to the key groups, continually promote the hierarchical and classified training of management talents, professional ability enhancement training and comprehensive quality enhancement training for all employees, and hold excellent training programs such as induction training camp for new employees, “excellent teachers and excellent courses” program, special training on digital transformation, series training for branch directors’ management ability enhancement, marketing ability enhancement training for account managers, etc., and implement the development plan of the 14th Five-Year Plan of the Bank to help “technology empowerment, talent empowerment and management empowerment”.

Enjoy Learning and Enjoy Growing Together

Advocating the idea that heavy pedestrians are willing to learn and share, at the same time adhering to the corporate culture development concept of “heart-to-heart and common growth” of our bank, representing heavy pedestrians to continuously learn, improve themselves, gain personal growth, support the growth of others and develop together with the organization.

Lay A Solid Foundation, Improve the System and Form A Culture

The first stage: comprehensively upgrade the personal training system and build a learning platform. The second stage: give full play to the role of excellent courses and serve the strategic development. The third stage is to comprehensively shape the learning sharing culture and build the learning ecosystem.

Three-Year Construction Plan of Chongyin School

The Orientation of “Three Forces” of Chongyin School

Chongyin Philosophy

Cultivate talents and activate the driving force of development

Spread culture and enhance cohesion of the whole bank

Service, enhance comprehensive competitiveness

First Second Third

Continue to Deepen Democratic Management

Relying on the democratic management system with the workers’ congress as the basic form, the Bank’s major decisions and major issues related to employees’ personal interests are submitted to the workers’ congress for discussion and resolution, so as to safeguard employees’ right to know, participate and supervise. In 2021, a total of three employee congresses were held and the proposal to revise the Administrative Measures of Bank of Chongqing for Employees’ Career Development Channels and the Administrative Measures of Bank of Chongqing for Deferred Payment of the assessment encourages “improving quality and efficiency”.

Performance Pay was reviewed and approved, and important matters such as the annual operation of Bank of Chongqing and the income and expenditure of trade union funds were reported at the employee congresses.

Caring about employees’ life

The Bank adheres to the principle of “caring for employees, rallying strength and warming people’s hearts”, and puts care for employees into practice. Efforts will be made to promote the construction of “employees’ homes”, constantly improve the configuration of employees’ gymnasiums, offer midday courses, and invite professionals to give lectures on the spot. Hold health knowledge lectures, and care for the physical and mental health of employees. Organize a variety of staff activities, covering the collection of literary works, DIY production of Mid-Autumn moon cakes, blueberry picking autumn tour, staff sports meeting and so on.

Continue to help and console. Consultation activities such as “Welcome the Spring Festival in send warm” and “Send Cool Summer” were carried out. In 2021, there were more than 4,000 consultations to employees. Focusing on the needs of front-line employees, we will continue to carry out activities with corporate culture characteristics such as “employees’ family members go back to work”. On the occasion of the centenary of the founding of the Party on July 1st, I visited 20 seriously ill party members and martyrs. Allocate special funds to support grass-roots trade unions to carry out normalized epidemic prevention and control, and fully guarantee the personal safety of employees. Improve the employees’ serious illness insurance system, renew mutual insurance, help 7 employees apply for serious illness mutual aid, apply for special solution to the superior trade union, and bring the care and sympathy of the superior organization to 17 employees who have temporary difficulties in life due to illness.
Carry Out “Send Warm•Welcome the Spring Festival” Condolence Activities

On the occasion of the Spring Festival in 2021, the trade union of the Head Office carefully worked out a condolence plan, launched the “send warm•Welcome the Spring Festival” campaign for the whole bank, and sent organized care and Spring Festival blessings for the employees.

Protect Consumers’ Rights and Interests

The Bank focuses on continuously improving the quality and efficiency of consumer protection from three aspects:

Mechanism: Improve internal control system and strengthen supervision and inspection

According to the latest policies issued by regulators, combined with the actual situation of the Bank, the existing internal control system of consumer rights protection in the Bank was thoroughly sorted out, the gaps and shortcomings were filled up, and the “Measures for the Administration of Financial Marketing Publicity of Bank of Chongqing” was formulated, constantly optimizing the audit points of consumer protection special products, expanding the audit scope, and gradually establishing a consumer rights protection system with product design compliance, marketing publicity norms, information disclosure in place, powerful assessment and evaluation, and accountability to the end. And organized and carried out all-round supervision and inspection, such as special internal audit, information protection investigation and product walk-through test, to ensure the system execution.

Complaint management: Implement quick disposal and promote traceability and rectification

In handling customer complaints, the Bank followed the principle of “first inquiry first inquiry handling of Customer Complaints of Bank of Chongqing” and responded to customer demands in a timely manner.

At the same time, we attach great importance to key risk areas such as Internet loans, strengthen source governance, promote traceability and rectification, and turn customer opinions into an important starting point for optimizing products and services.

In 2021, the Bank accepted 1,841 customer complaints. Among them, in the field of complaint business, it mainly focuses on loans: 701 accounting for 38.1%, debit cards: 292 accounting for 15.9%, credit cards: 254 accounting for 13.8%.

The main reasons for complaints are system rules, service attitude and quality. In terms of geographical distribution, there were 1,717 cases in Chongqing, accounting for 93.2%; 36 cases in Sichuan, accounting for 2%; 27 cases in Guizhou, accounting for 1.5%; 61 cases in Shaanxi, accounting for 3.3%.

Education: Practice the inclusive finance and pay attention to the effectiveness of publicity

The Bank earnestly implemented the requirements of the “I do practical things for the masses” campaign, and with the theme of “financial education, protecting rights and interests, growing together”, continued to promote the normalization of financial knowledge publicity and education, and carried out publicity and education for financial consumers at various levels and through various channels to continuously improve the financial literacy and safety awareness of the public. 200 inclusive finance bases have been established in rural areas of the city, and relying on the bases, rural financial knowledge education has been vigorously carried out. Open a small class of financial knowledge on the official WeChat official account, and push more than 60 promotional materials such as tweets, cartoons and videos on the theme of financial knowledge publicity. Create an online education platform in official website Consumer Protection column, and publish 50 articles on financial knowledge popularization throughout the year, providing the public with an online platform to learn financial knowledge anytime, anywhere. Use the official video number to push short videos Three Kingdoms Fraud. Stay away from campus loans and How much do you know about deposit insurance?

Stay away from campus loans and How much do you know about deposit insurance? Stay away from campus loans and How much do you know about deposit insurance?

To enhance the public’s financial literacy and safety awareness. Establish cooperation with the Daily 630 column group of Chongqing Satellite TV News Channel, popularize the knowledge of refusing to buy or sell bank cards and using credit cards reasonably to the public through the 630 Open Class program of this channel in the form of typical case broadcast and expert comments, and make a lot of use of all the ways that the public loves to see and hear, entertain financial knowledge in a lively way, and enhance the practicability and availability of financial knowledge publicity and education.
Enthusiastic About Social Public Welfare

In 2021, the Bank organized and implemented the practical activities of "do practical things for the masses" with public welfare activities, built a convenience service point of "Paying Attention to the Silver Inn", provided convenience services for outdoor workers, etc., gave full play to the role of the "Chongqing Xiaojin" volunteer service team, and continued to convey the repeated temperature of "growing together with the heart".

Launch a "practical class" to temper practical skills. Create a social practice platform for college students. More than 80 internship positions are provided to help college students accumulate work experience. Actively carry out cooperation between banks and universities, and jointly hold a gold medal marketing competition with changing technology and business university.

University of Finance and Economics. Nearly 100 college students went to 47 outlets to conduct two-month actual combat training in summer, further enhancing their professional practical ability. Docking more than 160 teachers and students from Chongqing Xiaojin College to conduct research and exchange broaden their horizons and increase their knowledge.

Launch "Finance and Business Course" to popularize financial knowledge. For primary and secondary school students, play a role as the city's youth financial base, and build a financial and business education platform. More than 10 activities such as "Little Banker" and "Finance Course" were held. Young people were invited to enter the business outlets to gain financial experience and set up Bank of Chongqing Happy Bookstore to help local children.

In 2021, Bank of Chongqing went into Guangpu Town, Bishan to carry out the activity of "Financial Education and Rural Tour". Employees of the Consumer Rights Protection Department of the Head Office wrote, directed and acted by themselves, bringing the sketch Mist to the villagers, entertaining and entertaining, revealing the trap of illegal fund-raising more easily.

Two employees of Bishan Sub-branch carefully prepared and explained in simple terms the harm of bad personal credit records and illegal trading of bank accounts. During the activity, educational videos such as personal financial information protection, prevention of telecommunication network fraud, etc. were also broadcast, and a question-and-answer session with prize-winning knowledge was set up. Everyone actively participated, and the publicity covered more than 300 villagers in Guangpu Town, which achieved good educational effect.

Carry out the activity of "Financial Education and Village Tour"

On May 26th, 2021, Bank of Chongqing, together with the Chongqing Municipal Committee of the Communist Youth League and the Chongqing Municipal Committee for Youth Work, launched the scholarly transmission activity of "Spring Warming Chongqing Send Love Home". The activity covered 90 non-main cities and counties and 60 primary schools in Chongqing, reaching more than 60,000 people. This activity screened out 4,000 excellent books, standardized and orderly flowed in primary schools by means of "reading and delivering".

Provided excellent books for the majority of children, especially left-behind children in rural areas, and guided children to read more books, read well and study well through education. At the same time, more than 30,000 books of reading notebooks were given out to encourage children to record their reading feelings and experiences, and to experience the fun of extracurricular reading. After the event, Bank of Chongqing plans to donate 4,000 books to Wuhe local primary school, and set up Bank of Chongqing Happy Bookstore to help local children grow up healthy and comprehensively.

"Spring Warming Chongqing Send Love Home"

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"Spring Warming Chongqing Send Love Home". Scholarly
The Bank of Chongqing followed the Appendix XXVII of Hong Kong Stock Exchange Guides on Environment, Social and Governance Report to finish the ESG disclosure.

**ESG Disclosure**

**Governance**

For this part, please refer to the part of improving corporate governance and promoting green finance.

**Environment**

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<th>Emissions</th>
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<td>Level A2:</td>
<td>Use of Resources</td>
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<td>Level A3:</td>
<td>Environment and Natural Resources, please refer to the Implementing Green Operation and Key Performance</td>
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<td>Level A4:</td>
<td>Climate change</td>
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</table>

After actively adopting the Equator principle, the Bank continued to actively carry out the research on EU sustainable classification standards, compared and analyzed the four mainstream green financial standards at home and abroad, and took the lead in landing EU sustainable classification standards in China to promote the development of green business against the world-class standards; Focus on industry standardization research and lay a solid foundation for development. As an advanced financial standard innovation unit in Chongqing, the Bank is the first legal person bank in Chongqing to carry out research on green financial standards: The Green Credit Business Process Standard and the Green Bond Information Disclosure Standard formulated by the Bank of China have passed the certification of the head office of the People’s Bank of China and have been publicly released, gradually improving the green financial standard system.

Participated in the innovative development of compliance of green finance business of Chongqing Business Management Department of People’s Bank of China, Bank of Chongqing Insurance Regulatory Commission and Chongqing Local Financial Supervision Bureau, became the first pilot bank of “Yangtze River Green Finance”, and assisted Chongqing Business Management Department of People’s Bank of China to launch the functional modules of “Green Easy Loan” and “Support Tools for Carbon Emission Reduction” to promote global financial business of Chongqing Business Management Department of People’s Bank of China and Tanyihua University, to contribute financial wisdom to the city’s low-carbon transformation.

The city’s first green financial management system was launched, which used big data, artificial intelligence and other financial technologies to consolidate the construction of green financial infrastructure. Through deep integration with green financial business processes, the system realized intelligent identification of green financial business, automatic measurement of environmental benefits, multi-dimensional monitoring of environmental risk, and overall management of the group’s green financial business, which made a beneficial attempt for Chongqing to establish a green financial reform and innovation experimental zone and digital construction in climate investment and financing experimental zone.

As the governing unit of China Green Finance Professional Committee and Chongqing Green Finance Professional Committee, it actively learns advanced theoretical experience from professional organizations in the industry, and conducts close cooperation and exchanges with domestic and foreign green finance organizations such as the Equator Principles Association of the United Kingdom, Hong Kong Monetary Authority, Swiss Consulate General in Chengdu, peer organizations, universities, and draws on advanced green finance development experience.

Relying on the national Post-Doctoral Research Center of Chongqing, we will actively carry out the research on the development path of “green bank” in Wuling Mountain area, and explore and transform the major green and low-carbon development path in jointly carried out with Chongqing Business Management Department of the People’s Bank of China and Tanyihua University, to contribute financial wisdom to the city’s low-carbon development.

**Social**

**Level B1, B4: Employment, labor standard**

The Bank strictly abides by Labor Law of the People’s Republic of China and other labor and employment laws and regulations, actively builds a perfect labor and employment relationship, and eliminates the use of child labor. The Bank keeps improving the welfare measures to protect employees’ rights and interests, adheres to the principle of fixed post, rank and personnel, improves personnel recruitment and configuration.

**Level B2: Health and Safety**

The Bank attached great importance to safety work, invested a great deal of manpower and material resources to ensure the safety of customers and employees’ lives and assets, actively participated in the drafting, discussion and publication of GA38–2021 national standard Bank Security Prevention, actively promoted the digital transformation of safety management, and compiled and distributed the Bank of Chongqing Security Knowledge Reader, which provided a comprehensive work guide for the Bank’s security practitioners.

**Case**

Conduct Fire Safety Training and Emergency Drills

In June, 2021, the Bank launched the fire safety training and emergency drill of the Head Office Building in 2021. Include theoretical training, evacuation and escape, and practical exercises. Evacuation and escape mainly simulates the evacuation of people in the high-rise building fire scene. The whole evacuation and escape drill was intense and orderly, and all the staff had a deeper understanding of evacuation routes and escape skills in case of fire, and their safety awareness and skills were further improved.
Carrying out the “Safe Production Month” activity

From June 1st to June 30th, 2021, the “Safe Production Month” will be organized across the Bank. All departments and offices of the Head Office and branches fully combine the ongoing study and education of party history and organize to watch the feature film Life is more important than Mount Tai. All branches carry out the “Know your role, publicize your role” publicity in combination with business activities, and enter enterprises, rural areas, communities, schools and families.

In addition, the Bank focused on safety in production, took posters, folders, banners and videos as the main forms, and made great efforts to carry out theme publicity by using “one screen” and other publicity carriers. The Head Office organized three live broadcasts online, focusing on Safety System Construction, Security Supervision and Management and Fire Safety Management respectively, with a cumulative audience of more than 1,500 people. Make 20,000 copies of Safety Manual and place them in various business outlets for centralized publicity. The Bank has conducted more than 290 safety education and training sessions in various forms.

Supply Chain Management

Level B3: Development and Training. Please Refer to Practice—Committed to the Continuous Growth of Employees and Key Performance

Supply Chain Management

The Bank advocates and practices the concept of green environmental protection in procurement management. Strictly control the suppliers’ access requirements in terms of environmental protection, energy saving and emission reduction, and regard the environmental protection qualification and energy saving performance of intelligent auxiliary materials, curtains, signage, office furniture and other products suppliers as important consideration requirements in terms of environmental protection, energy saving and emission reduction, and regard the environmental protection qualification and energy saving performance of intelligent auxiliary materials, curtains, signage, office furniture and other products suppliers as important consideration indicators for procurement. The procurement management system has been built and fully operated, and the online remote bidding of suppliers has been implemented to reduce the cost of procurement.

Level B6: Product Responsibility

Tracking regulatory concerns and social hot issues, improving the sensitivity to risks, focusing on key risk points such as the safety of customer information collection and use, whether the publicity of product and service information is in place, and compliance of post- loan collection. Combined with the centralized feedback from the Bank’s customers, we paid attention to the quality and price conformity of products and services, the independent choice of customers’ needs, and the determination of strategic direction. In order to improve the effectiveness of risk control, the key points of market entry audit of consumer credit products were audited, and the audit quality was improved.

Further expand the coverage of market entry audit. On the basis of the special audit on the management system, operation process and format contact of new products and services, we will focus on the audit of marketing promotion schemes and texts, and further standardize the marketing promotion behavior. In 2021, a total of 548 systems, procedures, publicity programs and other contents were specially examined for consumer protection, and 216 amendments were put forward to urge all business departments to revise them.

Promote the Intelligence of Internal Control Compliance

Update more than 40 innovative applications online throughout the year, and use big data intelligence to improve the level of internal control compliance. One is strong wind control with “wind chime wisdom evaluation”. The digital risk control system of “wind chime intelligence evaluation” is constructed with four sections; namely, “correlation intelligence check”, “industry intelligence chain”, “financial intelligence” and “digital intelligence map”, which is widely used in credit business, asset preservation, employee behavior management, anti-money laundering and other fields, and provides intelligent risk control and auxiliary decision-making tools for internal control and compliance. The second is strong foundation. Online face recognition, put into production intelligent OCR recognition system to ensure that the credit fund payment meets the regulatory requirements, and change manual management into intelligent management. The third is strong wind control with “wind chime intelligence” and “digital intelligence map”, which is widely used in credit business, asset preservation, employee behavior management, anti-money laundering and other fields, and provides intelligent risk control and auxiliary decision-making tools for internal control and compliance.

Compliance Culture

First, according to the requirements of external supervision, we will carry out the 2021 “Construction Year of Internal Control and Compliance Management” compliance case prevention knowledge test activity in the whole bank, and organize 75 institutions and more than 4,400 people in the whole bank to take part in the knowledge test, so as to promote learning through the test, introduce the concept of compliance culture into business management activities, and guide employees to strengthen compliance awareness and effectively prevent compliance risks. Second, the Bank-wide special training on compliance management was conducted to promote learning through training, timely transmit the latest requirements of compliance management around rules and regulations management, compliance officer’s work practice, OA system formulation process and other aspects, focus on answering common problems encountered in compliance officer’s work, and strive to improve the enthusiasm and initiative of employees in compliance performance.

Employee Behavior Management

By using digital means such as “wind chime intelligence evaluation” and audit information system, online monitoring will be regularly strengthened, and abnormal behaviors such as employees’ lawsuits and dishonesty will be dynamically investigated. Together with the resident discipline inspection and supervision team, employees’ participation in private lending, illegal fund-raising and acting as fund brokers will be investigated, and the rectification of problems found will be continuously promoted, so as to further increase the shock of violations and curbing the incidence of employee behaviors. In 2021, the number of compliance lawsuits filed and concluded by the Bank against companies or employees was 0.

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Level B7: Anti-Corruption

Relying on the self-assessment of money laundering risk, the Bank scientifically evaluates and accurately locates the money laundering risk status and specific risk points in various regions, customers, businesses and channels, and rationally allocates the anti-money laundering resources of the whole bank. Combined with the key points of anti-money laundering supervision, comprehensively investigate the weak links of the Bank’s money laundering risk management; build a strong anti-money laundering defense line, and fulfill the responsibility of “financial guardian”. Carry out anti-money laundering knowledge contest, anti-money laundering business training and anti-money laundering executive training of “learning system and promoting compliance” to enhance the anti-money laundering awareness of personnel at all levels of the Bank and enhance their anti-money laundering performance ability. Practically fulfill the work requirements of “finance for the people”, launch anti-money laundering essay contest and anti-money laundering creative short video contest, actively expand the influence of anti-money laundering work, and form a strong joint force to jointly prevent and curb money laundering crimes.

Employee Behavior Management

By using digital means such as “wind chime intelligence evaluation” and audit information system, online monitoring will be regularly strengthened, and abnormal behaviors such as employees’ lawsuits and dishonesty will be dynamically investigated. Together with the resident discipline inspection and supervision team, employees’ participation in private lending, illegal fund-raising and acting as fund brokers will be investigated, and the rectification of problems found will be continuously promoted, so as to further increase the shock of violations and curbing the incidence of employee behaviors. In 2021, the number of compliance lawsuits filed and concluded by the Bank against companies or employees was 0.

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## Key Performance

### Comprehensive performance

<table>
<thead>
<tr>
<th>Economy</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total assets (thousand yuan)</td>
<td>618,953,620</td>
<td>561,641,397</td>
<td>501,231,864</td>
</tr>
<tr>
<td>Net profit (thousand yuan)</td>
<td>4,859,025</td>
<td>4,565,615</td>
<td>4,211,457</td>
</tr>
<tr>
<td>Shareholders' equity (thousand yuan)</td>
<td>47,273,188</td>
<td>40,174,997</td>
<td>36,949,429</td>
</tr>
<tr>
<td>Capital adequacy ratio (%)</td>
<td>12.99</td>
<td>12.54</td>
<td>13.00</td>
</tr>
<tr>
<td>Balance of agriculture-related loans (100 million yuan)</td>
<td>487.43</td>
<td>413.05</td>
<td>310.13</td>
</tr>
<tr>
<td>Balance of microloans (100 million yuan)</td>
<td>879.02</td>
<td>813.22</td>
<td>796.67</td>
</tr>
<tr>
<td>Balance of inclusive loans to micro and small businesses (100 million yuan)</td>
<td>397.83</td>
<td>342.59</td>
<td>289.68</td>
</tr>
<tr>
<td>Social contribution value per share (yuan)</td>
<td>6.43</td>
<td>6.47</td>
<td>6.21</td>
</tr>
<tr>
<td>Total number of employees</td>
<td>4,714</td>
<td>4,401</td>
<td>4,274</td>
</tr>
<tr>
<td>Proportion of female employees (%)</td>
<td>56.96</td>
<td>56.33</td>
<td>56.06</td>
</tr>
<tr>
<td>Proportion of female leaders (%)</td>
<td>29.09</td>
<td>28.57</td>
<td>27.27</td>
</tr>
<tr>
<td>Bank outlets</td>
<td>154</td>
<td>145</td>
<td>142</td>
</tr>
<tr>
<td>Substitution rate of electronic transaction volume (%)</td>
<td>95.7</td>
<td>91.6</td>
<td>86.5</td>
</tr>
<tr>
<td>Customer satisfaction (score)</td>
<td>93.58</td>
<td>92.42</td>
<td>91.41</td>
</tr>
<tr>
<td>Customer complaints</td>
<td>1,841</td>
<td>1,380</td>
<td>959</td>
</tr>
<tr>
<td>Charity donation (thousand yuan)</td>
<td>4,090</td>
<td>17,543</td>
<td>9,960</td>
</tr>
</tbody>
</table>

### Social dimension—employees structure

#### Data scope

<table>
<thead>
<tr>
<th>Employees by gender</th>
<th>Employees by age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>Female</td>
</tr>
<tr>
<td>&lt; 30 years old</td>
<td>30-50 years old</td>
</tr>
<tr>
<td>Head Office</td>
<td>516</td>
</tr>
<tr>
<td>The whole bank</td>
<td>2,029</td>
</tr>
</tbody>
</table>

#### Data scope

<table>
<thead>
<tr>
<th>Employees by type</th>
<th>Employees by region (Statistics of employee’s native place preferred)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior management</td>
<td>Beijing</td>
</tr>
<tr>
<td>Middle-level management</td>
<td>77</td>
</tr>
<tr>
<td>Grassroots</td>
<td>449</td>
</tr>
</tbody>
</table>

#### Data scope

<table>
<thead>
<tr>
<th>Death in line of duty (person)</th>
<th>The whole bank</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>0</td>
</tr>
<tr>
<td>2020</td>
<td>0</td>
</tr>
<tr>
<td>2019</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Data scope

<table>
<thead>
<tr>
<th>Lost time of work injury (day)</th>
<th>The whole bank</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>239</td>
</tr>
<tr>
<td>2020</td>
<td>240</td>
</tr>
<tr>
<td>2019</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Social dimension—Suppliers’ data

<table>
<thead>
<tr>
<th>Quantity of partnering supplies in 2020 by region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region</td>
</tr>
<tr>
<td>Beijing</td>
</tr>
<tr>
<td>Guangdong</td>
</tr>
<tr>
<td>Shanghai</td>
</tr>
<tr>
<td>Sichuan</td>
</tr>
<tr>
<td>Shaanxi</td>
</tr>
<tr>
<td>Chongqing</td>
</tr>
<tr>
<td>Others</td>
</tr>
<tr>
<td>Quantity</td>
</tr>
<tr>
<td>59</td>
</tr>
<tr>
<td>28</td>
</tr>
<tr>
<td>20</td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td>146</td>
</tr>
<tr>
<td>27</td>
</tr>
</tbody>
</table>
### Environmental dimension (CNY 100 million)

<table>
<thead>
<tr>
<th>Index</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Projects of green agriculture development</td>
<td>3.77</td>
<td>4.26</td>
<td>2.38</td>
</tr>
<tr>
<td>2. Projects of green forestry development</td>
<td>28.62</td>
<td>25.24</td>
<td>8.88</td>
</tr>
<tr>
<td>3. Projects of industrial energy and water conservation, and environmental protection</td>
<td>3.21</td>
<td>8.06</td>
<td>3.78</td>
</tr>
<tr>
<td>4. Projects of natural protection, ecological restoration and disaster prevention and control</td>
<td>30.8</td>
<td>15.46</td>
<td>13.13</td>
</tr>
<tr>
<td>5. Projects of resource recycling and utilization</td>
<td>11.7</td>
<td>7.53</td>
<td>1.14</td>
</tr>
<tr>
<td>6. Projects of garbage treatment and pollution prevention</td>
<td>16.99</td>
<td>11.11</td>
<td>5.33</td>
</tr>
<tr>
<td>7. Projects of renewable energy and clean energy</td>
<td>16.36</td>
<td>12.61</td>
<td>11.16</td>
</tr>
<tr>
<td>9. Building energy conservation and green building</td>
<td>17.49</td>
<td>17.02</td>
<td>9.57</td>
</tr>
<tr>
<td>10. Green mobility project</td>
<td>28.3</td>
<td>16.97</td>
<td>21.44</td>
</tr>
<tr>
<td>11. Energy conservation and environmental protection services</td>
<td>13.29</td>
<td>9.76</td>
<td>3.50</td>
</tr>
<tr>
<td>12. Balance of green loans (100 million yuan)</td>
<td>191.15</td>
<td>144.10</td>
<td>90.30</td>
</tr>
<tr>
<td>13. EIA rate of loan project</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Note 1:** The statistical caliber of each dimension changed as per the requirements of the People’s Bank of China in 2020.

### Air pollutant emission of public vehicles owned by the Head Office

<table>
<thead>
<tr>
<th>Item</th>
<th>Unit</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOx</td>
<td>kg</td>
<td>2.89</td>
<td>3.16</td>
<td>15.26</td>
</tr>
<tr>
<td>SOx</td>
<td>kg</td>
<td>0.165</td>
<td>0.18</td>
<td>0.20</td>
</tr>
<tr>
<td>CO</td>
<td>kg</td>
<td>61.56</td>
<td>67.25</td>
<td>147.58</td>
</tr>
<tr>
<td>PM2.5</td>
<td>kg</td>
<td>0.27</td>
<td>0.30</td>
<td>0.70</td>
</tr>
<tr>
<td>PM10</td>
<td>kg</td>
<td>0.272</td>
<td>0.30</td>
<td>0.77</td>
</tr>
</tbody>
</table>

**Note 1:** The emission of air pollutants from the public vehicles is calculated as per the Technical Guides for Preparing Air Pollutant Emission List of Road Motor Vehicles issued by the Ministry of Ecology and Environment of the PRC.

### Resource consumption and intensity of the Head Office

<table>
<thead>
<tr>
<th>Item</th>
<th>Unit</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity consumption</td>
<td>kWh</td>
<td>314.65</td>
<td>281.86</td>
<td>321.90</td>
</tr>
<tr>
<td>Electricity consumption</td>
<td>kWh/m²</td>
<td>29.58</td>
<td>26.50</td>
<td>31.21</td>
</tr>
<tr>
<td>Water consumption</td>
<td>ton</td>
<td>3.65</td>
<td>3.33</td>
<td>6.26</td>
</tr>
<tr>
<td>Water consumption density</td>
<td>ton/m²</td>
<td>0.34</td>
<td>0.31</td>
<td>0.59</td>
</tr>
<tr>
<td>Gas consumption</td>
<td>m³</td>
<td>4.04</td>
<td>3.19</td>
<td>4.36</td>
</tr>
<tr>
<td>Gas consumption density</td>
<td>m³/m²</td>
<td>0.38</td>
<td>0.30</td>
<td>0.61</td>
</tr>
<tr>
<td>Gasoline consumption</td>
<td>liters</td>
<td>1.08</td>
<td>1.18</td>
<td>1.33</td>
</tr>
<tr>
<td>Gasoline consumption density</td>
<td>l/vehicle</td>
<td>981.81</td>
<td>1,072.73</td>
<td>1,213.53</td>
</tr>
</tbody>
</table>

### Quantity and density of harmless wastes of the Head Office

<table>
<thead>
<tr>
<th>Item</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantity of kitchen wastes</td>
<td>4 (tons)</td>
<td>3.95 (tons)</td>
<td>87.120 (tons)</td>
</tr>
<tr>
<td>Density of kitchen wastes</td>
<td>0.004 (tons per capita)</td>
<td>0.004 (tons per capita)</td>
<td>89.26 (tons per capita)</td>
</tr>
</tbody>
</table>
Independent Assurance Report

EY


To the Board of Directors of Bank of Chongqing Co., Ltd.

We have been engaged to express a limited assurance opinion on the key performance as at 31 December 2021 and for the year then ended in the 2021 Annual Corporate Social Responsibility Report prepared by the Bank of Chongqing Co., Ltd. (the “Bank of Chongqing”).

Key Performance

The key performance in the Social Responsibility Report of Bank of Chongqing for 2021 that is covered by this report is as follows:

- The Head Office electricity consumption (10,600 kWh)
- The Head Office water consumption (10,000 tons)
- The Head Office gas consumption (10,000 m³)
- The Head Office gasoline consumption (by vehicle) (10,000 liters)
- Total number of employees
- Proportion of female employees (%)
- Proportion of female leaders (%)
- Bank outlets
- Substitution rate of electronic transaction volume (%)
- Customer satisfaction score
- Charity donation (thousand yuan)
- Social contribution value per share (yuan)
- Balance of green loans (100 million yuan)
- Balance of agriculture-related loans (100 million yuan)
- Balance of inclusive loans to micro and small businesses (100 million yuan)

Our assurance was with respect to the key performance as at 31 December 2021 and for the year then ended only and we have not performed any procedures with respect to earlier periods or any other elements included in the 2021 Social Responsibility Report.

Criteria applied by the Bank

The criteria used by the bank to prepare the key performance in the 2021 Social Responsibility Report is set out in the basis of compilation of the key performance (the “basis of compilation”) within the “Notes to Report” of the 2021 Social Responsibility Report.

The Board of Directors’ Responsibilities

The Board of Directors of the bank are responsible for selecting the basis of compilation, and for presenting the key performance in accordance with the basis of compilation within the 2021 Social Responsibility Report in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the key performance, such that it is free from material misstatement, whether due to fraud or error.

Our Responsibilities

Our responsibility is to express a conclusion on the presentation of the key performance as at 31 December 2021 and for the year then ended in the 2021 Social Responsibility Report based on the evidence we have obtained.

We conducted our engagement in accordance with International Standard on Assurance Engagements 3000 (Revised): Assurance Engagements Other than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board. The standard requires that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the key performance in the Social Responsibility Report is presented in accordance with the basis of compilation, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error. We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants. Our team has required competencies and experience for this assurance engagement. And we have complied with the quality control requirements of the International Standard on Quality Control 1.

Bank of Chongqing 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 key performance in the Social Responsibility Report and related information, and applying analytical and other appropriate procedures.

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

1) Interviews with management and personnel in the departments involved in providing information for inclusion in the 2021 Social Responsibility Report in relation to the 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 key performance as at 31 December 2021 and for the year then ended in the 2021 Social Responsibility Report, in order for it to be in accordance with the basis of compilation.

Restricted use

Our report has been prepared for and only for the board of directors of Bank of Chongqing 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
31 March 2022
**Notes to Report**

**Scope of report**

Organizational scope of the report: Head Office and branches of the Bank of Chongqing. The ‘Bank of Chongqing’ and ‘the Bank’ herein both refer to Bank of Chongqing Co., Ltd.

Time scope of the report: from Jan. 1, 2021 to Dec. 31, 2021 with part of contents beyond this time scope.

Publishing cycle of the report: the report is published annually.

**Basis of compilation**

The report is compiled in accordance with the Opinions on Strengthening Social Responsibility of Banking Financial Institutions of the former China Banking Regulatory Commission, the Guidelines on Corporate Social Responsibility of Chinese Banking Financial Institutions of China Banking Association, Guidelines for Self-discipline Supervision of Listed Companies of Shanghai Stock Exchange No.1—Standardized Operation by Shanghai Stock Exchange, and the relevant requirements of the Guides on Environment, Social and Governance Report of Hong Kong Exchanges and Clearing Market. Meanwhile, reference has been made to the GRI Standards of GSSB, the Guidance on Social Responsibility (2010) of ISO 26000 and the Guidance on Social Responsibility (GB/T36000) of Standard Administration of the PRC.

**Data specification**

The financial data in the report are extracted from the Annual Report of Bank of Chongqing Co., Ltd in 2021(A-share) while other data are mostly within the year of 2021 with part of them beyond the time scope. All the current amounts in the report are in the unit of Renminbi yuan.

**Publication form**

The report is published in both hard copy and soft copy.

The softcopy is available at: http://www.cqcbank.com

The report is in three language versions of simplified Chinese, traditional Chinese and English. In case of any inconsistency therebetween, the simplified Chinese version should prevail.

**Contact information**

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**Feedback Form for Readers**

Dear readers,

Thank you very much for taking time to read the Report of Corporate Social Responsibility (Environment, Social, Governance) of Bank of Chongqing 2021. We look forward to your valuable comments and feedback, which help us improve the report.

Best regards!

Bank of Chongqing Co., Ltd.

March, 2022

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Single choice question (please tick the option □)

Does the report comprehensively and accurately show the Bank’s major impact on economy, society and environment?

- Excellent
- Good
- General
- Bad
- Very Bad

Does the report respond to and disclose the most concerned issues of stakeholders?

- Excellent
- Good
- General
- Bad
- Very Bad

Are the information, indicators and data disclosed in the report clear, accurate and complete?

- Excellent
- Good
- General
- Bad
- Very Bad

What is the readability of the report the logic thread, content, language and format of the report?

- Excellent
- Good
- General
- Bad
- Very Bad

Open questions

What information you intend to know is not contained in the report?

What is your advice on our future reports?
This report is made of renewable environmental protection paper