



# 2021

## Corporate Social Responsibility Report (ESG Report)



# About This Report

## Reporting Scope

This report includes information on Bank of Communications Co., Ltd. (BoCom) and its subsidiaries.

The report covers the period from January 1 to December 31, 2021. BoCom publishes its corporate social responsibility report (ESG Report) annually. Part of the information herein is beyond that timeframe.

The *2021 Corporate Social Responsibility Report (ESG Report)* of Bank of Communications Co., Ltd. was published on March 25, 2022.

## References

This report is prepared in accordance with the *Opinions on Strengthening the Social Responsibility of Banking Financial Institutions* issued by China Banking Regulatory Commission, the *Guidelines on Environmental Information Disclosure for Financial Institutions* issued by the People's Bank of China, the *Guidelines on the Corporate Social Responsibility of Banking Institutions of China* issued by the China Banking Association, the *Notice on Publishing the Guidelines No. 1 for Self-Regulation of Listed Companies- Standardized Operation of Companies Listed on the Shanghai Stock Exchange* issued by Shanghai Stock Exchange, the *Environmental, Social, and Governance Reporting Guide* issued by the Stock Exchange of Hong Kong Ltd. and the *GRI Sustainability Reporting Standards* issued by Global Sustainability Standards Board (GSSB).

## Reporting Process

Based on its CSR practices, BoCom prepares this report in seven stages covering project approval, information collection, drafts and revisions, review by senior management, Social Responsibility (ESG) and Consumer Protection Committee, and the Board of Directors, as well as printing and publishing. BoCom frequently communicates with its stakeholders for feedback on the structure and content of the report.

## Assurance

The PricewaterhouseCoopers Zhong Tian CPAs Limited Company (special general partner) is entrusted to provide a third-party assessment of the report, in line with the *International Standard on Assurance Engagements (ISAE) 3000: Assurance Engagements Other than Audits or Reviews of Historical Financial Information*, and issue an independent statement of assurance.

## Data Sources

Financial data from BoCom Financial Statements 2021 have been independently audited by PricewaterhouseCoopers Zhong Tian CPAs Limited Company (special general partner). Other data from previous years are included in this report.

The statistical methodology used to disclose data in this report remains consistent with previous years. Any changes in statistical methodology or key performance indicators or any other relevant factors affecting meaningful comparisons will be clearly stated in the report.

All currency amounts are reported in RMB, unless otherwise stated.

## Report Availability

This report is available in printed and electronic formats. BoCom uses eco-friendly paper for all printed copies. Electronic copies are viewable at [www.bankcomm.com](http://www.bankcomm.com).

Both Chinese and English versions are available. For any discrepancies between the two versions, the Chinese version shall prevail.

## Designations

Bank of Communications Co., Ltd. is also referred to as "BoCom" or "the Bank" or "we" in this report. The Bank and its subsidiaries are collectively referred to as "the Group."

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# Contents•

- 02 | Message from Bank Leadership
- 04 | About Bocom
- 04 | Company profile
- 06 | Key performance
- 08 | Honors
- 10 | Feature 1: Guided by Party Building to Serve the National Strategies
- 10 | Upholding the founding mission and celebrating the 100<sup>th</sup> anniversary of the founding of the CPC
- 12 | Enhancing faith in party ideals and principles through party history learning & education
- 13 | Adhering to the people-centric development philosophy and bringing tangible benefits to the people
- 14 | Feature 2: BoCom Leads the Future with Digitalization
- 14 | Focusing on the development of smart products
- 18 | Driving digital transformation of industries
- 20 | Facilitating efficient decision-making and operation
- 21 | Enabling risk prevention and control

## 34/Economy

- Forge Ahead with High-quality Development
- 36 | Creating a new driving force for the economy
  - 45 | Improving the quality and efficiency simultaneously and expanding inclusive finance
  - 45 | Facilitating the rural vitalization

## 58/Environment

- Green Transformation and Harmonious Coexistence
- 60 | Green finance for a green future
  - 68 | Conducting green operation and advancing low-carbon development

## 74/Society

- Work Together to Create Common Prosperity
- 76 | Caring for employees and building a happy home
  - 84 | Jointly building the community to pursue a better life

- 90 | Independent Statement of Assurance
- 92 | Notes to Key Performance
- 94 | ESG Index
- 97 | GRI Index
- 102 | Feedback Form



# Message from Bank Leadership



任德奇

Ren Deqi, Chairman of Bank of Communications



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Liu Jun, President of Bank of Communications

2021 was a milestone year in the history of the Party and the country. In the face of challenges brought by rapid changes and a pandemic unseen in the past century, BoCom resolutely implemented the decisions and deployments made by the CPC Central Committee and the State Council. Rooted on the strategic goal of achieving national rejuvenation with the world experiencing unprecedented changes in the past century, we earnestly advanced the three tasks of serving the real economy, preventing and controlling financial risks, and furthering financial reform. While coordinating business development amid the control and prevention of COVID-19, we maintained and consolidated the momentum of "a stable performance amid progress and quality improvement" to achieve a good start for the 14<sup>th</sup> Five-Year Plan. As of the end of 2021, our net profit registered RMB 87.581 billion, an increase of 11.89% year on year; return on average assets reached 0.80% and capital adequacy ratio 15.45%; non-performing loan ratio decreased to 1.48%, and social contribution per share was RMB 4.90. We've been listed among the *Fortune Global 500* companies for thirteen consecutive years, ranked 137<sup>th</sup> in terms of operating income, and rated 11<sup>th</sup> by *The Banker* for five years in a row among the world's top 1,000 banks in terms of Tier 1 capital. While achieving an overall stable and improving performance, we've fulfilled our social responsibilities in all respects and perfected the ESG governance system to demonstrate outstanding corporate citizenship fully.

## Upholding the original purpose and serving the real economy

We believe that "plants with strong roots grow well, and efforts with the right focus will ensure success." With the country's top priorities in mind throughout 2021, we've deepened the supply-side structural reform in the financial sector and constantly worked to better serve the real economy with a bigger financing pool, a better structure, and lower rates. We've extended more than RMB 1 trillion of incremental credit to the real economy throughout the year. Our corporate development strategies have aligned with the key regional strategies to serve the dual-circulation development pattern fully. By leveraging our strengths in international and comprehensive business operations, we've contributed to the Belt and Road Initiative, continued to improve cross-border, cross-sector, and cross-market financial services, and helped build a sound international business environment. While striving to become a "leading bank in the Yangtze River Delta," we've offered inter-city integrated financial services in the region to advance its further integration. By offering special financial service schemes, we've provided strong support for the economic growth of Xiongan New Area and the Guangdong-Hong Kong-Macao Greater Bay Area. We've solved the problem of information asymmetry via digital transformation and actively promoted inclusive finance. We've launched products such as "Inclusive E-Loan" and "BoCom E-Customs Clearance" to provide targeted services for private micro and small enterprises (MSEs). In response to the government's call to ensure the stability and security of industrial and supply chains, we've picked up our speed in expanding and improving financial services for industrial chains, as well as supporting MSEs along the chains. In 2021, our balance of inclusive loans to MSEs recorded RMB 338.819 billion, up 49.23%.

## Shouldering responsibilities and advancing rural vitalization

A new journey begins as the goal of poverty elimination is realized. Over the past year, we've effectively consolidated our fruits of poverty elimination to realize rural vitalization fully. The Head Office, by setting up the Rural Vitalization Finance Department, has established an organizational structure led by the Party Committee to involve the whole workforce and cover every aspect of rural vitalization. We've sorted the prod-

ucts and services serving rural vitalization and consolidated them under the brand "BoCom Yi Nong Tong." We've prioritized the support for rural industries and tapped local resources to boost local industries. In 2021, the balance of our unified loans for rural vitalization registered RMB 654.461 billion, up 14.13%. A total of RMB 230 million was donated to paired counties assisted by the Head Office.

## Promoting green, low-carbon, and sustainable development

We advocate well-measured exploration and use of resources. Throughout 2021, we've continued to advance green development, set up the Green Finance Development Committee, improved the governance system and institutional arrangements for green finance, diversified the portfolio of green financial products and services, worked actively to realize the goals of carbon peak and carbon neutrality, and focused on contributing to green development. As of the end of 2021, the balance of our green loans stood at RMB 476.763 billion (up by 31.37%), including RMB 87.612 billion of loans to the clean-energy industry (up 90.57%). Meanwhile, we've strengthened the top-level design for digitalization, rolled out the five-year plan and action plan for fintech development, and actively applied cutting-edge technologies such as big data, artificial intelligence, cloud computing, and blockchain in product R&D, risk management, and internal operations, reshaping our corporate management landscape. In 2021, our input into science and technology went up by 51.43% from the previous year, and our "Computing Platform for Multi-party Security and Scenario-specific Application" was awarded first place in the "2020 Awards for Fintech Development" conferred by the People's Bank of China.

## Putting people first and jointly creating a better life

The old Chinese saying goes, "all people are my brothers and sisters, and all things are my companions." Over the past year, we've continued to monitor the needs and development of our customers, employees, and communities to generate common value actively. We've improved our consumer protection system that was rated A+ for consumer protection by the People's Bank of China in 2020. To improve the availability, coverage, and satisfaction of financial services, we've continued to expand the breadth and depth of "BoCom e-Service" in Shanghai to address the pain points of livelihood services. We've launched the "BoCom Elderly Care" brand and several services tailored to the needs of the elderly, playing our part in addressing the problem of an aging population. With a donation of RMB 51.9352 million to charities, including RMB 10 million to the storm relief and post-disaster reconstruction in Henan, we've maintained our characteristic public welfare activities. Implementing the strategy on developing a quality workforce in the new era, we've launched talent cultivation projects such as the 10,000 Fintech Talents Project and offered unimpeded career development channels for employees to push for our mutual development.

2022 is an important year as China embarks on the new journey of building an all-around socialist modern country and strives to realize the second centenary goal. BoCom will continue to deliver a stable performance while ensuring progress in this new development stage, implement the new development philosophy, contribute to the formation of a new development pattern, fulfill its work on stabilizing the six key fronts and securing the six key areas, empower industries, improve public wellbeing, and deliver high-quality development to welcome the Party's upcoming 20<sup>th</sup> National Congress.

March 25, 2022

# About Bocom

## Company profile

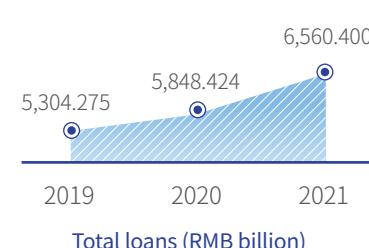
Founded in 1908, the Bank is one of the banks with the longest history in China. The Bank reopened after its reorganization on April 1, 1987 and became the first nationwide state-owned joint-stock commercial bank in China, with Head Office located in Shanghai. The Bank was listed on the Hong Kong Stock Exchange in June 2005 and on the Shanghai Stock Exchange in May 2007.

The Bank provides customers with various corporate banking and personal banking products and services, including deposits and loans, supply chain finance, cash management, international settlement and trade financing, investment banking, asset custody, wealth management, bank cards, private banking, and treasury business, etc. In addition, the Group is involved in businesses such as financial leasing, fund, wealth management, trust, insurance, overseas securities and debt-to-equity swap through its wholly-owned or controlling subsidiaries. During the Reporting Period, the Group's operating model, primary businesses, and key performance drivers had no significant change.



## Key performance

### Economic



Net profits (RMB billion)  
**87.581**

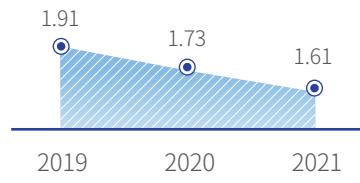
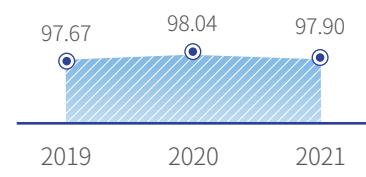
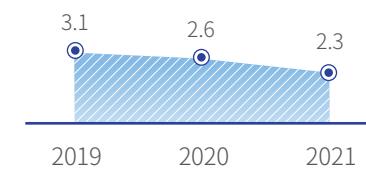
Total assets of branches outside Chinese mainland (RMB billion)  
**1,187.234**

Outstanding loans, agro-related (RMB billion)  
**654.461**

Outstanding loans, micro-, small- and medium-sized enterprises (RMB billion)  
**2,102.624**

Taxes (RMB billion)	Core Tier-1 capital adequacy (%)	Science, education, culture, and health loans (RMB billion)
29.183	10.62	122.196
Dividend distribution (RMB billion)	Total profits from branches outside Chinese mainland (RMB billion)	Personal loans (RMB billion)
26.289	5.701	2,285.096
Dividend per share (RMB)	Total assets of controlled non-bank subsidiaries (RMB billion)	Number of outlets in the Chinese mainland
0.354	531.304	2,889
Return on average assets (%)	Total profits of controlled non-bank subsidiaries (RMB billion)	
0.80	10.655	
Return on average equity (%)	Outstanding loans, central and western China (RMB billion)	
10.76	1,996.036	
Impaired loan ratio (%)	Low-income housing loans (RMB billion)	
1.48	72.346	
Provision coverage (%)		
166.50		
Tier-1 capital adequacy (%)		
13.01		

### Environmental



Outstanding green loans (RMB billion)  
**476.763**

Outstanding loans to clean energy industries (RMB billion)  
**87.612**

Head Office carbon emissions (tons of CO<sub>2</sub>e)  
**97,527.63**

Head Office energy consumption equivalent to standard coal (tons)  
**36,055**

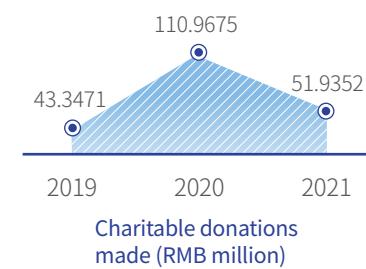
Head Office water use (tons)	Head Office paper use (tons)	Video conferences
301,800	35.45	9,515

Head Office electricity use (MWh)	Head Office gas use (m <sup>3</sup> )	Hazardous waste generation (tons)
119,635.0	1,506,700	0.45

### Social



Employees (domestic and overseas)  
**86,690**



Ethnic minorities  
**4,035**

Female middle and senior management  
**3,220**

Average training time for employees (hours)  
**97.52**

## Honors

### 2021 Ranking/Honor

#### National Rewards

National Advanced Collective for Poverty Alleviation

### Sponsor or Granted by

The Central Committee of the Communist Party of China and the State Council

#### Comprehensive Ranking

Top 1000 World Banks 2021 (No. 11)

*The Banker* (UK)

Fortune Global 500 2021 (No. 137)

*Fortune* (USA)

#### Brand Rewards

Advanced Collective for Poverty Alleviation of Financial Institutions

People's Bank of China

2020 A+ Level Consumer Protection by PBOC

People's Bank of China

2021 People's CSR Awards – Corporate Responsibility Award

People.cn

CSR Excellent Case Award 2021

Xinhuanet

Outstanding Brand Building Bank 2021

China.org.cn

Best Brand Building Bank of the Year

*Financial Times*

Digital Vanguard Enterprise Award

Tencent

#### Business Awards

The First Prize for the "Computing Platform for Multi-party Security and Scenario-specific Application"

People's Bank of China

Typical Case of Financial Services for Micro-, Small- and Medium-sized Enterprises in 2021

China Banking Association

China Association of Small and Medium Enterprises



### 2021 Ranking/Honor

#### Business Awards

Credit Card Centre 2021

*21<sup>st</sup> Century Business Herald*

The 4<sup>th</sup> New Fortune Best IR Hong Kong Stock Company (A+H Shares)

*New Fortune*

2021 Outstanding Contribution Award for Technology-Enabled Financial Business Development

*Financial Computerizing*

Best Open Banking Award, Best Corporate Mobile Banking Award, Best Personal Mobile Banking Award

China Financial Certification Authority

CIFTIS 2021 -- China Service Practice Case

Organizing Committee of China International Fair for Trade in Services 2021

Best International Business Bank

*Trade Finance*

Bond Market Leader 2021, Global Business Development Contributor of the Year, Outstanding Asset Custodian of the Year

China Central Depository & Clearing Co., Ltd.

Annual Market Influence Award and Market Innovation Award in Interbank Local Currency Market

National Interbank Funding Center

The Gamma Award for Outstanding Investment Bank in the Banking Sector 2021, The Gamma Award for Outstanding Bond Underwriting Bank of the Year

*Securities Times*

China Securitization Awards – Most Innovative Securities House 2021, Best Securitization Deal 2021

*AsiaMoney*

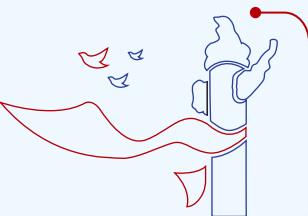
## Feature 1

# Guided by Party Building to Serve the National Strategies

As a central state-owned financial enterprise, the Bank has strengthened Party leadership as it constantly improves corporate governance. Keeping in mind the utmost interests of the nation, the Bank has fully implemented national strategies and actively advanced the "three tasks" of financial work to allocate more financial resources to key or weak areas with economic and social development needs.



## Upholding the founding mission and celebrating the 100<sup>th</sup> anniversary of the founding of the CPC



The 100<sup>th</sup> anniversary of the founding of the Communist Party of China (CPC) is a grand ceremony of the CPC and a festival of the people. To celebrate the anniversary, the Bank has held a series of activities, including a celebration ceremony, a commendation conference, art performances, as well as Party history learning and education.

In 2021, the Bank held over 150 art performances, more than 100 speech and debate events, some 120 commemoration seminars, around 4,300 Party lectures, and 5,000 plus onsite learning sessions to celebrate the 100<sup>th</sup> anniversary of the founding of the CPC. The short video, *Striving for the Eternal Great Cause and Praising the One Hundred Glorious Years of the CPC: Officials and Employees of Bank of Communications Wish Our Dearest CPC Happy Birthday*, released on Xuexi.cn by BoCom, and the microfilm *Dawn* shown on various We Media platforms, were well received by Party members, officials, and members of the public.



"Singing Performance to Celebrate the 100<sup>th</sup> Anniversary of the Founding of the CPC" held by the Head Office in July 2022



Singing Contest for Celebration of the 100<sup>th</sup> Anniversary of the Founding of the CPC held by the Qingdao Branch



Evening Party for Celebration of the 100<sup>th</sup> Anniversary of the Founding of the CPC held by the Guangxi Branch



## Commendation Conference and Celebration of the 100<sup>th</sup> Anniversary of the Founding of the CPC

To celebrate the 100<sup>th</sup> anniversary of the founding of the CPC, on July 1, 2021, the Bank held the Celebration of the 100<sup>th</sup> Anniversary of the Founding of the CPC & Commendation Conference for Excellent Party Members, Excellent Party Workers and Advanced Primary Party Organizations, and Advanced Individuals and Collectives in the Battle Against Poverty Alleviation. Officials and Party members across the Bank collectively watched the live broadcast of the Celebration of the 100<sup>th</sup> Anniversary of the Founding of the CPC held at Beijing Tian'anmen Square at respective venues and listened to General Secretary Xi Jinping's important speech. The Bank also commended excellent Party members, excellent Party workers, advanced primary Party organizations, and advanced individuals and collectives in the battle against poverty alleviation during the reform and development of BoCom. It mobilized all employees to align themselves with progressive standards, improve themselves through learning, and put in efforts to promote high-quality development with the new development philosophy as the guide.



Officials and employees of the Head Office gather together to watch the live broadcast of the Celebration of the 100<sup>th</sup> Anniversary of the Founding of the CPC



Officials and employees of the Chongqing Branch gather together to watch the live broadcast of the Celebration of the 100<sup>th</sup> Anniversary of the Founding of the CPC



Officials and employees of the Hebei Branch gather together to watch the live broadcast of the Celebration of the 100<sup>th</sup> Anniversary of the Founding of the CPC



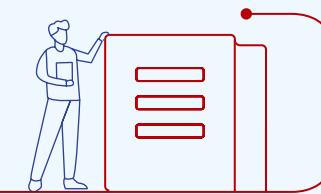
Officials and employees of the Guangxi Branch gather together to watch the live broadcast of the Celebration of the 100<sup>th</sup> Anniversary of the Founding of the CPC



Commendation of excellent Party members, excellent Party workers, advanced primary Party organizations, and advanced individuals and collectives in the battle against poverty alleviation

## Enhancing faith in party ideals and principles through party history learning & education

Following the principle of "learning Party history to gain new insight, enhance confidence, improve conduct, and strengthen practices," the Bank has organized bank-wide Party history learning and education activities in various forms. With activities ranging from theory learning group of the CPC BoCom Committee, special lectures, study classes, "Reading Week," Party branch general meetings, meetings of Party branch committees, Party group meetings, Party lectures, to themed Party day, Party members are given a chance to gain a deeper understanding of the history of the CPC and are thus motivated to embark on this journey.



- Emphasize learning & education among young people:** To guide, inspire and unite young people, stimulate the enthusiasm and drive of young officials and employees to stand by and love the Party.
- Emphasize the inheritance and dissemination of the Party spirit bred by local red resources:** Leverage BoCom's nationwide layout and red resources to help officials and employees grasp Party history.
- Emphasize the requirements and practices of group-specific guidance:** Through group-specific guidance between groups like organs and primary organizations, officials and employees, Chinese mainland and overseas, as well as among young people and others, work to ensure that the learning & education covers all employees.
- Emphasize the function and role of bulletins:** Fully leverage the essential guiding role of Party history learning & education bulletins that involve experience sharing, typical model building, practice instruction, and work advancement to effectively facilitate high-quality Party history learning & education across the Bank.
- Emphasize integration of Party history and action:** In combination with the major tasks of the 14<sup>th</sup> Five-year Plan, push for Party history learning & education to deeply integrate with implementation on General Secretary Xi Jinping's important instructions on financial work.

BoCom's Party history learning initiatives



Members of the theory learning group of the CPC BoCom Committee carrying out the learning event of "History in the Reform and Opening-up Period" at Shanghai Pudong Exhibition Hall

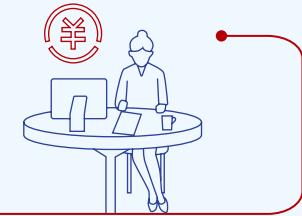


On June 17, 2021, Xinwen Lianbo (CCTV Network News) Broadcast did a special coverage of the Bank's Party history learning & education

## Adhering to the people-centric development philosophy and bringing tangible benefits to the people

The Bank, adhering to the people-centric development philosophy, has leveraged its financial strengths, visited basic-level employees, and focused on solving outstanding problems. At the same time, the Bank has also established a level-by-level supervision and promotion mechanism to ensure that it delivers tangible benefits to its customers, the society, basic-level organizations, and employees, genuinely applying the fruits of Party history learning & education into actions that benefit the people.

### BoCom's concrete measures to bring tangible benefits to the people



### Key Performance

During the Reporting Period, The BoCom CPC Head Office Committee launched **3** batches of projects with a total of **80** items to "bring benefit to the people"

and the CPC Committees of 45 directly affiliated institutions launched more than **2,100** related projects

Party branches and Party members across the Bank fully leveraged their leading role in these projects. More than **1,600** Party branches paired up with enterprises, public institutions, or village (community) Party branches to carry out the tasks

Over **44,500** Party members acted in their names to help the people around them

People's Daily and Guangming Daily reported relevant experiences and practices

## Feature 2

# BoCom Leads the Future with Digitalization

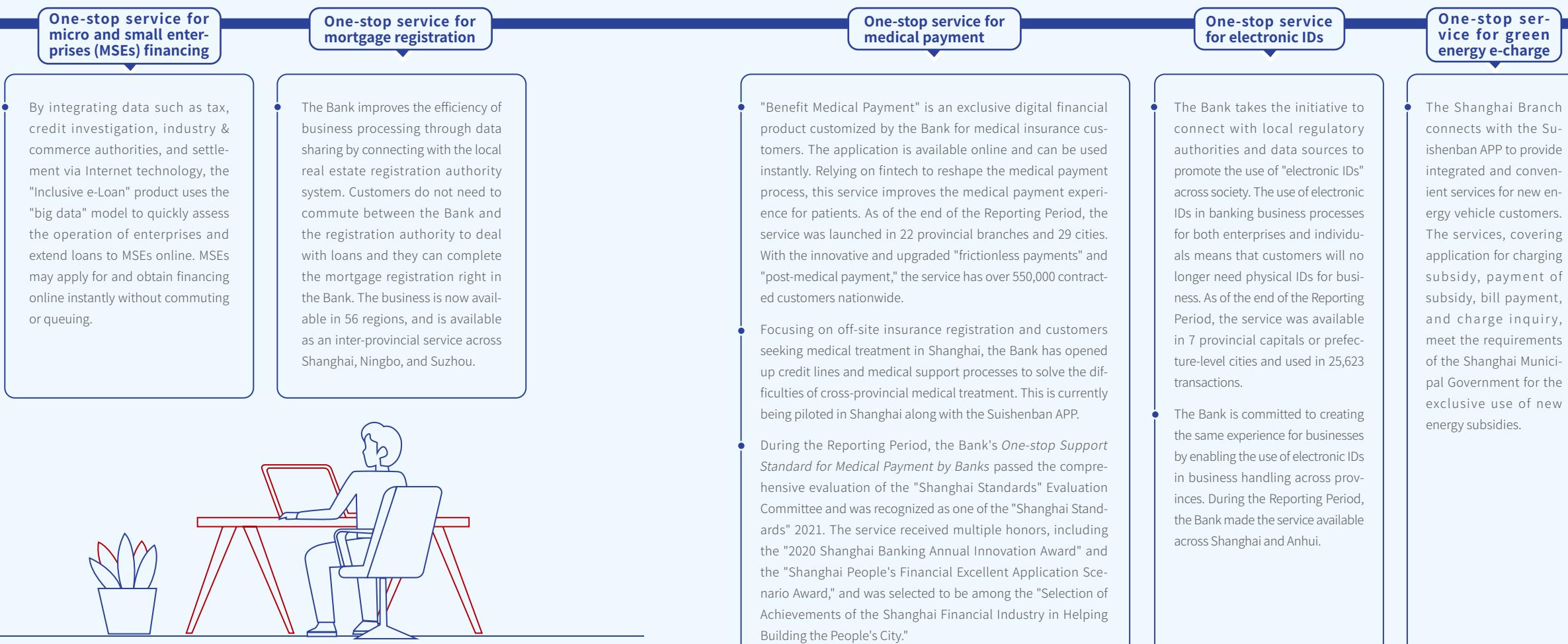
## Focusing on the development of smart products



### Cultivating technology-driven scenarios to make finance more inclusive

Focusing on people's livelihood and the needs of micro-, small- and medium-sized enterprises, the Bank has launched the "BoCom e-Service" product family with a mission to "let the data walk instead of customers." Efforts have been put in to enrich the types of online services and products, expand the coverage of inter-provincial general services, solve the difficulties in handling business across provinces or municipalities for customers, and continue to improve user experience.

"BoCom e-Service" product family



### Technology empowers "two-wheel drive" to help the financing of MSEs

To meet the diversified financial needs of MSEs, the Bank continues to optimize online standard products and accelerates the development of customized products for various scenarios.

In 2021, the Bank maintained its customer-centered strategy. Facing the common online financing needs of small and micro customers, such as mortgage, guarantee, and credit, the Bank developed an online comprehensive financing standard product system, known as "Inclusive e-Loan." The system offers flexible selection and unified control of individuals and legal persons, supports the continued business development and management mode, and efficiently empowers the Bank's employees to carry out inclusive business. It provides support for the development of MSEs.

Facing scenario-based customer groups, the Bank has formed 11 modules, 64 components, and 186 standard function points through modular development of the entire online product process. Through the modular assembly of the whole process of credit, the Bank can respond quickly to the customized needs of featured products in branches. "Inclusive e-loan" is enabled to stimulate vitality in the characteristic scenarios and build the characteristic business portfolio of BoCom.

As of the end of the Reporting Period, the application of "Inclusive e-loan" included rural vitalization, online supply chain, retail pharmacies, small and micro IT enterprises, and loans for mass entrepreneurship and innovation. During the Reporting Period, the balance of standardized online product ("Inclusive E-loan") was RMB 184.823 billion, a net increase of RMB 89.607 billion compared with the beginning of the year, accounting for 80.17% of the net increase in inclusive loans for MSEs. The number of customers was 140,900, a net increase of 60,000 compared with the beginning of the year, accounting for 93.24% of the net increase in the number of inclusive customers of loans for MSEs.

## Feature 2: BoCom leads the future with digitalization

The Bank – taking technology-enabled government supervision as the entry point, using "BoCom Smart Schools" as its flagship product, adhering to technology independence, and addressing the subtle concerns of customers – builds an efficient and safe business management platform for education authorities, schools, students, and parents. As of the end of the Reporting Period, "BoCom Smart Schools" helped 65 education authorities in 41 cities to strengthen the supervision of education training funds. There were 1,812 contracted schools covering 490,000 students.



Dalian Branch provides digital payments such as "inter-clinic settlement" and "buy medicine at home" in hospitals and chain pharmacies, successfully creating an upgraded version of the medical payment solution. It also offers "credit-based medical treatment and frictionless payment" services and "medical insurance stations" built with the Dalian Medical Insurance Bureau to provide medical insurance services at home, meeting the needs of medical treatment and medicine purchase for residents.



### "BoCom Smart Schools" responds to the nation's double reduction policy

Tianjin Branch actively practices the concept of serving people's livelihood, including the nation's policy to ease the burden of excessive homework and off-campus tutoring for students in compulsory education. Based on a framework set up by the Head Office, the branch has developed a function to supervise tutoring funds on the "BoCom Smart Schools" platform. This product creates a digital cooperation mode for educational scenarios through "finance + technology," and supports special functions such as rolling disbursement, refund of fees, and withdrawal from classes. It effectively protects the interests of tutoring institutions and students while fulfilling the responsibility of financial service institutions to society.



### Seven e-CNY application scenarios, boosting consumption in Hainan Free Trade Port

Hainan is the only provincial pilot in China to promote the application of e-CNY in 2021. Through a series of initiatives, such as product design and development, setup of payment application scenarios, and development of supporting policies, the Bank actively builds more accessible application scenarios of e-CNY for the public in Hainan. By the end of the Reporting Period, the application scenarios of e-CNY in Hainan covered seven major areas, including duty-free shopping, smart school, smart scenic spots, smart business circles, people's livelihood chains, high-end hotels, and welfare subsidies. The settlement amount of e-CNY by Hainan Branch exceeded RMB 52.7 million.

In the future, the Bank will continue to deepen the cooperation with government and enterprises. Taking the construction of e-CNY ecosystem as the starting point, it'll explore new application models of e-CNY, add to the prosperity of consumption and inject new momentum into the construction of the Hainan Free Trade Port.



At the launching ceremony of the e-CNY red packet campaign of "E-CNY and Coconut City Shopping Festival" in Haikou, customers are experiencing e-CNY payment at the booth of BoCom



## Promoting the pilot project of e-CNY and enjoying the digital economy

E-CNY is the digital version of fiat currency issued by the People's Bank of China. It plays a significant role in improving the operational efficiency of the currency and payment system, enhancing inclusive finance, and supporting the development of China's digital economy. BoCom, as one of the designated operators of e-CNY, is committed to building a diversified e-CNY business system. By expanding the application ecology and trading scale of e-CNY, the public can fully experience the security and convenience brought by e-CNY.



### Serve people's livelihood

- Actively expand its applications in people's livelihood scenarios and people's daily life. Main consumption scenarios such as chain catering, retail department stores, transportation, health care, education and training, entertainment and fitness are covered, online and offline e-CNY integrated payment and settlement services are supported, and e-CNY products are upgraded constantly.



### Government and enterprise services

- E-CNY financial service solutions for the government and enterprises, such as smart parks, e-CNY insurance policies, settlement in port areas, tax payment, payment of State Grid fees, and fund collection and distribution for funds of group companies are formed.



### Inter-bank service

- Diversified clearing cooperation mode including direct connection, indirect connection, and cash box mode are constructed.

Innovate in e-CNY application scenarios

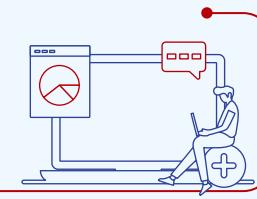


On March 29, 2021, China's first digital currency and coin collection and exchange machine, jointly developed by the Qingdao Central Branch of the People's Bank of China, BoCom, and Juhong, launched successfully in Qingdao Branch. Providing two-way exchange services of e-CNY and coins to the public, the machine enriches the application channels of e-CNY and contributes to the development of digital inclusive finance.



The Bank works with Hebei Huao Hospital to embed e-CNY payment into the entire process of hospital fees. An e-CNY "smart hospital" is established to provide medical guarantees for the Winter Olympics and Winter Paralympics.

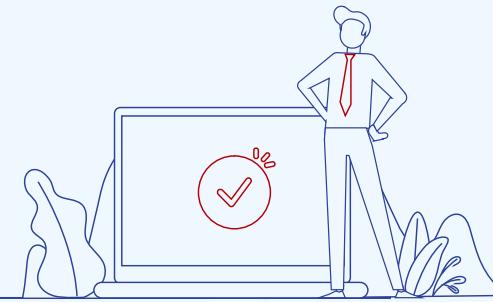
## Driving digital transformation of industries



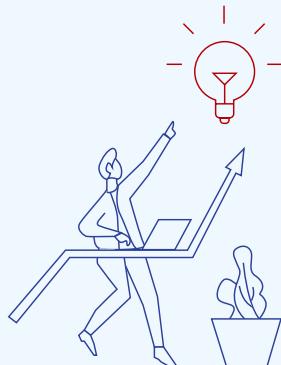
Led by innovation, the Bank increases investment in technological resources, actively communicates with all stakeholders, promotes the Bank's digital transformation, and improves IT innovations in the financial industry.

### Promote research on technology applications

- Five BoCom projects are selected as pilot projects of fintech innovation supervision of the People's Bank of China, including multi-party security computing, big data, artificial intelligence, audio, and video technology.
- Accelerating its research on the application of new technologies such as blockchain, privacy computing, and satellite remote sensing in financial scenarios, the Bank has successfully launched the first batch of domestic trade financing businesses in the second phase of the People's Bank of China Trade Finance Blockchain Platform.



### Motivate innovation across the Bank

- 
- Explore and establish a mechanism for research projects on the application of fintech, solicit excellent undertaking units, and promote the application of new technologies to solve bottlenecks in business development.
  - Provide scenario-based financial service guidance and supporting policies for the characteristic local business of the branches, hold innovative product launches to promote new products, and strengthen communication within the Group.
  - Hold a young financial professional training camp and a "Jiaofeng Cup" innovation competition to solicit outstanding ideas and incubate innovative projects.

### Actively practice open innovations

- Promote the innovative ecological construction of the Shanghai Fintech Industry Alliance, establish the first data industrialization committee within the alliance, and host a summit forum of the alliance.
- Seven projects with Fudan University, China Mobile, and other joint laboratories are implemented.



During the Reporting Period,  
the Bank's investment in IT  
increased by **51.43 %**  
year on year

Measures and accomplishments of technological innovation

On July 9, 2021, the Bank successfully hosted the forum "AI New Era, Digital, Smart and New Finance" of the 2021 World Artificial Intelligence Conference. Academicians of the Chinese Academy of Engineering, experts from research institutions, leading figures from banking and IT circles were invited to discuss new trends and ideas in the development of artificial intelligence through keynote speeches and round-table dialogues, effectively promoting the innovation and integration of production, education, and research of fintech



In September 2021, the Research on Standardization of Banking Software Testing Framework received the Excellence Award for Key Research Projects of Financial Standardization of the National Financial Standardization Technical Committee

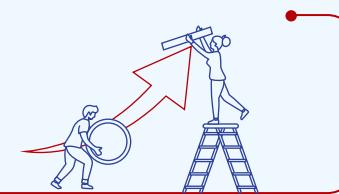
The World Digital Economy Conference 2021 & the 11<sup>th</sup> Smart City and Smart Economy Expo opened in Ningbo. The Bank displayed a series of financial products created for the digital transformation of enabling cities via financial technologies like artificial intelligence and big data



On December 4, 2021, the Data Industrialization Committee proposed by the Bank was officially established. The Data Industrialization Committee aims to gather all forces, form innovative application solutions suitable for different sizes and business types, provide technical, application, standards, laws, and regulations support for financial digitalization, comprehensively improve the application of data elements in the financial industry, and ensure the safe and sound development of data industrialization

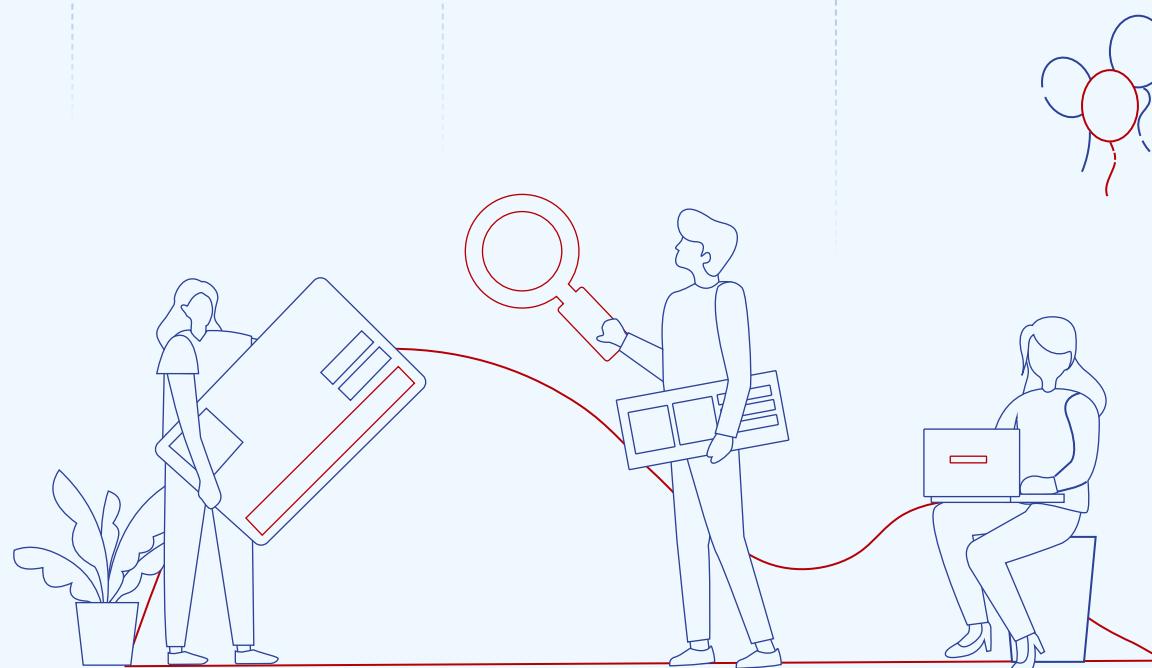
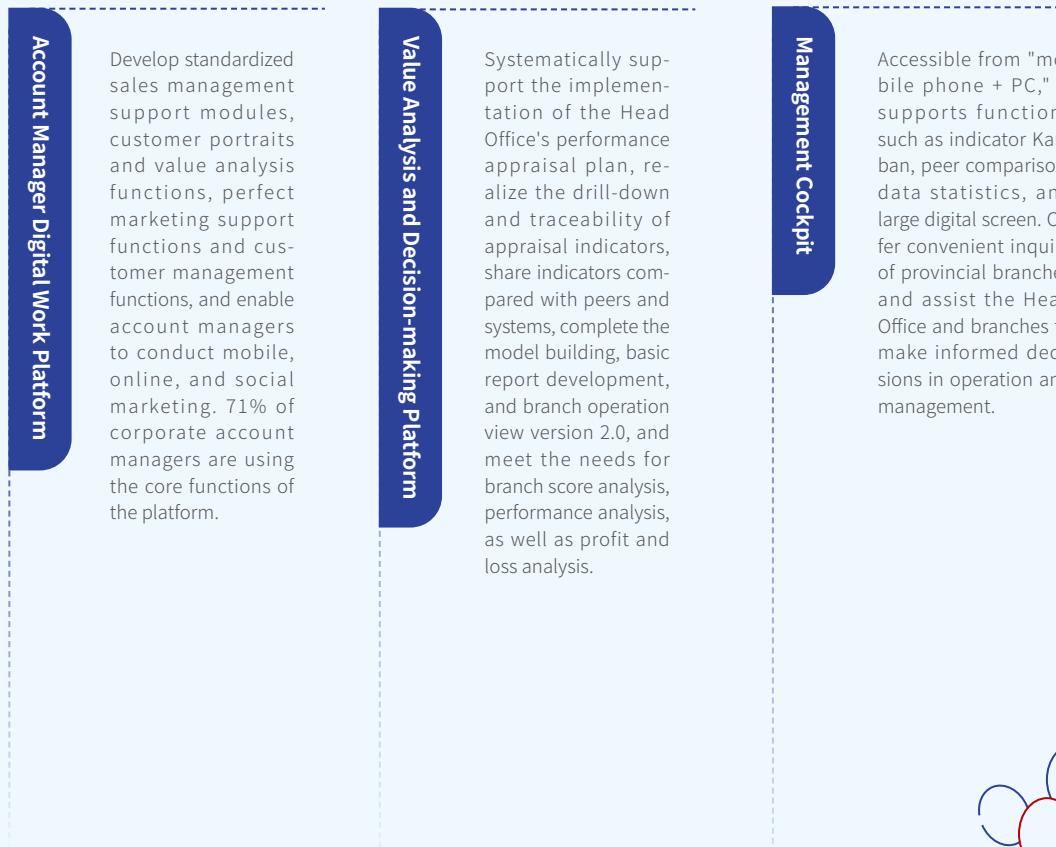
## Feature 2: BoCom leads the future with digitalization

### Facilitating efficient decision-making and operation

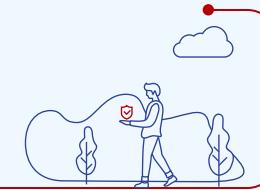


The Bank vigorously promotes technology empowerment, drives the deep integration of fintech with middle and back-office systems, and creates an intelligent platform and tools for operation and management decision-making.

Digital tools supporting multiple work scenarios



### Enabling risk prevention and control



The Bank is deeply involved in the digital transformation of risk management. To facilitate the reform of risk management mode, concept, and process, it promotes the application of new technologies such as big data, cloud computing, and artificial intelligence with an established enterprise-level risk control middle office. It also builds a risk data management base with unified standards and effective integration of internal and external data. With a risk capability sharing center, the Bank improves the flexible allocation and efficient sharing of business processes and management activities. By making the risk management and internal control activities more intelligent, the entire risk management process becomes more streamlined and efficient.



Advancing the digital transformation of risk management

#### During the Reporting Period

The Bank's "Computing Platform for Multi-party Security and Scenario-specific Application Project" was awarded first prize in the **"2020 Awards for Fintech Development"**



The Bank's "Risk Monitoring Based on Complex Knowledge Graph" was shortlisted in the TOP30 list of SAIL Awards of **"2021 World Artificial Intelligence Conference"**

The paper on digital internal control project was included in the **"14th Five-Year Development Plan on Network Security and Information of Financial Industry"** by the Fintech Committee of China Finance Association and has been published as part of the 14 topics

# Governance

## Stick to the Right Path for Sustainable Operation

### Going with the trend of sustainable development

The effectiveness of the corporate governance system of banking institutions has a bearing on the stability of the national financial system and the proper operation of the national economy. The Bank continuously improves its decision-making, implementation, supervision, and evaluation systems to ensure a reasonable, robust, and effective corporate governance system, consolidating its foundation for sustainable development.

### Our actions

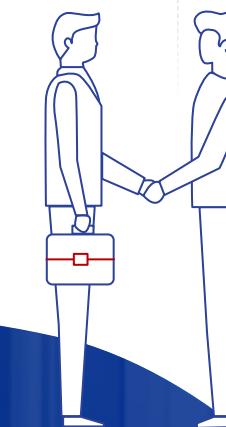
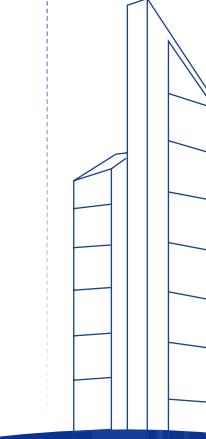
Improvement of corporate governance system; Safeguarding the rights and interests of stakeholders; Building a culture of integrity; Risk management



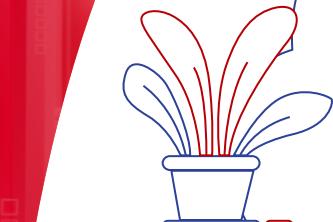
- The Environmental, Social and Governance (ESG) and Consumer Protection Committee of the Board of Directors held **4** meetings



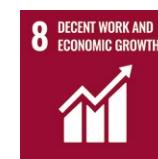
- The Board of Directors held **7** meetings
- The Board of Supervisors held **4** meetings



- The shareholders held **3** Shareholders' General Meetings

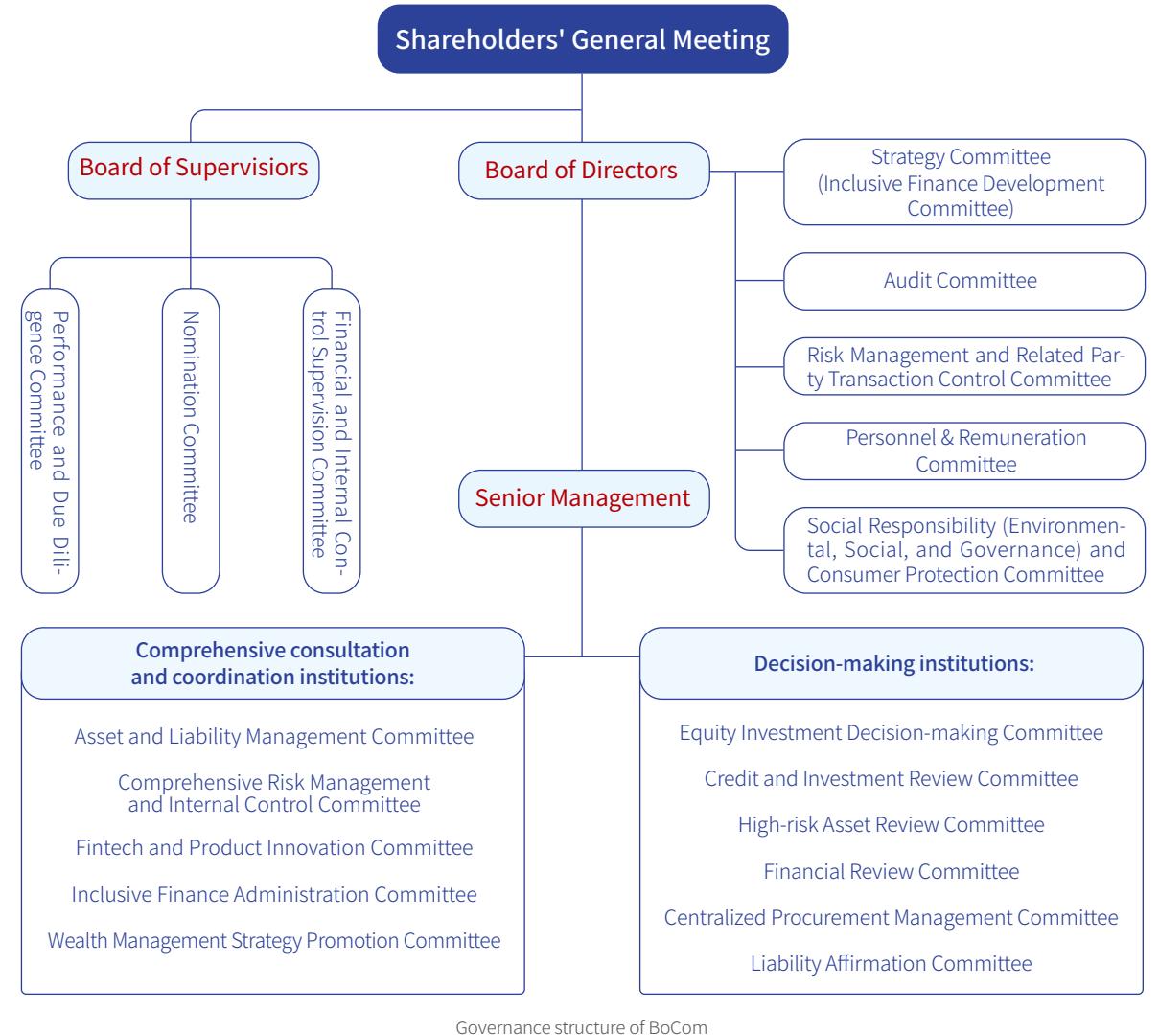


### Aligning with SDGs



# Overview

During the Reporting Period, the Bank strictly abode by the laws and regulations, rules for listed companies, regulatory provisions, and the Articles of Association at home and abroad. It kept up with advancing and improving the corporate governance mechanism with Chinese characteristics for large commercial banks, where "the Party committee takes comprehensive leadership, the Board of Directors makes strategic decisions, the Board of Supervisors supervise according to law, and Senior Management is authorized for operations." Determined to act under the new development philosophy, the Bank worked to realize the "three tasks" of financial work, earnestly enforced development strategies and maintained its high-level value return to all shareholders and investors.



As of the end of the Reporting Period, there were 16 members in the Board of Directors, including 2 executive directors, 8 non-executive directors, and 6 independent non-executive directors. The number of independent non-executive directors accounted for one-third of the total number of members of the Board of Directors, meeting regulatory regulations. During the Reporting Period, the Board of Directors held 3 General Meetings of Shareholders, which reviewed and approved 11 proposals; 7 meetings of the Board of Directors, which reviewed and approved 57 proposals; and 24 meetings of the special committees under the Board of Directors, which examined 103 proposals and reports.

As of the end of the Reporting Period, there were 11 members in the Board of Supervisors, including 3 shareholder supervisors, 4 external supervisors, and 4 employee supervisors. During the Reporting Period, the Board of Supervisors worked in order, with 4 meetings held and 23 proposals reviewed. The in-person attendance rate at supervisor meetings was 95.45%. The supervisors duly attended the Shareholders' General Meetings, attended the meetings of the Board of Directors and the special committees, and attended important meetings of the Bank.

- Refining the governance mechanism**

  - In line with corporate governance, the Bank improves the coordination and communication mechanism between the Party Committee, the Board of Directors, and the Board of Supervisors. For major business and management matters, the Board of Directors will make decisions after the Party Committee studies and discusses them to truly integrate prior deliberation by the Party Committee with the decision-making mechanism of corporate governance.
  - Rectify issues notified by regulatory authorities and provide timely updates on progress to China Banking and Insurance Regulatory Commission.
  - Improve the corporate governance system by adopting the *Green Finance Policy*, the *Liability Quality Management Measures*, the *Recovery and Resolution Plan, and Related Management Measures*, and revise the *Compliance Policy* and the *Business Continuity Policy*.

**Further promoting investment value**

  - For the first time, the earnings release conference was held through a combination of Internet video live broadcasting, teleconference, and on-site meeting.
  - During the Reporting Period, 4 results release conferences were held. A total of 500 analysts and journalists attended the conferences, and nearly 2,400 small and medium-sized investors watched the 2020 annual earnings release conference live online and 2021 half-year earnings release conference live online.
  - The valuation management team participated in 4 domestic and foreign investor forums, received 2 on-site visits, held 31 teleconferences, and communicated with nearly 400 investors and analysts.
- Highlights of corporate governance**

  - In 2020, a cash dividend of RMB 0.317 was distributed per ordinary share, totaling RMB 23.541 billion (tax inclusive), accounting for 31.86% of the Group's net profit (attributable to the parent company).
  - During the Reporting Period, RMB 1.755 billion in dividends were distributed to domestic preference shareholders.

**Safeguarding shareholders' rights and interests**

## Compliance management

Compliance governance is the Bank's top priority for perfecting corporate governance. The Bank has been resolute in combating corruption, bribery, and Four Undesirable Work Styles, thoroughly putting the Eight-point Regulation's spirit into practice and creating a clean and positive environment. To ensure the long-lasting prosperity of the Bank, it has done a solid job in anti-money laundering, anti-fraud, and anti-extortion to improve the policy mechanism overall.

## Combating corruption, bribery, and Four Undesirable Work Styles

The Bank has thoroughly studied and implemented the arrangements of the Fifth Plenary Session of the 19<sup>th</sup> Central Commission for Discipline Inspection, complied with the *Code of Integrity and Self-discipline of the Communist Party of China*, the *Regulations on Internal Supervision of the Communist Party of China*, the *Regulations on Disciplinary Punishment of the Communist Party of China*, the *Implementation Regulations of the Supervision Law of the People's Republic of China* and the *Several Provisions on Integrity of Leaders of State-owned Enterprises*, and intensified its anti-corruption efforts in the financial sector. The Bank has always maintained a tough stance in anti-corruption by upholding integrity and discipline. It has worked to coordinate financial anti-corruption and financial risk management, firmly and prudently investigated cases, and attended to the integration of supervision mechanisms and anti-corruption education. Continuing to promote reform and governance through cases, the bank has optimized the responsibility identification and investigation system, strengthened the synergy of internal supervision, and combated corruption and the Four Undesirable Work Styles. Furthermore, the Bank has devoted itself to solving formalism and bureaucracy to reduce the burden at the community level. These efforts have contributed to the steady development of the Bank.

**Strengthen rule-based governance**

Promulgate policies such as the *Interim Measures for the Party Committee of Bank of Communications to Strengthen the Supervision and Management of the "Top Leaders" and Leading Groups (2021 Version)*, and the *Administrative Measures for Integrity Commissioners and Part-time Integrity Supervisors of Overseas Institutions of Bank of Communications (2021 Version)*.

**Promoting law-based governance**

Revise and perfect the *Measures for Handling Violations by Employees of Bank of Communications (2021 Version)* and the *Measures for Reporting to the Discipline Inspection and Supervision Group Dispatched to Bank of Communications*.

**Properly handling reports**

Strictly follow the approval and circulation procedures, strengthen supervision in the processes of "receiving, transferring, supervising, reporting and closing," and improve the rule-based management of reports.

**Optimizing the supervision system**

Solidify the handling and supervision of cases by establishing a smooth channel for inspection, case prevention, and transfer of audit clues.

**Holding special supervision joint meetings**

Closely monitor regulatory notifications and administrative punishment, reinforce accountability and rectification, look into the critical issues prompted by the "tripartite communication and contact" mechanism of the China Banking and Insurance Regulatory Commission (CBIRC), and hold special meetings to follow up and supervise these issues.

Improving the supervision mechanism to help build integrity

**Case warning**

Carry out bank-wide warning education via cases of Hu Huaibang and Sun Deshun.

**Thematic educational films**

Select thematic educational films based on typical corruption cases to provide warnings at different levels and classifications.

**Typical reading materials**

Organize employees across the bank to read the *Financial Case Notes*, a collection of typical violations of discipline and law in the financial sector compiled by the Central Commission for Discipline Inspection.

Warning education, educating people around us by cases around us

**Key Performance**

During the Reporting Period,

**1,290** reports were accepted,

**930** clues were handled,

**237** cases were filed,

**344** employees were punished according to the Party and government discipline, and

**192** proposals for discipline inspection and supervision were issued

**35** violations of the Eight-point Regulation of the Center were investigated

and closed, **38** employees were punished by Party and administrative discipline, and **29** cases were notified

4 employees were transferred to the procuratorate for prosecution on suspicion of work-related crimes, and there were no lawsuits on corruption

## Anti-money laundering, anti-fraud, and anti-extortion

The Bank has thoroughly implemented the *Anti-Money Laundering Law of the People's Republic of China*, the *Anti-Terrorism Law of the People's Republic of China*, the *Opinions on Improving the Supervision System and Mechanism of Anti-Money Laundering, Anti-Terrorist Financing and Anti-Tax Evasion*, the *Measures for the Administration of Anti-Money Laundering and Anti-Terrorist Financing in Banking Financial Institutions*, the *Guidelines for the Risk Management of Money Laundering and Terrorist Financing in Legal Person Financial Institutions (Trial)*, the *Working Methods for Case Prevention in Banking Financial Institutions*, the *Guidelines for the Behavior Management of Banking Financial Institution Employees*, and the *Guiding Opinions on the Prevention of Financial Crimes in Banking and Insurance Industry*, as well as other laws, regulations and regulatory requirements. Following these measures, the Bank has improved its system construction and sanctions compliance management, actively carried out publicity activities on anti-money laundering, anti-fraud, anti-extortion outside the Bank, and fully reinforced the publicity and training on relevant rules and regulations within the Bank.

The Bank has further perfected its anti-money laundering system, basic anti-money laundering framework, and related business systems. Various regulatory requirements have been translated into internal management norms in time. The Bank has constantly enhanced customer identification, fostered money laundering risk assessment at institutions, and escalated the quality and efficiency of large-amount and suspicious transactions reports. It has also improved the screening of customers with money laundering exposures and money laundering risks assessment for business products.

**► Guiding fundamental documents**

During the Reporting Period, the Bank continued to implement the *Money Laundering Risk Management Strategies*, the *Policies and Procedures of Bank of Communications Co., Ltd. (2020 Version)* and the *Anti-Money Laundering Management Measures of Bank of Communications Co., Ltd. (2020 Version)*.

**► New systems and measures**

During the Reporting Period, the Bank issued the *Bank of Communications Anti-money Laundering Customer Identification and Due Diligence Guidelines (2020 Version)*, the *Measures for the Administration of Large-sum Transaction and Suspicious Transaction Reports of Bank of Communications (2021 Version)*, the *Implementation Rules for the Construction of Anti-money Laundering Transaction Monitoring Standards of Bank of Communications (2021 Version)*, the *Detailed Rules for the Implementation of Bank of Communications Customer Money Laundering Risk Level Assessment and Classified Management (2021 Version)*, the *Trial Measures for Money Laundering Risk Assessment and Management of Bank of Communications Institutions (2021 Version)*. With these measures, Bank improved the anti-money laundering management systems, strengthened customer identity due diligence, improved the management of large-amount and suspicious transaction reports, and consolidated the anti-money laundering management systems.

**Construction of anti-money laundering related systems**

The Bank has been active in cracking down gang crimes regularly. It formulated and issued the *Notice on Routine Crackdown on Gang Crimes* and strived to create a safe and stable financial order and social environment by putting efforts into work that involves the bank, the public, and prevention & control.

**Bank side****Customer side****Prevention and control side**

Introduce a unified anti-fraud engine to optimize the fraud-related risk interception model and launch the credit card transaction anti-fraud decision module.

Organize activities such as the March 15 Education and Publicity Week and the June Publicity Month on Preventing Illegal Fund Raising, and maximize the use of the official website, mobile banking, and other channels to carry out risk warning education.

Maintain close communication with regulatory authorities, government departments, and judicial authorities, and strive to improve its ability to screen and identify clues related to criminal activities.

**Anti-fraud and anti-extortion initiatives**

During the Reporting Period, The Bank formulated the Work Plan for Legal Publicity and Education and Compliance Culture Construction in 2021

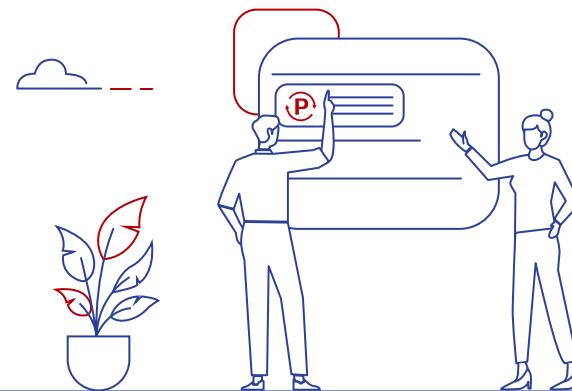
There were **1,026** anti-money laundering and related legal publicity and compliance publicity lectures (**910** offline sessions and **116** online lectures)

**924** publicity activities on the rule of law, including the Constitution, the Civil Code, personal information protection, consumer rights protection, and anti-money laundering, covering over **2.33** million people

and **818** compliance training sessions (**495** offline training sessions and **323** video training sessions), covering **77,214** people

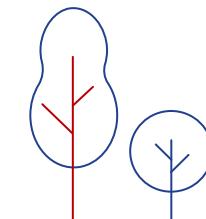
## Intellectual property protection

The Bank continues to strengthen intellectual property protection and management. In 2021, the Bank formulated the *Measures for the Management of Branding of Bank of Communications (2021 Version)* to further regulate the use and management of branding of BoCom and its subordinate institutions at all levels. The Bank revised the *Measures for the Administration of Trademarks of the Bank of Communications (2021 Version)*, applied for trademarks following the law, and protected Group branding and product brands. The Bank cracked down on the rush registration of the Bank's brand trademarks, fought trademark infringement, respected the intellectual property rights of third parties, and protected consumers' legitimate rights and interests.



### Key Performance

Training sessions on internal control, case prevention, anti-fraud, and other professional fields were held, and over **10,000** employees studied on the e-Campus network platform



### Key Performance

During the Reporting Period, **58** trademark registrations were obtained

Copyright and trademark training covering more than **2,500** people were held

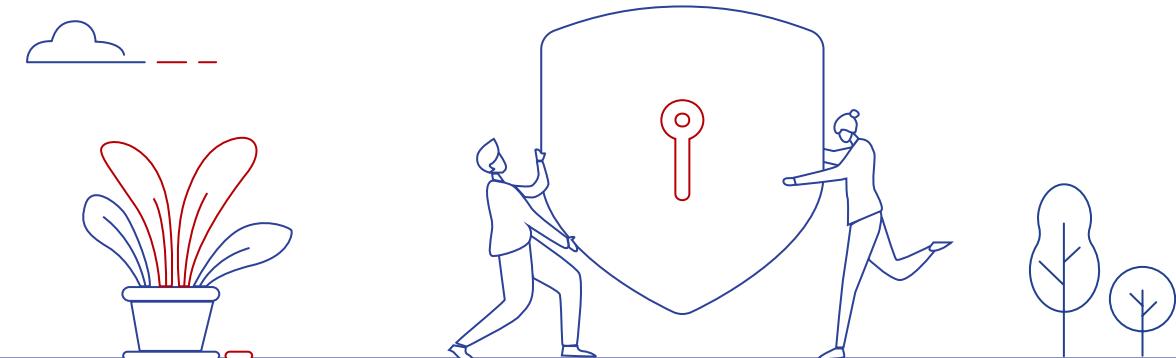
## Risk management

The Bank has reiterated the vital role of proactive prevention and mitigation of financial risks. It has strictly put regulatory requirements into practice, promoting the modernization of risk management system and governance capacity, and enhanced risk measurement and monitoring. With deeper integration of internal control and operational risk management, it has also built up its risk management digitalization capability, actively prevented and responded to various risks, and promoted high-quality development with risk management.

The Senior Management of the Bank has established a Comprehensive Risk Management and Internal Control Committee to study systemic risks and regional risks, as well as make decisions on major risk management issues. Two business review committees – the Loan and Investment Review Committee and the Risk Asset Review Committee – have been set up under the committee. Taking the framework above as a reference, all provincial branches, overseas institutions, subsidiaries, and other institutions have set up corresponding comprehensive risk management and internal control committees.

- Formulate and promote the implementation of the 14<sup>th</sup> Five-Year Plan for Risk Management
- Promote the reform of risk credit and anti-money laundering through projects, and gradually improve the market risk management system and mechanism.
- Optimize the comprehensive risk management system, reinforce the decision-making function of the comprehensive risk management and internal control committee, guide the provincial branches to improve the quality of comprehensive risk management, and share excellent experiences.
- Carry out risk management screening, comprehensively organize the variety of risks, select and carefully investigate essential areas such as market risk, internal control, and case prevention, and launch stress testing; conduct full-scale bond risk screening of the Group every quarter; conduct special screening of illegal fund-raising, Internet finance, and bill business risks.
- Improve the systematic regional risk assessment framework, form an assessment template, and initiate branch-specific assessments.

Measures for modernization of risk governance system and governance capacity



### Key Performance

During the Reporting Period, the Bank continued to improve its risk management:

**8** online training courses on risk management were held

Over **7,000** participants joined the online training courses

More than **37,000** clicks on posted online courses

**2** rounds of risk manager certification examinations were initiated, and **306** employees were certified

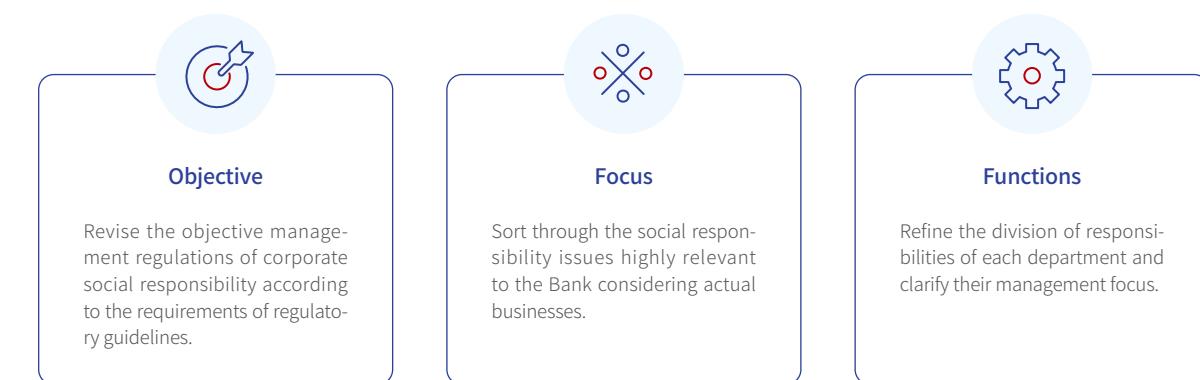
## CSR management

The Bank pays close attention to the management, strategy, objectives, and progress management of environmental, social, and governance-related issues such as climate change. It has actively identified the possible impacts of its decision-making and operational activities on society and the environment and improved its corporate social responsibility management system. It has promoted the organic integration of the corporate social responsibility concept with the Bank's corporate culture and development strategy. It has also established a routine mechanism for social responsibility information disclosure and worked with stakeholders to create and share diversified values.

The Board of Directors is the top decision-making body for the Bank's corporate social responsibility work. In accordance with the authorization of the Board of Directors and the provisions of the Committee's working regulations, the Environmental, Social, and Governance (ESG) and Consumer Protection Committee of the Board of Directors is responsible for the Bank's corporate social responsibility strategy and policy, while the Senior Management is in charge of executing the strategy and policy as approved by the Board of Directors. Reports are delivered to the Board and the Committee on a regular basis.



**During the Reporting Period, the Bank revised the key points of the Corporate Social Responsibility Policy of Bank of Communications Co., Ltd..**



In 2021, the Environmental, Social, and Governance (ESG) and Consumer Protection Committee of the Board of Directors reviewed and approved fourteen proposals and reports, including the annual corporate social responsibility report, the annual green credit work report, the annual consumer protection work report, and the proposal to the Board of Directors for donations for disaster relief in Henan flooded areas in a total of 4 meetings. The opinions were reported to the Board of Directors.



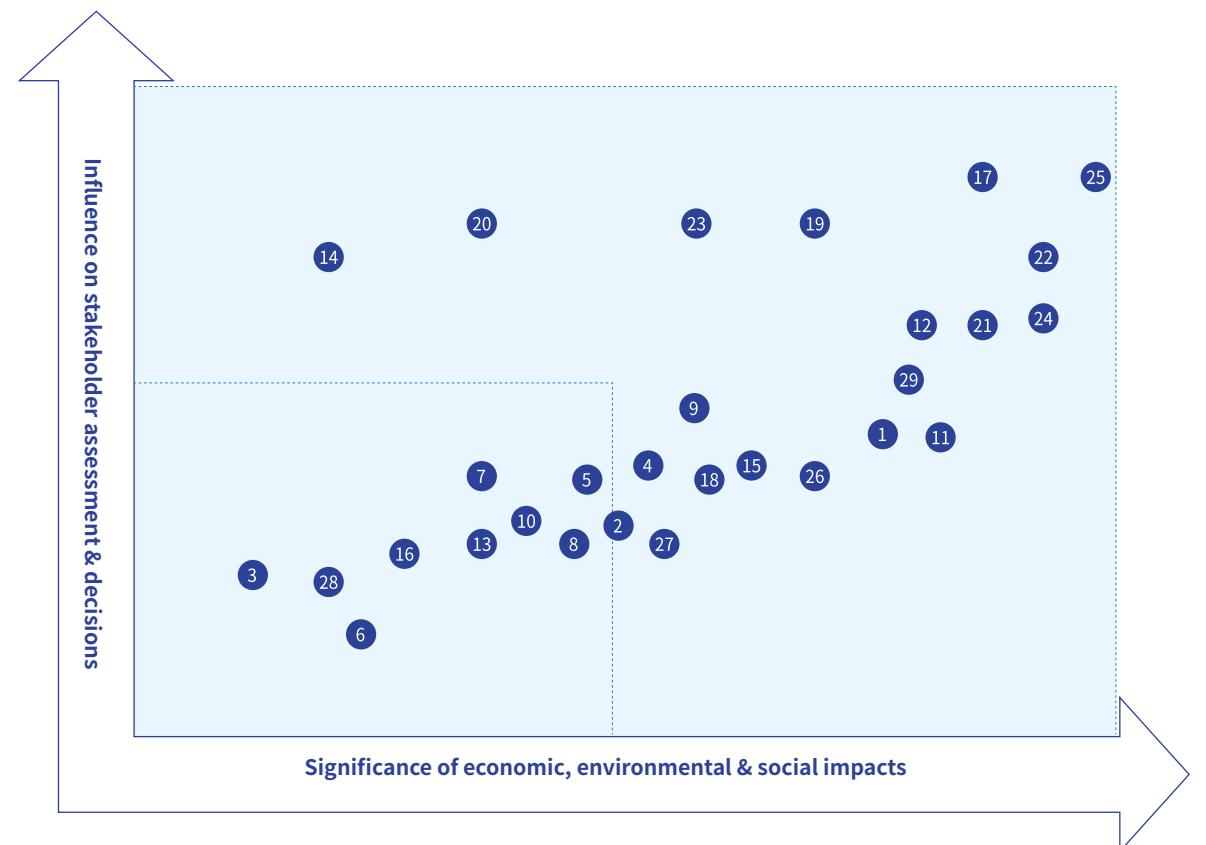
The 7<sup>th</sup> meeting of the ESG and Consumer Protection Committee of the Board of Directors



Awards	Sponsor or organizer
2021 Financial Ranking-The Most Socially Responsible Bank of the Year	Stock Star
Outstanding Responsible Enterprise of the Year	Southern Weekly
Annual Excellent Social Responsibility Report	China Banking and Insurance News
GoldenBee 2021 Excellent CSR Report-Evergreen Award	China Sustainability Tribune

## Materiality analysis

During the Reporting Period, BoCom identified, updated, adjusted, and ranked the material topics of 2020 following the procedure methods proposed in the *GRI Sustainability Reporting Standards* to determine the Bank's key topics of management and information disclosure.



- ① Party building
- ② Care for employees
- ③ Voluntary services
- ④ Equality and diversity
- ⑤ Occupational health and safety
- ⑥ Green operations
- ⑦ Employee training and development
- ⑧ Green services
- ⑨ Protect the rights and interests of employees
- ⑩ Increase returns to shareholders
- ⑪ Optimize corporate governance
- ⑫ High-quality development
- ⑬ Popularize financial knowledge
- ⑭ Innovative financial products
- ⑮ Green finance
- ⑯ Engagement in charity
- ⑰ Inclusive finance
- ⑱ Rural vitalization
- ⑲ Follow national strategies
- ⑳ Improve customers consumption experience
- ㉑ Serve people's livelihood
- ㉒ Serve the real economy
- ㉓ Protect the rights and interests of customers
- ㉔ Compliance
- ㉕ Forestall financial risks
- ㉖ Deepen reform
- ㉗ Support people's livelihood
- ㉘ Responsible procurement
- ㉙ Address climate change

## Stakeholder communication and engagement

Stakeholder	Description	Primary concern	Main source of information	Main response
 Customers	Current and prospective customers	Convenient, efficient, and quality financial services	Product promotion, customer service hotline, online and offline activities	Provide efficient, quality services, developing new financial products, and protect customer information
 Shareholders	Holders of the Bank's shares	Good return on investment; fair, impartial, transparent, and timely information disclosure	Shareholders' general meetings, investor activities, hotline and fax, and company announcements, etc.	Stable operations and effective investor relations management
 Government agencies	Government at all levels; People's Bank of China (PBOC) and its branches, China Banking and Insurance Regulatory Commission and its local offices, China Securities Regulatory Commission; Administration for Industry and Commerce, and Taxation Bureau at all levels, etc.	Maintain the stability of financial system, facilitate the development of national economy, and improve the people's well-being.	Policy directives, work reports, day-to-day communication, etc.	Compliance management, active response to national strategies and macroeconomic policies, assistance to designated targets, service to the real economy, support to the development of MSEs, service to rural vitalization, attention to agriculture, rural areas and inclusive finance, and implementation of green credit, etc.
 Employees	Bank staff, regardless of position or job duration	Stable employment, proper benefits, satisfactory working conditions, growth opportunities	Employee congress, personnel opinion solicitation, counseling sessions, etc.	Develop together with employees, improve employee satisfaction by protecting employee rights and interests
 The environment	The ecological environment of areas where the Bank transacts business and other affected areas	Pay close attention to climate change, and support a low-carbon economy	Information disclosure, other events, and pricing strategies, etc.	Promote green credit, green services, green operations, green procurement, and green charitable activities
 Communities	General public and organizations in areas where the Bank transacts business and other affected areas	Social harmony and improved well-being	Financial service activities, charitable activities, etc.	Engage in charitable activities, organize volunteer activities, and disseminate financial information
 Partners	Suppliers, peers, and other institutions in business with the Bank	Honesty, mutual benefit, fair procurement, and win-win cooperation	Invitations to bid, business exchanges and cooperation, etc.	Responsible procurement and business cooperation
 Social organizations	Industry associations (e.g., China Banking Association), and non-profit organizations (e.g., environmental, or public interest)	Boost development of the industry as well as social harmony	Information disclosure, various related activities	Accept supervision and participate in industry activities

# Economy

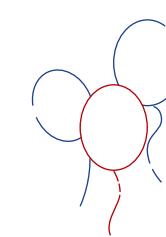
## Forge Ahead with High-quality Development

### Responding to the trend of sustainable development

Finance is the lifeblood of the national economy. The Bank has proactively fit in the new development pattern, provided targeted services to national major strategies, and constantly aligned its resource allocation plans with national strategies to improve the quality and efficiency of serving the real economy. In addition, the Bank has emphasized efficiency and fairness, vigorously developed inclusive finance, enhanced access to financial services, and contributed to the sustainable development of the national economy to facilitate common prosperity.

### Our actions

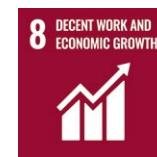
Respond to national strategies; Support the real economy; Contribute to the rural vitalization; Make every effort to improve people's livelihood; Assist MSEs; Improve customer services



- The Bank recorded total assets of RMB **11,665.757** billion and total loans of RMB **6,560.400** billion

- The outstanding inclusive loans for MSEs stood at RMB **338.819** billion, an increase of **49.23%**

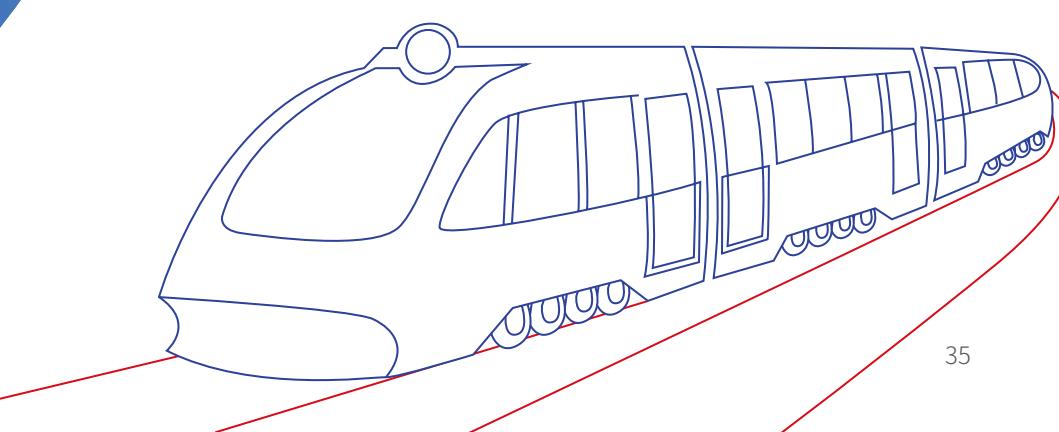
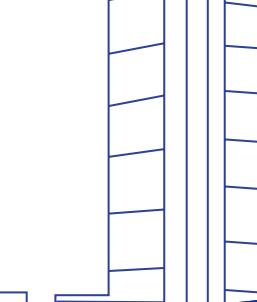
### Aligning with SDGs



- The number of customers with loan balance increased by **43.49%** to **212,200**

The average interest rate of cumulative inclusive loans for MSEs was **4%**, while the comprehensive financing costs of small and micro customers decreased by **0.49** percentage points

- The balance of inclusive agriculture-related loans was RMB **39.741** billion, an increase of **46.9%**



# Creating a new driving force for the economy

## Serving the formation of dual-circulation development pattern

Leveraging its sound global presence, the Bank actively contributes to the formation of dual-circulation development pattern, continues to reinforce the integration of on-shore & off-shore businesses, domestic & overseas businesses, as well as RMB & foreign currency businesses, and is focused on improving the quality of cross-border, cross-sector, and cross-market financial services.

### Promoting the development of international businesses

#### Improving the layout of overseas institutions

As of the end of the Reporting Period, the Bank established 23 overseas institutions and 69 operating outlets in 18 countries and regions across five continents.



#### Tokyo Branch makes innovation in products to support the export of China's high-end manufactured products

In 2021, Tokyo Branch, as a co-leading bank of the syndicated loan, worked with Seaspan, the world's largest independent owner and operator of containerships, to implement a JOLCO (Japanese operating lease with call option) ship financing project secured by China Export & Credit Insurance Corporation. Aimed to provide USD 634 million in financial support for Seaspan to purchase eight containerships from Yangzijiang Shipbuilding Group, it is a major innovative project in the ship financing market in 2021. It provides richer export credit solutions for China's manufacturing industry, enhancing the competitive edges of Chinese enterprises in the export market.

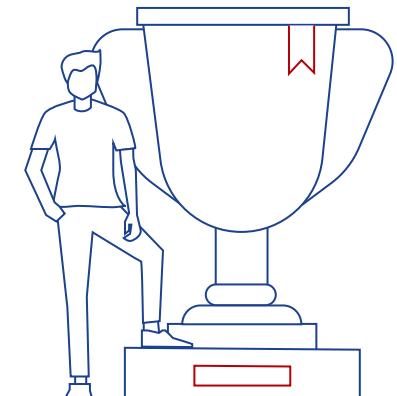
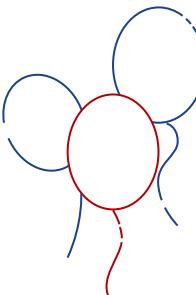


#### Key Performance

As of the end of the Reporting Period, the total assets of overseas institutions exceeded RMB **1,187.234** billion

During the Reporting Period, the financing volume for cross-border trade increased by **44.52%** year on year to USD **33.963** billion

The Bank has been awarded "Best International Business Bank" at the Annual Conference of China Transaction Banking from 2019 to 2021



## Serving the Belt and Road Initiative

The Bank earnestly implements the plan for Chinese enterprises to "go global" and provides various Belt and Road Initiative services. As of the end of the Reporting Period, the Bank established eight overseas institutions in the countries and regions participating in the Initiative and conducted cross-border RMB businesses with 41 countries along the Belt and Road, reaching RMB 42.957 billion in total. It also implemented nine medium- and long-term credit insurance financing projects in eight countries along the Belt and Road.



#### BoCom participates in phase III of a central business district in Egypt's new administrative capital project

As a critical project for countries along the Belt and Road, Egypt's new administrative capital project has attracted significant attention from the Chinese and Egyptian governments. On December 24, 2020, witnessed by Mohamed Elbadri, the Egyptian Ambassador to China, BoCom signed the agreement to participate in phase III of a central business district in Egypt's new administrative capital project. On April 21, 2021, BoCom granted the first syndicated loan for the project, implementing the Belt and Road Initiative by providing financial services.



A phase III project of the central business district in Egypt's new administrative capital



#### Key Performance

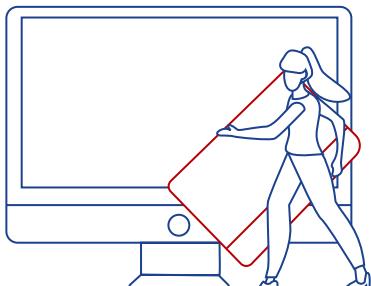
From September 2013 to the end of 2021, overseas branches of BoCom granted a total of USD **18.985** billion loans to support the Belt and Road Initiative

As of the end of the Reporting Period, the outstanding loans totaled USD **4.954** billion



## Promoting online and platform-based cross-border business

To better connect the domestic market with the international market, the Bank has strengthened the online and platform-based development of cross-border business infrastructures to facilitate the foreign exchange business of market entities and enhance the risk resistance capability of foreign trade enterprises with export credit insurance. By meeting the financing needs of foreign trade enterprises with credit insurance financing products, especially those in small and micro scale, the Bank creates a favorable international business environment.



## Measures to strengthen the development of cross-border business infrastructures

### Bringing services online

- Provide a better customer experience with optimized online functions of international businesses, products, and services. "BoCom e-Customs Clearance" furnishes several features, including pre-confirmation of inward and outward remittance payments, enhancing the capital efficiency for customers.
- Achieve ideal results by accelerating the service mode reshape and business process restructure in aspects like CIPS standard transceiver, system functions of "Easy" series products, etc.

### Providing convenience

- Keep up with the work on trade and investment facilitation policies, set up a steering group in this regard, and revise internal control regulations and operating procedures.

### Cooperating with platforms

- Provide financial services for cross-border e-commerce in Chongqing and Jiangsu to offer access to international trades for small and micro merchants of new business forms. In 2021, the service benefited 200,000 cross-border e-commerce customers.
- Collaborate with comprehensive cross-border trade service platforms in Hebei and Ningbo to realize the tri-party trade information sharing.
- Provide financial services for procurement trade platforms in Shenzhen, offering one-stop services that range from export proceeds collection to the settlement of exchange for small and micro foreign trade enterprises.



### Key Performance

During the Reporting Period, the Bank engaged in and received **11,532** cross-border payments for **83** customer accounts under the trade facilitation policy, amounting to USD **3.61** billion

The number of corporate customers of the Bank's capital item receipt and payment facilitation service was **330**, with over **8,072** facilitation businesses handled, totaling USD **3.454** billion



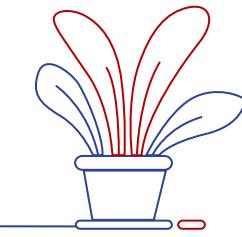
### Sichuan Branch launches the nation's first CIPS standard transceiver for an entity enterprise to open up a channel of bank-enterprise linkage for key customers

Actively responding to the Belt and Road Initiative and the strategy of RMB internationalization, the Sichuan Branch has leveraged its advantages in cross-border finance to provide access to CIPS standard transceiver for Tongwei Co., Ltd. BoCom has become the first bank in China to configure CIPS standard transceiver for private enterprises serving the real economy, which has contributed to RMB internationalization with improved efficiency of cross-border payments and reduced management costs.



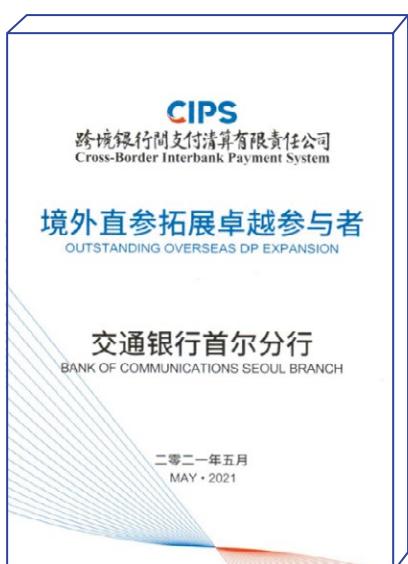
### Key Performance

As of the end of the Reporting Period, **411** customers launched CIPS standard transceiver through BoCom, ranking first in the market



## Boosting RMB internationalization

As a significant financial infrastructure, the Cross-border Interbank Payment System (CIPS for short) is increasingly important for the opening of the financial sector and the advancement of RMB internationalization. In 2021, the Bank fully engaged in promoting the application of CIPS standard transceivers in cross-border financial scenarios, helping to solve the difficulties such as inconsistent cross-border payment instructions, lengthy manual processing, and opaque nodes in the capital flow that cross-border businesses face. It also enhanced the efficiency of RMB cross-border payment, reduced the exchange rate risk and costs for enterprises, and promoted the safe and convenient settlement of cross-border trades.



In 2021, Seoul Branch provided participating bank services for all 15 Korean banks. It was honored with the "Outstanding Overseas DP Expansion" award at the Cross-border Payment Clearing Forum & CIPS Participants Meeting held by Cross-Border Interbank Payment System Co., Ltd.

### Establish a service framework

Set up the Yangtze River Delta Integration Management Headquarters and branches in the demonstration areas of the integration and new Free Trade Zones, and improve the quality and efficiency of services in an all-around way.

### Optimize the credit mode

Launch the joint credit extension system for group customers, simplify the joint credit extension process, and form a loan approval mechanism in the Yangtze River Delta to enhance the efficiency of approving and extending loans. Launch the scheme for inter-city credit extension and pilot the scheme in the demonstration areas.

### Waive transfer fees

Take the initiative to exempt corporate customers from online banking transfer fees within the Yangtze River Delta region. The creative measure is among the 16 Financial Supportive Measures for the Demonstration Areas of the Integration of the Yangtze River Delta.

### Customize products

Roll out products like the Yangtze River Delta bond index, Yangtze River Delta wealth management products, and Yangtze River Delta credit card. Create private equities targeted at serving sci-tech innovation enterprises in the Yangtze River Delta regions. As of the end of the Reporting Period, the Bank launched 75 wealth management products themed on the Yangtze River Delta, raising more than RMB 24.92 billion of funds in the region, and issued over 480,000 Yangtze River Delta-themed credit cards.

**Case** "Driving and Benefiting from the Integration of the Yangtze River Delta"

At the fourth China International Import Expo (CIIE) in 2021, the Bank hosted the Yangtze River Delta integration high-quality development activity themed on "Driving and Benefiting from the Integration of the Yangtze River Delta." Joining hands with another 20 leading financial institutions, BoCom established the "Alliance for Innovation and Development of Inter-city Financial Services in the Demonstration Areas," and served as the president of the alliance. Representatives from the governments, the banking industry, and the academic circle joined the activity to discuss the key issues and give policy suggestions for the high-quality development of the Yangtze River Delta integrated. At the CIIE, the CCDC-BoCom Yangtze River Delta ESG Preferred Credit Bond Index (the first ESG-themed bond index in the Yangtze River Delta) was launched, helping to build the Yangtze River Delta into a green demonstration area.



Inauguration of the "Alliance for Innovation and Development of Inter-city Financial Services in the Demonstration Areas" of the Integration of the Yangtze River Delta

### Serving the Guangdong-Hong Kong-Macao Greater Bay Area

Fully utilizing the Group's advantages in comprehensive financial service network and constantly expanding the range of products and services, the Bank is committed to providing high-quality and integrated cross-border financial services for customers in the Guangdong-Hong Kong-Macao Greater Bay Area and facilitating its development.

**Case** To enable the development of the Guangdong-Hong Kong-Macao Greater Bay Area, BoCom International Holdings Company Limited completes the first bond issuance listing in Macao

In July 2021, working closely with the Fujian Branch, BoCom International Holdings Company Limited completed China's first public offering of the corporate bond in Macao issued by a provincial-level SOE. The project was listing 364-day senior unsecured bonds worth USD 150 million on Macao Securities Exchange by Fujian Investment & Development Group Co., Ltd. It is the first Fujian-based company to issue bonds in Macao, marking a leap forward in the joint efforts by Fujian and Macao to build the Belt and Road.

**Case** Getting approval to conduct "Cross-border Wealth Management Connect" for the benefits of residents in the Greater Bay Area

Announced by the Guangzhou Branch and Shenzhen Central Sub-branch of the PBOC, Hong Kong Monetary Authority, and Macao Monetary Authority on October 18, 2021, the Bank became one of the first group of commercial banks approved to handle "Cross-border Wealth Management Connect" business. With a mature service network and professional service personnel, branches in Guangdong, Shenzhen, Hong Kong, and Macao have worked closely to provide residents in the Greater Bay Area with comprehensive, quality, convenient, and efficient wealth management services.

The "Cross-border Wealth Management Connect" business of the Bank supports functions like online contract signing, witness service for agency account opening in the "Southbound Trading," online risk evaluation, online information inquiry, and product purchase. With continuous upgrades of systems and procedures, the Bank will protect the rights and interests of investors with better schemes, safeguard the legal rights and interests of investors in the "Cross-border Wealth Management Connect," and empower the development of the people's livelihood and finance in the Greater Bay Area with innovation.

### Supporting the development of Free Trade Zones

The Bank has issued opinions on supporting business development in Free Trade Zones and Free Trade Ports and accelerated the build-up of financial service systems featuring Free Trade Zones and Free Trade Ports.

- |  |
|--|
| <b>Hainan Free Trade Port</b> <ul style="list-style-type: none"> <li>Support the building of key parks: Formulate the management measures for contacting key parks of Hainan Free Trade Port and establish a contacting and visiting mechanism of 11 key parks of the Free Trade Port.</li> </ul>  |
| <b>China (Yunnan) Pilot Free Trade Zone</b> <ul style="list-style-type: none"> <li>Assist 100 central SOEs to settle down in Hainan: Put the work arrangement of "100 Central SOEs Settling down in Hainan" of the People's Government of Hainan Province into practice. The Bank connected with more than 50 central SOEs based in Hainan and provided them with credit over RMB 10 billion.</li> <li>Innovate in financial services: Step up on the innovation and continue to be the first in the volume of bonds underwritten. As the lead underwriter and bookkeeper, the Bank underwrote the first green financial bond in Hainan Free Trade Port - Bank of Hainan Green Financial Bond, a big move of financial innovation in support of green industry development in the Free Trade Port. The Bank also completed the single largest-scale M&amp;A syndicated loan worth RMB 6.6 billion in the Free Trade Port.</li> </ul> |
| <b>China (Guangxi) Pilot Free Trade Zone</b> <ul style="list-style-type: none"> <li>Promote the economic and social development of Yunnan Province by deepening the cooperation between the Bank and governments and signing a finance cooperation agreement with provincial and municipal governments supporting the 14<sup>th</sup> Five-Year Plan. In 2021, the Bank input cumulatively RMB 23.6 billion into the projects under Yunnan's "Three Aces" strategy, an increase of RMB 14.2 billion.</li> </ul>  |
| <b>China (Jiangsu) Pilot Free Trade Zone</b> <ul style="list-style-type: none"> <li>Proactively implement the "Guangxi Preferential Loan" interest subsidy policy of the People's Government of Guangxi Zhuang Autonomous Region, and provide comprehensive financial service solution for the industrial chain businesses by formulating "one policy for one company."</li> </ul>   |
| <b>China (Hebei) Pilot Free Trade Zone</b> <ul style="list-style-type: none"> <li>Launch a comprehensive financial service solution for the Free Trade Zone. Conduct businesses in the Free Trade Zone as RMB and foreign currency capital pool, cross-border two-way RMB capital pool, offshore direct loan, cross-border RMB CIPS transceiver, etc.</li> </ul>   |
| <b>China (Fujian) Pilot Free Trade Zone</b> <ul style="list-style-type: none"> <li>Carry out the Free Trade Zone Journey series activities, actively innovate in business and expand the influence of the Bank's brand in the Free Trade Zone.</li> <li>Xiamen Branch vigorously develops the Single Window business and launches a new scenario of import FX payment in addition to the ocean freight payment scenario. As of the end of the Reporting Period, the Xiamen Branch's Single Window had 144 signed customers, with trading volume totaling USD 130 million, ranking first among local peers.</li> </ul>  |

Measures supporting the development of Free Trade Zones

**Case** "Guangxi Preferential Loan" policy drives the high-quality development of the manufacturing industry in Guangxi

In line with the policy of the People's Government of Guangxi Zhuang Autonomous Region, Guangxi Branch has provided financial support for the key areas and weak areas in Guangxi. It has opened up green channels for key and eligible enterprises in need of funds, improved the efficiency of business operations, and provided efficient services to effectively solve the working capital problems of cooperative enterprises, facilitating the robust and high-quality development of the manufacturing industry.

During the Reporting Period, the Guangxi Branch granted a total of RMB 4.96 billion in "Guangxi Preferential Loan" to 1,065 enterprises and individuals, especially manufacturers. The loans were mainly in the form of "loans for central SOEs, private enterprises, and Greater Bay Area enterprises to settle down in Guangxi" as well as "sci-tech innovation loan," saving financing costs of RMB 93.7 million for enterprises and individuals.

**Key Performance**

As of the end of the Reporting Period, the Bank had **115** branches in **20** Free Trade Zones, with a coverage ratio reaching **95.24%**

## Improving the quality and efficiency of services provided to the real economy

Adhering to the core mission of serving the real economy, the Bank has combined the support of the supply-side structural reform with business transformation and development, continued to increase the financial support, and optimized business structure. Offering more support for weak areas and key areas that are in line with the national development planning and related to people's livelihood, it has augmented the amounts, improved the structure, and reduced fees for the financial supply.

### Promoting the financial supply and interest concessions



#### Driven by performance evaluation

In 2021, the weight of indicators to serve the real economy in the performance evaluation system of provincial and directly-managed branches increased by four percentage points to 19%, which assesses loans for business and customers in areas like inclusive finance for MSEs, rural vitalization, green credit, manufacturing, strategic emerging industries, and trade finance were assessed. Efforts were put in to guide branches to optimize their credit business structure and enhance their capability for serving the real economy and the dual-circulation development pattern.



#### Increasing credit supply

As of the end of the Reporting Period, the balance of corporate substantial loans in RMB stood at RMB 3,502.6 billion, an increase of RMB 359.5 billion or 11.44% over the year.



#### Reducing fees to make interest concessions

- Strengthen the management of service charges

Dynamically adjust and improve the list of service charges while reducing the number of pay items. In 2021, the number of free items increased by 10 compared with the same period of the previous year.

- Improve fee-cut permanent mechanism

Connect the financial reimbursement system with the business system. Take the initiative to assume RMB 330 million charges, including collateral assessment fees, mortgage registration fees, and other intermediary fees.

- Reduce commission charges

From July 25, 2021, the Bank exempted all debit cardholders from service charges for inner- and inter-city, and inter-bank cash withdrawal from ATM, provided a 10% discount on the standard merchant card issuing bank service fees from September 30, while the service fees for acquiring merchants were also reduced.

- Measures in support of real enterprises and results



#### Key Performance

During the Reporting Period, the Bank increased by more than RMB **1** trillion credit funds support for the real economy

The time-point RMB loans raised by RMB **691.4** billion or **12.9%**, the highest in recent **10** years

Corporate loans in RMB increased by RMB **2.54** trillion with an average interest rate of **4.06** %, dropping **14** Bps from last year

The Bank reduced around RMB **17.3** billion in fees for various market players



### Ningxia Branch reduces or waives transaction fees to energize small and micro-merchants

Ningxia Branch provides transaction fee discounts for the self-employed as well as small and micro-merchants in catering, retail, entertainment, and other sectors. Debit card swipe fees are waived for newly-opened private merchant accounts for the first three months, while the same fees for existing private merchant accounts are being reduced or waived step by step. For transactions conducted by scanning QR codes with a total volume of no more than RMB 150,000 throughout the year, fees are also reduced and waived for merchants. By waiving fees at the payment terminals and other means, the branch aims to lower the operating costs of merchants, facilitate the recovery of consumption, and support the development of MSEs.

In terms of agriculture-related enterprises, Ningxia Branch has distributed a general QR code of BoCom to nearly 200 agricultural products sellers, covering fields of grain and oil, beef and mutton sales, vegetable and fruit wholesale, local specialty sales, and nut wholesale. Additionally, transaction fees conducted by general QR code scanning have been reduced or waived. These efforts have been put in to promote the application of acquiring business in fields that serve agriculture, rural areas, rural residents, and those that support people's livelihood and consumption.

### Propelling industry transformation and upgrading

The Bank actively follows national industry policies, improves credit policies, creates new financial products, streamlines the service process, deepens the financial supply-side structural reform, and allocates financial resources to key areas of economic and social development.



### Serving the build-up of "Three highlands and four new missions" to enable the development of Changsha

The industrial park, the area that drives economic development, gathers industries, demonstrates innovation and opening-up, and advances the deepening reform, plays an increasingly important role in advancing high-quality economic development. On June 11, 2021, supported and guided by the Financial Work Office of the Changsha government, Hunan Branch held the signing event for the industrial park financial cooperation contract themed "Serving the building of 'three highlands and four new missions' to enable the development of Changsha" in Changsha. The branch has entered into a strategic cooperation agreement with five major national industrial parks in Changsha, intending to provide a total of RMB 100 billion comprehensive financing amount in five years.



### Supporting major sci-tech innovation and serving technological finance

Aligning with the strategy of developing the country through science and education, and on the premise of good credit risk management, a close watch on technology accumulation of enterprises, and stable industrial supporting facilities, Anhui Branch has approved an RMB 8 billion general credit limit of Ruili Integrated Circuit Co., Ltd. to be used in phase II of the "Changxin 12-inch memory wafer manufacturing base project." The project is a key integrated circuit design and development project backed up by Hefei. By providing key technology enterprises with long-term and comprehensive financial services, the branch has effectively promoted the clustering and development of strategic emerging industries in Hefei.



### BoCom International Holdings Company Limited facilitates the rise of domestic chips

Silicon wafer is the starting point of the semiconductor industry chain and a critical material of chip production. At present, the silicon wafer market is monopolized. China relies heavily on imports for 12-inch silicon wafers as few are produced domestically. In August 2021, BoCom Shunjing (Hangzhou) Private Equity, with BoCom International Holdings Company Limited as the fund manager, completed the investment in the Hangzhou Zhongxin Wafer Semiconductor Co., Ltd. ("Zhongxin Wafer"). At the same time, while leveraging its extensive network of the Group and comprehensive financial service capability, BoCom International assisted Zhongxin Wafer with its investment research advantages to introduce high-quality resources, pushing the localization process of large-sized semiconductor silicon wafers ahead.



### BoCom Leasing delivers the first air freighter converted from a passenger plane to China Postal Airlines under the operating lease contract

Demands in the air cargo market face substantial changes under COVID-19. The Bank of Communications Financial Leasing Co., Ltd. ("BoCom Leasing") has thoroughly explored the development potential of the passenger to freighter conversion in the aircraft leasing to overcome difficulties in the aircraft conversion, including resource guarantee, trading process, and aircraft technology management, and also managed communications with lessees, manufacturers, converters, customs, and airports. Finally, it has completed the first passenger-to-freighter conversion aircraft operating lease project of Chinese-funded leasing companies and delivered the aircraft to China Postal Airlines.

The project, a big move of BoCom Leasing, effectively responds to the demand of the air cargo market during the pandemic and contributes to the development of China's air freight. *Airfinance Journal* has stated, "BoCom Leasing's passenger-to-freighter conversion during the second lease... opened up a new era for China's passenger-to-freighter conversion operating lease."



The first converted air freighter of BoCom Leasing for operating lease

## Improving the quality and efficiency simultaneously and expanding inclusive finance

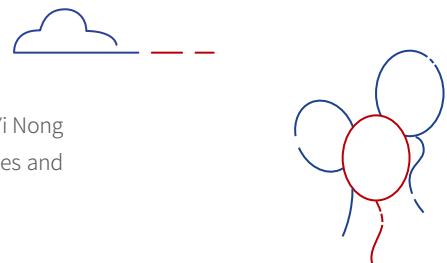
The Bank proactively practices the concept of inclusive finance, takes targeted measures to help MSEs based on the principles of equality and sustainability, committing fully to rural vitalization. It expands the scale, increases the amount, improves the quality, and reduces costs for inclusive finance to improve financial services, providing high-quality and efficient financial services for all walks of life.

### Facilitating the rural vitalization

National rejuvenation necessitates a thriving countryside. The push of rural vitalization on all fronts requires strong financial support. The Bank, consolidating the achievements of poverty alleviation and effectively connecting with rural vitalization, helps paired counties to earn a wealthy life. In addition, with comprehensive products, services, and differentiated credit policies, the Bank accelerates the modernization of agriculture and rural areas, forming a force of consolidating poverty alleviation achievements and promoting rural vitalization on all fronts.

#### Financial services for rural vitalization

The Bank has created a rural vitalization financial service brand - "BoCom Yi Nong Tong," to support the development of rural industries with financial services and promote rural vitalization.



- Organizational guarantee**
- **Party Committee Leadership:** Set up a leading group for rural vitalization and to coordinate the Bank's financial services for rural vitalization and pairing assistance work, with the Chairman (Party Secretary) and the President (Deputy Party Secretary) serving as group leaders, and the Party members in charge of the Party Committee acting as deputy group leaders.
  - **Cover all departments:** Set up the Rural Vitalization Finance Department primary unit, Pairing Assistance Office, and Rural Vitalization Business secondary unit to coordinate and integrate relevant functions of departments.
  - **Covering all institutions:** Branches and domestic subsidiaries follow the Head Office initiative to set up leading groups for rural vitalization led by the secretary of the Party committee, define the division of responsibility, and oversee relevant work.
  - **Making all-out efforts:** 37 provincial and directly-managed branches and 8 domestic subsidiaries of the Group pair with three targeted pairing assistance counties of the Head Office, and 29 provincial and directly-managed branches assume the relevant work of locally pairing assistance. The work results are directly linked with the appraisal of heads of institutions.
  - **Promoting on all fronts:** Actively participate in new types of agricultural business credit straight-through activity, finance supporting agriculture pilot scheme, and fintech empowering rural vitalization, give full play to financial strengths, and execute strategic cooperation agreements.

**Policy guidance**

- Strengthen the top-level design and overall planning by issuing more than 10 documents, including the 2021-2023 Working Plan of BoCom for Serving Rural Vitalization, the Implementing Plan of BoCom for Consolidating and Expanding the Achievements in Poverty Alleviation and Advancing Rural Vitalization on All Fronts, and the Opinions on Promoting Rural Vitalization with Party Building.

**Brand building**

- Create a rural vitalization financial service brand - "BoCom Yi Nong Tong," to gather agriculture-related products and services of different business lines. Build a unified rural vitalization financial service brand system and establish the five modules of policy consulting, financing service, wealth management, payment and settlement, and comprehensive service based on customer demands under the brand.

**Product innovation**

- Plan out the "BoCom Agriculture Development e-Loan" product series and leverage digital technologies to gradually form scenario-specific product line, industrial chain product line, and standard product line of "BoCom Agriculture Development e-Loan." With local special industries in mind, offer scenario-specific online credit financing limit and supporting service schemes to new types of agricultural businesses and peasant households, customize products such as Xinjiang "Corps Small-amount Rural Household Loan," Hebei Tangshan "Blanched Garlic Leaves Loan," and Jiangsu Online Agriculture Support Loan, and promote the implementation of these businesses.

**Technology empowerment**

- Targeting the agriculture-related credit businesses previously unavailable in rural areas, develop the online financing functions to realize scenario-based customization of agriculture-related business. By means of remote authentication, online authorization, online pre-approval, and other digitalized features, improve credit business efficiency, risk control capability, and customer experience.

Financial service mechanism for rural vitalization

**Case** **Rural vitalization themed cards boost financial services in rural areas**

The rural vitalization themed debit card, on top of ordinary debit card functions, provides cardholders with featured services like low-interest agriculture-related loans, agent financial subsidies, agriculture-related rights, and interests, as well as fee waivers for financial services. Relying on BoCom's standard credit card platform, the rural vitalization-themed credit card features risk policies exclusive to agriculture-related groups. Lifelong annual fee waivers, loss reporting, and card replacement fee waivers, cash withdrawal fee waivers, as well as multiple free and preferential services, are all features that cardholders can enjoy. While assisting in agricultural production and life, it can also further satisfy the diverse and multilayered financial demands of people in rural areas.




BoCom's rural vitalization themed credit card

BoCom's rural vitalization themed debit card

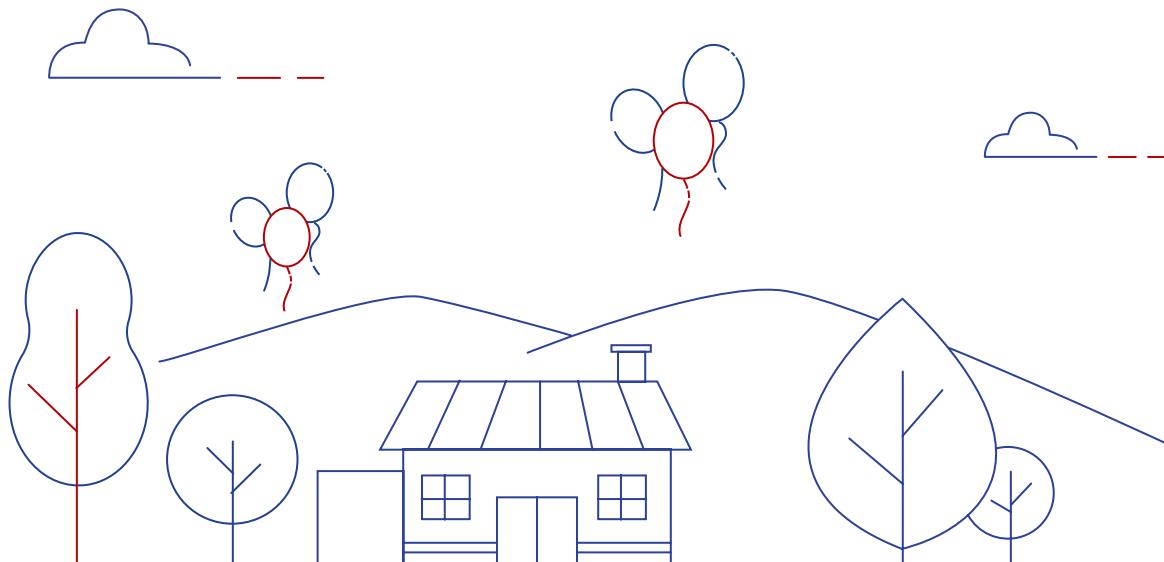
**Case** **Online "Cotton Picker Loan" helps make breakthroughs**

Closely following the national policies on agricultural machinery industry development, the Bank has worked to address the lack of core agricultural machinery technologies and the ineffective supply of high-end agricultural machinery. With the vitalization of Xinjiang and support for the cotton industry, the Bank has made breakthroughs in cotton pickers and innovated in the field of agricultural machinery mortgage. The first "Cotton Picker Loan" online in Xinjiang Uygur Autonomous Region was thus born. Based on the "Inclusive e-Loan" customization module, online business reduces the conflict between the "migratory bird" operation style (where agricultural machinery matures from north to south following the crops) and the traditional localized operation customers of banks. With the innovative combined guarantee mode featuring "enterprise + agricultural guarantee + mortgage," the Bank has gathered strengths from all parties to realize the business.

**Case** **"Blanched Garlic Leaves Loan" drives development**

The first batch of villages to receive the "Blanched Garlic Leaves Loan" is the largest blanched garlic leaves production base in North China, as well as the model town of "One Village, One Product" rated by the Ministry of Agriculture and Rural Affairs. Over 80 new type agribusiness entities grow blanched garlic leaves in the village, with an annual output of more than 45 million kilograms. Considering the realities of the village, the Head Office of BoCom has established a special leading group and worked with Hebei Branch to customize the "Blanched Garlic Leaves Loan" for the village. A total credit line has been given to the village based on the "whole-village credit extension" mode, with the list of recommended applicants provided by the village committee. Garlic growers in the list can apply for loans if needed. BoCom has also introduced technological means to assist the loan process. Farmers can handle business applications, withdrawals, and repayments via their mobile phones at home.

The "Blanched Garlic Leaves Loan" is the first pilot digital agricultural brand loan launched by BoCom with a focus on featured agricultural industries. Relying on the "module-based customization and parametric configuration" of "Inclusive e-Loan" products, BoCom has moved fast to roll out the featured customized product. The product was launched within two weeks, facilitating the high-quality development of the county economy.



## Consolidating achievements in long-term assistance

### Improve the monitoring and assistance mechanism for poverty-returning prevention

- Regularly monitor populations that are liable to return to or fall into poverty. Focus on examining the sustainability of industrial development, follow-up management of assistance assets, stability of relocation, and the establishment of the long-term mechanism for poverty-returning prevention.

### Improve the cushion mechanism for poverty-returning prevention

- Develop the featured financial product "Mushroom Loan" to provide different preferential interest rates based on the employment of people liable to return to poverty by the credit receivers, and raise the level of employment for these people by cooperatives and family farms.
- Help those out of poverty and low-income in rural areas to avoid returning to or falling into poverty in all aspects, using accident insurance, serious disease insurance, and agricultural insurance etc., thus cementing the poverty alleviation achievements.

Consolidating and expanding achievements in poverty alleviation

Focusing on industrial assistance, the Bank has closely integrated rural vitalization with support for local advantageous industries, and significantly increased policy assistance to facilitate industry vitalization. As of the end of the Reporting Period, the Bank donated about RMB230 million to counties assisted by the Head Office.

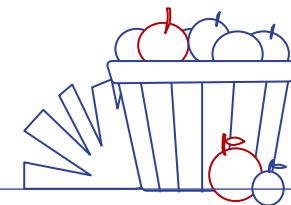


### Key Performance

#### During the Reporting Period,

The Bank directly invested RMB **25** million of free assistance funds, an increase of **0.40%**

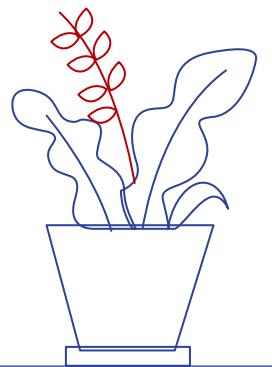
The outstanding loans, agro-related was RMB **654.461** billion, an increase of **14.13%**



Introduced RMB **8.105** million of free-assistance funds, an increase of **6.57%**

Introduced paid-assistance funds of RMB **23** million

Introduced **4** assistance projects/enterprises



Trained a total of **3,075** people, including **2,354** county and village-level officials, **690** rural vitalization leaders, and **31** professional technical talents, an increase of **21.3%**



Bought RMB **8.2267** million in agricultural products from designated areas, an increase of **7.76%**



Assisted in selling RMB **20.2733** million of agricultural products of designated areas, an increase of **9.12%**



Case
Promoting industrial vitalization based on resource availability

- **Tianzhu County, Gansu Province:** The Bank has made concerted efforts to support pillar industries by building a "hometown of plateau edible mushroom in China." The Bank invested RMB12.5 million to develop the mushroom industrial park and granted loans of RMB 8 million to support mushroom growing enterprises. It has launched the big data agricultural financial product "Mushroom Loan" targeted at edible mushroom growers, lowering the financing costs and helping 2,500 people who have been lifted out of poverty to get employed.
- **Litang County, Sichuan Province:** The Bank has built a "City in the Sky" Tibetan culture plateau tourism demonstration site. Adding to the software and hardware development and by building guesthouses, it has cultivated technical talents, promoted cultural tourism, granted financial support to yak industrial park construction, and introduced companies like JD.com to form cold-chain logistics. The Bank has propelled the development of the tourism industry in Litang and the sales of characteristic agricultural products in and out of Sichuan Province.
- **Hunyuan County, Shanxi Province:** The Bank has developed the village collective economy demonstration site, introduced the new cooperation mode of new type rural business entities, made better use of idle assets of collectives and the people, offered technical and training support, and expanded the minor crops industry. At the same time, Bank has provided more jobs and adjusted income distribution and redistribution, thus realizing a balanced distribution among minor crops industry and attracting young people to start businesses in their hometown.



Households that have been lifted out of poverty obtain jobs, increase income and achieve prosperity by growing mushroom in their homes

## Providing targeted services for MSEs

MSEs are an important foundation of national economic and social development. BoCom raises inclusive finance to a strategic height. It is committed to providing more targeted services for MSEs, solving the problems of difficult, complicated, and slow financing, and building core competitiveness in inclusive finance.

### All-around inclusive service system

To serve inclusive customers, the Bank has established an all-around system from top to bottom, which consists of the following: coordination of corporate business sectors, integration of retail business sectors, and comprehensive transformation of outlets.

#### Strengthening organizational leadership

The Bank has set up the Inclusive Finance Development Committee on the Board of Directors level to review inclusive finance development plans and their implementation progress on a regular basis; it has set up the Inclusive Finance Management Committee on the Senior Management level to plan and push for the development of inclusive finance; branches have set up leading groups for comprehensive organization and implementation.

#### Refining relevant regulations

The Bank has formulated and implemented guidance documents like the *Opinions on Further Promoting the High-quality Development of Inclusive Financial Services in 2021*.

Measure	Content	Result
Strengthening coordination of corporate business sectors	The Bank has constantly included inclusive business into the overall layout of corporate business sectors. With a focus on coordinating industrial chain finance, integrated services for the Group's MSE members, and major scenario platforms, the Bank has leveraged the role of corporate business sectors to drive the synergy of inclusive business.	As of the end of the Reporting Period, the balance of inclusive industrial chain loans featuring increases in growth rate and the number of accounts was RMB29.117 billion, a net increase of RMB15.955 billion or 121.22% over the year.
Launching characteristic products	Relying on a "one-stop service for small and micro enterprise financing," in 2021, the Bank launched the "Inclusive e-Loan," a comprehensive financing product system online, realizing the "dual-wheel drive" of online standard products and scenario-customized products.	As of the end of the Reporting Period, the balance of "Inclusive e-Loan" registered RMB184.823 billion, a net increase of RMB89.607 billion over the year, accounting for 80.17% of the net increase in loans to inclusive MSEs. The number of customers was 140,900, a net increase of 60,000 over the year, accounting for 93.24% of the net increase in the number of customers of loans to inclusive MSEs.
Strengthening team building	The Bank has issued the <i>Management Measures for Inclusive Finance Risk Manager</i> , carried through the requirements for the integrated development of customer managers, granted customer managers of all business lines the authority to handle inclusive business, promoted the integrated application of system tools, and urged branches to improve the pricing plan of inclusive business covering all employees and all products.	As of the end of the Reporting Period, 21,878 bank employees qualified for MSE business posts, and 45,642 employees qualified for simple MSE business. 74.4% of customer managers of the Bank were qualified for inclusive business, of which 70.4% of retail customer managers were qualified for inclusive business.
Promoting comprehensive transformation of outlets	The Bank has included the increase of inclusive MSE customers into the bank-wide evaluation of the inclusive business line. Training and publicity have been reinforced to increase the awareness and capability of outlets in providing inclusive services for MSEs. It has organized and implemented inclusive business in outlets from top to bottom.	As of the end of the Reporting Period, 2,779 outlets across the Bank could provide high-quality financial services for MSEs, including financing business.

Measures for establishing an all-around inclusive service system

#### Case

### Boosting entrepreneurship and innovation through "Loans for Mass Entrepreneurship and Innovation" scenario customization

The Bank has developed "Loans for Mass Entrepreneurship and Innovation," a credit product exclusive to key groups such as college students, college graduates, demobilized soldiers, and migrant workers returning to their homes. Formulating the *Implementation Plan of Bank of Communications for Loans for Mass Entrepreneurship and Innovation*, it has supported these key groups in innovation and entrepreneurship financing via the startup guaranteed loan mode and "mass entrepreneurship and innovation" scenario customization mode.

The scenario customization mode of "Loans for Mass Entrepreneurship and Innovation" supports online loan application, real-time pre-approval, loan contract signing, withdrawal and repayment, pay-as-you-go lending, and revolving line of credit. Customers can fill in loan applications and withdraw or pay anytime, anywhere. Hubei was the first to put this into use. The guaranteed loans for startups mode have been implemented in Shanghai, Guangdong, Inner Mongolia, Liaoning, Jiangxi, Shanxi, Hubei, Hunan, and Jiangsu, etc., and will be implemented in more regions to support the business startup of customers.

#### Case

### Assisting in MSE financing with "Cloud Leasing e-Credit"

On June 16, 2021, the Guizhou Branch successfully launched the first "Cloud Leasing e-Credit" transaction across the Bank. "Cloud Leasing Financing," an internet + engineering machinery leasing platform jointly launched by Guizhou Branch and CSCC, is an innovative business tailored for equipment suppliers, with accounts receivables as the guarantee. Through data interaction and industry + finance integration, the platform captures the real operation data of equipment suppliers for on-chain management. The blockchain consensus algorithms ensure that data is trackable and traceable. In the meantime, confirmations can be submitted online for credit supply, effectively alleviating the difficulty and high costs in financing for MSEs.

#### Case

### Speeding up MSE financing with the investment banking mode

Jiaoxiang Lianxin 2021-1 (High-tech Investment) Supply Chain Asset-backed Notes, the first N+N+N (i.e., unspecified original owner, unspecified core debtor, and unspecified supplier) asset-backed notes program in the interbank market, with BoCom serving as the sole lead underwriter and Bank of Communications International Trust as the issuing carrier management agency, was successfully issued in July 2021. The "Jiaoxiang Lianxin" series asset-backed notes innovatively use the asset-free registration shelf mode to register an RMB10 billion shelf for unspecified original owners and unspecified debtors. Through a series of structural designs, credit enhancement arrangements, and the "Chain Integration" blockchain asset securitization system, the Bank has effectively connected private, small and micro as well as sci-tech innovation enterprises with the capital market.



## Supporting industrial chain finance

The Bank has actively implemented the requirements of the CPC Central Committee to stabilize and maintain the industrial chain, speed up the development of industrial chain finance, assist the development of chain MSEs, and improve the scale, quality, and efficiency of industrial chain financial services.



Accelerating the development of industrial chain finance

## "Jiaohangxin" facilitates the financing of MSEs in the upstream and downstream of the supply chain

"Jiaohangxin," a supply chain finance service platform based on aerospace information, is an online supply chain financing product jointly developed by BoCom and a third-party platform. Core enterprises distribute aerospace information through the aerospace information platform and confirm the accounts receivable. Without any line of credit or offline operation, upstream enterprises can apply for financing via the aerospace information platform or BoCom's online banking after it gets the aerospace information. Funds are automatically distributed and transferred into the applicants' accounts within seconds.

Since its release, "Jiaohangxin" has given full play to the leading role and credit advantages of core enterprises in the industrial chain, providing convenient, high-quality, and low-cost financing services for upstream and downstream MSEs. In just one year, the financing amount of "Jiaohangxin" has exceeded RMB10 billion. The platform has benefited over 200 core enterprises in manufacturing, construction, new energy, new material, etc., and over 2,000 suppliers.

## "Ouyeel e-Loan" promotes the supply chain through digital transformation

BoCom focuses on serving the entire industrial chain of Ouyeel, a subsidiary of China Baowu. By rolling out products like "Ouyeel e-Loan," it has effectively solved eight major issues, including the financing risk control of customers' steel dealers. As of the end of the Reporting Period, the Bank approved the credit for 114 customers totaling RMB2,164 million. Loans of about RMB2,268 million were granted, ranking first in the industry. With project progress recognized by customers, the Bank is the first and only bank to launch Ouyeel 3.0. It also held the online release ceremony together with China Baowu. "Ouyeel e-Loan" won the "Financial Institution Digital Transformation Award" of the 15<sup>th</sup> Shanghai Financial Services Fair in 2021.



Ceremony for launching the BoCom-Baosteel Ouyeeel direct connection service



Key Performance

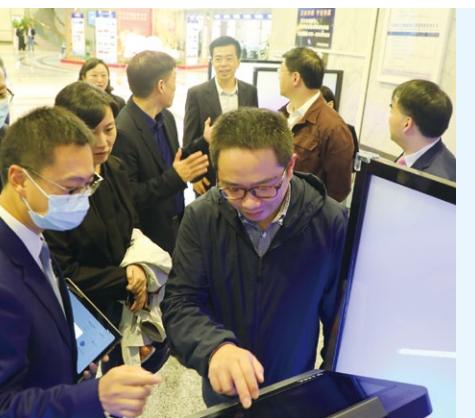
During the Reporting Period, supply chain financing amounted to RMB **294,937** million, an increase of **23.46%** year on year, benefiting more than **18,000** upstream and downstream customers

## Improving people's well-being

People's well-being is the foundation of a harmonious society. The Bank has intensified support to key projects in fields related to people's well-being, including healthcare and education. A number of services brands have been built to serve people and enterprises better.

### Building brands of government services for the convenience of the people

The Bank actively cooperates with local government service platforms, establishes a one-stop service system, and works with enterprises to enrich the new mode of government services access. As of the end of the Reporting Period, there were self-service devices at 31 BoCom provincial branches connected to local government service platforms, covering public security, customs, civil affairs, human resources, social security, health commissions, disabled persons' federations, and other government departments. The Bank has integrated fintech into peoples' lives and supported people's livelihood and government services, ensuring that the "last mile" of services have been covered for the people.



Shanghai Branch launches the government service for financial devices connection plan. By introducing "Government Online-Offline Shanghai" into 417 Zhiyitong devices at 132 outlets, the branch provides citizens with 124 government service inquiries & items and 605 certificate printing functions, making government services easily accessible and helping Shanghai Municipal People's Government build the 15-minute government service circle

### Protecting people's livelihood with "BoCom Elderly Care"

In 2021, the "BoCom Elderly Care" service brand was released by the Bank, and 20 strategic action plans for elderly care finance were set. Focusing on the three major areas of pension finance, pension industry finance, and elderly service finance, the Bank is committed to meeting people's aspirations for a better life in their old age.



BoCom launches the "BoCom Elderly Care" brand

### Financial service measures for "BoCom Elderly Care"

#### Pension finance

- Fully participate in the development of the three pillars of pensions and be the main custodian bank of the national social insurance fund. Engage more in enterprise annuity and occupational annuity services and steadily increase its market share. Actively participate in the pilot reform of the third pillar of pensions and serve the multi-level pension security system.

#### Pension industry finance

- Increase credit support in key elderly care industry areas, formulate exclusive financing service plans for inclusive elderly care customers and meet the comprehensive financial service needs of customers in the elderly care industry through the product extension system of "standardized products + scenario customization."

#### Elderly service finance

- Launch the "Five Enjoyments" personal elderly care financial service system to form a product portfolio of elderly wealth management (funds, wealth management, insurance, and trust). Launch the Care version of mobile banking to offer a one-stop elderly service section on mobile banking. Set up the 95559 service hotline for elders and adjust outlets to be elder-friendly, improving the service experience of elderly users.

## Improving customer services

Adhering to a "people-centered" philosophy, the Bank is devoted to protecting the rights and interests of customers. It insists on serving customers with technologies and strives to make financial services more accessible, inclusive, and satisfactory.

### Protecting the rights and interests of customers

The Bank incorporates the protection of consumers' rights and interests into its corporate governance and development strategy. It strictly abides by the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*, the *Advertising Law of the People's Republic of China*, the *Interim Measures for the Administration of Internet Advertising*, the *Anti-unfair Competition Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China*, the *Implementation Measures of the People's Bank of China for Protecting Financial Consumers' Rights and Interests*, the *Guiding Opinions of the China Banking and Insurance Regulatory Commission on Banking and Insurance Institutions Strengthening the Building of Working Systems and Mechanisms for Protection of Consumer Rights and Interests*, the *Measures for the Administration of the Handling of Banking and Insurance Consumer Complaints*, and other laws, regulations and relevant regulatory requirements. Starting with the top-level design, the Bank has established and improved the mechanism for protecting consumers' rights and interests. Multiple measures have been put in place to protect the rights and interests of consumers, further securing the safety of personal information privacy.

During the Reporting Period, the Bank refined the consumer protection system. It formulated the *Consumer Protection Priorities of Bank of Communications in 2021*, revised the *Management Measures of Bank of Communications for Complaint Handling (2021 Version)* and the *Emergency Management Measures of Bank of Communications for Major Consumer Protection Incidents and Major Complaints (2021 Version)*, and reinforced the whole-process management of complaints. It also developed the *Trial Rules of Bank of Communications on Resolving Financial Disputes (2021 Version)* to improve the dispute resolution mechanism and process further.

 <h4>Formulating policies relating to consumer protection</h4> <ul style="list-style-type: none"> <li>Establish the Consumer Protection Committee and the Leading Group for Service Improvement on the senior management level, take responsibility for work on consumer protection and service improvement of the Bank, formulate management measures and emergency plans for consumer protection, and hold consumer protection meetings on a quarterly basis.</li> </ul>
 <h4>Complaint management system</h4> <ul style="list-style-type: none"> <li>Handle complaints through various channels such as phone calls, business sites, mobile APPs, and emails. Establish whole-process closed-loop management in the system covering the creation, circulation, and process of compliant work orders. Identify responsible units to handle complaints accordingly, and carry out investigations and verifications. In 2021, 99.65% of complaints were handled within 15 days of receipt and the complainants were informed of the handling results.</li> </ul>
 <h4>Dispute resolution process</h4> <ul style="list-style-type: none"> <li>Consumers or the Bank apply to the resolution agency for dispute resolution. If both parties are willing to resolve the disputes, they will prepare relevant certificates and background materials. The resolution will be deemed successful if the parties reach an agreement; if not, the resolution fails. In the former situation, both parties will follow the resolution agreement; in the latter situation, consumers can resolve their disputes by arbitration, litigation, and other remedies.</li> </ul>
 <h4>Privacy protection system</h4> <ul style="list-style-type: none"> <li>Formulate and execute customer privacy policies such as the <i>Privacy Policy of Bank of Communications on Personal Mobile Banking and Personal Online Banking</i>, the <i>Handling Process of Bank of Communications for Personal Customer Information Business</i>, the <i>Technical Specification of Bank of Communications for Personal Financial Information Security Protection</i>. Specify the limits of acquisition authority, the scope of use, and security protection specification of personal customer information. Ensure that relevant information is acquired after receiving customer approval and that the information is stored and used according to the agreement.</li> <li>In response to emergencies such as leakage of personal customer information, formulate the <i>Contingency Plan of Bank of Communications for Leakage of Personal Customer Information</i> to minimize the damage caused by emergencies to customers and the Bank, protecting the rights and interests of customers.</li> </ul>
 <h4>Advertising and trademark management</h4> <ul style="list-style-type: none"> <li>Carry out the <i>Management Measures of Bank of Communications for Advertising (2020 Version)</i>, clarify the advertising management responsibilities of each unit of the Group, and standardize the work process to improve the quality and efficiency of advertising across the Bank.</li> </ul>

**Handling of complaints in 2021**

Indicator	2021
Number of complaints handled	162,000
Time for handling complaints	7*24h manual service

Note: Complaints handled mainly involve credit cards, debit cards, loan, and other services, and mainly from Shanghai, Guangdong, Jiangsu, Shandong, and other places.

**Safeguarding information security**

The Bank fully implements the *Data Security Law of the People's Republic of China* and the *Personal Information Protection Law of the People's Republic of China*. It improves data security regulations, strengthens network security management, formulates network security strategies, and refines the network security responsibility system.

In 2021, the Bank carried out self-inspection work on special management of customer information protection in all units across the Group. This comprehensive inspection, covering regulation completeness, mechanism effectiveness, system security, as well as operation of the security management system, data security management, and outsourced personnel management of the units, has promoted the closed-loop rectification. This has further enhanced the awareness and measures for customer information protection, securing customer information and funds.

**Data security management**

- Based on the classification standards of the People's Bank of China, promote the reasonable classification of its data standards covering customers, agreements, products, assets, employees, and channels.
- Define the data security management mechanism based on data classification, covering different life cycle stages such as data collection, transmission, storage, use, exchange and destruction, and continue to enhance data security control.
- During the Reporting Period, the Bank provided data security and privacy risk management training for more than 20,000 employees across the Bank.

**Network security management**

- Formulate the 14<sup>th</sup> Five-year network security plan, with focus on zero trust, cloud security, safe operation, and data security.
- Finish the revision of security regulations such as the *Measures of Bank of Communications for Network Security Governance* and the *Bank of Communications Network Security Strategy*, and clarify the working mechanism and methods for network security.
- Organize special governance actions for customer information protection and fintech inspection to strengthen network security management.
- Execute application security protection as needed to facilitate network security operation.

Data and network security management

**Key Performance**

During the Reporting Period, the Bank was rated **A+** for consumer protection by the PEOPLE'S BANK OF CHINA

The Bank mediated **2,258** cases, of which **1,280** cases took place at the Shanghai Financial Dispute Resolution Center. It ranked **1<sup>st</sup>** in the number of cases submitted for mediation, and it participated in **869** mediation cases at the Shanghai Banking Dispute Resolution Center

**Promoting access to finance**

The Bank is committed to making financial services more accessible and convenient. By constantly improving the strategies for county-level institution development, it has established new outlets in eligible counties, pushed to re-adjust inefficient and redundant outlets to counties, semi-rural, and new urban areas. It has also explored service modes, settlement and payment, and intelligent device innovation in county-level outlets with intelligent means, constantly improving its financial services and providing customers with convenient, efficient, and satisfying services.

**Innovating mechanisms to improve service experience in rural and remote areas**

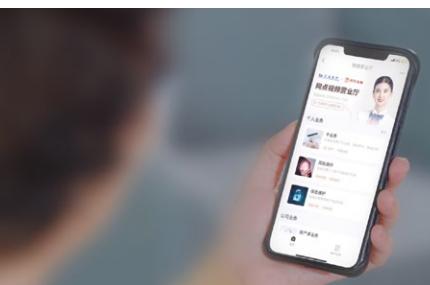
The Inner Mongolia Autonomous Region Branch takes services for local dairy farmers as a breakthrough. Combining the purchase by upstream enterprises, fee payments of downstream enterprises, and basic payment and settlement business of dairy farmers, the branch innovates the support mechanism for agency distribution of funds, realize the service mode of linked agency distribution and withholding, solving the problem of commuting to outlets for customers in rural and remote areas.

**Key Performance**

As of the end of the Reporting Period, the Bank had **248** domestic branches, including **30** provincial branches, **7** branches directly managed by the Head Office, **211** branches in provincial jurisdiction, and **2,889** licensed outlets (**197** of which are inclusive outlets)

**"Cloud BoCom" builds a diversified service system**

The Bank applies audio and video stream media technology to build the "Cloud BoCom" business brand, effectively integrating offline outlets and online services. The "Cloud BoCom" service has been launched in Guangdong, Yangzhou, Xiamen, Inner Mongolia, Gansu and other pandemic-hit areas as well as flood-hit Henan. Through the "screen-to-screen" online method, certain financial services in outlets have been made available online. As of the end of the Reporting Period, "Cloud BoCom" served over 3,000 customers and handled 3,757 transactions, effectively extending the service reach of physical outlets and building an integrated and diversified service system.



"Cloud BoCom" service

These institutions cover **248** cities at the prefecture-level and above, with a coverage rate of **74%**

**Intelligent video customer service system creates a "counter in the air"**

On March 28, 2021, the Bank's first intelligent video customer service system was officially launched. Adopting the innovative technical solution of WebRTC video + AI and the mode of "counter in the air," the system can handle offline services online. Covering functions like operation management and identity verification via video, it also features "quick release," "AI+" and "flexibility." The system breaks the space limitation of traditional outlet services of banks, enabling customers to video chat with customer service representatives on their phones anywhere and anytime. The customer service representatives will quickly complete identity verification and complex business operations, providing seamless and convenient service experiences.

# Environment

## Green Transformation and Harmonious Coexistence

### Responding to the trend of sustainable development

Climate change is a major global challenge for humanity. "Carbon peak and carbon neutrality" serves as a main strategy for China's economic transformation and high-quality development in the coming decades. In 2021, the Bank continued to practice the concept of green development, actively developed green finance, and contributed to the ecological conservation and the realization of the "double carbon" goals. By practicing green operation in all aspects, the Bank has contributed to the construction of a green and beautiful homeland.

### Our actions

Actively respond to climate change; Strengthen the management of green finance; Promote the practice of green finance; Maintain green and low-carbon operation

The balance of green loans by the standard of the PBOC amounted to RMB **476.763** billion  
Representing a year-on-year increase of **31.37%**

### Aligning with SDGs



- Among this figure, the loan balance for the clean energy industry amounted to RMB **87.612** billion
- Representing a year-on-year increase of **90.58%**
- The E-banking business share was **97.90%**

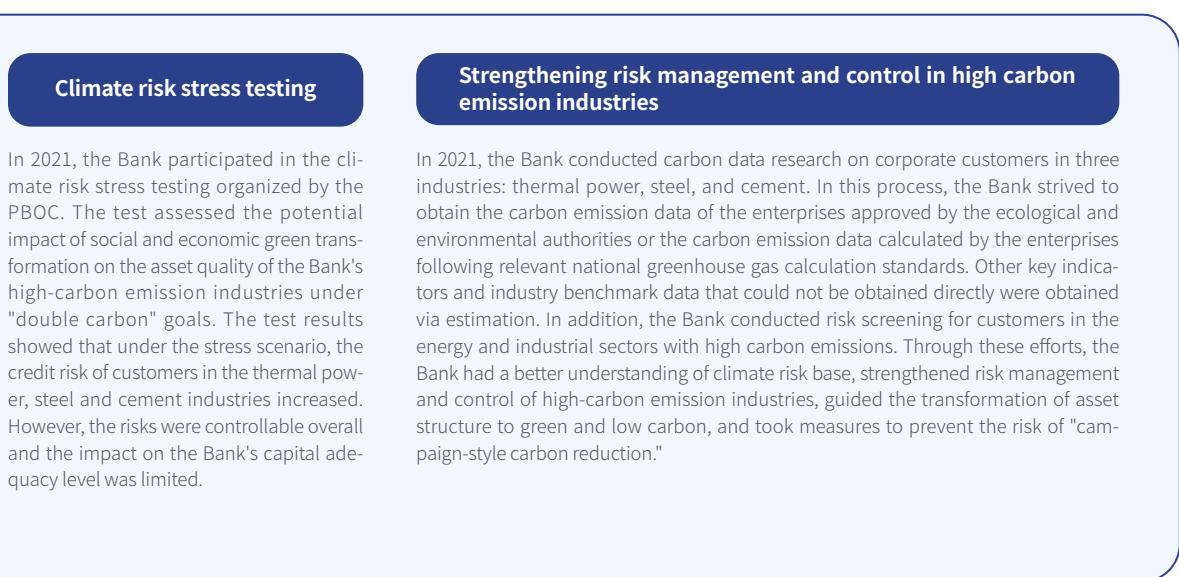
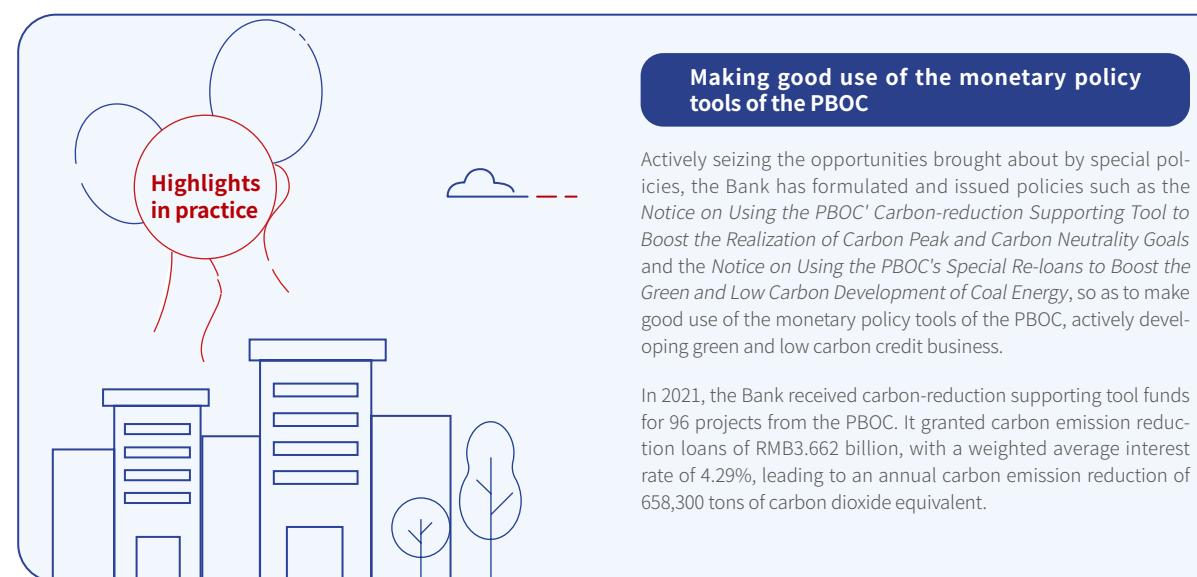
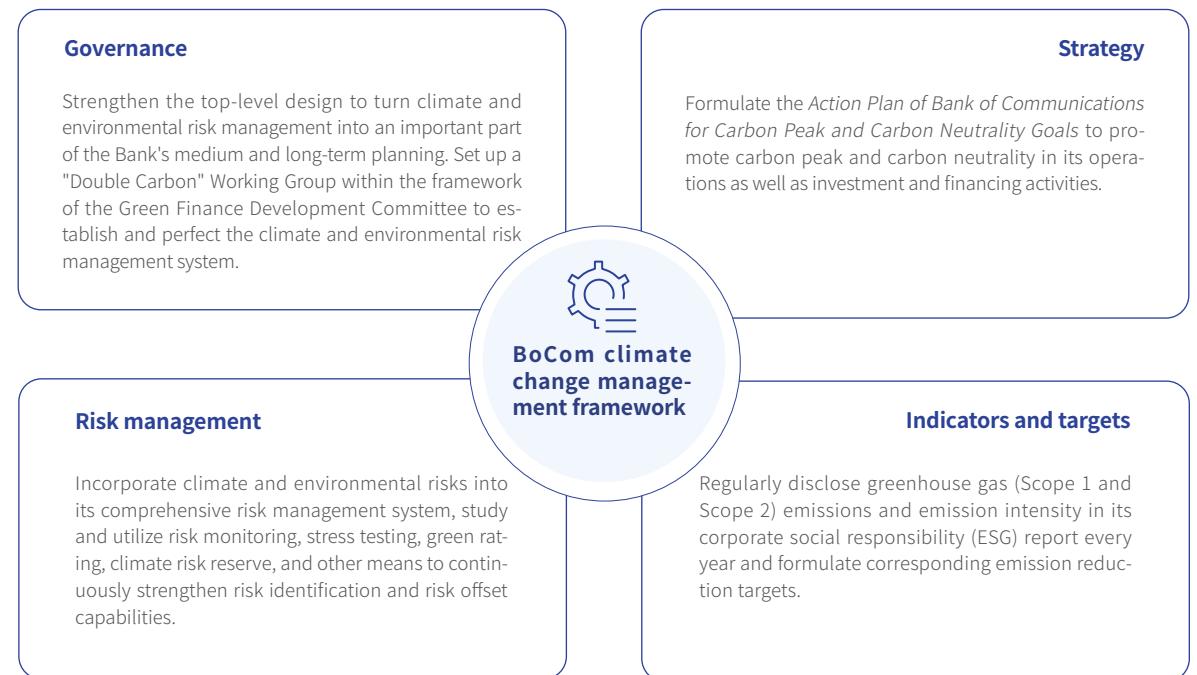


# Green finance for a green future

The Bank actively builds a green financial system, innovates in green financial practices, and serves as a "primary driver" to help achieve the "double carbon" goals.

## Addressing climate change

The Bank has been active in taking measures to identify and respond to financial risks caused by climate change. To serve the national strategy of "carbon peak and carbon neutrality," it has explicitly incorporated climate and environmental risks into the comprehensive risk management system. In September 2021, the Bank officially became a supporting institution for Task Force on Climate-Related Financial Disclosures (TCFD).



## Actively developing green finance

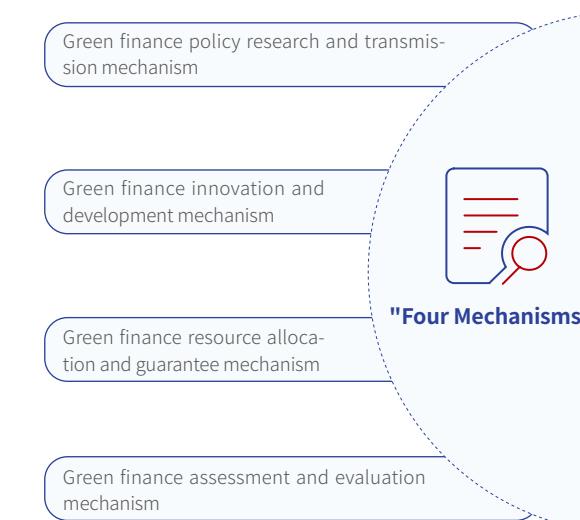
The Bank constantly improves the green financial governance system by building a diversified green financial product and service system. With in-depth prospective research on green finance, we contribute to a green, low-carbon, and high-quality development of the economy and society.

### Strengthening green finance management

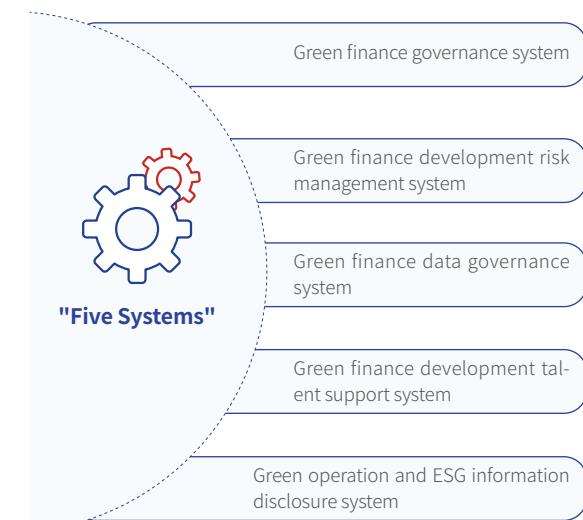
In 2021, BoCom established the Green Finance Development Committee to make decisions and formulate plans on major policies, regulations, and important issues related to the Group's green finance development. The Board of Directors is the top decision-making body for green finance. The Senior Management is responsible for promoting the development of green finance. The Head Office departments, branches and subsidiaries will perform their respective duties to form joint efforts. The Bank actively propelled the establishment and improvement of the "Four Mechanisms" and "Five Systems" to comprehensively enhance the development capability of green finance.



Green Finance Development Committee



"Four Mechanisms" and "Five Systems" of green finance



- Continue to upgrade and improve green finance policies**  
Issue the *Green Finance Policy of Bank of Communications Co., Ltd.*, the *Opinions on Accelerating the Development of Green Credit Business (2021 Version)*, and the *Opinions on Implementing the Plan of the PBOC for Green Finance Evaluation of Banking Financial Institutions*.
- Add or refine requirements related to green finance in relevant plans and policies**  
Add or refine green finance-related requirements in the 14<sup>th</sup> Five-year Plan for fintech and risk management, guidelines for rural vitalization and construction of common prosperity demonstration zones, credit policy outline, investment guidelines as well as special credit policies to ensure that green finance policies were put in place.
- Develop differentiated credit policies for key areas to support/control specific areas**  
Issue policies such as the *Notice on Supporting Energy and Power Supply Guarantee and Low-carbon Transformation and Development* and the *Opinions on Resolutely Curbing the Development of Projects with High Energy Consumption and High Emission and Continuously Strengthening the Management of High-carbon Emission Industries (2021 Version)* to further strengthen the management of green credit.

Strengthening the formulation of regulations on green finance



## Innovative green finance products and services

### • Green credit

#### Strictly implementing the green credit access system



- Include environmental and social risks into project evaluation & review and contract approval process, and carry out the "one-vote veto" system for green credit to ensure targeted allocation of funds as well as safe and compliant use of credit loans.

#### Actively evaluating customers' environmental and social performance



- Closely track the external information of enterprises, such as environment and production safety accidents, improve the accuracy of green credit classification identification, and adopt timely measures against enterprises that fail to meet environmental protection emission standards or that severely pollute the environment to help fight the battle against pollution.

#### Ensuring front offices fulfill green credit operation evaluation responsibilities



- Put the green finance evaluation system of the PBOC into effect, include green credit in the business performance evaluation of provincial branches, and require the whole Bank to improve stance, act proactively, and maintain a good performance in green credit supply.

#### Optimizing green credit data management



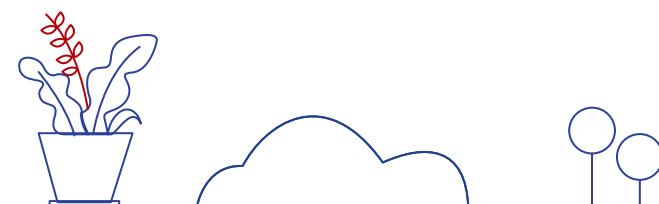
- Maintain the use of the "green credit statistical classification" label to classify businesses or projects in combination with the credit process. Strengthen data quality management and ensure the submission of green credit data to regulatory authorities.

#### Intensifying training on green credit



- During the Reporting Period, the Bank held 19 special online courses for more than 60,000 people on green credit, such as the *Analysis of the Impact of Carbon Peak and Carbon Neutrality on Banks* and the *Countermeasures and Value and Risk Control of Green Credit in the New Era*, helping credit professionals of the Bank to fully understand the requirements of green credit business and promote its sound development.

Green credit management initiatives



### Key Performance

As of the end of the Reporting Period, the balance of green loans of BoCom by the standard of the PBOC amounted to RMB

**476.763**

billion, representing a

year-on-year increase of

**31.37%**. Among this

balance, the balance of loans for the clean energy industry amounted to

RMB **87.612** billion,

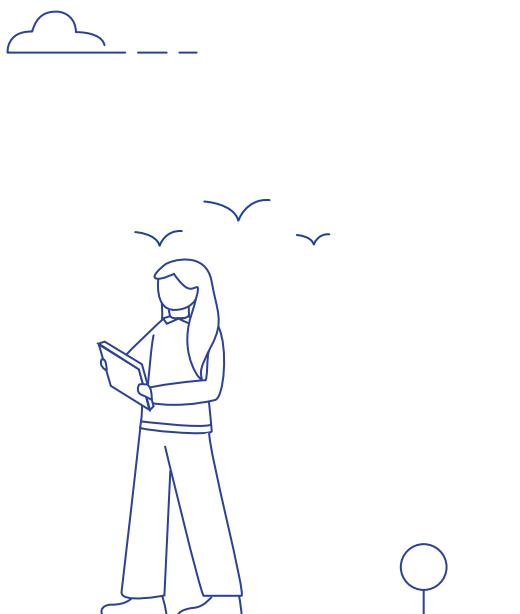
representing a year-on-year

increase of **90.58%**,

both higher than the year-

on-year growth rate of loans

and exceeding the regulatory requirements



In 2021, the Bank provided further guidance on green credit investment to facilitate the construction of a green, low-carbon, and circular economic development system.

Industry	Guidance
Modern agriculture	<ul style="list-style-type: none"> <li>Based on available resources and the features of industrial distribution, prioritize support to agricultural production and operation in the main production areas of national key agricultural products and regions with characteristic agricultural advantages.</li> <li>Carefully select and work with industry leaders and enterprises with regional advantages and characteristics. The enterprises shall own large-scale operations, comply with environmental protection standards and food safety requirements, and have smooth channels between production and marketing.</li> <li>Pay close attention to the impact of natural disasters, food safety, and environmental protection requirements on the sustainability of enterprises. For enterprises with poor resources, low operating efficiency, and unstable sales channels, take proactive measures to deal with credit issues.</li> </ul>
Energy conservation and environmental protection industries	<ul style="list-style-type: none"> <li>Actively support the development of energy conservation and environmental protection industries. While considering the progress of the fight against pollution, and the green development requirements of key regions such as Beijing-Tianjin-Hebei, Guangdong-Hong Kong-Macao Greater Bay Area, Yangtze River Delta, Yangtze River Economic Belt, Yellow River Basin ecological protection and high-quality development, prioritize support for environmental protection enterprises and projects that are in line with national policy guidance. They shall also have feasible and compliant business models, strong technological and market advantages, reasonable debt rates, and stable cash flow.</li> <li>Select and support energy-saving and environmental protection enterprises and projects that meet the <i>Green Industry Guidance Catalogue (2019 Version)</i>. Actively implement the national decision of "achieving carbon peak before 2030 and carbon neutrality before 2060." Increase financial support for environmental protection enterprises and major climate projects with significant advantages in capital, talents, and technology.</li> </ul>
Metallic and non-metallic mining industries	<ul style="list-style-type: none"> <li>Be cautious with business in ferrous metal mining, mining of commonly used non-ferrous metal, and soil, sand, and gravel mining in non-metallic mining industry.</li> <li>Tighten the risk screening, identify and discover potential risk customers as early as possible, take active and effective risk mitigation measures, and optimize the guaranteed structure given the declining downstream demands, more stringent environmental protection and safety standards, higher industry standards, and faster elimination of backward production capacity.</li> </ul>
Oil exploitation and processing	<ul style="list-style-type: none"> <li>Quickly withdraw from the following enterprises: those with main production facilities that do not meet the national industrial policy; those with atmospheric and vacuum distillation units rated two million tons per year or below; those that carry out oil refining and processing in the name of asphalt and heavy oil processing; those that use waste rubber and plastics for indigenous refining processes; and those that use tar batch process to produce bitumen.</li> <li>Quickly withdraw from enterprises with weak oil supply guarantee, lack of long-term stability in sales, weakening financial indicators, and uncertain development prospects.</li> <li>Quickly withdraw from oil and gas exploitation enterprises that do not comply with the <i>Pollution Prevention and Control Technology Policy for Oil and Natural Gas Exploitation Industry</i>, and oil refiners that do not comply with the <i>Emission Standards for Pollutants from Oil Refining Industry</i>.</li> </ul>

Guidance on green credit investment in industries in 2021

Case	Promoting coordinated development of green finance and rural vitalization
	<p>During the Reporting Period, the Bank provided a fixed asset loan of RMB347 million for the construction of the 80MW characteristic agricultural PV project of Lijiang Longji Clean Energy Co., Ltd. in Shuiping Village, Huaping County. The project, effectively combining the clean energy industry with modern agriculture, serves as a representative case for BoCom in carrying out major national decisions and plans on green finance and rural vitalization and promoting the coordinated development of green credit and rural vitalization related credit business.</p>

### • Green bonds

As of the end of the Reporting Period, the Bank underwrote nine green and sustainable development theme bonds amounting to RMB14.3 billion, including the lead underwriting of RMB5 billion "Panda Bonds" linked with the United Nations Sustainable Development Goals of the New Development Bank.

### • Green Development Fund

In May 2021, the Bank made the initial paid-in capital contribution of RMB750 million to the Green Development Fund. With the initial capital contribution and the participation of the Bank of Communications International Trust in establishing the management subsidiary of the Green Development Fund, the Bank continued to strengthen its cooperation with the National Green Development Fund and promote the collaboration between investment and loan.

### • "Inclusive Carbon" business

#### Formulate policies and management measures:

- Formulate the *Notice on Marketing of "Inclusive Carbon" Green Finance Business towards MSEs* to guide branches in carrying out "carbon assets" pledge financing business. In response to the "carbon-reduction supporting tool" launched by the PBOC, formulate customer service plans to expand inclusive green energy conservation and emission reduction projects.

#### Practicing "Inclusive Carbon":

- In April 2021, the Bank launched the first carbon quota pledge financing business in Shanghai, also the first of its kind in the Yangtze River Delta.
- After the national carbon emission trading market officially launched in July 2021, the Bank actively connected with key emitters to issue pledge financing based on national carbon emission quotas in Qingdao, Chongqing, Nanchang, and other places, helping enterprises to revitalize the carbon assets and transform towards green and low-carbon development.
- In November 2021, the Bank reached a "carbon quota + pledge + insurance" cooperation with Shenergy Carbon Technology Co., Ltd. and CPIC Property & Casualty, and launched the country's first carbon emission quota pledge coupled with guaranteed insurance financing business.

Launching the innovative "Inclusive Carbon" business

### • Green financial services for individual customers

Empowering the functions and service scenarios of green and low-carbon products, the bank has focused on various areas of people's lives, such as clothing, food, housing, and transportation, to build a multi-dimensional and hyper-integrated green financial product service system.



Advocate the concept of green development by issuing the innovative green low-carbon theme credit card and green low-carbon theme debit card



### Case

#### Promoting new energy vehicle consumer credit to boost green transportation

New energy vehicles (NEVs) play an important role in the transformation of transportation energy. They are also an important part of achieving the "double carbon" goals. The Bank's Credit Card Center has worked closely with NEV manufacturers to vigorously build up the relevant installment business, supporting the development of NEVs. Through in-depth cooperation with NEV manufacturers in providing favorable prices, interest subsidies, and other aspects, the Bank has provided customers with zero- or low-interest concessions for car purchase installment, cultivated public awareness of green consumption, and accelerated the promotion of NEVs and the development in green consumer credit.

As of the end of the Reporting Period, the Credit Card Center established business cooperation with leading new energy vehicle producers such as Li Auto and Dongfeng VOYA. It is also actively working to cooperate with Tesla, XPeng, and NIO. During the Reporting Period, the Credit Card Center issued RMB1.107 billion of installment loans for new energy vehicles.

### Participating in industrial development

The Bank has actively participated in the development of the green finance industry, carried out internal and external exchanges, promoted cutting-edge research, and contributed to the development of green finance.

Establish a communication mechanism for climate risk management within the system. With confidentiality ensured, fully share resources and experience with domestic and overseas branches that have carried out climate risk stress testing and ESG management.



#### Promoting exchanges within the industry

Actively participate in the work of the China Banking Association's Double Carbon Goal Expert Working Group, and launch several rounds of exchange activities with domestic and foreign professional consulting firms, national and regional carbon markets, and other institutions to explore the path of realizing "double carbon" goals via financial assistance.



#### Promoting cutting-edge research

Establish the "Fudan University-BoCom Innovation Joint Laboratory" mechanism, continuously deepen the understanding of climate and environmental risks. Promote the research on climate change risk transmission mechanism, carbon data accounting, transformation path for key industries, environmental information disclosure, and other topics.

In 2021, at the invitation of the Hong Kong Monetary Authority, Hong Kong Branch (Subsidiary) conducted a physical risk stressing test to establish an analysis model for extreme weather events and real estate industry losses. The stress testing results show that within the possible intensity range, future tropical cyclones will have little impact on the Bank's assets in Hong Kong.

Responsible for deepening the development of the green finance industry

# Conducting green operation and advancing low-carbon development

The Bank has strictly complied with the *Environmental Protection Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, and other laws and regulations, practiced the concept of green development, provided green services, and adhered to responsible green procurement methods. The Bank has also guided employees to form a resource-saving, green, and low-carbon office concept and reduced daily energy consumption and pollutant emissions via better management, upgraded technology, and equipment transformation.

## Providing green services

The Bank actively uses digital technology tools to create diversified online financial service channels, providing customers with green, low-carbon, high-quality, and convenient financial services while reducing resource consumption and greenhouse gas emissions.

Customer category	Customer/ transaction scale	Annual growth	Environmental benefits (equivalent)		
			Trees planted	CO <sub>2</sub> emissions reduction	Paper use reduction
Corporate online banking (including corporate mobile banking)	RMB157.77 trillion	14.08%	420,500	5,904.24 tons	23,852 tons
Personal online banking (Including personal mobile banking)	8.975 billion transactions	25.76%	1,643,300	23,059.07 tons	92,807.67 tons

Note: The calculation is based on the average paper use per account of corporate online banking and the average paper use per transaction of personal online banking.

## Practicing responsible procurement

The Bank has strictly adhered to the *Measures for the Administration of Centralized Procurement of Bank of Communications (2021 Version)*, the *Measures for the Management of Suppliers of Bank of Communications (Trial)*, the *Measures for the Performance Assessment of Suppliers of Bank of Communications (Trial)*, the *Detailed Rules for the Implementation of Supplier Management of the Head Office of Bank of Communications (Trial)* and other regulations to put all suppliers under special management. It has comprehensively identified and prevented related environmental and social risks. In addition, the Bank has attached great importance to integrity management in procurement, implemented a rotation system for procurement personnel, and tightened the prevention of commercial bribery in centralized procurement activities to safeguard the interests of suppliers, preventing integrity risks, moral risks, and operational risks.



- ✓
Admission standards for suppliers
  - Suppliers must abide by national laws and regulations. In the past three years, the legal persons and their legal representatives should have no records of legal violations and no breach of social responsibility.
- ✓
Management of social risks of suppliers
  - By adding safety management requirements for suppliers in procurement, suppliers are required to provide social insurance certificates for key personnel in projects and urged to strengthen employment management, ensuring employee health and safety.
- ✓
Management of environment risks of suppliers
  - Under the condition of meeting procurement needs, quality, and service standards, prioritize energy-saving and environment-friendly products.
  - In bulk goods procurement, suppliers are required to pass ISO 9001 quality management system certification and ISO 14001 environmental management system certification.
  - In equipment procurement, "energy conservation and environmental protection" is one of the scoring elements for technical performance. Fully consider energy consumption indicators of equipment such as electricity consumption, water consumption.
  - In the procurement of lamps, prioritize "green lighting" lamps.
  - Actively communicate its support and advocacy for green procurement to suppliers.
- ✓
Management of misconduct of suppliers
  - Strengthen the risk management and control of suppliers. Investigate suppliers that perform poorly with emerging problems. The Head Office takes charge of warnings, denials, and removals from the pool.
  - Prohibit suppliers on the list of defaulters, list of parties involved in major tax violations, list of records of serious illegal and untrustworthy acts in government procurement, and list of abnormal business operations.
- ✓
Supplier evaluation system
  - Through market research, comprehensively review the management status of eight supplier management modules, including supplier sourcing management, on-site inspection management, certification management, performance management, information management, risk management, relationship management, blacklist and exit management, followed by data analysis. Drawing on relevant industrial research theories, build a unified, quantifiable, and practical supplier evaluation system standard.

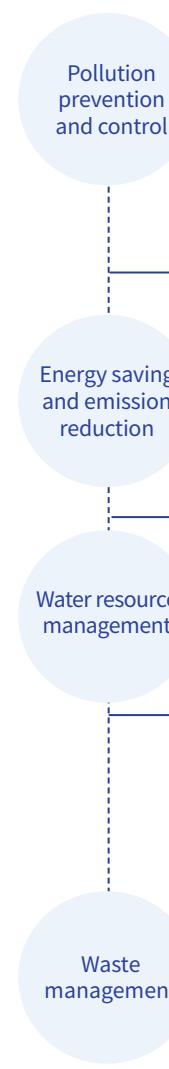
Responsible procurement management activities

- As of the end of the Reporting Period, there were 15,073 suppliers (all suppliers are required to comply with the responsible procurement management activities described above) in the Bank's supplier pool, which are classified by region as follows:



## Advocating green office

According to the different characteristics of each building (park), the Head Office has enacted the *Green Property Management Plan* to identify the key objects, contents, and objectives of energy conservation and environmental protection. To ensure that the environmental indicators of each building (park) meet relevant standards and requirements and the ISO 14001 environmental management system, the Bank has engaged professional institutions to carry out environmental testing annually.



- Regularly evaluate the environmental conditions, identify major environmental factors, and formulate corresponding management plans. Promote the physical treatment technology for air conditioning circulating water to minimize flushing after chemical treatment of pipeline, avoiding chemical pollution due to flushing and water waste. Clean the cooling water system and pipe network of central air conditioning on a regular basis. Discharge oil fume exhausts from restaurants after oil absorption and filtration to prevent air pollution. In repairing and maintaining central air conditioners, ensure that relevant personnel operates according to applicable standards. Old refrigerants are recycled during maintenance to reduce the leakage of ozone-depleting substances.
  
- To save energy and reduce emissions, establish an energy management team to provide organizational guarantee for energy conservation and emission reduction efforts. Put energy conservation and emission reduction fully into practice by covering all staff members and processes. Monitor energy data in real time through the "Intelligent Corporate Service" system platform, record energy data such as electricity and gas in real time and generate energy trend charts to lay a solid data foundation for energy data analysis and energy consumption prediction.
  
- Use the "Intelligent Corporate Service" information platform to monitor water consumption, deal with errors timely, and eradicate leakage of water resources. Promote water-saving technologies such as recycling of reclaimed water and high-temperature wastewater from boilers. (Note: All water used by the Bank is taken from the municipal network in place of natural water. The Bank has no problem in obtaining applicable water sources.)
  
- Electronic wastes: The Bank has achieved 100% recycling through trade-in, employee buyback, or auction.
- Non-hazardous waste: The Bank has encouraged double-sided printing of paper and the "clean your plate" campaign and reduced non-hazardous waste from the source. The Bank has also performed well in garbage classification and disposal by signing agreements with sanitation companies to regularly transport and dispose of non-hazardous wastes.
- Hazardous waste: The Bank has included the "trade-in" requirement in all the purchase contract clauses for hazardous solid wastes (such as fluorescent tubes and toner cartridges). According to relevant national regulations, suppliers must bring back the replaced hazardous solid wastes for disposal; the contractors must bring back the replaced hazardous solid wastes and dispose of them in all construction works. The Bank has set up conspicuous collection points for hazardous solid wastes and arranged special personnel to obtain statistics on recycling.

Reducing the environmental impact of daily operations



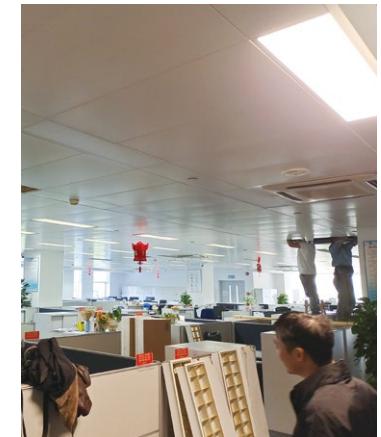
Note: "Buildings (parks) of the Head Office" refers to the five office buildings in Lujiazui (BoCom Financial Towers), Zhangjiang, Hongqiao (Jinming Building), Gaoke and Caohejing of Shanghai.

Environmental management targets for the buildings (parks) of the Head Office

### Case Technical transformation of lighting fixtures to achieve economic and environmental benefits

To reduce energy consumption, the Head Office has engaged in a complete LED fluorescent lamp makeover in all buildings (parks), replacing traditional grille lamps with LED lamp panels, energy-saving lamps with LED down-lights, and traditional fluorescent tubes with LED tubes.

Compared with the old lamps, the new lamps have consumed 50% less in power with the same level of illumination. After the project is completed, the annual power consumption is estimated to reduce by about 2.987 million kWh. The project is expected to be completed in July 2022. At the same time, BoCom has attached great importance to the rational disposal of wastes. Also, following the requirements of the environmental management, the Bank has reported hazardous waste management plans in advance on the government solid waste management system. By handling the hazardous waste transfer manifest in advance and tracking the entire process of waste transfer, the Bank has also properly arranged the contractors with hazardous waste licenses to collect and dispose of the waste fluorescent tubes at a fixed time via designated vehicles and personnel. As of the end of the Reporting Period, 450kgs of fluorescent tubes were transferred and disposed of.



LED fluorescent lamp modification site

### Case Building "zero-carbon outlets" to create a green future

The Guangdong Branch has fully applied the new development philosophy. Leveraging its resources brought by the innovative source and test site for Guangzhou Green Financial Reform Pilot Zone, it established the Green Finance Center on August 5, 2021, and actively explored the carbon neutrality mode of outlet operation.

The Guangdong Branch has formulated a set of low-carbon operation plans to help employees establish awareness of energy conservation and environmental protection, including green concepts such as low-carbon travel, green office, garbage sorting, and green procurement. It has successfully promoted the establishment of "zero-carbon outlets" in 18 cities under its jurisdiction, with 12 being the first in local cities. As the first financial institution in Guangdong Province with full coverage of zero-carbon outlets, the Guangdong Branch has achieved 2,771 tons of nationally certified voluntary emission reductions. The branch has obtained double certificates of "Carbon Neutrality" in 2021 and "Pre-carbon Neutrality" from 2022 to 2023 issued by China Emissions Exchange.

Green development is a long-term policy. BoCom practices the concept of green, low-carbon, and sustainable development, takes improving the ecological environment as its responsibility, and takes action to protect the lush mountains and lucid waters.



"Carbon Neutrality" certificate presentation ceremony

## 2021 data on green offices of buildings (parks) of the Head Office

Indicator	Total	Per capita (10,630 persons)
Head Office's buildings (parks)	Water consumption: 301,800 tons Power consumption: 119,635,000 kWh Gas consumption: 1,506,700 m <sup>3</sup>	Water consumption: 28.39 tons per capita Power consumption: 11,254.47kWh per capita Gas consumption: 141.74 m <sup>3</sup> per capita
Greenhouse gas emissions by the Head Office	Direct emissions: 3,255.22 tons of CO <sub>2</sub> equivalent Indirect emissions: 94,272.40 tons of CO <sub>2</sub> equivalent Total: 97,527.63 tons of CO <sub>2</sub> equivalent	9.17 tons of CO <sub>2</sub> equivalent per capita
Total energy consumption at the Head Office's buildings (parks) (equivalent to standard coal)	36,055 tons	3.39 tons per capita
Paper consumption at the Head Office	35.45 tons	0.0033 tons per capita
Video conference	9,515 sessions	

Note: Coefficients used to calculate direct and indirect greenhouse gas emissions come from the *Measures of Shanghai for Computation and Reporting of Greenhouse Gas Emissions by Tourist Hotels, Malls, and Real Estate and Financial Office Buildings (Trial)*. The statistical boundaries of direct and indirect energy consumption are consistent with those of greenhouse gases. The conversion method for energy statistics of the National Bureau of Statistics was adopted.

## 2021 vehicle use at the Head Office

Vehicle type	Distance traveled (km)	
Light vehicles (<= 2.5 tons)	504,703	
Fuel type	Consumption (liter)	Per capita (liter/person) (10,630 persons)
Diesel	8,467	0.79652
Gasoline	74,655	7.02305



## 2021 emissions at the Head Office

Type	Emission (ton)
NO <sub>x</sub>	0.8604
SO <sub>x</sub>	0.0163
PM	0.0976

Note: The emission calculation factor is derived from the Hong Kong Stock Exchange's *Reporting Guidance on Environmental KPIs*.

## 2021 electronic waste discharge from the Head Office

Types of electronic waste	Quantity (piece)	Per capita (piece/person) (10,630 persons)
Mainframe	1,079	0.10151
Display	1,079	0.10151
Laptop	626	0.05889
Printer	284	0.02672

## 2021 hazardous waste discharge from the Head Office

Type of waste	Quantity	Per capita(10,630 persons)
Fluorescent tube	450 kgs	0.04233 kg/person
Discarded lead accumulator	14 pieces	0.00132 piece/person
Total	0.45 tons	0.00004233 ton/person

## 2021 non-hazardous waste discharge from the Head Office

Type of waste	Quantity (ton)	Per capita (ton/person) (10,630 persons)
Household waste	2,013	0.1894
Kitchen waste (including wet waste)	729	0.0686
Total	2,742	0.258

Note: 10,630=Headquarters staff in Shanghai (dispatched employees included).

# Society

## Work Together to Create Common Prosperity

### Aligning with SDGs



#### Responding to the trend of sustainable development

The Bank has worked to help employees grow in their work and create values together with employees. It has actively fulfilled its social responsibility, participated in community construction, and given back to the community.

#### Our actions

Safeguard the fundamental rights and interests of employees; Pay attention to the occupational health and safety of employees; Empower employees for career development; Actively engage in public welfare activities in the community.

The proportion of female employees at management positions was **39.99%**

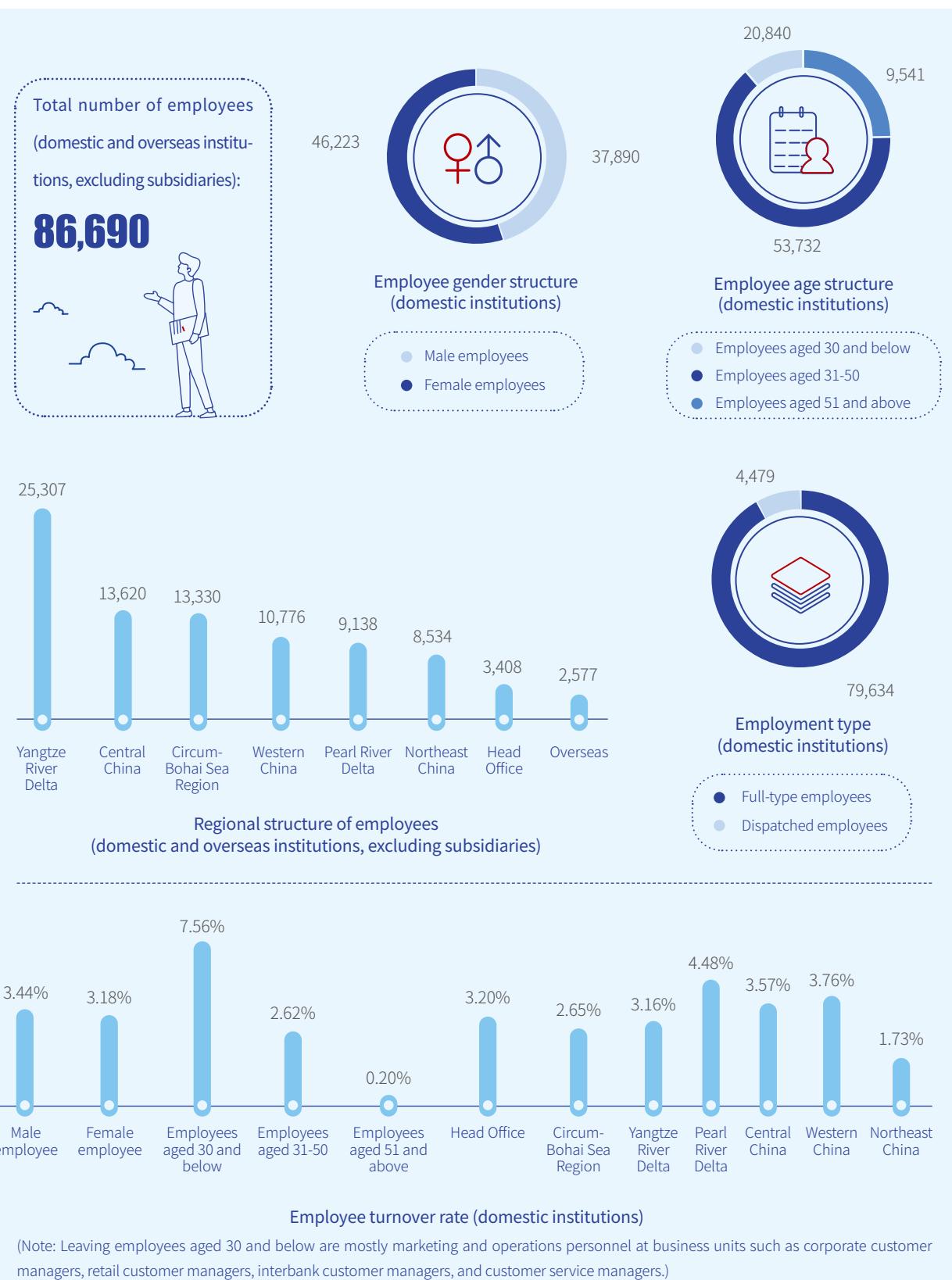
Public welfare donations totaled RMB **51,935,200**  
442 public welfare projects were carried out

Total voluntary service time was **281,936** hours



## Caring for employees and building a happy home

The development of BoCom is inseparable from every employee's hard work and creation. In 2021, the Bank continued with the employee development philosophy of "joint creation, common prosperity, sharing, and common development" to grow with and enhance the well-being and satisfaction of employees.



## Safeguarding employees' rights and interests

The Bank is committed to creating a healthy, harmonious, diversified, and stable work environment for employees. To protect the basic rights and interests of employees, the Bank strictly abides by relevant national and local laws and regulations such as the *Contract Law of the People's Republic of China* and the *State Council's Provisions on the Prohibition of Using Child Labor*. Based on its actual situation, the Bank has formulated rules and regulations such as the *Measures for Employment Contracts of Bank of Communications*, the *Measures for the Administration of Recruitment and Employment and Internal Mobility of Bank of Communications*, the *Regulations for Employees of Bank of Communications to Take Vacations*, the *Interim Measures for the Administration of Overtime Wages of Bank of Communications*, the *Administrative Measures for Steady Salaries*, and the *Administrative Measures for Supplementary Medical Insurance of Domestic Institutions* to strictly regulate and manage the recruitment, promotion, salary, dismissal, health insurance and other welfare benefits of employees. The Bank has signed the *Special Collective Contract for the Protection of the Rights and Interests of Female Employees of Bank of Communications Co., Ltd.* with the trade union to eradicate all discriminatory acts, ensure equal employment and equal pay for equal work, and resolutely oppose and prohibit child labor, forced labor, and other violations of human rights. In recruitment, the Bank has avoided child labor and forced labor via means of applicant identity verification. All violations in question have been dealt with in accordance with relevant provisions of the *Measures for Handling Violations by Employees of Bank of Communications*.

Committed to creating a harmonious, diversified, fair, and just development platform for employees, the Bank has established an employee congress, a petition system, and the "Jiaozhi" platform to take feedback from employees, improve the democratic management system, and actively safeguard the legitimate rights and interests of employees.

**Democratic management**

Continue to promote the democratic management system based on the employee congress to protect the employees' rights to know, participate, and express. Improve the employee supervisor system and ensure that employee duly perform their right to supervise. Refine important rules and regulations such as the *Report on Declaration of Special Working Hours*.

**Safeguarding rights and interests**

Resolve disputes related to the rights and interests of employees following the *Regulations on Petitions of Bank of Communications*, assign responsibility to different levels, exert territorial management, and solve problems in accordance with the law timely and on the spot. Combine persuasion with education, promote the effective settlement of petitions and safeguard the legitimate rights and interests of employees.

**Listening to the voice of employees**

Utilize the "Jiaozhi" platform to enable direct communication between Junior employees with departments of the Head Office in real-time so that employees' voices can be heard and addressed effectively. Departments of the Head Office are to explain and guide policies on the platform, enabling more transparent and efficient management via their benign interactions.



### Key Performance

During the Reporting Period, the Bank signed employment contracts with all on-the-job contracted employees and provided compliant and stable remuneration packages and a sound social security system



Channels for protecting employees' rights and interests

## Empowering career development

Talents are the key to financial work in the new era. The Bank has actively aligned with the strategy of a strong nation with talents in the new era. It has leveraged its advantages in capital and information to build a platform for the exchange and innovation of talents, technologies, and projects. The Bank has thus created a high-quality financial talent team with both competence and merit.

### Focusing on talent cultivation

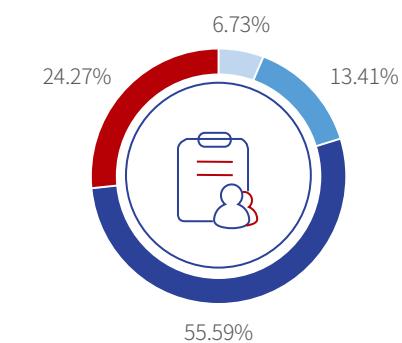
Committed to establishing a multi-sectoral and multi-channel talent development system, the Bank has formulated the *Opinions on Studying and Implementing the Instructions of the Central Conference on Talent-related Work and Further Improving Talent Work* and identified the strategic orientation and priorities for the building of the talent team. The Bank has also formulated the *Bank of Communications Fintech Talent Team Building Plan (2020-2024)*, continued to promote the 10,000 Fintech Talents Project, enhanced its strategic cooperation with major universities in China, actively recruited outstanding fintech graduates, and built a talent team.



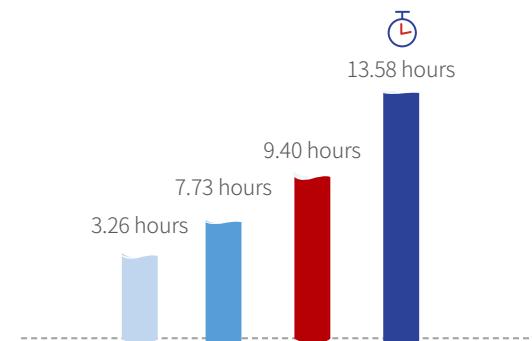
**Case** **10,000 Fintech Talents Project - Shaping digital talents**

To better respond to and meet the digital transformation demands of customers and junior branches, the Bank has proposed the idea of building an "over 10,000 people, forward-looking, agile and efficient, and value-created" technology-led force team, presented higher requirements for the competence of digital professionals, and clearly planned the three paths of external talent introduction, internal talent transformation, and incentive and empowerment. These efforts have laid a solid foundation for further promoting digital transformation.

### Key Performance



Number of trainees by type of employee  
(domestic institutions)



Average training hours by employee type  
(domestic institutions)

- Proportion of trained managers
- Proportion of trained special talents
- Proportion of trained business personnel
- Proportion of other trainees

- Average training hours of business personnel
- Average training hours of special talents
- Average training hours of managers
- Average training hours of other personnel



## Improving the development path

To meet the career development needs of employees, BoCom has actively expanded external high-quality training resources to provide professional training channels for employees and establish a pool of training resources. As of the end of the Reporting Period, 112 training channel resources were in the pool, covering leadership, Party building, operation and management, and other fields. The Bank has strived to build a clear and smooth employee development channel, bolstered internal training for officials and employees, optimized the performance appraisal and salary incentive mechanism, and encouraged employees to fulfill their personal values actively.



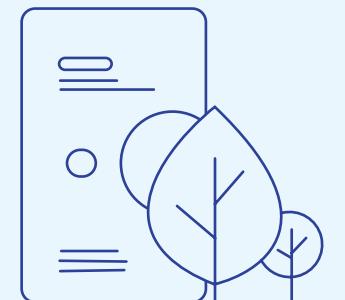
## Building a happy BoCom

Employees are precious to BoCom. The Bank has strived to create a "people-oriented" corporate culture by paying attention to employees' physical and mental health, providing visible benefits to employees, responding to concerns of employees, and creating a harmonious and happy working atmosphere for employees.

### Caring for employee safety

The Bank has strictly complied with laws and regulations such as the *Work Safety Law of the People's Republic of China*, the *Fire Protection Law of the People's Republic of China*, and the *Regulation on Internal Security and Safeguard for Enterprises and Public Institutions*, as well as industry safety standards such as the *Bank's Security Requirements*. The Bank has formulated safety specifications such as the *Bank of Communications Security Management Measures*, the *Bank of Communications Business Outlet Security Work Standards*, the *Bank of Communications Fire Safety Management Implementation Rules*, and other safety management measures. It has also constantly improved health protection measures and comprehensively organized COVID-19 prevention and control to protect the health of employees.

- Purchase travel insurance for employees to ensure their safety on business trips.
- Arrange annual physical examinations, hold healthcare lectures, analyze physical examination reports, provide health guidance services, and host online micro-class interactive expert Q&As and other activities.
- Customize physical examination packages and provide physical and mental health services for female employees.
- Purchase masks, hand sanitizers, alcohol, and other pandemic prevention supplies to ensure the health of employees.



Employee health protection measures

### Employees' work-related injuries

Indicator	2021	2020	2019
Work-related deaths	2	0	1
Work-related death rate (%)	0.003	0	0.012
Lost days due to work injury	6,471.5	40.5	—

Note: The work-related injuries of employees in 2019 and 2020 were calculated by the standard of the Head Office, and those in 2021 were calculated by the standard of domestic institutions.

**Case Inviting experts to provide health training for employees**

To further enhance employees' health awareness and sense of acquisition, happiness, and security, in September and November of 2021, the Fujian Branch invited experts from Fujian Rehabilitation Hospital and Fujian Provincial Government Hospital. The experts provided cervical and lumbar spine health lectures and consultations, employee health management lectures, and physical examination consultation activities on-site or via video links. At the event sites, the experts examined and treated the employees one by one, gave personalized physical examination suggestions to each employee, and answered questions about aches in the neck, shoulder, waist, and leg, and poor sleep quality of employees. Both events were well received by employees.

Cervical and lumbar spine health lectures and consultations

Health management lectures and physical examination consultations

## Enriching the cultural life

The Bank advocates a "positive, healthy, free and happy" lifestyle with innovative and diverse cultural and sports activities, creating a healthy and happy work environment for employees.

**Case**

**Carrying out BoCom-branded campaigns to enrich the life of employees**

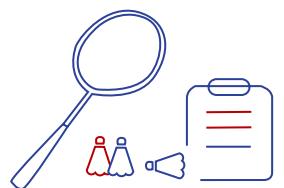
BoCom has launched a series of branded campaigns such as "BoCom Cloud Spring Festival Gala," "Words of BoCom Young Employees," and "The Voice of BoCom." It held the first Cloud Spring Festival Gala that streamed live and covered the whole Group, reaching more than 80,000 viewers. Through a series of cultural activities, the Bank has alleviated the work and psychological pressure of employees, further boosted the confidence of the Bank in business growth, and improved the Bank's brand image.



Recording scene of the song titled *Tomorrow Will Be Better* at BoCom Cloud Spring Festival Gala



Hubei Wuhan Economic and Technological Development Zone Sub-branch held a badminton competition for employees themed "Shared Happiness and Health through Badminton" to enhance the friendship between employees, strengthen their physique and enrich their spare time life



In October 2021, Beijing Branch held the 12<sup>th</sup> Employee (Online) Games, themed "Vibrant BoCom." For the first time, the Games adopted a brand-new mode of "offline sports and online interaction." With five sports and 11 events, the Games attracted 59 teams and nearly 1,600 participants. On the day of the opening ceremony, more than 20,000 viewers watched the event online



Shandong Liaocheng Branch organized the "May 4<sup>th</sup> Talent Competition," providing a stage for young employees to express themselves and create a relaxed working atmosphere



During the Dragon Boat Festival, Heilongjiang Huayuan Sub-branch carried out outward bound activities to provide a platform for employees to communicate and to enhance staff cohesion

## Assistance to employees

The Bank is dedicated to improving the care for employees in daily life and meeting their diverse needs. The Bank also works with employees to help them grow and forge ahead.

- In terms of daily life, commit to caring for employees in the whole life cycle. Show care during the "Chinese New Year and Spring Festival," seven festivals, employees' birthdays, weddings and funerals. Take care of the 20,000+ employees who followed the "minimum travel" policy at the start of the Chinese New Year.
- In terms of employee assistance, BoCom, as the first institution in the financial system to establish a mutual aid association for employees, set up a medical security system of "basic medical care for employees + supplementary medical care + care and support + mutual assistance and subsidy." In 2021, BoCom revised the *Measures of Bank of Communications for Management of the Mutual Help Association (2021 Version)* to provide support for employees with serious illness or economic difficulties. As of the end of the Reporting Period, 72,950 employees voluntarily joined the association, and 610 employees were subsidized with an amount of RMB6,748,200.

Care for and assistance to employees

On the morning of February 12, 2021, the first day of the first lunar month, Ren Deqi, Secretary of the Party Committee, on behalf of the Party Committee of the Head Office, arrived at the Credit Card Center and the Data Center to visit the officials and employees who remained at their posts during the Chinese New Year. He thanked them for their dedication and hard work and sent blessings and holiday greetings for the Chinese New Year. The picture shows Ren Deqi, Secretary of the Party Committee, visiting the Credit Card Center during the Chinese New Year



# Jointly building the community to pursue a better life

Enterprises are both beneficiaries of and contributors to a harmonious society. The Bank has always adhered to the public welfare concept of "uniting for love and a better future," actively participated in financial education and public welfare activities in communities, and conveyed the responsibility culture of BoCom.

## Carrying out public education

The Bank has kept up with building the special publicity brand of "JiaoJiao & Consumer Protection." It has carried out diversified, omni-channel, and high-frequency financial knowledge popularization activities online and offline for consumers, helping consumers to raise financial security and risk awareness, preventing fraud and criminal activities, and ensuring people's property safety. In the "March 15<sup>th</sup>" Education and Publicity Week, BoCom was recognized by the CBIRC as an "Excellent Organizer" for joint financial education and publicity activities.

- Focusing on important groups:** Focus on important groups such as the elderly and teenagers, carry out a series of innovative activities targeting the elderly, the young, and rural residents.
- Working with other institutions:** Actively work with national authorities, and jointly release the "Stay away from Illegal Online Loans and Protect the Wallet" short video on platforms including Weibo, TikTok, Kuaishou, om.qq.com, and bajiahao.baidu.com via official accounts of both parties, covering a total of 6.069 million views.
- Improving employees' awareness:** Film a video of *Employees on Consumer Protection: What is Consumer Protection for Banks*, and compile 12 keywords including "mission," "responsibility," and "compliance" to strengthen employees' awareness of consumer protection.
- Special interactive channels:** Launch a special Q&A activity for mobile banking consumer protection and enhance the accessibility of financial knowledge publicity and education through interaction with users, covering 1.5 million participants.

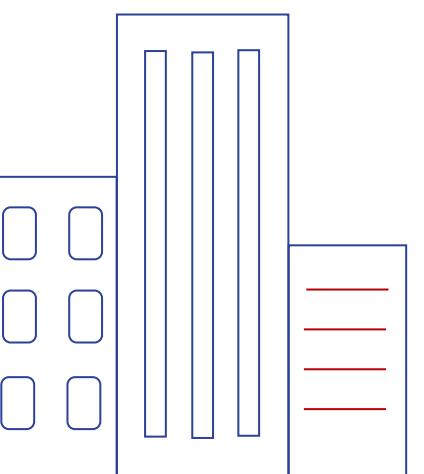
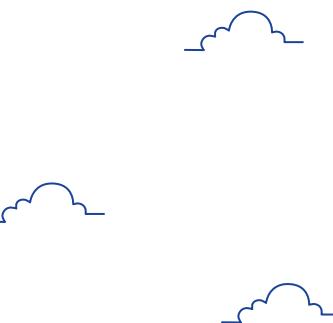
Consumer education and publicity activities



During the Reporting Period,

Carried out **19,861** activities

Reached **383.43** million consumers



Case

### Cracking down on telecom fraud and protecting people's property safety

The Bank has been active in disseminating anti-fraud knowledge, cracking down on fraud and criminal activities, and ensuring people's property safety. In September 2021, during an extensive security review of accounts, Datong Branch successfully recovered RMB725,000 of telecom fraud funds by identifying suspicious accounts, tracking suspicious transactions, and freezing fraudulent transaction funds with assistance from the police. The funds were properly returned to their owners.



Jiangsu Branch launched the activity of "Keeping the Money Bag and Conducting Publicity in the Community" to help consumers improve their anti-fraud awareness



Hainan Branch carried out the publicity and education activities of "Financial Knowledge into Campus" to help students establish correct financial concepts and enhance their awareness of financial security



In conjunction with the "June 16<sup>th</sup> Pension Financial Day," Zhejiang Branch publicized wealth management knowledge in elderly communities and nursing homes to help the elderly improve their awareness of telecommunication fraud

## Giving back to communities

The Bank has actively participated in social welfare undertakings, continued to promote the standardization of public welfare management, executed the *Measures for the Management of External Donations by Bank of Communications (2020 Version)*, helped vulnerable groups, carried out special community public welfare activities, and promoted the harmonious development of communities.

- Care for the elderly

**Cross the digital divide and benefit elderly customers.** Personal mobile banking version 6.0 APP tailors a new exclusive version for elderly users—the Care version. With a clean design, it simplifies the layout of the main page, adds transaction risk tips, and guards the "wallet" of the elderly while meeting their usage habits. It provides functions and services such as "exclusive manual customer service," "nearby outlets," "message card," and "intelligent voice assistant" to help the elderly cross the digital divide and experience the convenience and intelligence brought by technology. At the same time, there's a special service line by 95559 set up to provide more convenient financial services for elderly users.

Using technology to promote accessible and elderly-friendly services

- Employment opportunities for the disabled

**Case Sponsoring vocational skills competitions to promote the employment of the disabled**

Since 2007, BoCom began to devote itself to supporting the disabled. For the past 14 years, BoCom donated RMB109 million for disability assistance. In October 2021, the "Bank of Communications Cup" National Elite Vocational Skills Competition for the Disabled & the 2021 National Vocational Guidance Competition for Disabled Employment Service Staff was held in Haining, Jiaxing, Zhejiang Province. The competition events ranged from drone control, network information security to pet care. The success of the competition fully promoted the scientific, pragmatic, and long-term development of employment services for the disabled, advanced the high-quality development of employment and entrepreneurship, and led the disabled to pursue success through skills.

Pet Care Competition of the "Bank of Communications Cup" National Elite Vocational Skills Competition for the Disabled




Since the function was launched, the special service line for the elderly served more than **1,000** elderly users per day, and the average waiting time for elderly users to transfer to manual services was reduced to less than 15 seconds

- Care for children

**Case Children's medical trust to show true care for sick children**

Funded by family trust customers of private banking, with Bank of Communications International Trust as the trustee, "Bank of Communications International Trust · Ruihe-Children's Humanities and Medical Care No.1 Charity Trust" – the industry's first charity trust for children's humanities and medical care - was officially launched in June 2021. An initial amount of RMB300,000 was used to fund children's humanities and medical care charity projects in the Yangtze River Delta. Centering around children and their families, the project provided humanistic care for families of sick children, assisted young patients in adapting to the hospital environment, alleviated the emotional stress of children and their parents, and improved their coping ability in medical treatment.



Launching ceremony of the "Bank of Communications International Trust · Ruihe-Children's Humanities and Medical Care No.1 Charity Trust"

- Flood fighting and disaster relief

In July 2021, many places in Henan were hit by torrential rain. The Bank donated RMB10 million to Henan to assist in flood control and post-disaster reconstruction. The Henan Branch quickly responded to the requests of the local government, regulatory authorities, and the Head Office for flood control and disaster relief financial services, acted quickly and provided efficient services, increased support for post-disaster infrastructure reconstruction, and gave priority to meeting the emergency turnover financing needs of disaster-stricken enterprises.



Scene of emergency supplies donation of Henan Branch

- Culture and education

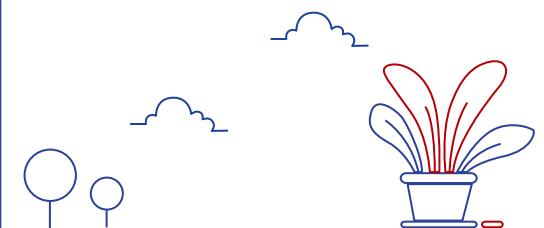
In 2021, Singapore Branch donated SGD20,000 to Ding Yi Music Company to support its public performances in communities, hospitals, schools, and business districts, promoting Chinese traditional music and Chinese traditional folk culture.



Ding Yi presented a *Gift of Love* online concert in the name of love and cooperated with Indian vina players, blending the music of multiple ethnic groups

**Case****Helping poverty-stricken students to share the Chinese Dream**

The Hong Kong Branch has continued with the "Sharing Chinese Dream" campaign, supporting college students and middle school students from poverty-stricken families in Hong Kong to receive education from mainland China. In 2021, it funded 70 students with an investment of HKD740,000.

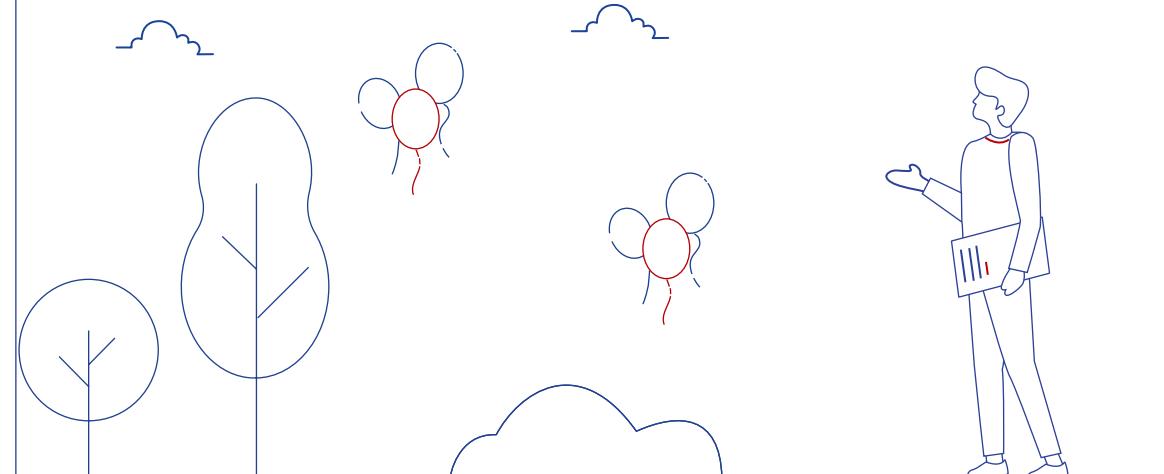


## Fighting against the pandemic

The Bank puts life above everything else. To protect the health of employees, it has devoted itself to pandemic prevention by leveraging its advantages to optimize banking and medical business services, contributing to pandemic control.

**Case****Allocating anti-pandemic special funds to care for employees**

To facilitate pandemic control, the Bank, providing guarantees for institutions and employees, allocated RMB17,056,000 in 2021 to cover all 36 high and medium risk institutions, as well as nearly 800 confirmed cases and isolated employees. Before the Chinese New Year, the Bank allocated RMB5,826,100 to more than 20,000 employees who were obliged by the "minimum travel" recommendation during the Spring Festival so that they could spend a good New Year.

**Case****Shaanxi Branch offered RMB50 million loans to guarantee food supply in Xi'an during lockdown**

Xi'an Aiju Grain and Oil Industrial Group Co., Ltd. is a leading enterprise of agricultural industrialization at the national-, provincial-, and municipal-level. It is listed as a key enterprise of grain and oil supply for pandemic prevention in Xi'an and a key organization of market supply. In late December 2021, as Xi'an faced a severe pandemic challenge, help came from all around the nation. After learning that Aiju Group needed loan support, Shaanxi Branch proactively connected with the person in charge and built a "green channel for credit granting." Taking multiple measures simultaneously and combining online and offline measures, the branch efficiently completed the credit approval business process, donated pandemic prevention supplies, and made every effort to ensure the grain and oil supply in Xi'an during the lockdown.



Chengnan Sub-branch of Shaanxi Branch donates pandemic prevention supplies to Aiju Group, an enterprise that guarantees the pandemic supplies in Xi'an

**Case****"Intelligent Financial Services" to help those who returned to their hometown for pandemic prevention**

The Bank has cooperated with Chengguan District People's Hospital of Lanzhou to acquire businesses. The Intelligent Financial Service Platform has been successfully launched to provide the hospital with an online collection and reconciliation service for nucleic acid tests. The tested personnel only need to scan the QR code to complete the registration and payment online, helping to improve the efficiency of pre-examination and triage processes. At the same time, the Intelligent Financial Service Platform also features comprehensive information reconciliation and statement inquiry, making it more convenient for financial personnel of the hospital to check the information and conduct reconciliations.

# Independent Statement of Assurance



普华永道

2022/SH-0140  
(第一页, 共二页)

## 注册会计师独立鉴证报告

致: 交通银行股份有限公司董事会

我们接受委托, 对交通银行股份有限公司(“交行”或“交通银行”)2021年社会责任(ESG)报告中选定的2021年度关键数据(以下简称“关键数据”)执行了有限保证的鉴证业务。

### 关键数据

本报告就以下选定的交行2021年社会责任(ESG)报告关键数据(即交行2021年社会责任(ESG)报告第6-7页关键绩效)实施了有限保证鉴证工作程序。

我们的鉴证工作仅限于社会责任(ESG)报告中选定的2021年度关键数据, 社会责任(ESG)报告中所披露的其他信息、2020年及以前年度信息均不在我们的工作范围内。

### 标准

交通银行股份有限公司编制2021年社会责任(ESG)报告关键数据所采用的标准列示于社会责任(ESG)报告中第92-93页的关键绩效页数据编报说明(以下简称“编报基础”)中。

### 管理层的责任

按照编报基础编制2021年社会责任(ESG)报告关键数据是交通银行股份有限公司管理层的责任。这种责任包括设计、执行和维护与编制社会责任(ESG)报告关键数据有关的内部控制, 以使该等数据不存在由于舞弊或错误而导致的重大错报。

### 我们的独立性与质量控制

我们遵守了国际会计师职业道德准则理事会颁布的国际会计师职业道德守则(包括国际独立性标准)中的独立性及其他职业道德要求。该职业道德守则以诚信、客观、专业胜任能力及应有的关注、保密和良好职业行为为基本原则。

本事务所遵循国际质量控制准则第1号, 据此维护全面系统的质量控制体系, 包括与遵守职业道德要求、专业标准和适用的法律和法规要求相关的书面政策与程序。

### 注册会计师的责任

我们的责任是在执行鉴证工作的基础上对2021年社会责任(ESG)报告关键数据发表结论。

普华永道中天会计师事务所(特殊普通合伙)  
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1



普华永道

2022/SH-0140  
(第二页, 共二页)

我们根据《国际鉴证业务准则第3000号(修订版)--历史财务信息审计或审阅以外的鉴证业务》的规定执行了鉴证工作。该准则要求我们计划和实施工作, 以形成鉴证结论。

有限保证鉴证业务所实施程序的性质和时间较合理保证鉴证业务有所不同, 且范围较小。因此, 有限保证鉴证业务的保证程度远低于合理保证鉴证业务。因此, 我们不会就2021年社会责任(ESG)报告中选定的2021年度关键数据是否在所有重大方面按照编报基础编制, 发表合理保证意见。我们的鉴证工作包括评估2021年社会责任(ESG)报告关键数据是否存在由于舞弊或错误导致的重大错报风险, 以及应对评估出的风险。选择的鉴证程序取决于我们的判断及对项目风险的评估。在我们的工作范围内, 我们仅在交行总行层面开展工作。我们没有对除交行总行外的其他分支机构实施鉴证工作。我们所实施的工作包括:

- 1) 与交行参与提供社会责任(ESG)报告中所选定的关键数据的相关部门员工进行访谈;
- 2) 实施分析程序;
- 3) 对选定的社会责任(ESG)报告中关键数据实施抽样检查;
- 4) 重新计算;
- 5) 我们认为必要的其他程序。

### 固有限制

我们提请使用者注意, 针对非财务数据, 尚无公认的评估和计量标准体系, 因此存在不统一的计量方法, 这将会影响公司间数据的可比性。

### 结论

基于已实施的程序及获取的证据, 我们没有注意到任何事项使我们相信2021年社会责任(ESG)报告中选定的2021年度关键数据未能在所有重大方面按照编报基础编制。

### 使用限制

本报告仅向交通银行股份有限公司董事会出具, 而无其他目的。我们不会就本报告的内容向任何其他人士承担任何责任。



2

# Notes to Key Performance

1."8 controlled non-bank subsidiaries" refers to eight non-bank subsidiaries, i.e., Bank of Communications Financial Leasing Co., Ltd., China BoCom Insurance Co., Ltd., BoCom Financial Asset Investment Co., Ltd., Bank of Communications Schroder Fund Management Co., Ltd., Bank of Communications International trust Co., Ltd., BoCommlife Insurance Co., Ltd. and BoCom International Holdings Company Limited, plus BoCom Wealth Management Co., Ltd. The figures on profits from controlled subsidiaries indicate profits attributable to the parent company.

2."Branches outside Chinese Mainland" refers to the 23 overseas branches/subsidiaries and representative offices established in 18 countries and regions, including Hong Kong Branch/Bank of Communications (Hong Kong) Co., Ltd., branches in New York, Tokyo, Singapore, Seoul, Frankfurt, Macao, Ho Chi Minh City, San Francisco, Sydney, Taipei, London, Bank of Communications (Luxembourg) Limited/Luxembourg Branch, Brisbane Branch, Bank of Communications (Luxembourg) S.A. Paris Branch, Bank of Communications (Luxembourg) S.A. Rome Branch, Bank of Communications (Brazil) Co., Ltd., Melbourne, Prague Branch, Johannesburg Branch, and the Toronto Representative Office.

3."Central and western China" refers to the 17 provinces, autonomous regions, and municipalities of Shanxi Province, Inner Mongolia Autonomous Region, Anhui Province, Jiangxi Province, Henan Province, Hubei Province, Hunan Province, Guangxi Zhuang Autonomous Region, Chongqing Municipality, Sichuan Province, Guizhou Province, Yunnan Province, Shaanxi Province, Gansu Province, Ningxia Hui Autonomous Region, Xinjiang Uyghur Autonomous Region and Qinghai Province.

4."Outstanding loans, micro-, small- and medium-sized enterprises" is the sum of outstanding loans to small- and micro-enterprises and those to mid-sized enterprises as reported to the People's Bank of China.

5."Outstanding loans, agro-related" refers to the sum of outstanding agro-related loans reported to the People's Bank of China, including agro-related loans to enterprises and organizations in cities, farm loans, loans to enterprises and organizations in rural areas, and non-farm loans concerning agriculture, forestry, animal husbandry, and fisheries.

6. The data on outstanding low-income housing loans were collected in accordance with the CBIRC's *S66 Information Table of Low-income Housing Loans by Region*.

7. The data on outstanding science, education, culture, and health loans were obtained based on the 2011 classification of sectors in the national economy, including "scientific research and technology services," "education," "health and social work," and "culture, sports and entertainment."

8."Number of outlets in the Chinese mainland" refers to the number of all licensed outlets of BoCom in the Chinese mainland.

9."Share of loans to heavily polluting, energy-intensive, and overcapacity industries" was determined in accordance with the management scope as stipulated in the *Notice on Better Managing of Loan Limits (Ceilings) for Overcapacity Industries in 2021* (J.Y.SH.X. [2021] No. 2).

10."Outstanding loans to clean energy industries" are the total outstanding loans to industries of new energy and clean energy equipment manufacturing, building and operation of clean energy facilities, clean and efficient use of traditional energy resources, and efficient operation of energy systems granted by branches in the Chinese mainland. They were calculated according to the standards of the People's Bank of China.

11."Outstanding green loans" are the total outstanding loans to energy conservation and environmental protection industry, clean production industry, clean energy industry, ecological environment industry, green upgrading of infrastructure, and green services granted by branches in the Chinese mainland. They were calculated according to the standards of the People's Bank of China.

12."E-banking business share" refers to the ratio of the volume of transactions conducted via e-channels to those conducted via electronic and non-electronic channels combined and covers only domestic branches. Overseas branches and subsidiaries are excluded.

13."Head Office" refers to the five office buildings in Lujiazui (BoCom Financial Towers), Zhangjiang, Hongqiao (Jinming Building), Gaoke and Caohejing of Shanghai. "Head Office carbon emissions" includes direct and indirect emissions produced by the Head Office. "Head Office energy consumption equivalent to standard coal" refers to the standard coal equivalent of natural gas consumption and electricity consumption. "Head Office hazardous waste disposed" means the total hazardous waste received and disposed by the third-party company with qualification to which the Head Office transfers hazardous waste.

14.The data on bank-wide video conferences refer to the number of meetings held using television and telephone to transmit sound and images in real-time between users in two or more locations.

15.The data center PUE is the ratio of total facility power to total IT equipment power at the Bank's Data Center.

16.SCVPS is based on the relevant requirements of the Shanghai Stock Exchange's *Circular on Promoting the Social Responsibility of Listed Companies and Publishing Environmental Information Disclosure Guidelines for Companies Listed on the Shanghai Stock Exchange* issued on May 14, 2008, and taking into account the characteristics of the banking industry. The calculation method is: SCVPS=earnings per share + (taxes + staff cost + interest expense + total public welfare investment)/total share capital at the end of the period.

17."Employees (domestic and overseas)" refers to the total number of regular employees and dispatched employees at its Chinese and overseas branches and subsidiaries of the Bank. "Female middle and senior management" means the number of regular and dispatched female employees at the ninth level or above in mainland branches. "Ethnic minorities" refers to the total number of employees from ethnic minorities in all mainland branches, with both regular and dispatched employees included.

18.The average training hours of employees means the average training hours received by employees of BoCom Head Office and all branches of BoCom in the Chinese mainland on the platforms, e-Campus network platform, and China E-learning Academy for Leadership.

19."Charitable donations made" refers to the donations made in the name of BoCom to public programs for rural vitalization, COVID-19 response, and charity in accordance with BoCom's *Measures for Managing Donations to Other Organizations*.



# ESG Index

This report has complied with the "non-compliance and interpretation" provisions set out in the *Environmental, Social and Governance Reporting Guidelines*.



## Environmental

Aspect	Indicator	Description	Section	Exposure
Aspect A1: Emissions	General Disclosure	Information on: (a)the policies; and (b)compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Conducting green operation and advancing low-carbon development	Disclosed
	A1.1	The types of emissions and respective emissions data.	Conducting green operation and advancing low-carbon development	Disclosed
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Conducting green operation and advancing low-carbon development	Disclosed
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Conducting green operation and advancing low-carbon development	Disclosed
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Conducting green operation and advancing low-carbon development	Disclosed
	A1.5	Description of emission target(s) set and steps taken to achieve them.	Conducting green operation and advancing low-carbon development	Disclosed
	A1.6	Description of how hazardous and nonhazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Conducting green operation and advancing low-carbon development	Disclosed
	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Conducting green operation and advancing low-carbon development	Disclosed
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in 000s) and intensity (e.g. per unit of production volume, per facility).	Conducting green operation and advancing low-carbon development	Disclosed
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Conducting green operation and advancing low-carbon development	Disclosed
Aspect A2: Use of Resources	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Conducting green operation and advancing low-carbon development	Disclosed
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Conducting green operation and advancing low-carbon development	Disclosed
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not disclosed since packaging material is a topic with low importance in regards to the Group's operation	
	General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Green Transformation and Harmonious Coexistence	Disclosed
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green Transformation and Harmonious Coexistence	Disclosed
Aspect A4: Climate Change	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Green finance for a green future	Disclosed
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Green finance for a green future	Disclosed



## Social

Aspect	Indicator	Description	Section	Exposure
Aspect B1: Employment	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Safeguarding employees' rights and interests	Disclosed
	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Caring for employees and building a happy home	Disclosed
	B1.2	Employee turnover rate by gender, age group and geographical region.	Caring for employees and building a happy home	Disclosed
	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Building a happy BoCom	Disclosed
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Building a happy BoCom	Disclosed
	B2.2	Lost days due to work injury.	Building a happy BoCom	Disclosed
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Building a happy BoCom	Disclosed
	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Empowering career development	Disclosed
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Empowering career development	Partially disclosed, currently unable to collect the data statistics by gender and is planning to add the "percentage of employees trained" and "average training hours" statistical indicators by gender in the intelligent human resources system
	B3.2	The average training hours completed per employee by gender and employee category.	Empowering career development	
Aspect B4: Labour Standards	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Safeguarding employees' rights and interests	Disclosed
	B4.1	Description of measures to review employment practices to avoid child and forced labour.	Safeguarding employees' rights and interests	Disclosed
	B4.2	Description of steps taken to eliminate such practices when discovered.	Safeguarding employees' rights and interests	Disclosed



Aspect	Indicator	Description	Section	Exposure
Aspect B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	Conducting green operation and advancing low-carbon development	Disclosed
	B5.1	Number of suppliers by geographical region.	Conducting green operation and advancing low-carbon development	Disclosed
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Conducting green operation and advancing low-carbon development	Disclosed
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Conducting green operation and advancing low-carbon development	Partially Disclosed
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Conducting green operation and advancing low-carbon development	Disclosed
Aspect B6: Product Responsibility	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Improving customer services	Disclosed
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable since the Group's operations do not involve sold or shipped products	
	B6.2	Number of products and service related complaints received and how they are dealt with.	Protecting the rights and interests of customers	Disclosed
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual property protection	Disclosed
	B6.4	Description of quality assurance process and recall procedures.	Not applicable since the Group's operations do not involve quality assurance process and recall procedures	
Aspect B7: Anti-corruption	General Disclosure	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Improving customer services	Disclosed
	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-money laundering, anti-fraud, and anti-extortion	Disclosed
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Combating corruption, bribery, and Four Un-desirable Work Styles	Disclosed
	B7.2	Description of preventive measures and whistleblowing procedures, and how they are implemented and monitored.	Compliance management	Disclosed
	B7.3	Description of anti-corruption training provided to directors and staff.	Compliance management	Disclosed
Aspect B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Giving back to communities	Disclosed
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Jointly building the community to pursue a better life	Disclosed
	B8.2	Resources contributed (e.g. money or time) to the focus area.	Jointly building the community to pursue a better life	Disclosed

# GRI Index

This report has been prepared in accordance with the GRI Standards: Core option.

	Disclosure Items	Section	Exposure
Organizational profile	Disclosure 102-1 Name of the organization	About BoCom	Disclosed
	Disclosure 102-2 Activities, brands, products, and services	About BoCom	Disclosed
	Disclosure 102-3 Location of headquarters	About BoCom	Disclosed
	Disclosure 102-4 Location of operations	Promoting access to finance	Disclosed
	Disclosure 102-5 Ownership and legal form	About BoCom	Disclosed
	Disclosure 102-6 Markets served	About BoCom	Disclosed
	Disclosure 102-7 Scale of the organization	About BoCom	Disclosed
	Disclosure 102-8 Information on employees and other workers	Caring for employees and building a happy home	Disclosed
	Disclosure 102-9 Supply chain	Practicing responsible procurement	Disclosed
	Disclosure 102-10 Significant changes to the organization and its supply chain	About BoCom Stick to the Right Path for Sustainable Operation	Disclosed
Strategy	Disclosure 102-11 Precautionary Principle or approach	Stick to the Right Path for Sustainable Operation	Disclosed
	Disclosure 102-12 External initiatives	CSR management	Disclosed
	Disclosure 102-14 Statement from senior decision-maker	Message from Bank Leadership	Disclosed
	Disclosure 102-15 Key impacts, risks, and opportunities	Stick to the Right Path for Sustainable Operation	Disclosed
Ethics and integrity	Disclosure 102-16 Values, principles, standards, and norms of behavior	Stick to the Right Path for Sustainable Operation	Disclosed
	Disclosure 102-17 Mechanisms for advice and concerns about ethics	Stick to the Right Path for Sustainable Operation	Disclosed
	Disclosure 102-18 Governance structure	Stick to the Right Path for Sustainable Operation	Disclosed
	Disclosure 102-19 Delegating authority	Stick to the Right Path for Sustainable Operation	Disclosed
Governance	Disclosure 102-20 Executive-level responsibility for economic, environmental, and social topics	CSR management	Disclosed
	Disclosure 102-21 Consulting stakeholders on economic, environmental, and social topics	CSR management	Disclosed
	Disclosure 102-22 Composition of the highest governance body and its committees	Overview	Disclosed
	Disclosure 102-23 Chair of the highest governance body	Stick to the Right Path for Sustainable Operation	Disclosed
	Disclosure 102-26 Role of highest governance body in setting purpose, values, and strategy	Stick to the Right Path for Sustainable Operation	Disclosed
	Disclosure 102-27 Collective knowledge of highest governance body	Message from Bank Leadership	Disclosed

	Disclosure Items	Section	Exposure
Governance	Disclosure 102-29 Identifying and managing economic, environmental, and social impacts	Stick to the Right Path for Sustainable Operation	Disclosed
	Disclosure 102-30 Effectiveness of risk management processes	Stick to the Right Path for Sustainable Operation	Disclosed
	Disclosure 102-31 Review of economic, environmental, and social topics	Stick to the Right Path for Sustainable Operation	Disclosed
	Disclosure 102-32 Highest governance body's role in sustainability reporting	Stick to the Right Path for Sustainable Operation	Disclosed
	Disclosure 102-33 Communicating critical concerns	Stick to the Right Path for Sustainable Operation	Disclosed
	Disclosure 102-34 Nature and total number of critical concerns	Stick to the Right Path for Sustainable Operation	Disclosed
Stakeholder engagement	Disclosure 102-40 List of stakeholder groups	CSR management	Disclosed
	Disclosure 102-41 Collective bargaining agreements	Caring for employees and building a happy home	Disclosed
	Disclosure 102-42 Identifying and selecting stakeholders	CSR management	Disclosed
	Disclosure 102-43 Approach to stakeholder engagement	CSR management	Disclosed
	Disclosure 102-44 Key topics and concerns raised	CSR management	Disclosed
Reporting practice	Disclosure 102-45 Entities included in the consolidated financial statements	About This Report	Disclosed
	Disclosure 102-46 Defining report content and topic Boundaries	CSR management	Disclosed
	Disclosure 102-47 List of material topics	CSR management	Disclosed
	Disclosure 102-48 Restatements of information	About This Report	Disclosed
	Disclosure 102-49 Changes in reporting	About This Report	Disclosed
	Disclosure 102-50 Reporting period	About This Report	Disclosed
	Disclosure 102-51 Date of most recent report	About This Report	Disclosed
	Disclosure 102-52 Reporting cycle	About This Report	Disclosed
	Disclosure 102-53 Contact point for questions regarding the report	About This Report	Disclosed
	Disclosure 102-54 Claims of reporting in accordance with the GRI Standards	GRI Index	Disclosed
	Disclosure 102-55 GRI content index	GRI Index	Disclosed
	Disclosure 102-56 External assurance	Independent Statement of Assurance	Disclosed
GRI 201: Economic Performance	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Forge Ahead with High-quality Development
	Topic-specific disclosures	Disclosure 201-1 Direct economic value generated and distributed	Stick to the Right Path for Sustainable Operation
		Disclosure 201-2 Financial implications and other risks and opportunities due to climate change	Addressing climate change
		Disclosure 201-3 Defined benefit plan obligations and other retirement plans	Caring for employees and building a happy home

	Disclosure Items	Section	Exposure
GRI 202: Market Presence	GRI 202: Market Presence	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach
	GRI 203: Indirect Economic Impacts	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach
	Topic-specific disclosures	Disclosure 203-1 Infrastructure investments and services supported	Forge Ahead with High-quality Development
		Disclosure 203-2 Significant indirect economic impacts	Forge Ahead with High-quality Development
	GRI 204: Procurement Practices	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach
	GRI 205: Anti-corruption	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach
GRI 302: Energy	Topic-specific disclosures	Disclosure 205-1 Operations assessed for risks related to corruption	Combating corruption, bribery, and Four Un-desirable Work Styles
		Disclosure 205-2 Communication and training about anti-corruption policies and procedures	Combating corruption, bribery, and Four Un-desirable Work Styles
		Disclosure 205-3 Confirmed incidents of corruption and actions taken	Combating corruption, bribery, and Four Un-desirable Work Styles
	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Green Transformation and Harmonious Coexistence
	Topic-specific disclosures	Disclosure 302-1 Energy consumption within the organization	Conducting green operation and advancing low-carbon development
GRI 303: Water and Effluents		Disclosure 302-3 Energy intensity	Conducting green operation and advancing low-carbon development
		Disclosure 302-4 Reduction of energy consumption	Conducting green operation and advancing low-carbon development
	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Green Transformation and Harmonious Coexistence
	Topic-specific disclosures	Disclosure 303-1 Interactions with water as a shared resource	Conducting green operation and advancing low-carbon development
GRI 305: Emissions		Disclosure 303-3 Water withdrawal	Conducting green operation and advancing low-carbon development
	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Green Transformation and Harmonious Coexistence
	Topic-specific disclosures	Disclosure 305-1 Direct (Scope 1) GHG emissions	Conducting green operation and advancing low-carbon development
		Disclosure 305-2 Energy indirect (Scope 2) GHG emissions	Conducting green operation and advancing low-carbon development
		Disclosure 305-4 GHG emissions intensity	Conducting green operation and advancing low-carbon development
		Disclosure 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Conducting green operation and advancing low-carbon development

	Disclosure Items		Section	Exposure		Disclosure Items		Section	Exposure
GRI 306: Waste	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Conducting green operation and advancing low-carbon development	Disclosed	GRI 405: Diversity and Equal Opportunity	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Safeguarding employees' rights and interests	Disclosed
	Topic-specific disclosures	Disclosure 306-1 Waste generation and significant waste-related impacts	Conducting green operation and advancing low-carbon development	Disclosed		Topic-specific disclosures	Disclosure 405-1 Diversity of governance bodies and employees	Work Together to Create Common Prosperity	Disclosed
		Disclosure 306-2 Management of significant waste-related impacts	Conducting green operation and advancing low-carbon development	Disclosed		GRI 406: Non-discrimination	GRI 103: Management Approach	Safeguarding employees' rights and interests	Disclosed
		Disclosure 306-3 Waste generated	Conducting green operation and advancing low-carbon development	Disclosed		GRI 407: Freedom of Association and Collective Bargaining	GRI 103: Management Approach	Safeguarding employees' rights and interests	Disclosed
		Disclosure 306-4 Waste diverted from disposal	Conducting green operation and advancing low-carbon development	Disclosed		GRI 408: Child Labor	GRI 103: Management Approach	Safeguarding employees' rights and interests	Disclosed
		Disclosure 306-5 Waste directed to disposal	Conducting green operation and advancing low-carbon development	Disclosed		GRI 409: Forced or Compulsory Labor	GRI 103: Management Approach	Safeguarding employees' rights and interests	Disclosed
						GRI 412: Human Rights Assessment	GRI 103: Management Approach	Safeguarding employees' rights and interests	Disclosed
GRI 307: Environmental Compliance	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Conducting green operation and advancing low-carbon development	Disclosed	GRI 413: Local Communities	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Jointly building the community to pursue a better life	Disclosed
GRI 308: Supplier Environmental Assessment	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Conducting green operation and advancing low-carbon development	Disclosed		Topic-specific disclosures	Disclosure 413-1 Operations with local community engagement, impact assessments, and development programs	Improving customer services Jointly building the community to pursue a better life	Disclosed
	Topic-specific disclosures	Disclosure 308-1 New suppliers that were screened using environmental criteria	Conducting green operation and advancing low-carbon development	Disclosed		GRI 414: Supplier Social Assessment	GRI 103: Management Approach	Conducting green operation and advancing low-carbon development	Disclosed
						GRI 415: Public Policy	GRI 103: Management Approach	CSR management	Disclosed
GRI 401: Employment	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Safeguarding employees' rights and interests	Disclosed		GRI 416: Customer Health and Safety	GRI 103: Management Approach	Improving customer services	Disclosed
	Topic-specific disclosures	Disclosure 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Building a happy BoCom	Disclosed		GRI 417: Marketing and Labeling	GRI 103: Management Approach	Improving customer services	Disclosed
						GRI 418: Customer Privacy	GRI 103: Management Approach	Improving customer services	Disclosed
						GRI 419: Socioeconomic Compliance	GRI 103: Management Approach	Stick to the Right Path for Sustainable Operation Work Together to Create Common Prosperity	Disclosed
GRI 402: Labor/Management Relations	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Building a happy BoCom	Disclosed	GRI 413: Local Communities				
GRI 403: Occupational Health and Safety	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Building a happy BoCom	Disclosed	GRI 413: Local Communities				
GRI 404: Training and Education	GRI 103: Management Approach	Explanation of the material topic and its Boundary; The management approach and its components; Evaluation of the management approach	Empowering career development	Disclosed	GRI 413: Local Communities				

# Feedback Form

Dear Sir/Madam,

Thank you for reading BoCom CSR Report 2021. Your feedback is helping us to perform our management and practice of CSR better. To leverage the communication role of this Report, we sincerely invite you to leave your opinions and suggestions.



Please scan the code to fill in the feedback form

What's your overall assessment of BoCom's fulfillment of social responsibility?

Very good    Good    Fair    Poor    Very poor

What's your overall assessment of this Report?

Very good    Good    Fair    Poor    Very poor

3. What's your assessment of BoCom's performance in stakeholder communication?

Very good    Good    Fair    Poor    Very poor

4. What's your assessment of BoCom's fulfillment of economic responsibility?

Very good    Good    Fair    Poor    Very poor

5. What's your assessment of BoCom's customer service?

Very good    Good    Fair    Poor    Very poor

6. What's your assessment of BoCom's fulfillment of environmental responsibility?

Very good    Good    Fair    Poor    Very poor

7. What's your assessment of BoCom's fulfillment of responsibility to its employees?

Very good    Good    Fair    Poor    Very poor

8. What's your assessment of BoCom's social responsibility performance?

Very good    Good    Fair    Poor    Very poor

9. Do you think this Report is easy-to-read in both content and layout?

Yes    No

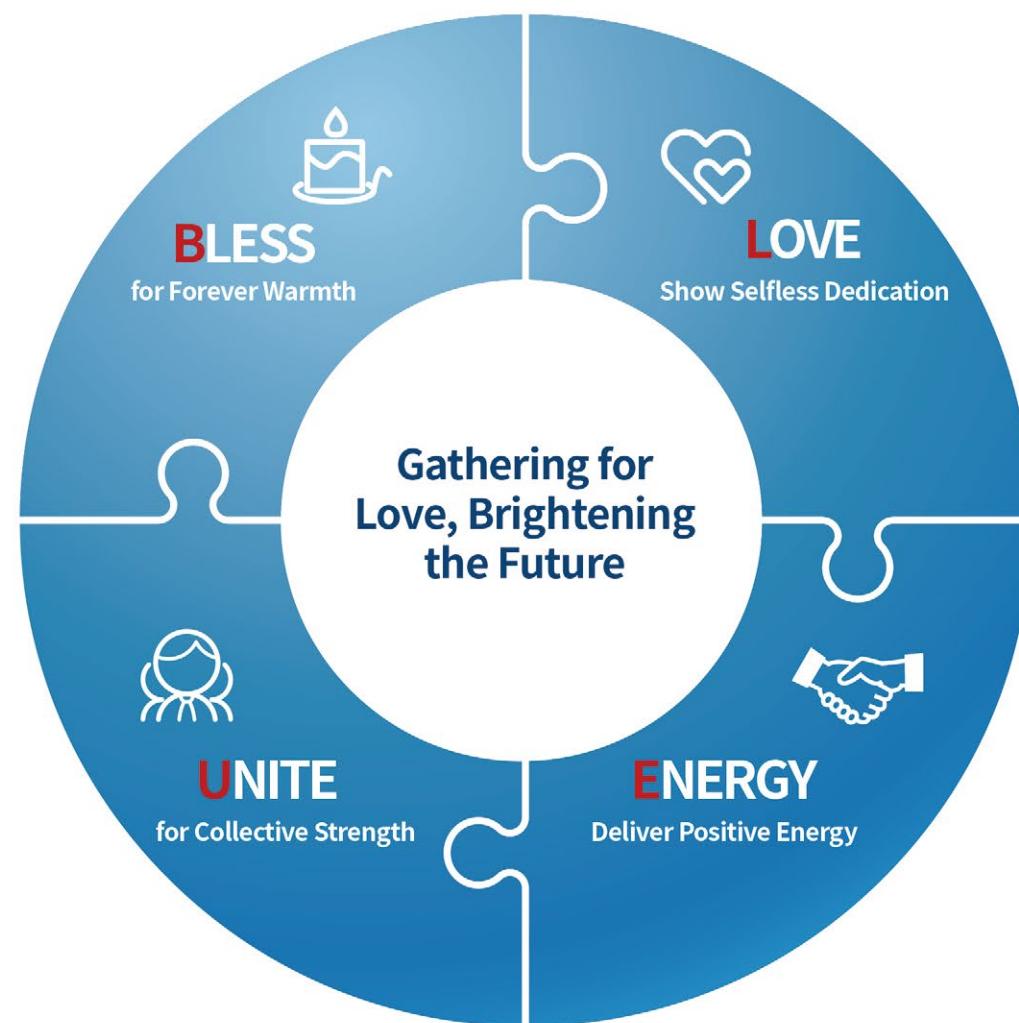
Your comments and suggestions for BoCom's social responsibility work and this Report:

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Note: Please tick "√" in "□".





Scan QR code to access the  
H5 version of BoCom 2021  
CSR Report (ESG Report)

