

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Pioneering New Possibilities after Forty Years of Success

The year 2019 marked the 70th anniversary of the founding of PRC, while it is also the 40th anniversary of the CITIC group. In the past 40 years, we have always been committed to contributing to the country by positioning ourselves as the pioneer to innovate, while persisting in fulfilling our political, economic and social responsibilities as a state-owned enterprise. At CITIC, we strive to excel in every aspect of our business to eventually contribute to every community in China. To achieve it, we closely connect ourselves with the public, country and society and the era we live in.

We strive to build on our success of the past forty years and continue our good practice. At the same time, we see it as a starting point, as the CITIC group has greater responsibility, for which clearer goals and direction for our future are necessary. We will continue to live up to our core values of “integrity, innovation, cohesion, integration, dedication and excellence” as our core values and bring “CITIC 32 characters” to life. To fulfill our corporate responsibility, we will also continue to improve our employee, environmental, brand, and community welfare management, while exploring new ways to build a better future for humanity and the natural environment together with our country.

Staff responsibility

- We employed a workforce of 287,910, including 154,647 from Golden Arches (China) Co. Ltd. Management Company Limited, an increase of 14,566 as compared with that in 2018.
- We received the “Best Employers’ Award” for four consecutive years.
- Three employees from our subsidiaries received “State Council Special Allowance”; one received “2019 Friendship Award” from the Government; one received “2019 Cultural Master and ‘Four Essential Project Skills’ Award”.

Environmental responsibility

- Chongqing Sanfeng Environment, a subsidiary of CITIC Environment, was included in the Green Supply Chain CITI Index, ranking first in the environmental protection industry.
- In 2019, there were no substantial environment pollution incidents occurred.

Customer responsibility

- Announced the list of authorised companies that can use the CITIC brand.
- CITIC Bank won the “Excellent Financial Services Bank for Major Clients 2019” award at the 14th Asian Finance Conference.
- CITIC Tower (Beijing) won the 2019 RICS Awards – China Annual Construction Project Champion.

Industrial responsibility

- CITIC Bank won several industry awards, such as the “Custodian Bank of the Year (Shareholding Bank)” by The Asian Banker.

^ Construction was ranked 54th in the United States’ Engineering News Record (ENR) 2019 Top 250 International

was awarded “China’s Intelligent Special Robot Industry First”
by the Ministry of Industry and Information Technology for three consecutive
years.