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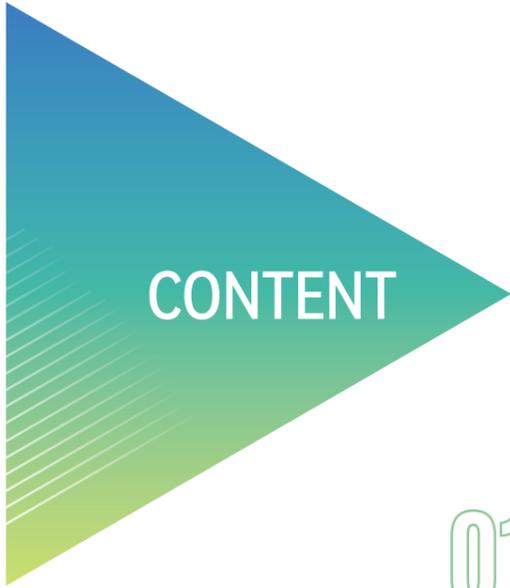
ICBC 

2024 Interim Special Report on Corporate Social Responsibility and Sustainable Finance

Industrial and Commercial Bank of China Limited

**2024** INTERIM

**SPECIAL REPORT ON CORPORATE SOCIAL RESPONSIBILITY AND SUSTAINABLE FINANCE**



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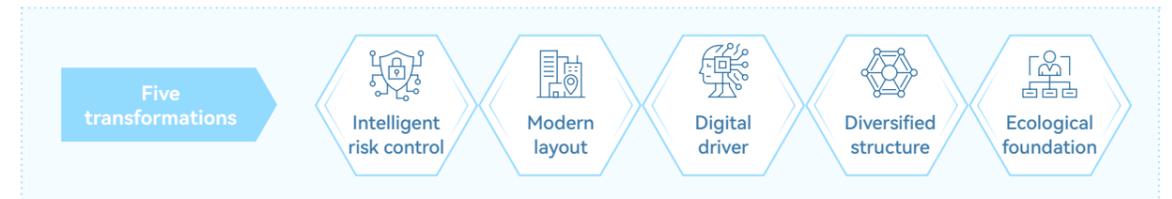
# Governance and Sustainable Risk Management

## Corporate governance

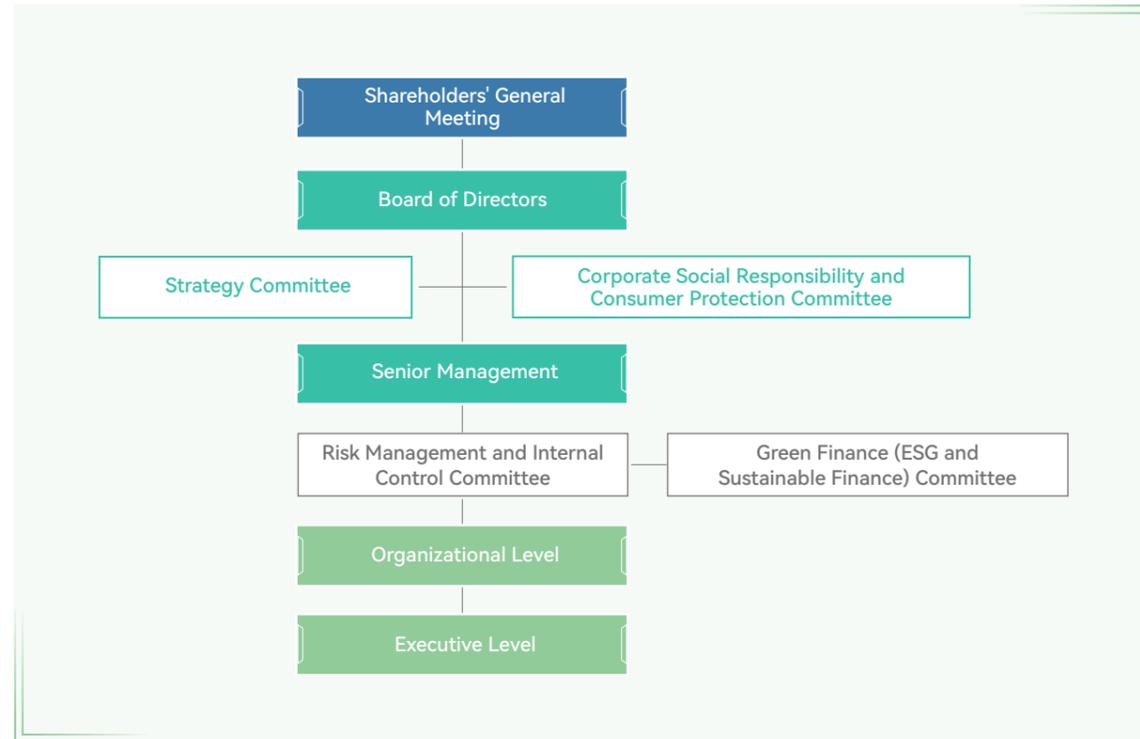
The Bank continued to refine the modern corporate governance structure, mechanism and culture, making the Group's corporate governance more effective and robust. In line with the regulatory requirements and best practices in the financial sector, the Bank made constant efforts to improve the corporate governance mechanism comprising the Shareholders' General Meeting, the Board of Directors, the Board of Supervisors and the Senior Management, with clearly-defined responsibilities and accountability, coordination and effective checks and balances, and to optimize the corporate governance operation mechanism with scientific decision-making process, effective supervision and steady operation among the authority organ, decision-making organ, supervisory organ and executive organ.



During the reporting period, the Bank fully implemented the guiding principles from the Central Financial Work Conference. At the new starting point of the journey we set out 40 years ago, the Bank proposed a reform and development path of "guidance of Party building + 'five transformations' of modern layout, diversified structure, ecological foundation, digital driver and intelligent risk control", and introduced concrete measures to further promote the development of the "Five Priorities" of technology finance, green finance, inclusive finance, pension finance and digital finance.



## ESG governance framework



### The Board of Directors and its special committees briefed ESG reports

With great importance attached to ESG governance, the Board of Directors actively performed its functions of strategic decision making and supervision, continued to refine relevant governance framework, and propelled the Bank to continuously enhance ESG governance capacity.

During the reporting period, the Board of Directors reviewed and approved the proposals including the *Proposal on the Green Finance Implementation Report of ICBC for the Past Two Years*, the *Proposal on 2023 Risk Appetite Assessment and Risk Management Report*, and the *Proposal on 2023 Consumer Protection Work and Work Plan for 2024*, further strengthened the supervision and guidance for the Bank's consumer protection, and caused the Bank to integrate social responsibility fulfillment into all links of development strategy and operational management and to actively fulfill its social responsibility in the capacity of a large bank through developing green finance, sustainable financial services, etc.

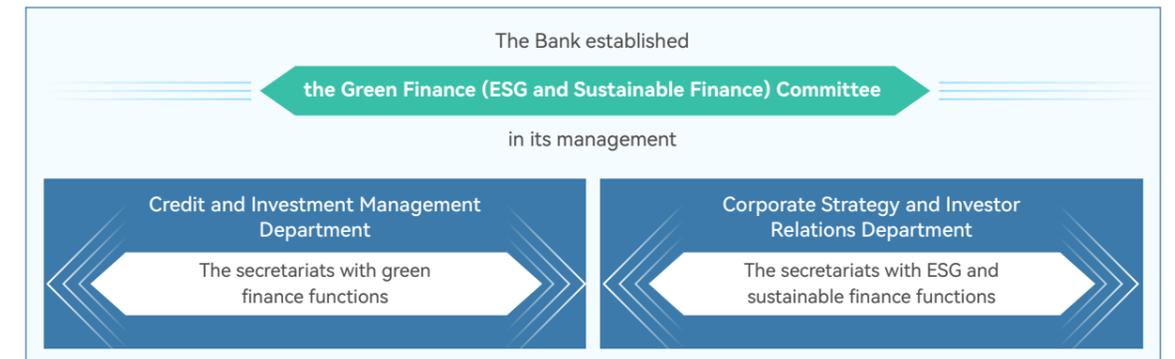
#### The Strategy Committee under the Board of Directors

The Strategy Committee under the Board of Directors is responsible for reviewing the annual corporate social responsibility report and offering suggestions to the Board of Directors. During the reporting period, the Strategy Committee studied and reviewed the *Proposal on the Corporate Social Responsibility (ESG) Report 2023 of ICBC*, and put forward suggestions to the Board of Directors.

#### The Corporate Social Responsibility and Consumer Protection Committee under the Board of Directors

The Corporate Social Responsibility and Consumer Protection Committee under the Board of Directors is accountable for reviewing the Bank's fulfillment of social responsibility and consumer protection policies, and issues related to sustainable development including green finance and inclusive finance, and offering suggestions to the Board of Directors. During the reporting period, the Committee studied and approved the proposals including the *Proposal on the Green Finance Implementation Report of ICBC for the Past Two Years and the Proposal on 2023 Consumer Protection Work and Work Plan for 2024*, and offered suggestions to the Board of Directors.

### Work of the Green Finance (ESG and Sustainable Finance) Committee



The Committee is mainly responsible for

- Implementing the Group's green finance (ESG and sustainable finance) strategies and objectives
- Coordinating and promoting the green finance (ESG and sustainable finance strategy) related work of all business lines of institutions
- Guiding the development, operation and management of green finance (ESG and sustainable finance) business throughout the Bank

#### During the reporting period

Green Finance (ESG and Sustainable Finance) Committee held **2** meetings



which reviewed and approved a number of proposals, including

- ▶ the *Report on the Submission for Review of the 2023 Corporate Social Responsibility (ESG) Report of Industrial and Commercial Bank of China Limited*
- ▶ the *Proposal on the Work Plan of the Green Finance (ESG and Sustainable Finance) Committee for 2024*
- ▶ the *Report on the Green Finance Information Disclosure Report of ICBC for 2023*

## Climate risk management

### Main progress of climate risk management

#### Including climate risk in the enterprise risk management system

The Bank has incorporated climate risk management into the enterprise risk management system. The *Regulation on Enterprise Risk Management* defines the governance structure of and responsibility for climate risk management, and puts forward the composition and work requirements of the climate risk management system. During the reporting period, the climate risk identification and assessment methods were upgraded and integrated with the ICAAP risk assessment system to establish an indicator system for analyzing and assessing risk levels and management quality, with the climate risk as an independent risk category.

#### Incorporating climate factors into internal rating

In order to assess the risks and opportunities of enterprises during the transformation of carbon peak and carbon neutrality and improve the foresightedness of the internal rating model, the Bank managed to incorporate climate factors into the credit risk rating framework, and improved the credit risk rating system. The rating of green enterprises was carried out throughout the Bank in 2024. Meanwhile, the Bank further improved the brown enterprise transformation rating model, comprehensively evaluated the transformation capability and willingness of enterprises of high emissions, and channeled financial resources to the key fields of low-carbon transformation in a targeted manner.

#### Urging domestic and overseas institutions to manage the climate risk

During the reporting period, the Bank launched climate risk management pilots in domestic branches, conducted special stress testing for key industries, fostered risk monitoring and reporting capabilities, and studied collateral and business continuity management methods to address physical risks. Following up on the latest policy requirements of international organizations such as the Basel Committee and the International Sustainability Standards Board, the Bank provided climate risk management training for overseas institutions, and offered guidance for key institutions on building management systems and improving management tools.

### Climate risk stress testing

With reference to the technical framework of the United Nations Environment Programme (UNEP) and based on the stress scenarios of the Central Banks and Supervisors Network for Greening the Financial System (NGFS), the Bank carried out localized calibration of stress scenarios in accordance with domestic conditions, built transformation and physical risk transmission models, and utilized the data such as internal and external customers, business and industries to conduct stress testing.

The climate risk stress testing includes three categories of scenarios, i.e.,

orderly transition

disorderly transition

hot house world

The Bank designed special stress test methods for key industries such as thermal power, steel, transportation, coal, oil and gas, described the development of these industries

Established the transmission path between the climate risk scenarios and customer operating factors

And then predicted customers' financial statements and analyzed changes in their ratings

Based on the global warming scenario, the Bank selected the forecast data of authoritative institutions, and analyzed the losses caused by physical risks according to its asset and collateral distribution in various regions.

During the reporting period, the Bank participated in a number of climate risk stress testing seminars organized by domestic regulators, to share its experience in climate risk management and stress testing with peers. The Bank actively followed the latest trend of conducting short-term scenario-based climate risk stress testing as required by overseas regulators, studied and developed short-term scenario design plans, and supported the annual climate risk stress testing.

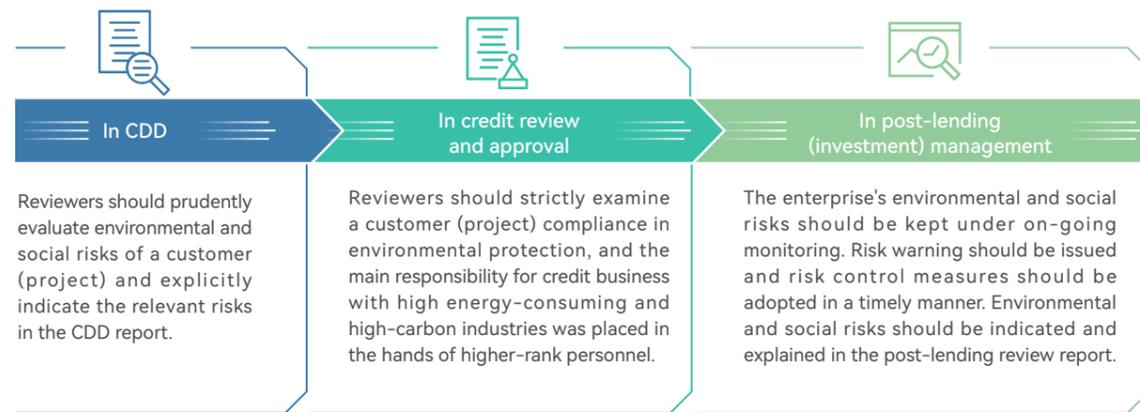
## ESG risk

### Due diligence on ESG risk

The Bank included the ESG risks of customers and projects into customer due diligence (CDD), and analyzed and judged the influence of environmental risk of projects, negative opinions of customers and other information on financing security by field visit, on-site interview, information verification and other methods.

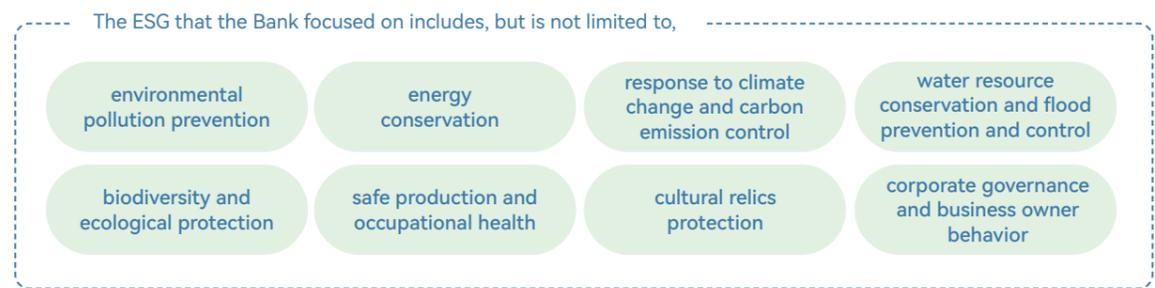
Relevant policies laid down key points of CDD on environmental and social risks and required for "incorporating green finance requirements into the whole process from CDD, project assessment, credit rating, credit review and approval to contract signing, funds payment and post-lending (investment) management, forestalling risks and enhancing the capability of controlling environmental and social risks". At the same time, it was stressed that environmental and social risks should be included as an important part of CDD. "In CDD, it is required to prudently evaluate environmental and social risks of a customer (project) and explicitly indicate the result in the CDD report."

### Embedding ESG risk into the credit approval procedure and decision-making procedure



### Case

Focusing on green development, the *Guideline for Greening Investment and Financing of Industrial and Commercial Bank of China (Trial)* takes ESG risk prevention and control as the general starting point, and provides rich operation guidance for controlling ESG risk of investment and financing. The Bank strengthened effective and targeted ESG risk prevention and control through key points of ESG risk identification, minimum access standards, excellent standards, and green investment areas.



### Strengthening the systematic management and control of ESG risks

The Bank established an ESG risk management system to ensure control over the verification, resolution feedback, and duration monitoring of ESG risks throughout the whole process. The Bank made full use of multi-dimension big data on enterprises' environmental risk through cooperation with third-party environmental data providers, and added the factors of environmental information inquiry and environmental risk control to the credit system that allowed real-time access to an enterprise's environmental information and automatic issuance of risk alerts in the process. During the loan term, ESG risk inspection requirements will be regularly automatically monitored and triggered, thus effectively enhancing the ESG risk identification, monitoring, and prevention and control capacity.

## Constantly reinforcing probity culture development in the new era and boosting the building of clean ICBC



# Sustainable Finance

## Technology finance services



During the reporting period, the Bank consistently placed great emphasis on the development of technology finance. It thoroughly acted on the guidelines of the National Science and Technology Conference, and continuously ameliorated the "five specialized" service system for technology finance, giving an impetus to the development of new quality productive forces.

**The Bank improved the organizational system**

Established the Technology Finance Committee, took the lead in establishing the Technology Finance Center in the Head Office, and made efforts to standardize the operation of sub-centers.

**The Bank refined the service system**

Issued the *Implementation Plan for Deepening the Chunmiao Action to Intensify Financing Support for Sci-tech Enterprises*, strengthened the application of list system to Specialization, Refinement, Differentiation and Innovation ("SRDI") enterprises and other key enterprises, and provided full lifecycle services for the interaction of "stock, loan, bond and insurance".

**The Bank promoted product innovation**

Launched pilot products such as R&D loans, innovation credit reward loans, and talent loans. It created three types of characteristic financing scenarios, i.e., "basic and emerging industry loans", "infrastructure investment loans", and "sci-tech equity loans", and stepped up credit support for start-up sci-tech enterprises.

As at the end of the reporting period

The balance of loans to strategic emerging industries amounted to nearly

**RMB 3.1 trillion**  
representing an increase of nearly

**RMB 400 billion** over the beginning of the year

The balance of loans to technology enterprises was nearly

**RMB 2.1 trillion**  
up over

**RMB 330 billion** over the beginning of the year

**Vigorously making technology bond investment**

During the reporting period, newly added investment in technology bonds reached RMB54.3 billion, a year-on-year increase of three folds, which helped stimulate the motivation and potential of sci-tech innovation enterprises.

**Actively carrying out underwriting and issuance of technological innovation bills**

The Bank actively participated in the pilot work of technological innovation bills of the National Association of Financial Market Institutional Investors. During the reporting period, the Bank underwrote 19 technological innovation bills worth RMB26.76 billion, a year-on-year increase of 2.87 folds, effectively expanding financing channels for the transformation and development of the sci-tech industry.

## Pension finance services



During the reporting period, the Bank thoroughly implemented national strategies, actively catered to the financial needs of an aging society, and continuously optimized the layout of pension finance work.

**The Pension Finance Department of the Head Office has been established**

which is responsible for the overall planning and coordinated development of pension finance business.

It gave full play to the coordination function of the Pension Finance Committee to pool the resources throughout the Bank, strengthen linkage and coordination, and put more efforts into pension finance. To serve the national strategy, improve the people's well-being, and support the silver economy, the Bank carried out the "1134 Project" of pension finance on all fronts, and promoted the development of pension finance.

**1134 Project**

The Bank provided a **comprehensive pension finance solution** for governments at all levels

built a **pension finance community platform**

established three systems, i.e.,

product system

service system

ecosystem

deepened and refined four segments, i.e.,

pension fund management

pension wealth management

elderly customer group services

pension industry finance



### Pension fund finance

- ▶ The Bank is a key contributor to the construction of China's first-pillar basic old-age insurance system. It is also the exclusive partner bank for IT development of the national unified management of basic old-age insurance funds, with more than 4,000 "social security bank integrated outlets" across China.
- ▶ The Bank enhanced the second-pillar supplementary old-age insurance services. It strengthened professional operational services, facilitated the value preservation and appreciation of enterprise annuity and occupational annuity funds, and achieved a market share of nearly 60% in various business areas. In addition, the Bank played a pivotal role in expanding enterprise annuities coverage, providing enterprise annuities services to nearly 50% of customers in the market. In particular, the Bank introduced the "Ruyi Pension Management" enterprise annuities collection plan, which is tailored for over 10,000 small and medium-sized enterprises.
- ▶ The Bank intensified efforts to promote the third-pillar private pension. It enhanced policy transmission, increased public awareness about account opening and fund contribution, and expanded the range of investable products to include 128 personal pension products for sale.

As at the end of the reporting period

the AUM of Group's various pension businesses reached RMB

**4.46** trillion



### Elderly care service finance

- ▶ To address the payment inconvenience of the elderly population, the Bank built a diverse, convenient, and smooth cash service system, to remove the chock points in payment for elderly customers.
- ▶ By integrating the pension wealth products resources, including personal savings, wealth management products, pension funds and pension insurance for retirement planning, the Bank established a pension wealth management product system covering five sectors and 39 products, providing customers with a variety of financial investment methods to achieve their retirement planning goals.
- ▶ The Bank set out to establish an ecosystem of "Hundreds and Thousands" of featured pension finance outlets, with the goal of building 100 flagship outlets, 1,000 model outlets, and 10,000 basic outlets of pension finance.
- ▶ It upgraded the "Happy Life" version of mobile banking, built and promoted the "pension finance column" of mobile banking. The number of elderly customers utilizing mobile banking services reached 117 million.
- ▶ The Bank proactively implemented elderly-friendly services and anti-fraud initiatives to protect the legitimate rights and interests of the elderly and facilitate their seamless integration into digital financial services.

As at the end of the reporting period

the Bank's senior customers aged 55 and above exceeded

**200** million with financial assets of nearly

**10** trillion RMB



### Pension industry finance

- ▶ The Bank implemented the *Opinions on Developing the Silver Economy to Enhance the Well-being of the Elderly, and formulated the Implementation Opinions on Supporting the Pension Industry by Investment and Financing* focusing on the needs of the elderly population for elderly care, medical rehabilitation, life convenience, culture and sports, to promote the coordinated development of both elderly care programs and the elderly care sector.
- ▶ In line with the country's silver economy strategy and local plans for the elderly care sector, the Bank provided comprehensive financial service solutions to meet the financial needs of elderly care enterprises in the fields of investment and financing, payment and settlement, and IT application.
- ▶ The Bank proactively supported the development of inclusive elderly care projects, and promoted the implementation of re-lending facilities to support inclusive elderly care services.
- ▶ It allocated financial resources in an accurate manner, thereby enhancing the customer service experience of the elderly care industry and making inclusive elderly care services more accessible, affordable, and of guaranteed quality.

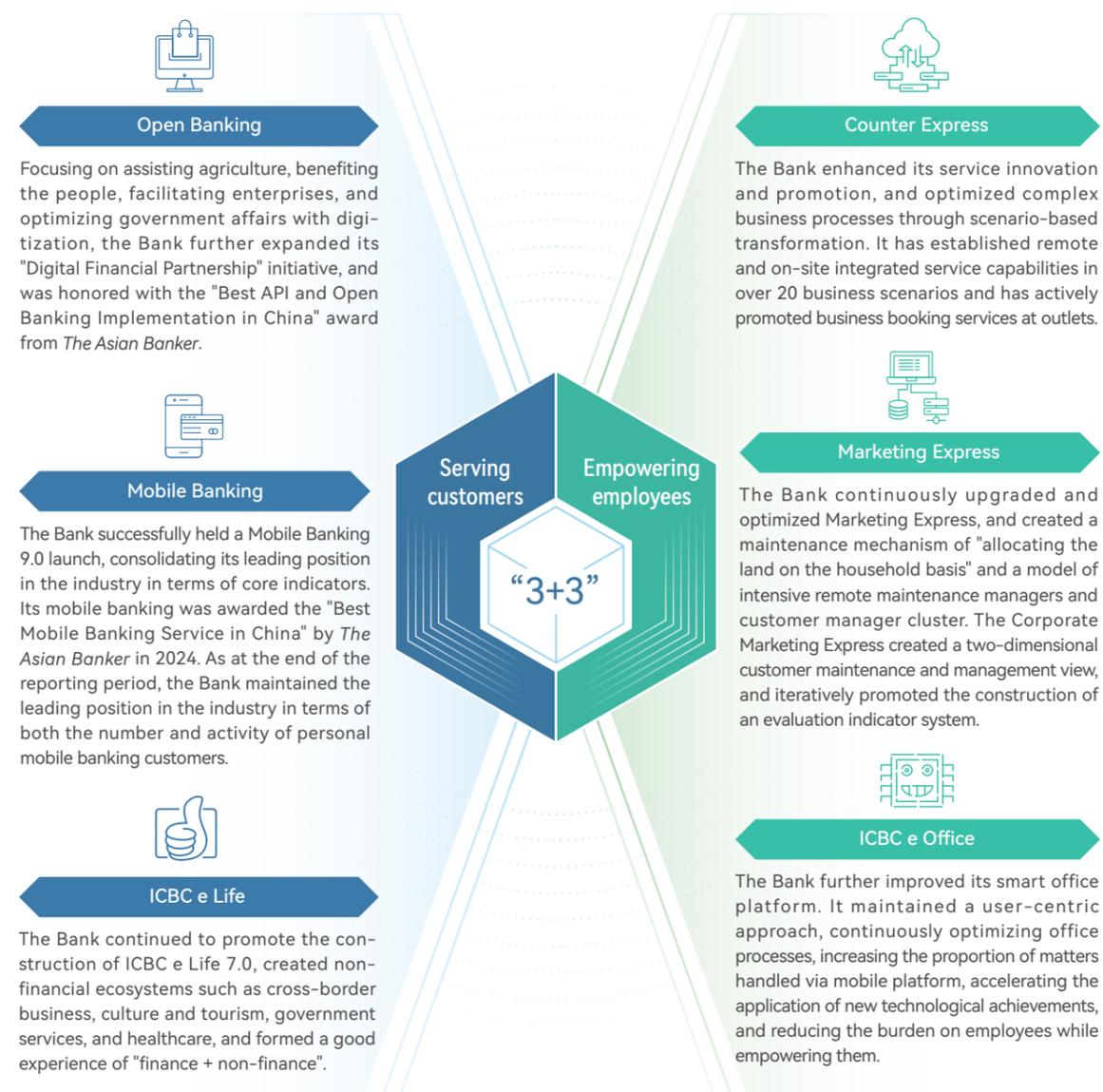


## Digital financial services

During the reporting period, the Bank fully implemented the national strategy of strengthening digital finance. It issued the *Action Plan for Strengthening Digital Finance* and the *Implementation Plan for Digital Finance in 2024*, advanced digital finance innovation following the "3+3+5+2+X" principle in an all-round way, accelerated the cultivation and development of new quality productive forces of ICBC in the new era, and served the high-quality development of the whole Bank.

"3+3"

The Bank continuously iterated and polished the key platform of "3+3" to create a high-quality and efficient digital financial service window.



"5"

The Bank pooled resources to make breakthroughs in five key tasks at a faster pace, and built a digital transformation support system based on collaboration between the Head Office and branches.

The Bank innovated employee empowerment models, refined the mechanism of "allocating the land on the household basis", and deepened the construction of the service system for all customers. It strengthened the maintenance of long-tail customer groups and established a collaborative mechanism between remote banking centers and the branches.

The Bank optimized digital inclusive services, and launched innovative digital inclusive loan products such as "e Expansion Quick Loan" and "Breeding e Loan" to better meet the financing needs of small and micro enterprises and agricultural breeding customers.

The Bank establish a strong branch support platform, further optimized the data authorization and approval process for branches, stepped up support for differentiated operation strategies of branches, and better met the needs of branches for data application, operation, and ecological scenario expansion.



The Bank coordinated and promoted the construction of an open financial product system, explored new models of ecological cooperation, and built a digital ecosystem centering on "finance + operation + management", to empower enterprises' digital transformation and upgrading of business operation and management. It accelerated the promotion of the treasury system and treasury management cloud, and maintaining a leading position in terms of the number of treasury customers.

The Bank accelerated the construction of an intelligent risk control mechanism. It used big data, generative AI and other intelligent technology tools to reshape various links such as risk identification, measurement, monitoring and control, thereby making risk prevention and control more foresighted, targeted and effective.

"2"

The Bank strengthened the two fundamental capabilities of business and data technology, and empowered the innovative reshaping of business models.



Business foundation

- The Bank studied and established a sci-tech enterprise assessment model to empower technology finance.
- Created a panoramic view of green finance covering four segments, i.e., total amount, structure, benefits, and risks of green investment and financing, to support the development of green finance.
- It also launched product portfolios such as linking foreign cards to platforms in China.



Data technology foundation

- The Bank promoted the optimization and iteration of ECOS digital technology ecosystem, and refined the distributed technology system.
- It accelerated the study and application of cutting-edge technologies, promoted the in-depth integration of big model technology and business, and achieve their innovative applications in multiple business processes such as investment, financing, and trading in the financial market.
- The Bank promoted the large-scale application of real-time data warehouses and achieved comprehensive, accurate, fast, and easy.

"X"

The Bank strengthened the construction of financial infrastructure to ensure the sustained and smooth operation of financial services.

Fully supporting the financial infrastructure to maintain stability of the infrastructure and reinforce the market

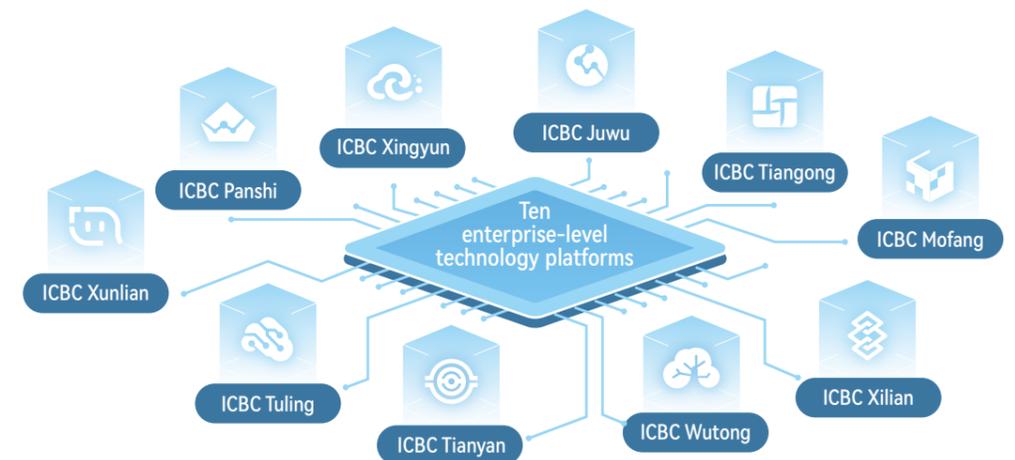
The Bank served nearly 300 financial institutions and 100 million investors, with an average annual settlement amount exceeding RMB60 trillion. During the reporting period, the Bank was among the first to launch a range of innovative financial products, including OTC policy financial bonds and general repurchase agreements. Among commercial banks, we were the first to issue total loss-absorbing capacity (TLAC)-eligible non-capital bonds in China, with a total trading volume of RMB96 trillion in currency, bonds, foreign exchange and derivatives, representing 7.9% of the overall market trading scale. As of the end of the reporting period, the Bank's balance sheet recorded RMB11 trillion and RMB8 trillion in registered bonds that were either invested or underwritten as lead underwriter, representing 7.6% and 5.5%, respectively, of the market share.

Ensuring efficient connection to the financial infrastructure to promote infrastructure connectivity and market optimization

The Bank constructed a bridge of financial infrastructure connectivity and was an early participant of the "Global Connect" agency bond trading and settlement business, the "Hong Kong Stock Connect" capital settlement business, and the "Bond Connect" custody and clearing business. The Bank facilitated connections between market entities and financial infrastructure. Building on its foundation for cooperation in traditional treasury depository and settlement businesses, the Bank proactively participated in developing service platforms for commodity ecosystems and the precious metal industrial chains, effectively promoting the expansion and enhancement of businesses such as standard warehouse receipt pledge financing, agency warehouse delivery, and precious metal leasing.

Deeply integrating into the financial infrastructure to ensure both service security and efficient operation

The Bank successfully established a comprehensive service system for asset custody, investment supervision, liquidation accounting, asset valuation, etc. As at the end of the reporting period, the asset custody scale reached RMB26.2 trillion, representing a market share of 13.4%. The Bank developed a group-wide integrated service system with global coverage, established two head office-level operation centers in Foshan and Chengdu, and launched a smart back-office operation model to support the round-the-clock services for 15 thousand outlets in China and 15 institutions in the Asia-Pacific region. Furthermore, it expedited the construction of a technology support base, developed ten enterprise-level technology platforms, and achieved a big data storage capacity of nearly 400PB.



The Bank actively leveraged technological advantages to empower interbank customers, improve the intelligent and digital operation and management of interbank customers, and effectively prevent and defuse risks of small and medium financial institutions.

By the end of the reporting period, the Bank had offered various risk control tools and systems for more than

**400** financial institutions such as banks, securities firms, insurers and funds

Specifically, the "ICBC e Control" anti-money laundering service platform had served a total of

**39** interbank customers

The Bank pushed forward the digitalization of customer acquisition channels for third-party depository service, and leveraged the advantages of the Bank as the largest custodian bank to continuously improve the professionalism in serving the capital market, securities institutions, and investors.

As at the end of the reporting period, the Bank had

**3,215.4** thousand third party depository customers secured through the "Ma Shang Ying" digital channel

accounting for **75.38%** of the total

## Financial services for energy



During the reporting period, the Bank conscientiously implemented the plan for "carbon peak and carbon neutrality", continuously strengthened financial service support, and helped ensure stable energy supply and secure green development.

Bank-government and bank-enterprise cooperation was enhanced. The Bank promoted the implementation of specific matters related to the strategic cooperation agreement with the National Energy Administration, and actively worked with two major power grid groups and five major power generation groups to coordinate and promote specific business cooperation in the energy field.

Fully leveraging the structural monetary policy tools, the Bank implemented relevant policies of the People's Bank of China on the instruments for supporting the reduction of carbon emissions, strengthened policy transmission and business guidance, and provided targeted support for the construction of key projects in clean energy, energy conservation and environmental protection, carbon emission reduction technology and other fields.

The Bank ameliorated the investment and financing system, improved policies for credit access, credit granting, authorization, and pricing in the energy sector, and enhanced policy adaptability and market competitiveness.

The Bank innovated financial products and services, provided underwriting and investment support for green bonds, technological innovation bonds, etc., and broadened diversified financing channels such as equity financing, industry funds and REITs, to provide enterprises with full-lifecycle integrated financing services.

## Financial services for healthcare, education, culture and tourism, and the judicial organ



### Financial services for healthcare

The Bank served the digital "healthcare, medical insurance and medicine reform", launched "ICBC Cloud Healthcare", a unified brand for intelligent healthcare scenario building, integrating various technical resources and financial services inside and outside the Bank to provide comprehensive intelligent healthcare scenario building solutions for medical administration departments at all levels and various medical institutions, and helping to make it easier for people to access medical treatment.

"ICBC Cloud Healthcare" was honored the Excellent Case of Digital Healthcare Innovation Services at the China Health Information Technology Application and Exchange Conference, as well as the Innovation Achievements of Financial Technology and Digital Transformation by the Ministry of Industry and Information Technology.

### Financial services for education

The Bank developed innovative platform products based on the characteristics of various subfields such as colleges and universities, education departments, vocational education, primary and middle schools and kindergartens, and education and training, and established the "Intelligent Education" brand of ICBC.

The Bank developed and promoted "Intelligent Campus" and "Intelligent Vocational Education Cloud" platforms to assist universities and vocational colleges in achieving refined campus management with IT.

The Bank developed and promoted the "Education and Training Cloud" platform, actively connected it with the "National Comprehensive Supervision and Service Platform for Off-campus Education and Training, assisted local education authorities in effectively supervising funds of training institutions, and effectively safeguarded people's rights and interests.

### Financial services for culture and tourism

During the reporting period, focusing on key customers and projects in the culture and tourism fields, such as scenic spots, theme parks, cultural and creative industries, publishing, animation, and film and television, the Bank developed a culture and tourism service model with ICBC characteristics centering on investment and financing, and supported by payment and settlement, digital technology, and personal services. It played a leading role in providing financial support for the culture and tourism industry.

As at the end of the reporting period

the balance of the Bank's loan for the culture and tourist industry amounted to

RMB 330 billion

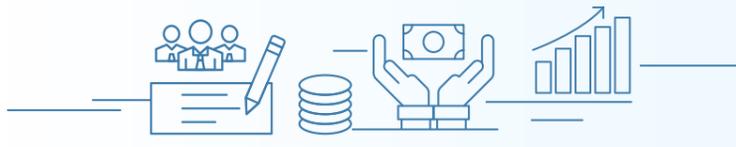
serving nearly

500 thousand

culture and tourist customers

### Bank-government cooperation was enhanced

During the reporting period, the Bank held the bank-government-enterprise signing event with the theme of "promoting culture and tourism, boosting consumption, and jointly building China into a leading country in culture". It also launched a culture and tourism support program "encompassing the entire lifecycle, the whole industrial chain and all ecological scenarios, and featuring new products, new technologies, new modes and new mechanisms", effectively enhancing its market influence.



### Industrial advantages were consolidated

Focusing on the needs for the construction and upgrading of tourist facilities for global natural and cultural heritage projects, world-class tourist attractions, and high-quality key scenic spots, the Bank provided comprehensive financial services encompassing the entire lifecycle, the whole industrial chain, and all ecological scenarios.



### Financial services for the judicial organ

Catering for the core business needs of judicial organ for "refined management of case funds", the Bank was the first in the industry that developed a comprehensive service platform "Smart Politics & Law". The platform allows it to achieve full-process management from case filing, trial to execution, so as to meet customers' requirements for supervising the funds involved in cases.

As at the end of the reporting period

the platform has covered  
**33**  
regions in China

and has been promoted in  
**463**  
judicial organs on a pilot basis



## Green Finance

### Green investment and financing



Strategic goal of green finance

Building a world-leading green bank, becoming a green bank with good international reputation

On April 25, 2024, the Green Finance Department of the Bank was established in Beijing

to coordinate and promote the Group's efforts on

green finance

and

"carbon peaking and carbon neutrality"

With a focus on

carbon finance

transition finance

biodiversity finance

the Bank continued to broaden and deepen its green finance services, and helped to form more green productive forces

### Improved ESG risk management mechanism for the Bank's investment and financing

Based on the annual investment and financing policy for industries and specific policies, the Bank implemented green credit risk classification, supported the development of green industries, capped financing to high-carbon industries, and actively promoted a structural adjustment towards greener investment and financing, effectively managing ESG risks in the investment and financing process.

#### Driving structural adjustment of investment and financing by policies

The Bank formulated and issued the *Investment and Financing Policy for Industries in 2024*. The Policy covers 56 industries in 17 categories, highlighting the "greener" orientation and setting forth further differential policy support and control intensity. Policies that are differentiated in terms of occupation, authorization, pricing and scale of economic capital were adopted. Indicators about an enterprise's technology, environmental friendliness, energy consumption, etc. were embedded into the process of customer and project selection in priority industries. Besides, the Bank vigorously supported the development of green, low-carbon, recycling economy through designating clean energy, green transportation, energy saving, environmental protection, etc. as highly or moderately prioritized access industries. The Bank facilitated the prevention and control of environmental pollution, promoted concerted efforts to cut carbon emissions, reduce pollution, expand green development and pursue economic growth, channeled its funding to the green economy field, and encouraged the industries with heavy pollution and high energy consumption to accelerate transition to green development.

### Enhanced the refined management in green finance business

The Bank further enhanced its ability to manage ecological environment risks and biodiversity risks. It strictly abided by the ecological conservation redlines, and effectively utilized the functions of risk control map of the ecological conservation redlines in the GCMS to safeguard the bottom line of the ecological protection red line businesses.



The Bank continuously improved the long-term mechanism for green finance management, established a regular compliance risk monitoring and risk warning mechanism, and implemented special inspections.

### Financial support for green, low-carbon, recycling economy, biodiversity conservation, and the transformation of high-carbon industries



The Bank stepped up support for key areas of green and low-carbon development, and bolstered the low-carbon transformation of industrial structure and the application of new green technologies

Focusing on the green and low-carbon transformation of traditional industries, the Bank strengthened long and medium-term loan support for technological innovation and upgrading in fields such as steel, non-ferrous metals, and petrochemicals



The Bank assisted in the construction of a low-carbon transportation system, boosted the multimodal transport with railways and waterways as the backbone, and promoted the "shift from highway transportation to railway transportation" and "shift from highway transportation to waterway transportation"

The Bank boosted the green and low-carbon development in urban and rural areas, and supported the development of green buildings, ultra-low energy consuming buildings, and prefabricated buildings



The Bank promoted the efficient recycling of resources, and supported the recycling transformation of parks and the comprehensive utilization of bulk solid waste

The Bank supported the trade in high-quality, high-tech and high-added value green products, and the joint efforts to advance green and low-carbon construction under the Belt and Road Initiative



The Bank facilitated the industrial application of new green and low-carbon technologies such as industrial energy saving, advanced energy storage, and carbon capture, utilization and storage (CCUS). It also encouraged the low-carbon transformation of energy system

The Bank actively strengthened project implementation, investment and financing support focusing on the production, construction, and operation of clean energy industries, such as photovoltaics, wind power, hydropower, and pumped storage



It boosted the development of the new energy vehicle industry and expanded financial services across the entire industrial chain

The Bank explored financial services for biomass energy, geothermal energy, and marine energy, and provided reasonable support for the development of energy such as hydrogen power

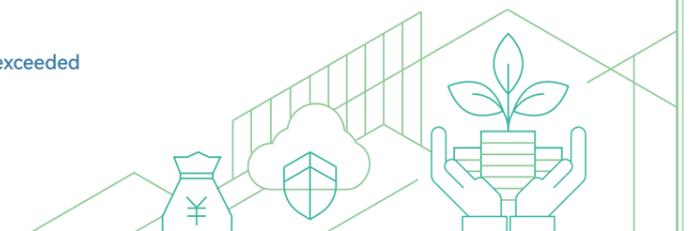


Based on the regional energy structure and low-carbon transformation characteristics, the Bank enhanced financial services to ensure energy supply, and meet reasonable financing needs

As at the end of the reporting period

the balance of the Bank's green loans (by the statistical standard of the NFRA) exceeded

**6** trillion RMB still ranking first among peers



## ESG/sustainable bond issuance



During the reporting period

the Bank, as the lead underwriter, underwrote

**66** ESG bonds

with an underwriting scale of

**RMB 96,348** million

raising a total of

**RMB 241,163** million for issuers



During the reporting period, the Bank adhered to innovation and actively explored "innovation+" bond products to meet the needs of enterprises for customized financing services.

Beijing Branch



Issued and underwrote the first "Green + Sustainability-Related" bonds linked to Chinese Certified Emission Reduction (CCER) for enterprises.

Anhui Branch



Issued and underwrote securitization products featuring technological innovation, supply guarantee and chain stabilization for enterprises.



Xinjiang Branch



Issued and underwrote securitization products featuring green and rural revitalization for enterprises.



## Green bonds



The Bank established a green bond framework in 2017, under which money raised through the issuance of green bonds are used to provide financing or refinancing for eligible green assets that contribute to low-carbon, environment-friendly, sustainable economic development, and climate change.

Underwriting

During the reporting period, the Bank, as the lead underwriter, underwrote a total of

**25** domestic green bonds

Specifically the underwriting scale of the Bank as a lead underwriter reached

**RMB 13,186** million

raising

**RMB 49,236** million for issuers



Collateral repurchase

During the reporting period, the Bank conducted repurchase of RMB bonds collateralized by green bonds

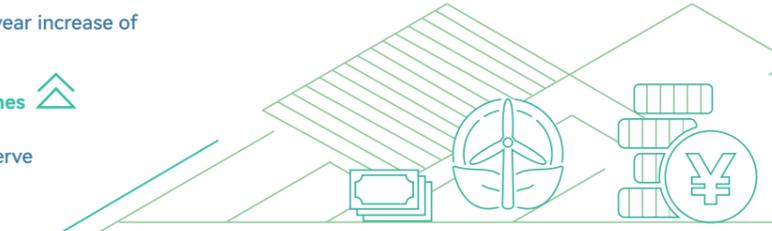
with a cumulative amount of

**RMB 981.0** billion

a year-on-year increase of

**1.8** times

further enhancing the bond market's ability to serve green and low-carbon development



Issuance

In terms of the issuance of domestic RMB green bonds

by the end of the reporting period, the Bank had issued

**RMB 80** billion of green finance bonds in the domestic interbank market



In terms of the issuance of overseas green bonds

by the end of the reporting period, the Bank had issued a total of

**10** overseas green bonds with a total amount of **USD 21.7** billion

It had cumulatively won **18** international awards from *The Asset*, *The Banker*, *Global Capital*, the Climate Bonds Initiative, etc.



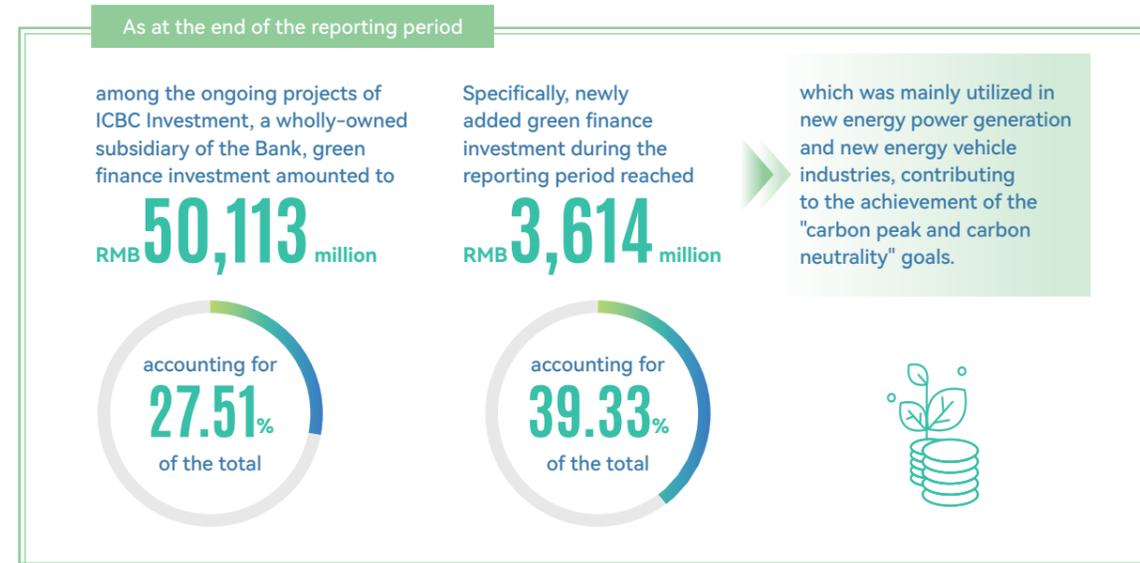
Case

During the reporting period, the Bank successfully issued "carbon neutrality" themed overseas green bonds in multiple currencies amounting to an equivalent of USD1.74 billion through three overseas branches in Hong Kong, Singapore and London. The bonds have been listed on the stock exchanges of Hong Kong, Singapore and London. This green bond complies with both the Green Bond Principles of the International Capital Market Association (ICMA) and the China Green Bond Principles. It has obtained domestic and overseas third-party certifications issued by Beijing Zhongcai Green Financing Consultant Ltd. and Hong Kong Quality Assurance Agency (HKQAA). Focusing on low-carbon areas, the proceeds are exclusively used for green projects with significant carbon reduction effects, such as green transportation and renewable energy.

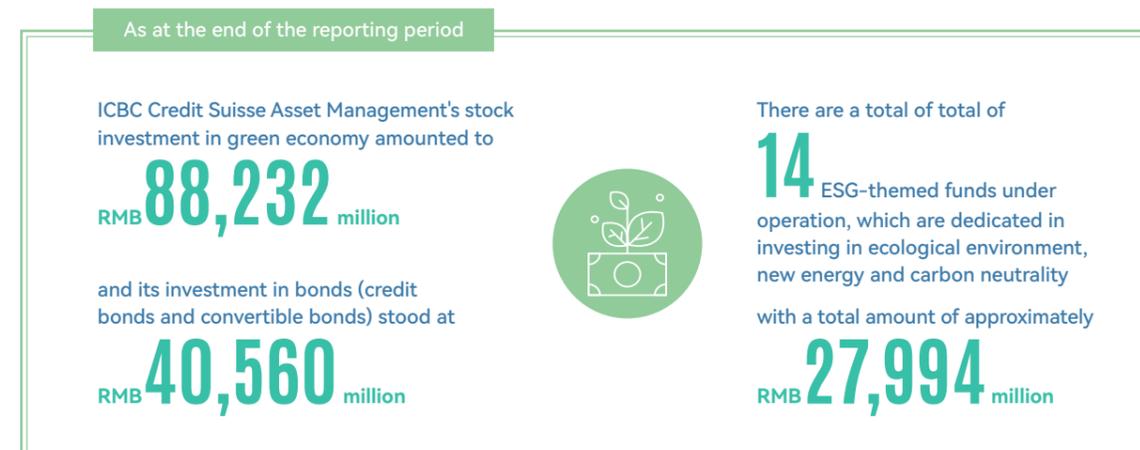
## Participation in influential sustainability-linked and ESG investments



During the reporting period, ICBC Wealth Management, a wholly-owned subsidiary of the Bank, continued to increase its sustainability-linked and ESG investments. While strictly adhering to the ecological defense line and environmental bottom line, it made good use of bonds, stocks, funds, and nonstandard "toolkit" catering for the funding needs of green industries, with a focus on clean energy, green transportation, ecological and environmental protection, green manufacturing and other fields. ICBC Wealth Management participated in investing in green bonds and new energy REITs of multiple green and environmental protection enterprises, and actively contributed wealth management strength to green finance.



During the reporting period, ICBC Credit Suisse Asset Management, a subsidiary of the Bank, conscientiously implemented the requirements of the "Five Priorities" on green finance, held meetings of the Investment Committee & Sustainable Investment Committee, and debriefed the construction of the company's sustainability-linked investment research system. It further ameliorated the green investment mechanism, continued to increase investment in green and low-carbon enterprises, highlighted key industries, and increased investment in high-quality enterprises in key industries such as new energy vehicles, new energy power generation, energy storage, photovoltaics, wind power, nuclear power, environmental protection, etc.



## Participation in global financial governance



During the reporting period, the Bank organized or participated in green finance and other relevant activities held by organizations at home and abroad, including the BRICS Business Council, the China Development Forum, the UK-China Green Finance Taskforce, GIP, AIB Green Finance Seminar. In various activities, representatives of the Bank exchanged views in depth with guests, experts and scholars from domestic and foreign government agencies, industry associations, financial institutions, research institutes, enterprises, etc. to jointly analyze the developments, policy support, model innovation and other issues in the field of green finance, share the best practices and governance experience of green finance, to inject green financial momentum into the Chinese modernization and make greater contributions to promoting sustainable economic and social development and forming a community of life for humanity and nature.

During the reporting period, the Bank released a large number of green finance research findings, and conducted special research closely following the forefront of green finance policy practice and development and focusing on key issues in the Bank's green finance development, in an effort to assist in the development of related fields. The Bank released the *2024 Green Finance Outlook Report*, showcasing the achievements of the Bank's green finance development and providing intellectual support for financial services to support China's green development.

Since 2018, as the first financial institution in China to sign the recommendations for upholding the Task Force on Climate-related Financial Disclosure (TCFD), the Bank has released green finance reports for six consecutive years. It continued to lead domestic peers in the disclosure of green finance information, vigorously promoting the alignment of China's green finance information disclosure with international practices.

### Case

During the reporting period, the Bank released the *Green Finance Information Disclosure Report for 2023*. Based on the *Guidelines for Environmental Information Disclosure of Financial Institutions* of the People's Bank of China and the disclosure framework of the TCFD, the report establishes the framework of "five parts and eight chapters", highlights the principle of "taking the initiative while embracing diversity", and closely follows the forefront trend of international environmental information disclosure. The report actively responds to the latest concerns of mainstream ESG rating agencies and investors, fully demonstrates the Bank's green finance practice and measures and contributions to green and low-carbon transformation, and disseminates the philosophy of green development, in combination with China's "carbon peak and carbon neutrality" strategy and the mission of building a beautiful China.

## Green and low-carbon operation



### Continuously advancing the reporting of "carbon peak and carbon neutrality" data, institutional energy saving technological upgrading, and other related work

During the reporting period, with its self-developed statistical system of carbon footprint management data, the Bank continued to advance the reporting on the Bank's energy consumption data, covering three categories, i.e., carbon emission data, emission facilities and monitoring facilities. Besides, the Bank continuously optimized the abnormal data model and reporting function of the system, provided prompts for abnormal data, and organized various institutions to correct abnormal data to ensure the operability of system and the integrity and accuracy of data.



A specialized third-party agency was engaged to check and verify the data through on-site inventory, document review and other methods.

During the reporting period, the Bank actively carried out energy conservation and carbon emission reduction related to its own operations. Focusing on four areas of technological infrastructure, building infrastructure, daily office, and key energy consuming facilities, the Bank encouraged the improvement in five areas, i.e., structural renovation of building enclosure, replacement of aging equipment, installation of energy monitoring platform, electrified substitution of vehicles, and electrified renovation of canteen, during the natural maintenance and replacement of fixed assets.

#### Case

During the reporting period

The Data Center of the Bank saved over 8.51 million kWh of electricity by conducting closed renovation of existing computer room channels, introducing high-efficiency and energy-saving power supply and cooling equipment, adjusting UPS (uninterruptible power supply) operation modes, etc.

The computer rooms of the Bank's branches saved over 0.8 million kWh of electricity by implementing equipment renewals and replacements, optimizing data center air distribution, increasing cabinet power density, and optimizing equipment operating parameters.

### Continuously advancing the building of green and low-carbon outlets

Adhering to the philosophy of green, environment-friendly, low-carbon and energy-saving development, the Bank strengthened forward-looking research, organizational promotion, training and transmission, deepened the construction of green and low-carbon outlets, and assisted in the implementation of green finance initiatives.



In respect of design

the Bank adhered to modular, inclusive, refined, and professional design, and made efforts to avoid increased energy consumption and material waste caused by design change during the construction, and to reduce carbon emissions.



In respect of the use of main materials

the Bank advocated selecting suppliers certified by environmental protection agencies of national or provincial governments, and encouraged the selection of local materials and local quality suppliers, and use of green building materials that are renewable and the certified green building and decoration materials, in a bid to reduce comprehensive energy consumption.



In terms of technological application

the Bank explored the use of new energy, new processes and new technologies, enhanced the promotion and use of high-efficiency energy-saving lighting facilities, and drove the construction of green outlets through intelligent upgrading of outlets. It explored energy recycling technologies such as solar photovoltaic power generation systems and green roof and rainwater collection systems, increased digital applications such as light sensing, energy consumption measurement, and control by zone and time frame, strengthened energy consumption monitoring, and reduced energy consumption and emissions.

### Green operation



The Bank continued to promote green and low-carbon operations, developing a data statistics system for carbon footprint management, accelerating the construction of green data centers, and further promoting the development of its green operations.

The Bank continuously deepened green office, and expanded the application of smart office platform, paperless meetings, and paperless fax, to reduce the consumption amount of office paper. During the reporting period, the Head Office park completed the renovation of energy-saving lighting fixtures, and replaced approximately 17 thousand lighting fixtures with LED light sources, saving approximately 1.4 million kWh of electricity annually.

The Bank continued to promote its daily work related to green operation, and encouraged employees to jointly facilitate energy conservation and consumption reduction throughout the Bank. During the reporting period, Guangdong Branch, Suzhou Branch, and Inner Mongolia Branch implemented the philosophy of low carbon and environmental protection by organizing themed tree planting activities, 10 thousand-person walking activities, and intelligent management of official vehicles.



The Head Office strictly implemented the management system and the requirements on "tightening our belts" for the use of official vehicles, and fully ensured green official travel following the principles of diligence, thrift, green and low-carbon development.

|  |   |   |  |
|--|---|---|--|
| The regulations on the guarantee scope of official vehicles were strictly implemented  | Energy was saved and carbon emissions were reduced  | Official vehicles were renewed for the purpose of energy saving   | Policies were disseminated properly  |
| The Bank provided official vehicles for official and commercial activities, and encouraged employees to choose walking, cycling, and public transportation for daily short-distance trips. | To reduce the frequency of official vehicle usage, shuttle buses between the office buildings of the Head Office have been put into service, to provide flexible vehicle support, effectively alleviate traffic jam and reduce exhaust emissions. | The Head Office's renewal of official vehicles prioritized the models with low emissions, low pollution, and low energy consumption, while meeting the configuration standards. | The Bank organized employees to participate in low-carbon, environment-friendly and green transportation activities, and promote relevant policies, making employees fully aware of the necessity of green transportation. |

## Inclusive Finance

### Inclusive finance services



During the reporting period, the Bank continued to strengthen financial services for the real economy, further enriched its product system, improved the accessibility and adaptability of financial services in key areas and weak links, and energetically deepened and refined inclusive finance to promote the high-quality development of inclusive finance.

#### Deepening the construction of systems and mechanisms to boost the development of inclusive finance

The Bank developed the implementation plans for inclusive finance and financial services for all-around rural revitalization, optimized the organizational structure of the Inclusive Finance and Rural Revitalization Committee, and clarified the key tasks, goals, and work measures for the whole year. In accordance with the annual regulatory requirements for inclusive loans, the Bank updated the relevant internal rules on inclusive loans, strengthened systematic training and publicity, and promoted the implementation of policies.

#### Maintaining rapid growth of inclusive loans with a continuous increase in business proportion

The Bank continuously carried out a series of activities such as the "Inclusive Finance Promotion Month" and "ICBC Inclusive Finance Journey", to continuously enhance market competitiveness and development momentum.

As at the end of the reporting period



the balance of inclusive loans stood at  
**RMB 2.7 trillion**

representing a further increase in the proportion of the total loan balance of the Bank

#### Unleashing the potential of digital inclusive finance and continuously refining customer structure

The Bank deepened the construction of digital inclusive centers to enhance the online, intelligent and intensive business development. According to the characteristics of the long-tail customers, the Bank upgraded the credit product "Quick Lending for Operation", and continued to optimize the digital inclusive product system.

As at the end of the reporting period



the Bank had  
**1.93 million**  
inclusive loan customers

an increase of  
**463 thousand customers**  
over the beginning of the year

The customer base of the inclusive business continued to expand rapidly, reaching a wider range of inclusive customer groups.

#### Continuously promoting inclusive finance in primary-level institutions, and making operational access more efficient

Relying on digital operations, the Bank strengthened customer and product suitability, and enhanced the capability of comprehensive services for in-store customers and management and acquisition of surrounding customers. The Bank furnished intelligent outgoing call and other operational support, and continuously optimized the functions of its internal inclusive business management system, to help outlets improve the efficiency of customer reach.

#### Rendering comprehensive financial services more thoughtful

The Bank continuously improved the comprehensive financial services that combined financing, consulting and commercial services, and carried out a series of activities including "ICBC Inclusive Finance Travel", to promote inclusive finance services in parks, enterprises and markets, meet the diverse needs of enterprises for financial services, internal management, and market expansion, and strengthen financial support in key fields and weak links. The Bank enriched and improved the customer service capabilities of the two major platforms – "ICBC Business Matchmaker" and "Agricultural Matchmaking", and increased the supply of both credit funds and business opportunities.

#### Building a full-process risk control system to guard against risks

According to the characteristics of inclusive finance, the Bank established a full-process risk control system covering business access, duration management, and non-performing loan disposal. The Bank introduced proactive risk control, intensified joint risk prevention and control with the second and third lines of defense, and created the synergy for risk control. The asset quality of inclusive loans remained stable.

### Innovation in inclusive financial service channels



#### Continuously improving the services of self-service channels

The Bank launched the version 3.0 of outlet self-service in an innovative way. From the customers' perspective and leveraging digital technology, it was embedded with "digital employees" companionship, integrating interactive experience and guided services, and allowing the elderly customers to automatically switch to large font, thereby further enhancing the customers' self-service experience that is lightweight, easy-to-use, efficient and smooth.



The Bank continuously enriched the functions of government services, launched a navigation system for 13 commonly used government services nationwide, and achieved one-stop services in government related business outlets.

The Bank actively created a convenient and efficient credit inquiry experience. Intelligent devices at outlets can enable real-time inquiry and printing of personal and corporate credit reports, with business volume rising 9.4 times year-on-year.

### Continuously increasing services that benefit the people



### Promoting the ecological transformation of outlets and the joint construction and sharing of social volunteer services

Relying on the extension of volunteer service through the ICBC Sharing Station, the Bank deepened cooperation with the Department of Social Work of the Central Committee in the field of volunteer service. The cases of volunteer service activities carried out by the Bank have been published in the *Report on the Development of Volunteer Service (2022-2023)* by the Chinese Academy of Social Sciences, further expanding the Bank's brand influence.

The Bank actively leveraged the value of data as a factor of production to drive precise customer acquisition, credit approval, and collateral valuation through data assets, achieving "precise drip irrigation" for small and micro enterprises and rural revitalization industries.

The Bank leveraged innovative technologies and intelligent solutions, including satellite remote sensing, 3S geographic information, AI and image processing technology, to enhance credit risk monitoring, improve the accessibility and reliability of inclusive finance data collection, and facilitate intelligent and digital empowerment for pre-lending due diligence and post-lending risk management.

### Financial services for rural revitalization



### Continuously increasing credit support for agriculture, rural areas and farmers

To address the country's needs, give full play to finance, and tap into ICBC strengths, the Bank carried out the Urban-Rural Collaborative Development Strategy, formulated and implemented the *Implementation Plan for Providing Financial Services for All-around Rural Revitalization and Building up China's Strength in Agriculture At a Faster Pace*, and fully supported the all-around rural revitalization and the buildup of China's strength in agriculture.

### Helping firmly hold on to the "two bottom lines"



## ■ The Bank supported the development of rural industries and helped to build a beautiful and harmonious countryside

The Bank promoted the systematic marketing of leading enterprises in agricultural industrialization, strengthened financial services across the entire industry chain, and enhanced support for local leading industries, featured industries, and industries that benefit local people. The Bank deeply carried out the "Agricultural Matchmaking · Strong Town Tour" and "Agricultural Matchmaking · Local Agricultural Product Brands" campaigns, which promoted nearly 1.6 thousand agricultural brands with local features, helped unblock rural production, supply and sale, and integrated agriculture, culture and tourism. The Bank actively matched and expanded major projects in agricultural and rural infrastructure construction, increased support for key projects such as rural road transportation, logistics and communication, and water and power supply, and steadily supported the new urbanization with a focus on county towns.



## ■ Financial services for new agriculture operators and farmers were enhanced

The Bank deeply carried out the "credit express channel for agriculture operators" campaign. As at the end of the reporting period, the Bank had granted credit of RMB24.7 billion to over 30 thousand agriculture operators. The "Going into the Countryside" campaign was carried out, with over a thousand rural financial service teams organized and sent to administrative villages and communities to provide farmers with comprehensive financial services on-site, such as accounts, settlement, deposits and loans, and wealth management. The Bank strengthened cooperation with agricultural guarantee and insurance institutions, and further innovated and promoted credit-based, petty, and online farmer loan products.

### Case

Anhui Branch effectively utilized information on agricultural insurance, breeding costs, etc. to launch the innovative distinctive scenario – "Beef Cattle Breeding Loan", providing low-threshold and low-cost financing services for farmers and new-type agriculture operators in the beef cattle breeding industry.



Hubei Branch launched the "Agricultural Tea Loan", a customized online financing plan for tea enterprises, to effectively meet their funding needs for tea picking and processing, and ensure the smooth operation of supply chain links such as tea purchase and processing.

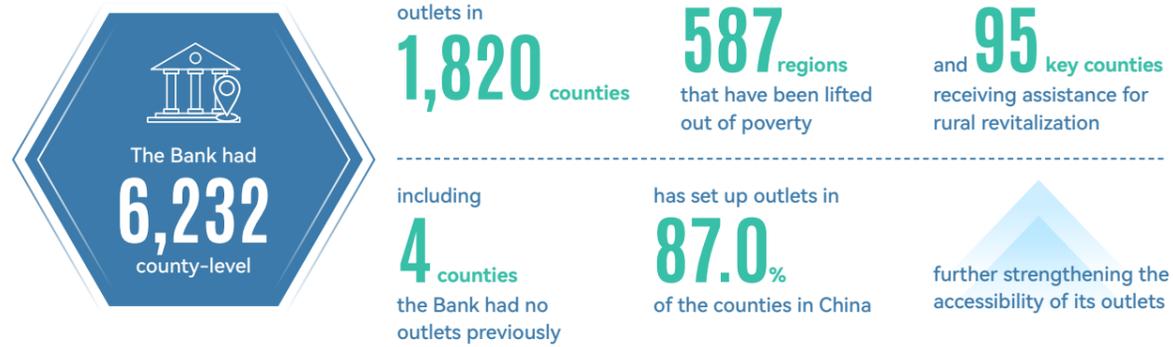


## ■ Enhancing the quality and efficiency of rural financial services through digital means



## Constantly strengthening resources input and service supply in offline channels

### Outlet layout



### Self-service channel construction



### Construction of rural inclusive financial service points



By the end of the reporting period, **4,729** rural inclusive financial service points had been established, covering **3,737** townships across the country.

During the reporting period, rural inclusive financial service points collaborated with county-level outlets to handle **2,193** thousand financial transactions for rural customers.

# Privacy and Data Security

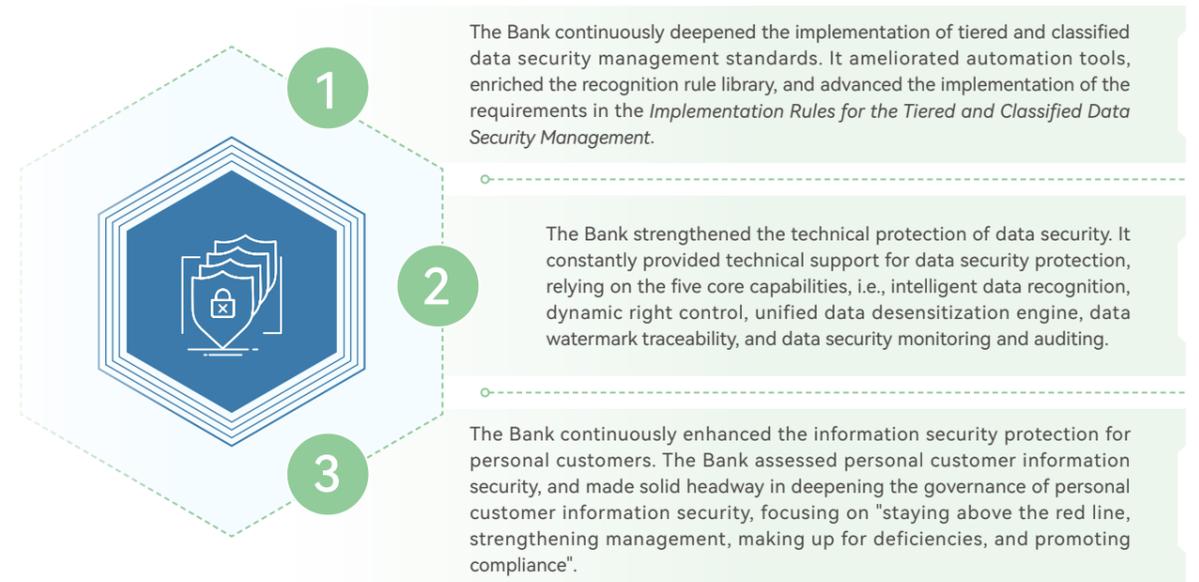
## Data control right of personal customers

### Data security system and process

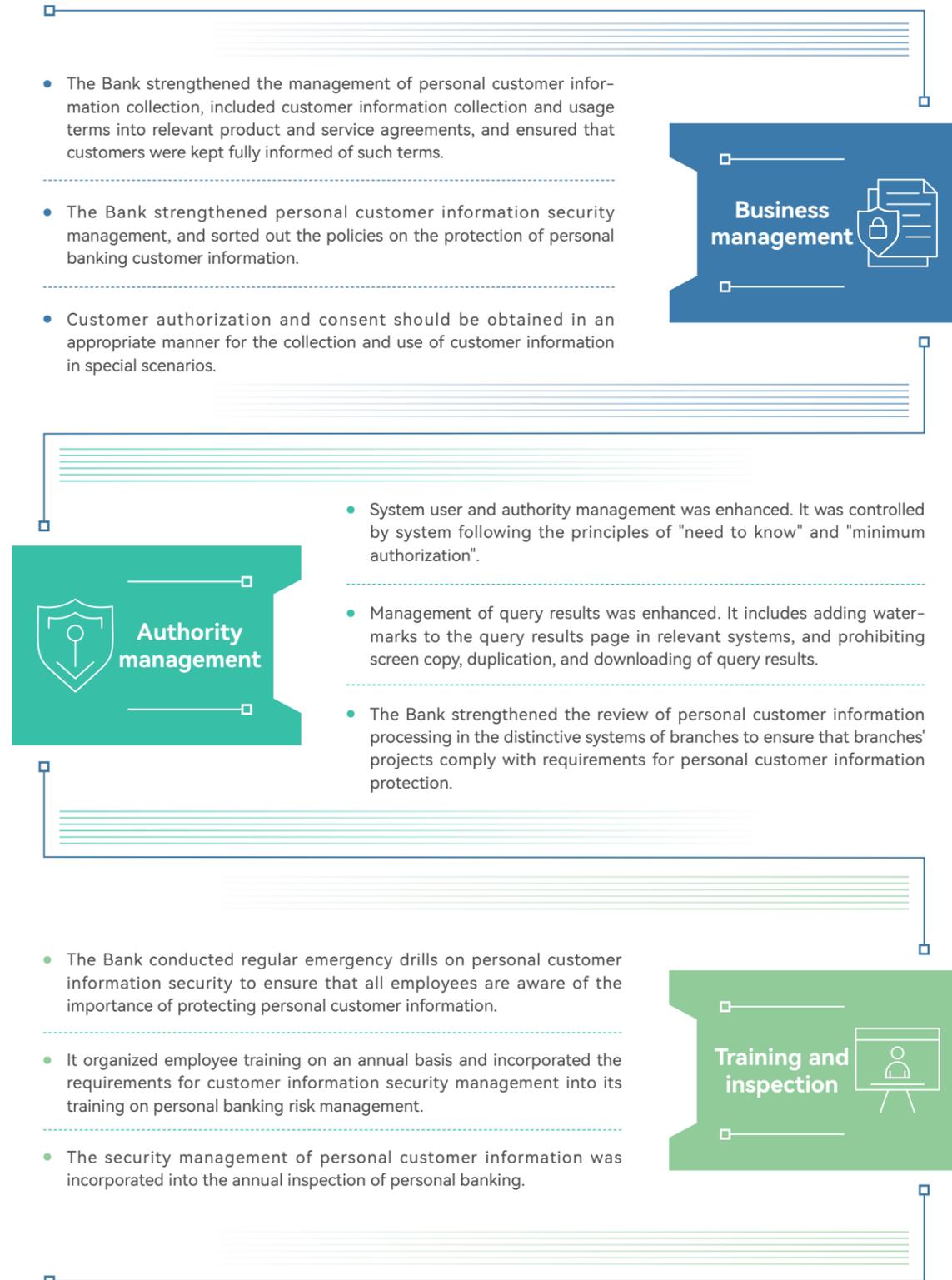
The Bank actively implemented national laws and regulatory requirements on data security, continuously improved the data security system, and defined data management requirements and responsibilities in its policies, including the *Measures for the Management of Data Security* and the *Implementation Rules for the Tiered and Classified Data Security Management*. It also provided further clarification on classified data protection strategies, refined management requirements for data security emergencies, and continued to reinforce data security management throughout the entire data lifecycle.

The Bank continued to strengthen the top-level design of data security, established a data security governance system with a sound organizational structure and clear boundaries of responsibilities, and continuously improved the four-in-one organizational structure of decision-making, management, execution, and supervision. Institutions at all levels worked together to jointly ensure the effective implementation of the requirements on customer information protection and data security management.

### Data security execution



## Measures on personal customer privacy protection

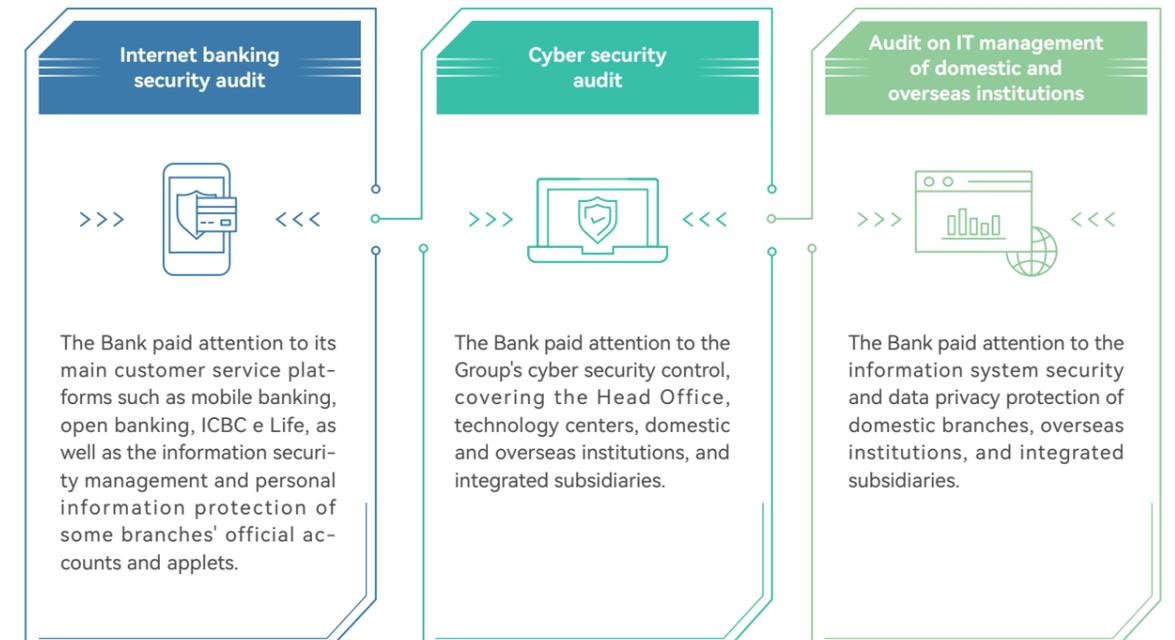


## Cyber security policy and system audit

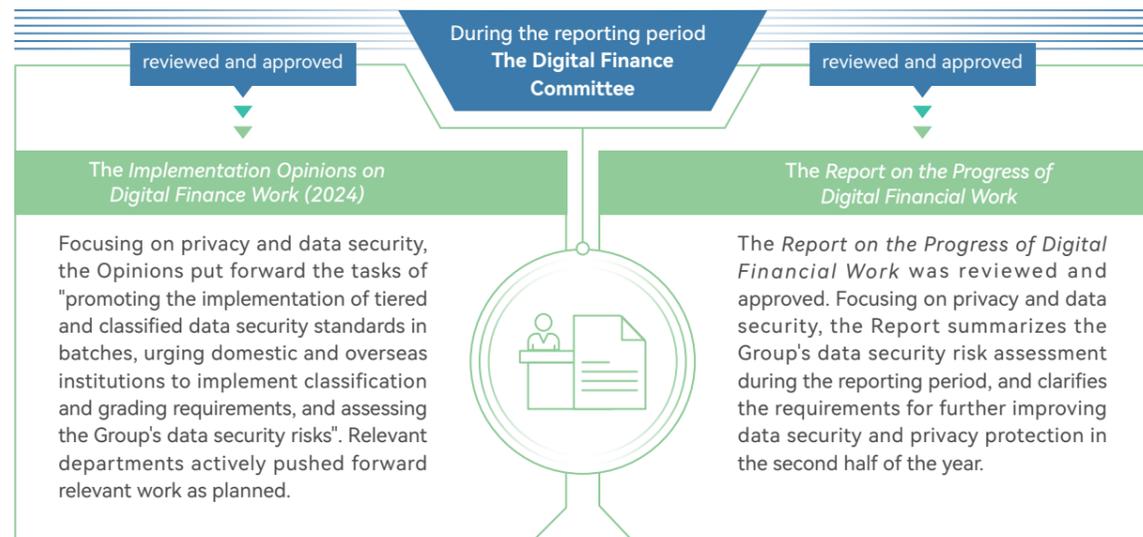
The Bank continuously improved the unified and standardized cyber security management system of the entire Group, released the latest regulations, including the Measures for the *Management of Cyber and Information Security*, improved the cyber security governance system of the entire Group, further strengthened the coordinated management of the Head Office and the guidance for overseas institutions, and refined cyber security protection requirements.



During the reporting period, the Bank conducted multiple audit projects, including internet banking security audit, cyber security audit, and audit on IT management of domestic and overseas branches.



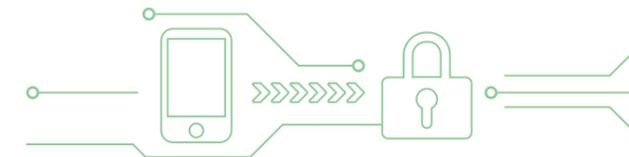
## The management responsible for privacy and data security



## Data security/privacy-related risk training offered to employees and suppliers

### Strengthening publicity and training on data security and personal customer information protection

The Bank continued to strengthen the publicity and practice of the data security philosophy, and organized training on data security and personal customer information protection through online courses and offline training sessions. It also organized a bank-wide knowledge contest on data security and personal customer information protection, and publicized requirements for the protection of personal customers' information rights and interests through activities such as "Popularizing Financial Knowledge" and "Financial Knowledge Publicity Month".



The Bank organized on-site training courses on data security technology management for backbone staff of the financial technology lines, data management lines, and technology centers of branches. The Bank conducted training and discussions on data resource inventory, tiered and classified data security management standards, differentiated protection of data security, data security monitoring and emergency response, etc. to enhance data security and personal information protection awareness and ability throughout the Bank.



### Protection and training on data security and privacy risks related to centralized procurement projects



During the reporting period, a ban on centralized procurement was formulated and issued, explicitly prohibiting internal and external collusion among relevant employees, illegal disclosure of centralized procurement information, and violation of abstention requirements. The Bank conducted special training on the centralized procurement ban throughout the Group, encouraged relevant employees to learn and familiarize themselves with the banned items in the centralized procurement field, and continuously enhanced the awareness of risk prevention.



The Bank explicitly required, in the form of internal bylaws, that suppliers participating in project negotiations provide a confidentiality commitment letter, undertaking to treat all relevant information, including ICBC's business and technical data, as trade secrets, be obligated to keep such information confidential, and not to disclose any project information that they have obtained to a third party during and after the negotiation.

# Financial Consumer Protection

## Consumer protection training for employees



**Training plan was reinforced**

The Bank formulated and released the *Consumer Protection Training Program 2024*, requiring to intensify training for management posts, key business lines and primary-level front-office staff at all levels. The Program specified the key points of training for employees on different posts, deepened the concept of consumer protection and professionalism of employees.



**More efforts were put into training**

The Bank held two bank-wide consumer protection training courses on consumer complaints governance and consumer protection, to publicize consumer protection regulations and complaint handling skills. It held the "All-staff Consumer Protection Experience" consumer protection and service creativity competition, with more than 230 thousand employees participating in answering and learning, creating a strong "consumer protection learning" atmosphere throughout the Bank.



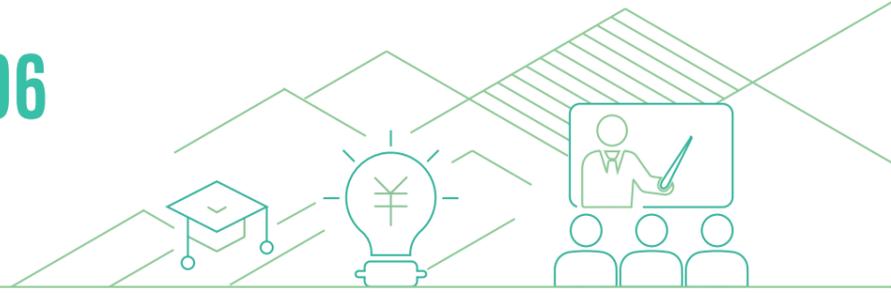
**Business integration was deepened**

The content of consumer protection was effectively integrated into key positions such as heads of outlets and customer service managers, as well as relevant business areas, including personal banking, credit cards, and inclusive finance, to propel institutions at all levels to implement consumer protection requirements in marketing and publicity, personal information protection, and services for the elderly.

During the reporting period

**495**  
training sessions  
on consumer protection  
that covered

**29,996**  
persons/times  
were held



### Case

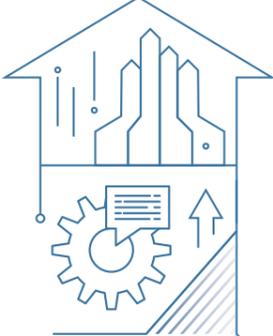
During the reporting period, the Bank launched the "All-staff Consumer Protection Experience" consumer protection and mobile banking service creativity competition, to foster the concept of consumer protection and service throughout the Bank by using competitions as training and promoting learning by competition. The Bank intensified special training on remote banking customer services, provided special training on personal information protection for service representatives and middle and back-office employees and special training on consumer protection review for staff on the positions such as digital operation and event planning, and enhanced consumer protection in marketing activities such as program planning and event promotion.

During the reporting period, the Bank Card Department of the Bank actively organized and carried out relevant training through offline instruction, in accordance with regulatory requirements and the focus of consumer protection and complaint work. The training covered the Bank's credit card business and important positions such as consumer protection and complaint handling. Consumer protection was included in the on-boarding training for new employees of the centers, making the concept and awareness of consumer protection deeply rooted in people's hearts.

## Consumer protection policies

### Policy on adjustment of credit card limits

The Bank dynamically adjusted credit card limits in an orderly way in strict accordance with regulatory requirements, as well as card risk appetite and rules, to bolster market development, defuse potential risk, and protect consumers' rights and interests.



**Increasing the credit limits**

When increasing the credit limit, the Bank made full use of internal and external information data, and comprehensively reviewed customers' card usage behavior and risk information according to risk control conditions. For customers meeting risk control conditions, credit limits were increased in a differentiated manner based on measurement models or expert rules and credit standards to better meet consumer needs, after fully assessing customers' solvency. For the increase of credit limit at the invitation of the Bank, the increase will only be made after the customer confirms and agrees, so as to protect consumers' right to know.



**Reduction of credit limits**

Reduction of credit limits was based on internal and external data such as credit information and the assessment results of credit risk models. The Bank paid close attention to changes in customers' credit status, regularly conducted inspection and targeted and dynamic management of customers at risk, reduced limits in alignment with customer qualifications in an orderly manner to ensure the reasonable use of cards and the safety of credit assets, and explicitly informed customers in the prescribed manner.

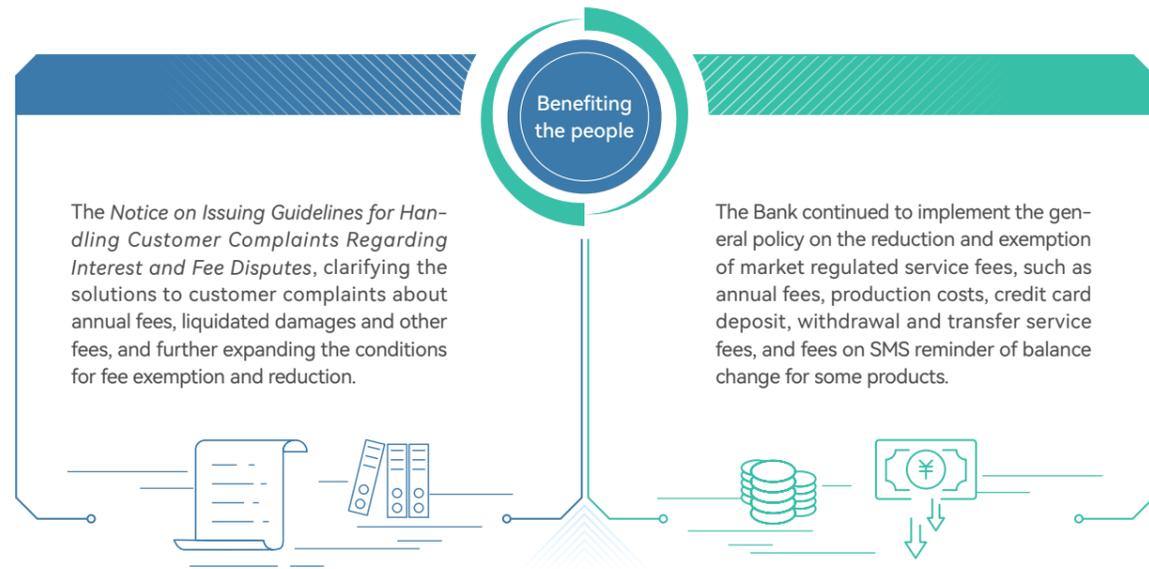
### Policy of penalty interest in case of overdraft

The Bank clearly defined the interest standards and other related content in the *Charter of Industrial and Commercial Bank of China on Peony Credit Cards* and the *Usage Contract of Peony Credit Cards* to protect customers' right to know.

### Fee policy

During the reporting period, the Bank strictly implemented the requirements of the *Proposal on Adjusting Part of Banking Service Prices and Improving Service Quality and Efficiency*, and exempted cardholders from transfer fees on overpayment from their credit cards to their own domestic accounts opened with ICBC.

The Bank sorted out its credit card charging strategy, the content of the *Service Price List* and the way of fee disclosure, and completed self-examination to ensure that fees are reasonable and compliant, disclosure is proper, and consumer rights are effectively protected.



### Debt collection policy



### Advertising policy

The Bank strictly observed the *Advertising Law of the People's Republic of China* and other relevant laws and regulations, and conscientiously implemented the requirements of financial regulators on further regulating financial marketing and publicity behavior. It carried out marketing and publicity within the permitted scope, regularly reviewed advertising contents, and effectively protected the legitimate rights and interests of financial consumers. The Bank fully fulfilled the responsibilities of supervision and review, strictly reviewed various promotional materials produced and published by a third party that was commissioned and funded by the Bank as the advertiser, ensured that the use of fonts, images and other materials in advertisements did not infringe upon the legitimate rights and interests of others, and reiterated the legal consequences of publishing false advertising and damaging consumer rights.

To be a bank satisfactory to the people, the Bank worked to continuously improve fair advertising policies. Guided by the new brand cultivation model of "strategic guidance, brand incubation, and empowerment of business" in advertising, the Bank effectively ensured the formulation and implementation of fair advertising policies by formulating policies and measures such as the *Management Measures for the Advertising and Marketing Expenses* and the *Management Measures for the Electronic Media Management Systems of Outlets*.

The Bank attached great importance to the professional training for personnel engaged in publicity, advertising, and other related work. It adopted various forms such as offline instruction, online training, thematic discussions, authoritative interpretation, and regularly held various types of training sessions, lectures, and seminars annually, effectively improving the professionalism of relevant employees.

### Product and business review

In order to strengthen the management of new product R&D risks, and standardize the activities of identifying, assessing and controlling new product R&D risks, the Bank clarified the responsibilities of product management departments for new product R&D risks Bank by developing R&D management measures and other rules, covering various risks such as credit, market, operational, reputation, liquidity, money laundering, banking book interest rate and external fraud risks.

During the reporting period, all risk management departments worked together to assess and review the risks of over 540 projects of the Head Office and branches, formulated risk prevention and control measures for more than 670 key links cumulatively, and inspected and confirmed the implementation of prevention and control measures one by one prior to project launch. The probability of new product R&D risk has been effectively reduced by assessment of such risk, and the new product R&D risk in the whole Bank is controllable.

## Complaint governance

### Achievements in customer complaint governance

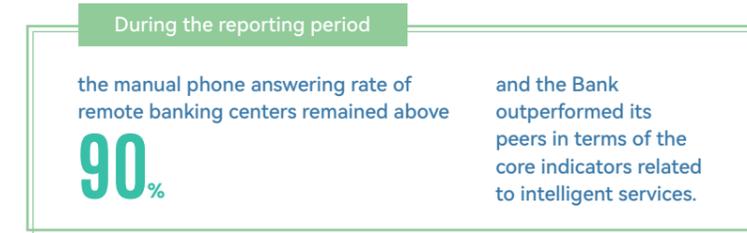
During the reporting period, the Bank deepened the political and people-oriented nature of financial work, continuously consolidated the foundation of consumer protection management, addressed both symptoms and root causes of complaints, and enhanced complaint governance capabilities, to effectively safeguard the legitimate rights and interests of consumers.



### Customer services and complaint acceptance

The Bank attached great importance to customer service and complaint acceptance, and continuously optimized business processing procedures. It expanded the online query and handling authority of remote operators and enriched the scenarios for work order processing in a centralized manner. This optimized the centralized complaint handling mode and prioritized online handling of customer issues. Meanwhile, it continuously strengthened training for remote operators, further enhancing one-stop business processing and problem solving capabilities.

The Bank continuously broadened the scenarios of intelligent services and remote audiovisual coordinated services, accelerated the application and promotion of large models and other technologies in remote banking, comprehensively deepened the innovation of human-machine coordinated service models, and promoted the continuous improvement of service quality and customer experience through intelligent assistance and empowerment of people.



The Bank integrated service management, experience improvement, and complaint governance, continuously strengthened bank-wide service management, intensified service training, and improved the quality and efficiency of service management. The Bank strengthened experience monitoring and improvement, continuously built a "dual voice system" digital experience management platform, and increased the application of artificial intelligence and big data analysis, gradually covering service monitoring of personal customers, key businesses, and all channels. It promoted root cause analysis and corrective action, comprehensively improved service satisfaction.



The Bank accepted customer complaints through multiple channels such as customer service hotline, outlets, portal, internet banking, mobile banking, WeChat banking, etc., and introduced 24/7 electronic channel service to ensure smooth acceptance and efficient resolution of customer complaints. During the reporting period, the Bank successfully connected to the Financial Consumer Protection Service Platform and launched relevant online services, further expanding customer complaint acceptance channels.



## Financial education initiatives and stakeholder participation

The Bank designated 2024 as the "Year of Deepening Consumer Protection Education and Publicity", and carried out activities such as "March 15<sup>th</sup> Consumer Protection Publicity Month" and "Publicizing Financial Knowledge to Walk Ten Thousand Miles". It coordinated and integrated high-quality internal and external resources, deepened mode innovation and channel expansion, integrated hotspot financial knowledge publicity into traditional culture and distinctive scenarios, and better satisfied the people's needs for financial knowledge through innovative means such as sitcoms, short videos, micro movies, immersive experiences, etc. These efforts effectively enhanced consumers' financial literacy and risk prevention ability, and was fully recognized by the society.

During the reporting period

the Bank carried out more than **76,900** financial education activities



Case

During the reporting period, the Bank launched a campaign called "Preventing Illegal Financial Activities Publicity Month", which included 36 thousand events, engaged 405 thousand employees and reached 9.68 million consumers. For four consecutive years, the Bank has been honored with the "Excellent Organizer Award" in the Preventing Illegal Fundraising Short Video Competition themed on "Protecting Your Pocket · Protect Your Happy Home" hosted by China Banking and Insurance Media (CBIMC).



Four cases of the Bank, including the *Integrating Historical Regional Red Culture to Create a Featured Consumer Protection Education and Publicity Brand* and the *Series Activities of Caring for Migrants*, were honored the "Excellent Case of Financial Consumer Protection and Service Innovation in 2023" by the *China Banking and Insurance News*.



Carefully formulating activity programs

The Bank clarified the responsibilities at all levels, put forward work requirements from perspectives of organization and promotion, resource input and implementation, and created a strong atmosphere of getting everyone involved and making everyone do his/her duty.



Efficiently carrying out thematic publicity activities

Highlighting the themes of "carrying forward the spirit of Lei Feng and spreading warmth by consumer protection", "practicing the people's financial concept and improving consumer protection governance capacity", and "exerting the role of finance to boost consumer confidence", the Bank took differentiated and targeted policies to popularize financial knowledge according to local conditions, with a focus on key customers such as "the elderly, the young, and new urban residents". It accurately alerted fraud risk, and widely publicized such risk through authoritative media and internal channels to continuously expand the coverage and customer reach of these activities.



Integration and mutual promotion with business development

The Bank effectively integrated education and publicity activities with themes such as response to aging, rural revitalization, and prevention and resolving of financial risks, as well as the Bank's business marketing, customer service, and risk prevention and control, strengthened scenario-based, interactive, and experience-based publicity and education, and continuously improved the sense of gain and satisfaction of the people.



Fully pursuing the philosophy of serving the people

Relying on the new media matrix, the Bank continuously carried out financial literacy and customer security education to safeguard customer funds. Relying on the Bank's customer service WeChat account, WeChat video account, mobile banking, portal and other media platforms, the Bank set up financial knowledge columns to release publicity and education pictures and texts, and carried out financial literacy and risk awareness education, covering topics such as telecom fraud, investment and wealth management, and personal information protection, so as to help customers enhance their ability to identify and prevent risks, guide customers to establish correct financial concepts, and improve the public's financial literacy and awareness of risk prevention.

## Complaint supervision mechanism

During the reporting period, the Board of Directors and its Corporate Social Responsibility and Consumer Protection Committee reviewed and approved the *Proposal on 2023 Consumer Protection and Work Plan for 2024*, so as to gain a thorough understanding of customer complaints against the Bank in 2023 and oversee the improvement of customer service. The directors perused the internal audit report on consumer protection in 2023, paid much attention to the issue and took actions to press for consumer protection efforts.

During the reporting period

the number of personal customer complaints against the Bank continued to decline, which mainly came from business areas such as credit cards and personal banking.

Most credit card complaints came from special installment for cars, interest and fee disputes, and negotiated repayments.

Personal banking complaints mainly involved personal housing loans, management and use of debit card accounts, fees, etc.

From the perspective of regional distribution

most of the complaints were lodged in Guangdong, Jiangsu, Hebei, Anhui and Hubei, accounting for 25.22% of total complaints.

From the perspective of business processing channels

complaints related to front office service channels accounted for 56.45% of total, while those related to middle and back office service channels accounted for 43.55%.



# Human Resources Development

## On-the-job learning and acquisition of certificates

### Encouraging staff to obtain external qualification certificates

To meet the diverse and personalized learning needs of employees, the Bank fully implemented relevant internal regulations and provided support such as expense reimbursement for employees to obtain 38 social qualification certifications, including Chartered Financial Analyst (CFA), Certified Public Accountant (CPA), and Financial Risk Manager (FRM), thereby continuously expanding the learning and growth channels for talents.

During the reporting period

employees' enthusiasm for learning and certification continued to improve, and **909** new social qualification certificates were obtained.

Continuous "one-stop" services were provided for the alignment between social qualification application with internal qualification certification

and issued **2,894** corresponding internal certificates for **1,321** employees of the Bank



### Organizing the professional qualification certification of the Bank

The Bank's professional qualification exams were jointly organized by the Head Office and branches based on "unified platform, unified question bank, and unified standards", to fully meet employees' needs for "on-demand exams and instant certification".

During the reporting period

the Bank promoted the new-generation examination system and successfully held the first annual senior series of professional qualification exams for all staff, covering 63 thousand persons/times, a record high.

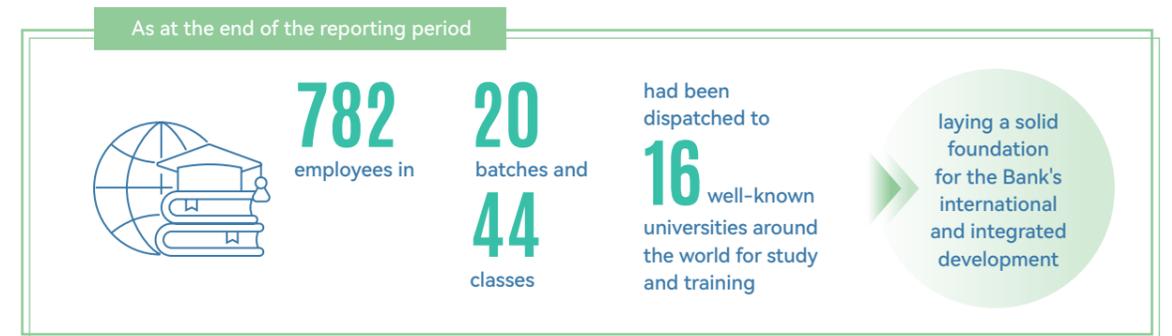
To ensure the timeliness of the question bank of the professional qualification examination, the Bank added and revised more than 15 thousand questions, making the content of professional qualification examination aligned with practical applications and the latest development.

The Bank endeavored to build an "inverted pyramid" certification system, deepened the new round of reform of professional qualification system, and developed an initial "plan for optimization of the professional qualification certification system of tier-two branches", so as to continuously empower and ease the burden of branches.

## Cooperation with educational institutes in developing and providing joint training programs

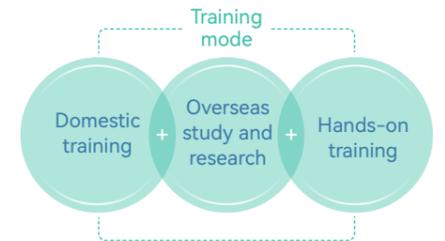
### International talent training programs

To support the international development strategy, the Bank has embarked on an international talent training program since 2011. Selected outstanding employees were dispatched overseas each year for study and work.



### Case

The 2023 international talent training program was launched in November 2023 and is scheduled to be wound up in September 2024. Aiming at cultivating middle and senior management personnel with global business management capabilities, the program adopted a training mode of "domestic training + overseas study and research + hands-on training", and carried out a 10-month training focusing on English enhancement, political theory learning, market trend and policy education, and international business management. During the reporting period, the trainees completed the training and learning at home and abroad, and the third stage of hands-on training in the Bank's overseas institutions was kicked off.



### Joint training programs developed in cooperation with renowned universities and institutions

The Bank continued to cooperate with universities in talent co-cultivation, employment counseling, and research exchanges. The third "Tsinghua SEM - ICBC Stars" summer internship program was held to explore new ways to deepen industry-education integration and innovate teaching forms.

During the reporting period, in line with its key tasks and the needs for talent team cultivation, the Bank fully leveraged the Group, comprehensive, and international training advantages to build a tiered, classified, and multi-dimensional talent training system through joint development, in order to enhance the theoretical level, professionalism, leadership, and comprehensive quality of management personnel. More than 30 middle and senior management personnel were sent to Tsinghua University, Zhejiang University, China Executive Leadership Academy Pudong, and China Business Executives Academy, Dalian, to participate in the special training courses, including "Central Enterprises Advancing Industry-Finance Integration and Promoting Industry through Finance", "Supporting High-quality Development of State-owned Enterprises through Digital Economy", "Innovative Development of Enterprise Management and Corporate Governance", "Building a Great Culture in China", "Cutting-edge Technologies and Innovative Society", and "Strengthening National Strategic Technological Forces".

## Academic research of staff

### Deepening the reform of the research system and cultivating the brand of "ICBC Research"

The Bank further integrated its research resources, expanded research fields, put more research resources into basic research, international financial research, and research on the Bank's history and financial history, and created a three-dimensional and efficient research ecosystem. To provide financial services for the real economy, prevent and defuse risks and deepen financial reform, the Bank delivered a wealth of high-quality research findings, and leveraged the role of research in serving decision-making, customers, branches, and employees. The brand value of "ICBC Research" has been increasingly prominent, and the building of a first-class think tank was steadily making headway.



### Enhancing the influence of publications and promoting academic exchanges

During the reporting period, the Bank's journals - *Financial Forum* and *Modern Finance Guide* focused on improving the quality and efficiency of their publication, promoted and showcased the high-quality financial research findings, and served major national strategies and industrial development. In terms of topic selection, centering on the overall economic and financial work, the Bank implemented the decisions and plans of the Central Financial Work Conference, and elaborately planned on special research with a focus on the "Five Priorities" of technology finance, green finance, inclusive finance, pension finance and digital finance. It regularly released selected articles on the WeChat official accounts of the Financial Forum and the Modern Finance Guide, invited a number of Changjiang Scholars, national "Outstanding Youth", and highly cited researchers to join the review team, actively transmit the authoritative professional voice of famous experts, and accurately analyze key and hot issues in the economic and financial field.



The Bank invited guests and experts from financial institutions, universities, and cooperative enterprises to attend expert symposiums on issues such as new quality productive forces and the construction of strong financial institutions.

During the reporting period

the Bank held **3** sessions of the "ICBC Research · Academic Salon"

inviting experts and scholars to have in-depth discussions on topics such as transition of international order, RMB internationalization, and narrowing of net interest margin.

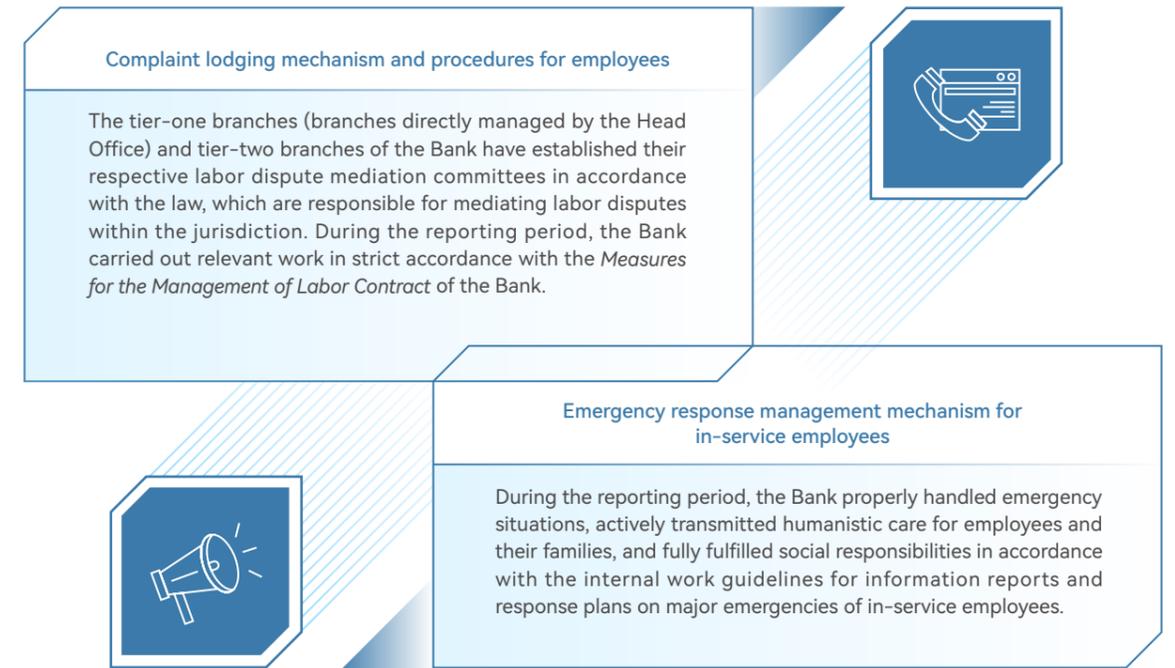
A total of **11** sessions of the "ICBC Research · Tuesday Workshop"

were held, focusing on frontier and hot topics such as technology finance policies, artificial intelligence and large models, international financial centers, and opening up of capital market, to create a high-quality research exchange platform for industry experts, young employees, and postdoctoral researchers.



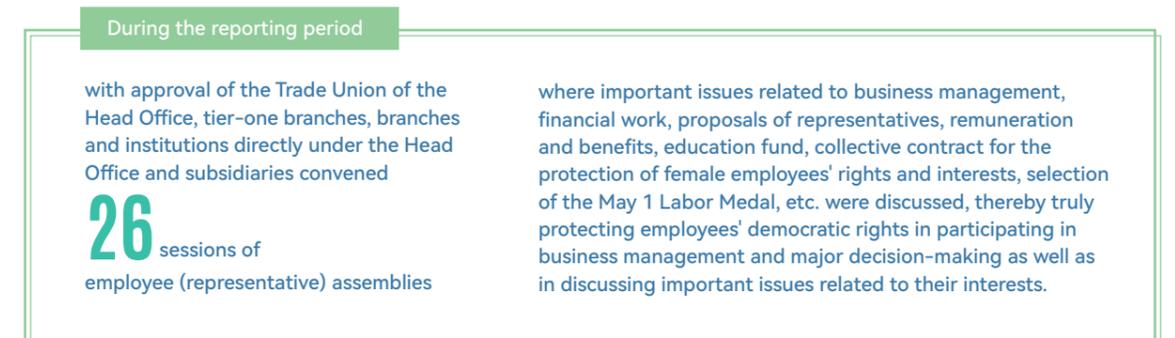
## Complaint lodging procedures for employees and democratic governance

### The Bank kept accepting employee complaints in accordance with regulations to protect the legitimate rights and interests of employees



### Democratic governance of employees (employee (representative) assembly)

The Bank's trade unions at all levels earnestly fulfilled their responsibilities as the working body of the employee representative assembly, actively promoted democratic management based on the assembly, vigorously advanced the standardization, institutionalization, and legalization of democratic management, and provided strong support for promoting the Bank's development and safeguarding the legitimate rights and interests of employees.



## Non-remunerations benefits and work-life balance

### Staff assistance scheme

During the reporting period

the Bank made efforts to continuously enhance employees' sense of belonging and happiness, seek practical results, strengthen care for employees, effectively safeguard their legitimate rights and interests, and strive to enhance benefit for employees, deliver results for their well-being and address their concerns.

Delivering care and assistance in New Year's Day and the Spring Festival

The trade unions at all levels paid visits to **1,495** employees, model workers, cadres on secondment of counties receiving targeted assistance, and **1,500** primary-level outlets of the Bank

Paying special visits to retirees

The trade unions at all levels also visited **334** retired Party members, cadres, and model workers

Trade unions at all levels took various flexible measures to deliver care and assistance to employees

The trades unions at all levels paid visits to over **100** thousand employees providing them with various assistance and relief for more than **5,500** times and offering mental health, cultural services, and other living guarantee services to more than **120** thousand persons/times

Assistance for female employees in need

During the International Women's Day, trade unions paid special visits to **600** female employees



### Medial check and mental health services for employees

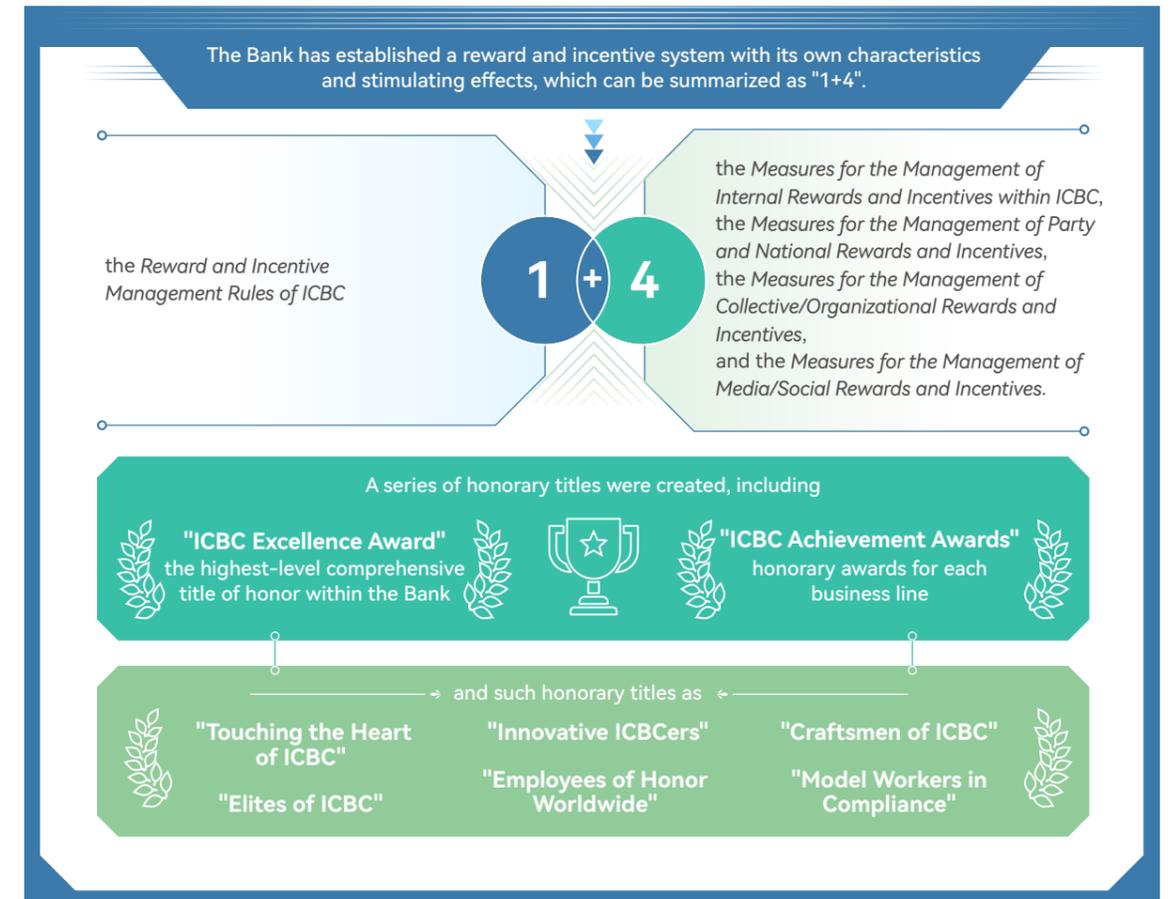
The Bank continuously promoted the annual health checkups for employees of the Head Office, and dynamically optimized the physical checkup package to enrich the options of physical checkup institutions for employees. The Bank continuously promoted on-site psychological counseling services in the Head Office, carried out special psychological courses in departments, and continued to improve the professionalism of mental health services.

### Paid leave arrangements for employees

During the reporting period, the Bank fully protected the staff's rights to rightful leaves. Employees were entitled to paid annual leave in accordance with the relevant national regulations. Annual leave can be taken at one time or discretely throughout a year. If an employee needs to reserve his/her annual leave for the next year, arrangements can be made on a case-by-case basis flexibly.

During the reporting period, the Bank continued to improve the model worker recuperation and nursing mechanism and did a good job in this year's model worker recuperation work. Trade unions at all levels carried out recuperation and nursing work for local model workers and outstanding professional and technical personnel according to local conditions and regional characteristics.

### Rewards and incentives



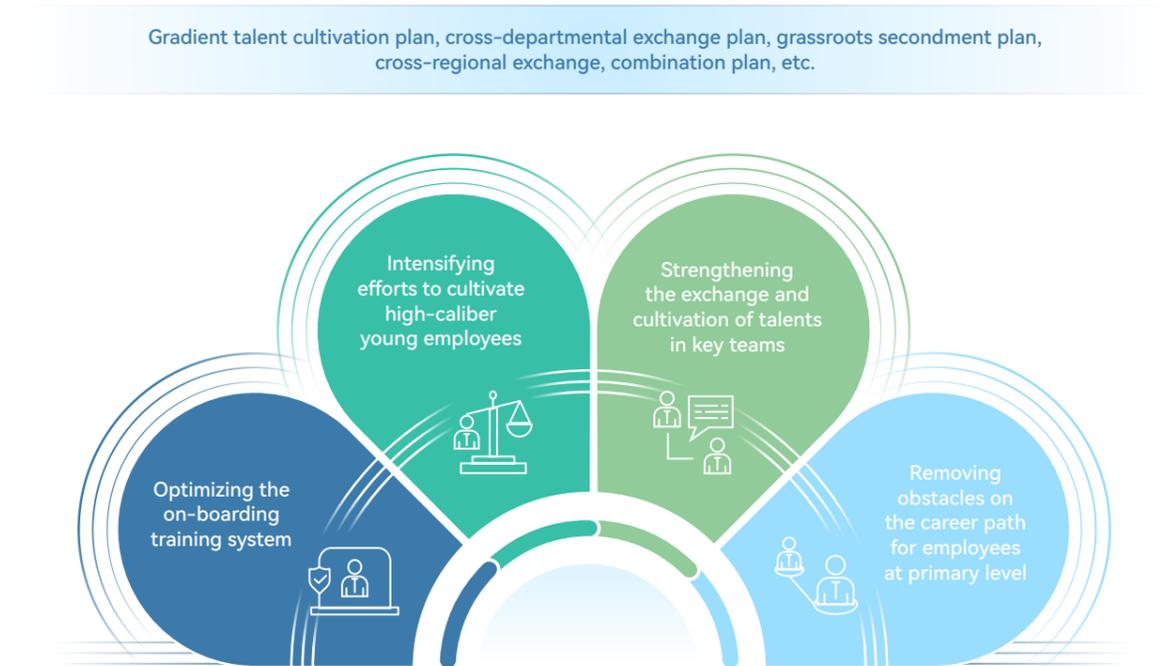


### Mechanism for protection of female employees' rights and interests

The Bank established and improved the service mechanism for safeguarding the rights and interests of female employees and promoting gender equality in the workplace in accordance with the *Implementation Opinions on Safeguarding the Rights and Interests of Female Employees and Providing Services for Them*.



### Career development training plan for employees

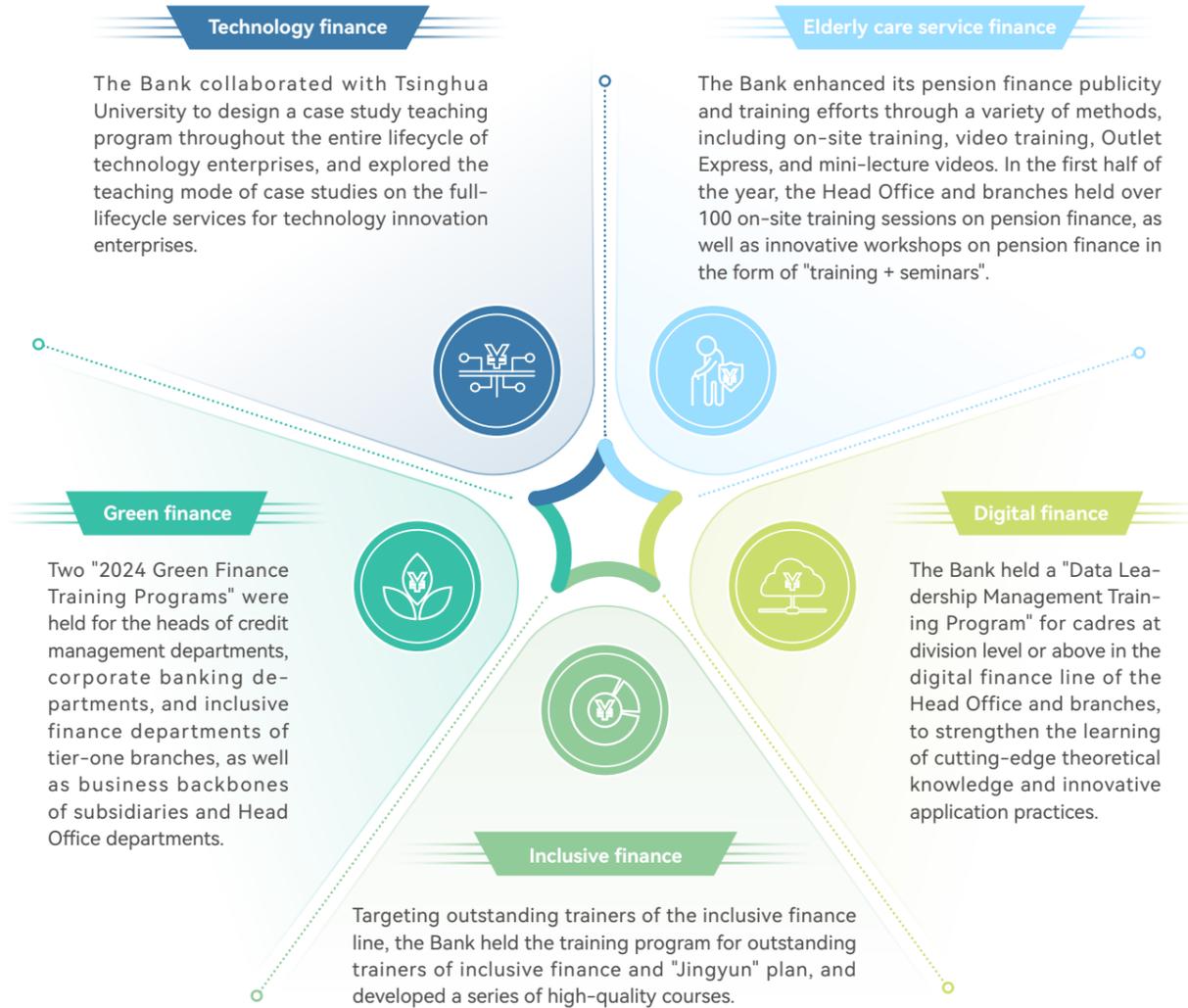


### Special talent cultivation programs

Special training on the "Five Priorities" of technology finance, green finance, inclusive finance, pension finance and digital finance

The Bank earnestly implemented the decisions of the Central Financial Work Conference. Based on the essence of financial development path with Chinese characteristics, it developed the special training program on the "Five Priorities" of technology finance, green finance, inclusive finance, pension finance, and digital finance, and ensured the implementation of key training projects.





The Bank sought to develop a high-quality new employee tutoring mechanism and extended the standard tutor management system to all domestic branches, directly managed institutions and subsidiaries.



|   |   |  |   |
|---|---|--|---|
| <p>The Training Materials for New Employees (Version 2023) was issued</p> | for the three stages                    | compiled   | The three documents provided                      |
|   | new employees, namely, entry            | About ICBC   | a clarification on ICBC and human resource policy |
|   | on-the-job training in the front office | Starter Position Handbook  | a handbook for new entrants' first position       |
| growth in professional business lines                                     | Professional Position Handbook          | a guide to professional career development in the future, respectively |   |

The middle office for new employee training courses was built to provide online and offline menu-like course services.



### ICBC Star Program - Training for New Employees

In order to further strengthen the young leadership pipeline and facilitate the growth of new employees, the Bank iteratively implemented the ICBC Star Program - Training for New Employees.



### Construction of training resource system



### Integrating ESG requirements into the development of teaching materials

During the reporting period, **23** textbooks of various types containing the latest ESG requirements

### Continuously promoting employees' self-learning

During the reporting period, the "Bank-wide Reading" activity was carried out throughout the Group for the eleventh consecutive year, creating a book-reading atmosphere of loving reading, reading good books, and being good at reading. The Bank continuously strengthened the humanistic care for primary-level employees, promoted the innovative learning activity "Bank-wide Joyful Reading", and expanded the supply of learning resources to meet the needs of employees for independent learning and self-improvement.

## Management skills/leadership training

The second phase of the Head Office-level training for ICBC Stars management trainees was kicked off, further strengthening the cultivation and utilization of outstanding young employees, and improving the junior management talents.



Heads of tier-two branches and other managements at a higher level were organized to participate in specialized online training organized by the China E-learning Academy for Leadership, covering topics such as "improving technological innovation mechanisms for enterprises" and "enhancing the ability of enterprise leaders to govern and develop enterprises", in a bid to further enhance their enterprise management and innovation capabilities. Special training on clean practices were provided for newly appointed heads of management organs of the Head Office in recent years, in order to uphold a clean culture.

The Bank organized a leadership training session for young cadres born after 1985, to ensure they are strong in political integrity, competence and conduct, highlighting theory, practice and interaction. Efforts were made to enhance the political, management, and professional abilities of young cadres from perspectives of ideological refinement, management enhancement, professional forging, and disciplinary education, and to build a leadership talent team with a strong record of political integrity, competence and conduct.



The Bank consistently implemented a bank-wide rotation training program for outlet heads. This program comprises centralized and individual training, cross-provincial and inter-bank training, and highlights exchanges and study tours. The training was conducted in regular, special, and characteristic classes. Following the 2023 rotation training program, the goal is to achieve full coverage of the bank-wide rotation training program for outlet heads by 2024. During the reporting period, the Bank conducted 82 rotation training sessions, training 6,190 individuals. These sessions equipped the outlet heads with expertise in party building, management, marketing, and risk control.



## Quantitative Indicators of ESG Performance



### Environment

#### Relevant indicators of carbon emissions from own operation



#### Emission reduction of green credit

| Emission reduction indicators (Unit: 10 thousand tons) | Equivalent to reduction in standard coals | Reduction in carbon dioxide equivalent emissions | Reduction in sulfur dioxide emissions | Reduction in nitrogen oxide emissions | Reduction in water use |
|--|---|--|---------------------------------------|---------------------------------------|------------------------|
| During the reporting period                            | 8,958.39                                  | 17,713.55  | 2,180.96                              | 1,299.40                              | 11,317.47              |

#### Main indicators of green finance



Amount and number of green bonds underwritten

During the reporting period, **25** green bonds were underwritten by the Bank as the lead underwriter, raising RMB **49,236** million for issuers, of which RMB **13,186** million was underwritten by the Bank as the lead underwriter.



The Bank, as the lead underwriter, underwrote **66** ESG bonds with a total underwriting amount of RMB **96,348** million. It raised RMB **241,163** million cumulatively for issuers.

Amount and number of green bonds issued

In terms of the issuance of domestic RMB green bonds

by the end of the reporting period, the Bank had issued RMB **80** billion of green finance bonds in the domestic interbank market.



In terms of the issuance of overseas green bonds

by the end of the reporting period, the Bank had issued a total of **10** overseas green bonds with a total amount of USD **21.7** billion. It had cumulatively won **18** international awards from *The Asset*, *The Banker*, *Global Capital*, *the Climate Bonds Initiative*, etc.

During the reporting period



the Bank successfully issued multi-currency carbon neutrality-themed overseas green bonds through three overseas branches in Hong Kong, Singapore and London, with a total issuance scale of USD **1.74** billion. The bonds were listed on the exchanges of Hong Kong, Singapore and London simultaneously.

Total amount of green investment and financing



As at the end of the reporting period, in accordance with the standards set forth by the NFRA, the Bank's total green investment and financing (including loans, green bond investments of non-financial enterprises, green bank acceptance bills, and green letters of credit) amounted to RMB **6,215,540** million.

Number/scale of ESG-themed funds

As at the end of the reporting period, ICBC Credit Suisse Asset Management, a subsidiary of the Bank, had a total of **14** ESG-themed funds under operation, which are dedicated in investing in ecological environment, new energy and carbon neutrality,

with a total amount of approximately RMB **27,994** million. The details of products and amount are as follows:

| S/N | Fund name   |
|-----|---|
| 1   | ICBCCS Frontier Medical Equity Fund                       |
| 2   | ICBCCS NEV Theme Hybrid Fund                              |
| 3   | ICBCCS Health Care Industry Equity Fund                   |
| 4   | ICBCCS Pharmaceutical and Healthcare Industry Equity Fund |
| 5   | ICBCCS Ecological Sector Equity Fund                      |
| 6   | ICBCCS Elderly Care Industry Equity Fund                  |
| 7   | ICBCCS Beautiful Town Theme Equity Fund                   |
| 8   | ICBCCS New Materials and New Energy Industry Equity Fund  |
| 9   | ICBCCS CNI NEV Battery ETF                                |
| 10  | ICBCCS Healthy Life Hybrid Fund                           |
| 11  | ICBCCS Agricultural Industry Equity Fund                  |
| 12  | ICBCCS CSI SSEE Carbon Neutrality ETF                     |
| 13  | ICBCCS CNI NEV Battery ETF Feeder Fund                    |
| 14  | ICBCCS CSI 180 ESG ETF                                    |

ESG investments

ICBC Wealth Management

During the reporting period, ICBC Wealth Management, a wholly-owned subsidiary of the Bank, further strengthened assessment on green finance, scientifically set quantitative and qualitative indicators and took various measures to improve quality and efficiency.

On the one hand,

the Bank had **3** ESG-themed wealth management products balancing long-term performance and green responsibility, with a total amount of **RMB 594 million**



On the other hand,

through sharing sessions, communication meetings, wealth management salons, etc., the Bank introduced ESG investment strategies and product features in detail, to ensure that customers could make investment decisions based on a thorough understanding, and to effectively match customers and products.

ICBC Investment

As at the end of the reporting period, among the ongoing projects of ICBC Investment, a wholly-owned subsidiary of the Bank, green finance investment amounted to

**RMB 50,113 million**



Specifically, newly added green finance investment during the reporting period reached

**RMB 3,614 million**



which was mainly utilized in new energy power generation and new energy vehicle industries, contributing to the achievement of the "carbon peak and carbon neutrality" goals.

ICBC Leasing

As at the end of the reporting period, ICBC Leasing, a wholly-owned subsidiary of the Bank, recorded a green leasing scale of

**RMB 49.1 billion**



accounting for about **46%** of domestic financial leasing business

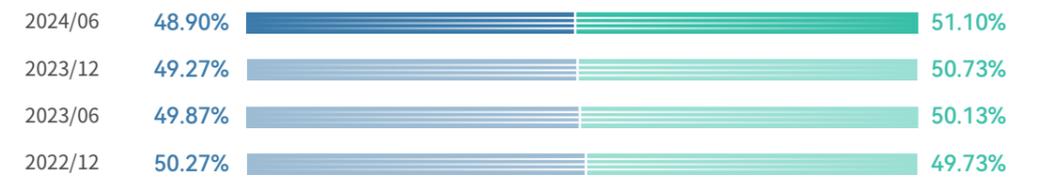
Social

Staff

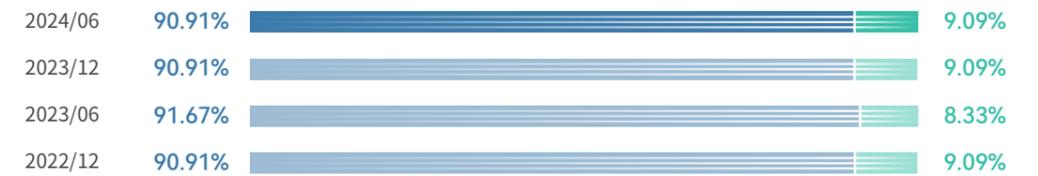
Proportions of employees by gender

Male Female

All staff



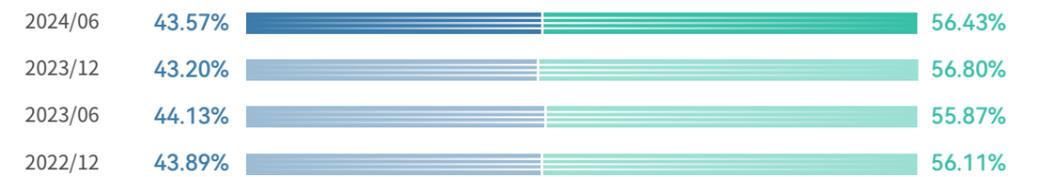
Senior Management member



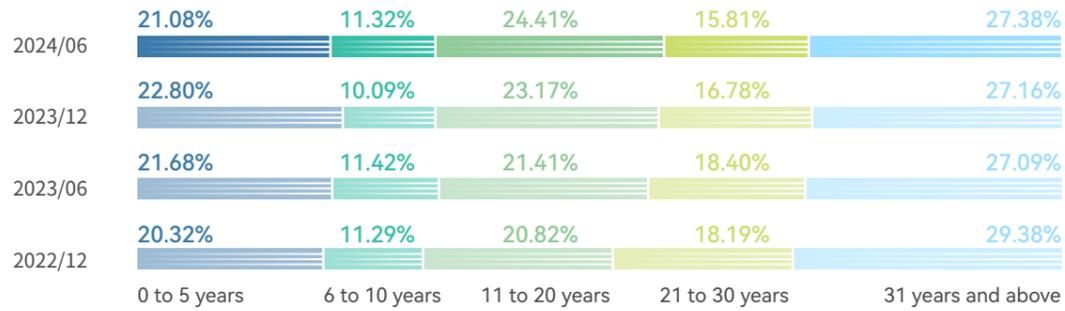
Management personnel above the middle level



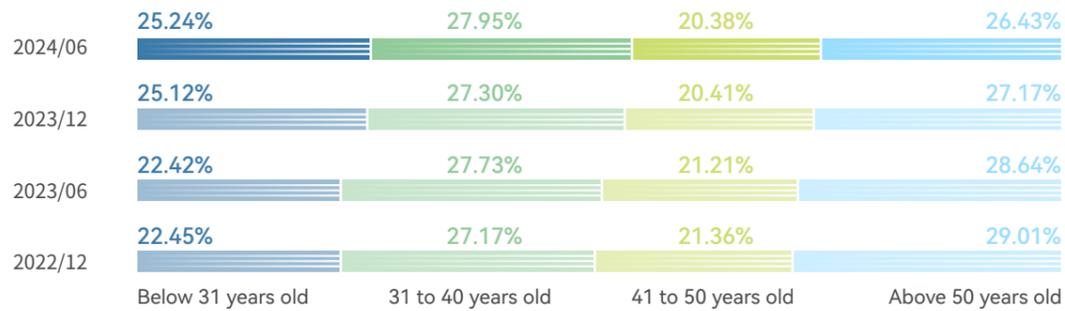
New employee



### Employee structure by working year

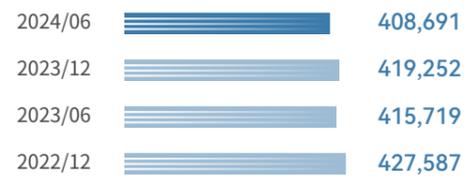


### Employee structure by age group



### Personnel change

#### Total employees



#### New employees



#### Voluntary employee turnover rate



#### Reasons for the reduction in total headcount

During the reporting period, domestic branches experienced a retirement wave; the majority of university graduates hired through campus recruitment did not start to work; the staff resignation rate was largely at par with that of the previous years. Therefore, the total headcount as at the end of the reporting period went down slightly. The Bank kept a generally stable team, and devoted rigorous efforts to staff recruitment and training that further improved the structure of the team.

### Training for employees



The employees' overall satisfaction rate was

**97.97%**



the training coverage ratio of the Bank reached

**98.89%**



and the training duration per capita was

**4.2** days on average

During the reporting period

The Bank hosted over **16** thousand online and offline training sessions

that covered **2,629** thousand persons/times



Specifically

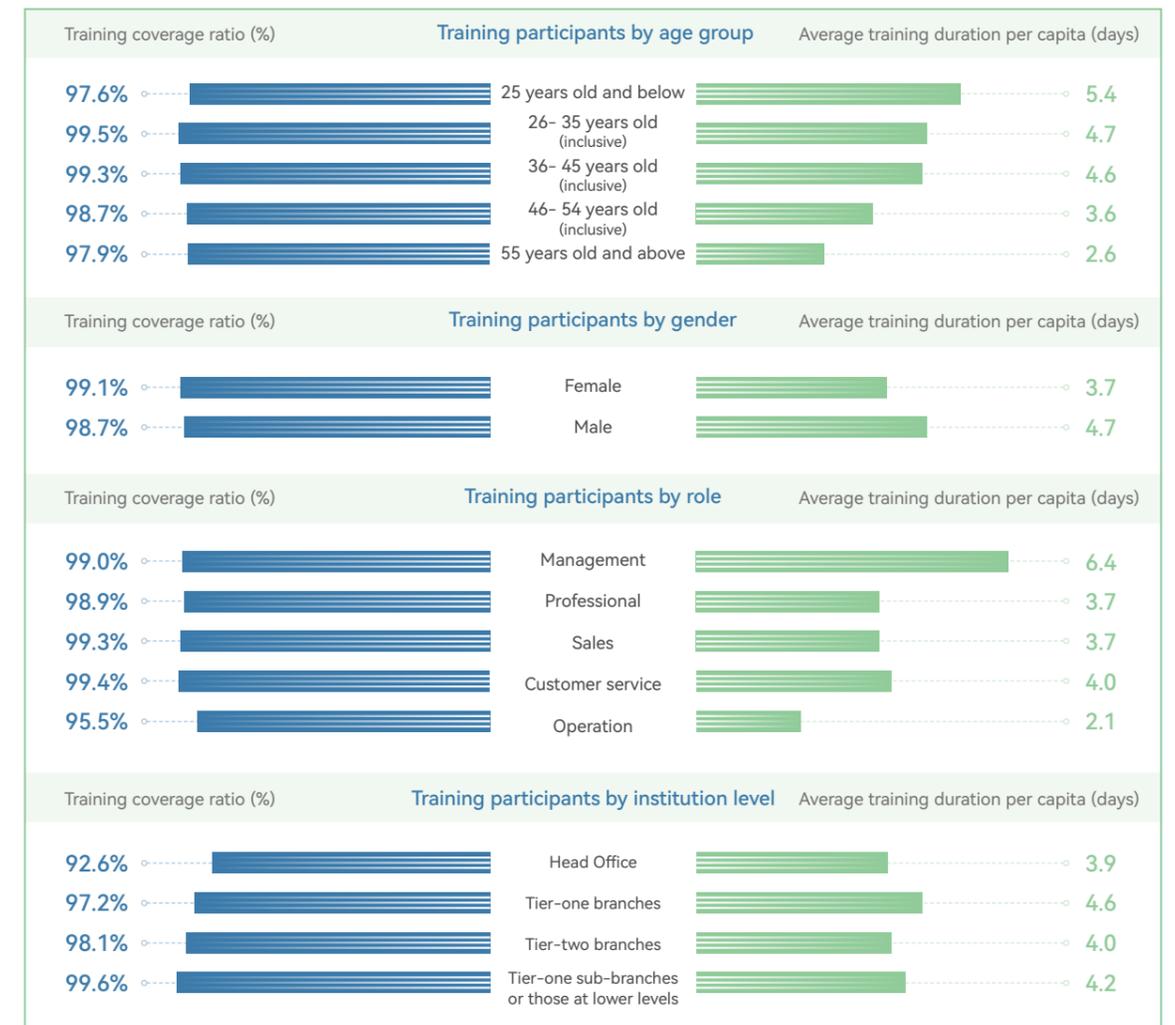


there were **4** thousand online training sessions

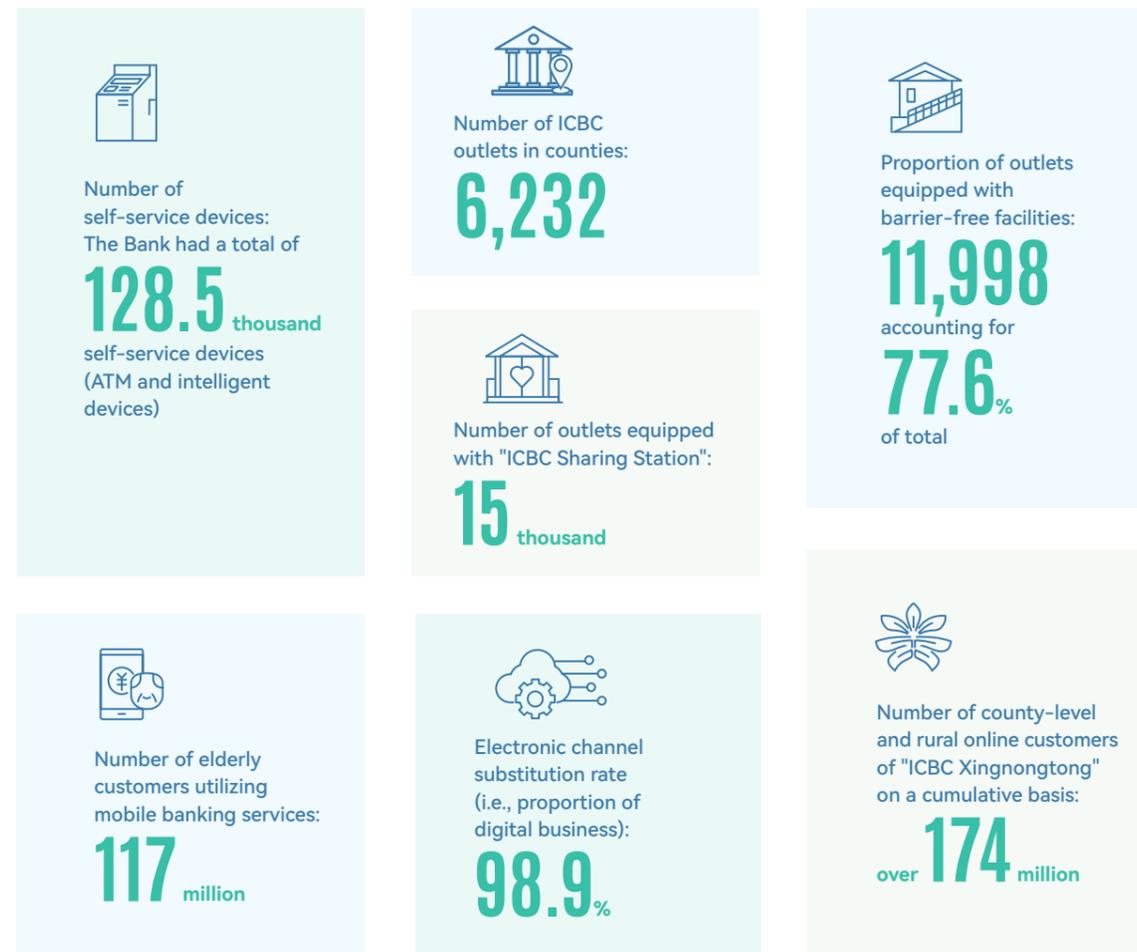
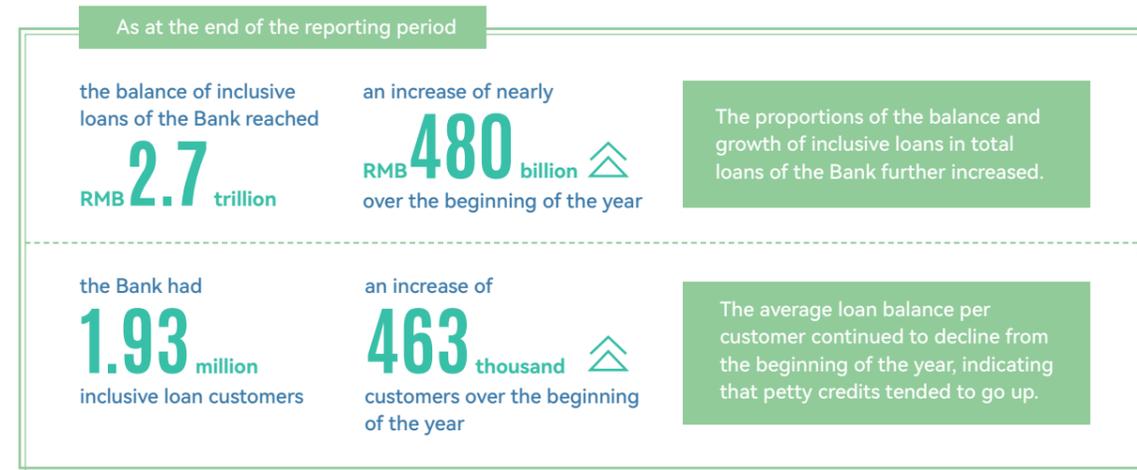
and **12** thousand offline training sessions

covering **2,098** thousand persons/times

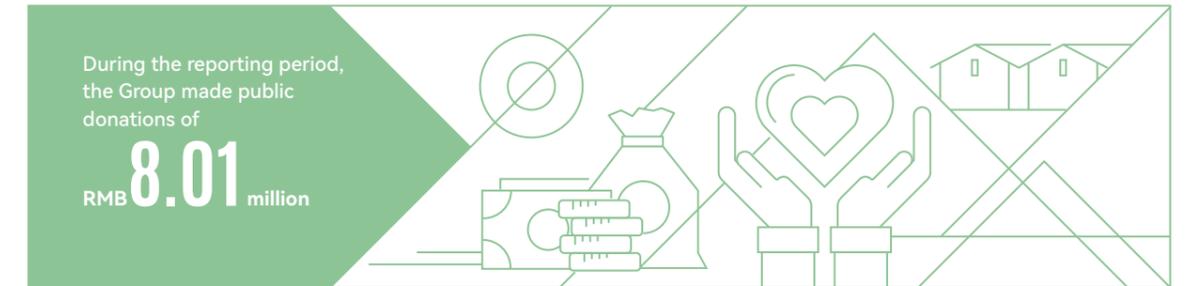
covering **531** thousand persons/times



## Community services and inclusive finance



## Public donations



## Young voluntary activities

Actively performing social responsibilities and carrying out "Eye Care Initiative" and other series voluntary activities



The 10<sup>th</sup> anniversary of the "Eye Care Initiative" was held. During the reporting period, it carried out volunteer services at Daqing Station, Beijing Station, Shihezi Station, Kashgar Station, and Jinyang Station, sending a total of **350** volunteers. They provided voluntary services covering **1.5 thousand persons/times**, screened over **25 thousand** students, and donated **2.9 thousand** books. The Bank organized a picture exhibition for the 10<sup>th</sup> anniversary of the "Eye Care Initiative" in Jiangfu Park of Beijing, showcasing and promoting the Bank's commitment to fulfilling its social responsibilities as a major bank.



The picture shows ICBC youth volunteers providing vision screening for local students at the 10<sup>th</sup> season of the "Eye Care Initiative" in Jinyang, Sichuan



It instituted the seventh season of "ICBC in Action for Beautiful China" campaign, calling on young ICBCers to learn and carry forward the concept of ecological conservation.



The picture shows employees of Cangzhou Branch in Hebei Province picking up garbage in the city to protect the environment at the seventh season of "ICBC in Action for Beautiful China" campaign



Based on the bank-wide financial quotient education for teenagers that has been carried out for five consecutive years, the Bank created the "Future Financier" brand and upgraded and optimized the courses.

The picture shows young volunteers from Xining Chengxi Sub-branch promoting anti-counterfeit currency knowledge for children during the "Future Financier" event



The Bank joined hands with the Blue Letter Rural Child Care Center to launch the Blue Letter Companion Program, initiating a voluntary service journey where ICBC youth volunteers send a letter every month to accompany the growth of rural children. At the sixth China Youth Volunteer Service Public Entrepreneurship Competition, this program won the national gold award.

## Instructions

### Scope of the Report

#### Organizational scope of the Report:

The Report is primarily about the domestic institutions of Industrial and Commercial Bank of China Limited, unless otherwise specified.

#### Reporting period:

1 January 2024 - 30 June 2024. Some content exceeded this scope.

### Preparation Principle of the Report

The Report is prepared with reference to the United Nations Sustainable Development Goals (SDGs) and The Ten United Nations Global Compact (UNGC) Principles, among others. It also complies with requirements of relevant opinions and guidelines including the *Guidelines for Self-Regulation of Listed Companies* promulgated by the Shanghai Stock Exchange and the *Environmental, Social and Governance Reporting Guide* released by The Stock Exchange of Hong Kong Limited. The report is reviewed by the Bank's Green Finance (ESG and Sustainable Finance) Committee. Deloitte Touche Tohmatsu Certified Public Accountants LLP has carried out the third-party assurance of this report.

### Explanation for Report Data

Data in the Report are the statistics in the first half of 2024 from the Bank's internal system. The units in this report, unless otherwise specified, are denominated in RMB.

### Release and Interpretation of the Report

The Report is released online and available at the Bank's website ([www.icbc-ltd.com](http://www.icbc-ltd.com)).



# Independent Limited Assurance Report

DTT(24)BAR00015

## To the Management of Industrial and Commercial Bank of China Limited (hereinafter referred to as "Management"):

We were engaged to perform a limited assurance on the key ESG performance indicators selected in the "Industrial and Commercial Bank of China Limited 2024 Interim Special Report on Corporate Social Responsibility and Sustainable Finance" (the "Special Report") prepared by Industrial and Commercial Bank of China Limited ("ICBC") for the period from 1 January 2024 to 30 June 2024.

### 1.Scope

Assurance is performed on the following key ESG performance indicators in the interim 2024 selected from the Special Report:

- Customer satisfaction (%)
- Green credit balance (RMB 100 million)
- Emission reduction of green credit: Standard coal equivalence of reductions (10 thousand tons)
- Emission reduction of green credit: Carbon dioxide equivalent emissions (10 thousand tons)
- Emission reduction of green credit: Sulfur dioxide emissions (10 thousand tons)
- Emission reduction of green credit: Nitrogen oxide emissions (10 thousand tons)
- Emission reduction of green credit: Water use (10 thousand tons)
- Number of green bonds underwritten by ICBC as the lead underwriter (No.)
- The scale of green bonds underwritten by ICBC as the lead underwriter (RMB 100 million)
- Total amount of proceeds from green bonds underwritten by ICBC as the lead underwriter (RMB 100 million)
- Number of ESG bonds underwritten by ICBC as the lead underwriter (No.)
- The scale of ESG bonds underwritten by ICBC as the lead underwriter (RMB 100 million)
- Total amount of proceeds from ESG bonds underwritten by ICBC as the lead underwriter (RMB 100 million)
- Issuance amount of overseas green bonds (USD 100 million)
- Proportions of employees by gender (%)
- Employee structure by working year (%)
- Employee structure by age group (%)
- Total employees (person)
- Number of new employees (person)
- The employees' overall satisfaction rate with training (%)
- The training coverage ratio (%)

- Average training duration per capita (days)
- Total number of online and offline training sessions (over 10,000 sessions)
- Total participants of online and offline training (10,000 persons/times)
- Total number of online training sessions (10,000 sessions)
- Total participants of online training (10,000 persons/times)
- Total number of offline training sessions (10,000 sessions)
- Total participants of offline training (10,000 persons/times)
- Training coverage ratio by age group (%)
- Average training duration per capita by age group (days)
- Training coverage ratio by role (%)
- Average training duration per capita by role (days)
- Training coverage ratio by gender (%)
- Average training duration per capita by gender (days)
- Training coverage ratio by institution level (%)
- Average training duration per capita by institution level (days)
- Total public donations by ICBC (RMB 10,000)

Our assurance work is limited to the key ESG performance indicators for interim 2024 selected in the Special Report, excluding information disclosed in the Special Report but not listed in "1. Scope", and all information of 2023 and previous years.

### 2.Basis of preparation

The interim 2024 key ESG performance indicators selected in the Special Report are prepared in accordance with the key ESG performance indicators in the appendix of "Basis of Preparation for the Key ESG Performance Indicators for Industrial and Commercial Bank of China Limited 2024 Interim Special Report on Corporate Social Responsibility and Sustainable Finance" ("basis of preparation").

### 3.Responsibilities of those charged with governance and management

It is the responsibility of the ICBC management to determine the appropriate basis of preparation and prepare the key ESG performance indicators selected in the Special Report for interim 2024 accordingly. Responsibilities include designing, implementing and maintaining internal controls related to the key ESG performance indicators that are free from material misstatements due to fraud or error.

Those charged with governance are responsible for monitoring the Special Report process of ICBC.

### 4.Our independence and quality control

We conducted our engagement in accordance with the independence and other ethical requirements in the "Code of Ethics for Professional Accountants" (including International Standard on Independence) issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

We applied "International Standard on Quality Control 1 - Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements" issued by the International Auditing and Assurance Standards Board, requiring accounting firms to design, implement and operate system of quality control including related policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### 5.Our responsibilities

Our responsibilities are to express a limited assurance conclusion as to whether the key ESG performance indicators in interim 2024 selected from the Special Report have been prepared, in all material respects, in accordance with the basis of preparation based on our work performed. We conducted our work in accordance with "International Standard on Assurance Engagements 3000 (Revised) - Assurance Engagements Other Than Audits or Reviews of Historical Financial Information", requiring that we plan and perform our work to obtain limited assurance as to whether the key ESG performance indicators in interim 2024 selected from the Special Report are prepared, in all material respects, in accordance with the basis of preparation.

### 6.Assurance procedures

Limited assurance engagements involve procedures of nature and timing is different from those of reasonable assurance engagements and are less extensive than reasonable assurance engagements. As a result, limited assurance engagements obtain a much lower level of assurance than reasonable assurance engagements. We do not express a reasonable assurance opinion as to whether the key ESG performance indicators in interim 2024 selected from the Special Report have been prepared, in all material respects, in accordance with the basis of preparation. Our assurance work consists of identifying areas of the key ESG performance indicators in interim 2024 selected from the Special Report in which a material misstatement may exist, designing and implementing assurance procedures to respond to those identified areas and obtaining evidence accordingly, and the

assurance procedures we performed are dependent on our professional judgement and assessment of the risks of the assurance engagement.

Our assurance procedures performed include:

- Interview ICBC's Management and employees responsible for the collection, collation and disclosure of information to understand the preparation process related to key ESG performance indicators;
- Sample test relevant supporting documents;
- Perform analytical procedures for selected key ESG performance indicators;
- Recalculate selected key ESG performance indicators.

### 7.Inherent limitations on the basis of preparation

We draw your attention to the fact that there is no recognized system of assessment and measurement standards to serve as the uniform criteria for preparation of the key ESG performance indicators selected from the Special Report, which will affect the comparability of the relevant data among companies.

### 8.Conclusion

Based on the procedures performed and evidence obtained, nothing has come to our attention that would lead us to believe that the key ESG performance indicators in interim 2024 selected from the Special Report have not been prepared, in all material respects, in accordance with the basis of preparation.

### 9.Scope of use of this report

This report is only for the purpose of preparing the Special Report and is not suitable and cannot be used for other purposes. We will not assume any responsibility to any third party other than the Management of ICBC.

Deloitte Touche Tohmatsu Certified Public Accountants LLP  
Shanghai, China  
26 September 2024

## Basis of Preparation for the Key ESG Performance Indicators for Industrial and Commercial Bank of China Limited 2024 Interim Special Report on Corporate Social Responsibility and Sustainable Finance

The key ESG performance indicators in Industrial and Commercial Bank of China Limited 2024 Interim Special Report on Corporate Social Responsibility and Sustainable Finance prepared by Industrial and Commercial Bank of China Limited ("ICBC") have been prepared in accordance with the following basis of preparation:

- **1.Customer satisfaction (%):** The overall customer satisfaction for the period from 1 January 2024 to 30 June 2024, with statistics collected by ICBC through the "Evaluation Questionnaire for Personal Customers" in ICBC mobile App.
- **2.Green credit balance (RMB 100 million):** The on-balance sheet green loans of the Head Office and domestic branches of ICBC as at 30 June 2024. Green loans balance is the loan balance calculated by ICBC based on the green loans criteria of the National Administration of Financial Regulation (formerly known as the China Banking and Insurance Regulatory Commission). The statistical scope of green loans includes energy-saving & environmental industry, clean production industry, clean energy industry, ecological environment industry, infrastructure greening industry, green service industry, overseas items adopting international practices or international standards, green trade financing and green consumption financing.
- **3.Emission reduction of green credit: Standard coal equivalence of reductions (10 thousand tons):** The emission reduction of domestic green loans: Equivalent to reduction in standard coals is the reduction of the Head Office and domestic branches of ICBC as at 30 June 2024. The statistics are collected by ICBC in accordance with the requirements of the Notice by the General Office of the China Banking and Insurance Regulatory Commission Concerning Work Related to Green Financing Statistical System (Letter No. 739 [2020] of the General Office of the China Banking and Insurance Regulatory Commission).
- **4.Emission reduction of green credit: Carbon dioxide equivalent emissions (10 thousand tons):** The emission reduction of domestic green loans: Equivalent to reduction in Carbon dioxide emissions is the reduction of the Head Office and domestic branches of ICBC as at 30 June 2024. The statistics are collected by ICBC in accordance with the requirements of the Notice by the General Office of the China Banking and Insurance Regulatory Commission Concerning Work Related to Green Financing Statistical System (Letter No. 739 [2020] of the General Office of the China Banking and Insurance Regulatory Commission).
- **5.Emission reduction of green credit: Sulfur dioxide emissions (10 thousand tons):** The emission reduction of domestic green loans: Equivalent to reduction in Sulfur dioxide emissions is the reduction of the Head Office and domestic branches of ICBC as at 30 June 2024. The statistics collected by ICBC in accordance with the requirements of the Notice by the General Office of the China Banking and Insurance Regulatory Commission Concerning Work Related to Green Financing Statistical System (Letter No. 739 [2020] of the General Office of the China Banking and Insurance Regulatory Commission).
- **6.Emission reduction of green credit: Nitrogen oxide emissions (10 thousand tons):** The emission reduction of domestic green loans: Equivalent to reduction in nitrogen oxide emissions is the reduction of the Head Office and domestic branches of ICBC as at 30 June 2024. The statistics are collected by ICBC in accordance with the requirements of the Notice by the General Office of the China Banking and Insurance Regulatory Commission Concerning Work Related to Green Financing Statistical System (Letter No. 739 [2020] of the General Office of the China Banking and Insurance Regulatory Commission).
- **7.Emission reduction of green credit: Water use (10 thousand tons):** The emission reduction of domestic green loans: Equivalent to reduction in water use is the saving of the Head Office and domestic branches of ICBC as at 30 June 2024. The statistics are collected by ICBC in accordance with the requirements of the Notice by the General Office of the China Banking and Insurance Regulatory Commission Concerning Work Related to Green Financing Statistical System (Letter No. 739 [2020] of the General Office of the China Banking and Insurance Regulatory Commission).
- **8.Number of green bonds underwritten by ICBC as the lead underwriter (No.):** The total number of green bonds underwritten by the Head Office of ICBC as the lead underwriter from 1 January 2024 to 30 June 2024. The number of green bonds is calculated by ICBC based on the scope indicated in the Announcement of the People's Bank of China (No.39, 2015).
- **9.The scale of green bonds underwritten by ICBC as the lead underwriter (RMB 100 million):** The total amount of green bonds underwritten by the Head Office of ICBC as the lead underwriter from 1 January 2024 to 30 June 2024. The amount of green bonds is calculated by ICBC based on the scope indicated in the Announcement of the People's Bank of China (No.39, 2015).
- **10.Total amount of proceeds from green bonds underwritten by ICBC as the lead underwriter (RMB 100 million):** The total amount of proceeds from underwriting of green bonds by the Head Office of ICBC as the lead underwriter from 1 January 2024 to 30 June 2024. The amount of green bonds is calculated by ICBC based on the scope indicated in the Announcement of the People's Bank of China (No.39, 2015).
- **11.Number of ESG bonds underwritten by ICBC as the lead underwriter (No.):** The total number of green bonds, sustainability-related bonds and social responsibility bonds underwritten by the Head Office of ICBC as the lead underwriter from 1 January 2024 to 30 June 2024.
- **12.The scale of ESG bonds underwritten by ICBC as the lead underwriter (RMB 100 million):** The total amount of green bonds, sustainability-related bonds and social responsibility bonds underwritten by the Head Office of ICBC as the lead underwriter from 1 January 2024 to 30 June 2024.
- **13.Total amount of proceeds from ESG bonds underwritten by ICBC as the lead underwriter (RMB 100 million):** The total amount of funds raised from green bonds, sustainability-related bonds and social responsibility bonds underwritten by the Head Office of ICBC as the lead underwriter from 1 January 2024 to 30 June 2024.
- **14.Issuance amount of overseas green bonds (USD 100 million):** The total amount of overseas green bonds issued by ICBC overseas institutions during the period from 1 January 2024 to 30 June 2024. The amount of overseas green bonds is calculated by ICBC based on Green Bond Principals issued by the International Capital Market Association and the China Green Bond Principles issued by the China Green Bond Standard Committee.
- **15.Proportions of employees by gender (%):** The proportion of female and male employees directly signing a labour contract with the Head Office, domestic branches, overseas branches as well as domestic and overseas subsidiaries of ICBC as at 30 June 2024. The roles include all staff, senior management members, management personnel above the middle level and new employees. Senior management members include Chairman, President, Vice President, Senior Director, Board Secretary and Head of the Discipline Inspection and Supervision Group at ICBC. Management personnel above the middle level include deputy director level and above; new employees include those who have signed a labour contract during the period from 1 January 2024 to 30 June 2024.
- **16.Employee structure by working year (%):** The proportion of employees by working year that directly signed a labour contract with the Head Office, domestic branches, overseas branches as well as domestic and overseas subsidiaries of ICBC as at 30 June 2024. Year ranges are 0 to 5 years, 6 to 10 years, 11 to 20 years, 21 to 30 years and 31 years and above.
- **17.Employee structure by age group (%):** The proportion of employees with various age groups directly signing a labour contract with the Head Office, domestic branches, overseas branches as well as domestic and overseas subsidiaries of ICBC as at 30 June 2024. Age ranges include under 31 years old, 31 to 40 years old, 41 to 50 years old and above 50 years old.
- **18.Total employees (person):** The total headcount of employees directly signing a labour contract with the Head Office, domestic branches, overseas branches as well as domestic and overseas subsidiaries of ICBC as at 30 June 2024.
- **19.Number of new employees (person):** The total headcount employees initially signing a labour contract with the Head Office, domestic branches, overseas branches as well as domestic and overseas subsidiaries of ICBC during the period from 1 January 2024 to 30 June 2024.
- **20.The employees' overall satisfaction rate with training (%):** The average employee satisfaction rate with training of the Head Office and domestic branches of ICBC which the employees independently evaluated the courses after participating in various trainings through online and offline channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system.
- **21.The training coverage ratio (%):** The proportion of the number of employees of the Head Office and domestic branches of ICBC who received training through online and offline channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system to the total number of employees of the Head Office and domestic branches of ICBC as at 30 June 2024.
- **22.Average training duration per capita (days):** The average duration of training received by employees of the Head Office and domestic branches of ICBC through online and offline channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC

through the "ICBC Training Centre" system. Average training duration per capita = total training duration of online and offline training sessions attended by employees in the Head Office and domestic branches of ICBC ÷ total number of employees of the Head Office and domestic branches of ICBC as at 30 June 2024 ÷ training duration of one day. Of which, the training duration of one day is calculated as 6 hours.

• **23.Total number of online and offline training sessions (over 10,000 sessions):** The total number of training sessions participated by employees of the Head Office, domestic branches, overseas branches and domestic and overseas subsidiaries of ICBC through online and offline channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system.

• **24.Total participants of online and offline training (10,000 persons/times):** The total number of participants of the Head Office, domestic branches, overseas branches and domestic and overseas subsidiaries of ICBC who participated in the training through online and offline channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system.

• **25.Total number of online training sessions (10,000 sessions):** The total number of training sessions participated by employees of the Head Office, domestic branches, overseas branches and domestic and overseas subsidiaries of ICBC through online channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system.

• **26.Total participants of online training (10,000 persons/times):** The total number of participants of the Head Office, domestic branches, overseas branches and domestic and overseas subsidiaries of ICBC who participated in the training through online channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system.

• **27.Total number of offline training sessions (10,000 sessions):** The total number of training sessions participated by employees of the Head Office, domestic branches, overseas branches and domestic and overseas subsidiaries of ICBC through offline channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system.

• **28.Total participants of offline training (10,000 persons/times):** The total number of participants of the Head Office, domestic branches, overseas branches and domestic and overseas subsidiaries of ICBC who participated in the training through offline channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system.

• **29.Training coverage ratio by age group (%):** The proportion of the number of employees of each age group who attended training through online and offline channels in the Head Office and domestic branches of ICBC during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system to the total number of employees of the corresponding age group in the Head Office and domestic branches of ICBC as at 30 June 2024. The age groups include under 25 years old and below, 26 to 35 years old (inclusive), 36 to 45 years old (inclusive), 46 to 54 years old (inclusive), and 55 years old and above.

• **30.Average training duration per capita by age group (days):** The duration of training received by employees of the Head Office and domestic branches of ICBC of each age group through online and offline channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system. The age groups include under 25 years old and below, 26 to 35 years old (inclusive), 36 to 45 years old (inclusive), 46 to 54 years old (inclusive), and 55 years old and above. Average training duration per capita by age group = total training duration of online and offline training sessions attended by employees of this age group in the Head Office and domestic branches of ICBC ÷ total number of employees of this age group in the Head Office and domestic branches of ICBC as at 30 June 2024 ÷ training duration of one day. Of which, the training duration of one day is calculated as 6 hours.

• **31.Training coverage ratio by role (%):** The proportion of the number of employees of each role who attended training through online and offline channels in the Head Office and domestic branches of ICBC during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system to the total number of employees of the corresponding role in the Head Office and domestic branches of ICBC as at 30 June 2024. The employee roles include management, professional, sales, customer service and operation.

• **32.Average training duration per capita by role (days):** The duration of training received by employees of the Head Office and domestic branches of ICBC of each role through online and offline channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system. The employee roles include management, professional, sales, customer service and operation. Average training duration per capita by role = total training duration of online and offline training sessions attended by employees of this employee role in the Head Office and domestic branches of ICBC ÷ total number of employees of this employee role in the Head Office and domestic branches of ICBC as at 30 June 2024 ÷ training duration of one day. Of which, the training duration of one day is calculated as 6 hours.

• **33.Training coverage ratio by gender (%):** The proportion of the number of employees of each gender who attended training through online and offline channels in the Head Office and domestic branches of ICBC during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system to the total number of employees of the corresponding gender in the Head Office and domestic branches of ICBC as at 30 June 2024.

• **34.Average training duration per capita by gender (days):** The duration of training received by employees of the Head Office and domestic branches of ICBC by gender through online and offline channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system. Average training duration per capita by gender = total training duration of online and offline training sessions attended by employees of one gender in the Head Office and domestic branches of ICBC ÷ total number of employees of the corresponding gender in the Head Office and domestic branches of ICBC as at 30 June 2024 ÷ training duration of one day. Of which, the training duration of one day is calculated as 6 hours.

• **35.Training coverage ratio by institution level (%):** The proportion of the number of employees of each institution level who attended training through online and offline channels in the Head Office and domestic branches of ICBC during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system to the total number of employees of the corresponding institution level in the Head Office and domestic branches of ICBC as at 30 June

2024. The institution levels include the Head Office, tier-one branches, tier-two branches, and tier-one sub-branches or those at lower levels.

• **36.Average training duration per capita by institution level (days):** The duration of training received by employees of the Head Office and domestic branches of ICBC at different institution levels through online and offline channels during the period from 1 January 2024 to 30 June 2024 according to the statistics collected by ICBC through the "ICBC Training Centre" system. The institution levels include the Head Office, tier-one branches, tier-two branches, and tier-one sub-branches or those at lower levels. Average training duration per capita by institution level = total training duration of online and offline training sessions attended by employees at different institution levels in the Head Office and domestic branches of ICBC ÷ total number of employees at this level in the Head Office and domestic branches of ICBC as at 30 June 2024 ÷ training duration of one day. Of which, the training duration of one day is calculated as 6 hours.

• **37.Total public donations by ICBC (RMB 10,000):** The total public donations raised by the Head Office, domestic branches, overseas branches as well as domestic and overseas subsidiaries of ICBC during the period from 1 January 2024 to 30 June 2024.