



2024 Bank of Ningbo Co., Ltd. 2024 Sustainability (ESG) Report

2024

Bank of Ningbo Co., Ltd. Sustainability (ESG) Report



About this Report

Report Overview

This report is the 16th consecutive Social Responsibility Report and the first Sustainability Report released by Bank of Ningbo Co., Ltd. ("Bank of Ningbo," "the Bank," or "we"). Prepared under the principles of objectivity, standardization, transparency and comprehensiveness, highlights the Bank's sustainability practices and performance during 2024.

Scope of the Report

Organizational Scope: The report focuses on Bank of Ningbo Co., Ltd., covering its headquarters, branches, and local sub-branches in Ningbo, with partial content involving subsidiaries.

Time Scope: January 1, 2024, to December 31, 2024 (the "Reporting Period"). For comparability and completeness, some content extends to prior years.

Release Cycle: Annual, aligned with the fiscal year.

Data Sources

The disclosed information is sourced from internal statistical reports and ESG practice summaries. Inconsistent data due to methodological changes will be restated. Financial data is in RMB; discrepancies with financial reports are resolved in favor of the latter.

Approval

Approved by the Board of Directors on April 8, 2025, and published alongside the annual report. The Board guarantees accuracy, completeness, and absence of misleading statements.

Preparation Basis

Aligned with the *Shenzhen Stock Exchange Self-Regulatory Guidelines for Listed Companies No. 1 – Main Board Listed Companies' Standard Operations (Revised December 2023)* and *Shenzhen Stock Exchange Guidelines No. 17 on Sustainability Reports (Trial)*, alongside the *People's Bank of China Environmental Information Disclosure Guidelines for Financial Institutions*, the former *China Banking and Insurance Regulatory Commission Guidelines on Strengthening Social Responsibility of Banking Institutions* and the *China Banking Association Guidelines for Corporate Social Responsibility of Financial Institutions in the Bank Industry*. References include ISSB's *IFRS S1* and *IFRS S2*, *GRI Standards 2021*, *CASS-ESG 6.0* and *SASB standards*.

Report Access

The report is available on the Shenzhen Stock Exchange (www.szse.cn) and Bank of Ningbo's website (www.nbc.com.cn).

Contact Information

Address: 345 Ningdong Road, Yinzhou District, Ningbo, Zhejiang, China

Tel: 0574-87050028

Fax: 0574-87050027

Email: dsh@nbc.com.cn

Postal Code: 315042

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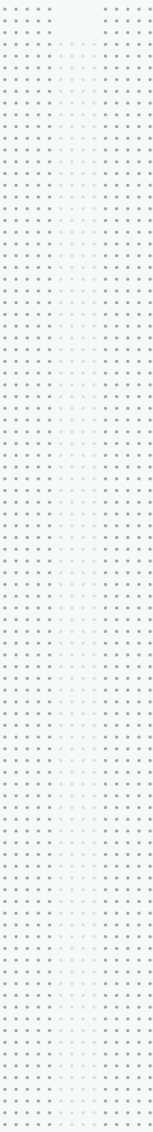
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Chairman and President's Message

2024 marked a pivotal year for implementing the spirit of the 20th National Congress of the Communist Party of China and advancing the 14th Five-Year Plan. Bank of Ningbo adhered to the philosophy of serving the real economy, focusing on "Technology Finance, Green Finance, Inclusive Finance, Pension Finance and Digital Finance" to strengthen financial support for high-quality development. In 2024, the Bank ranked 80th in the Top 1000 Global Banks, reflecting steady progress.



Deepening finance to drive technological innovation.

Bank of Ningbo fully recognizes the catalytic role of finance in technological advancement, refining its technology financial service system featuring "Corporate-Retail-Investment Banking" synergies. We persistently provide professional, high-quality integrated financial services for technology enterprises, fostering new quality productivity. In 2024, we empower enterprises through capital, industry, finance and management, integrating resources across technology enterprises' "innovation chain, industrial chain, supply chain." By promoting specialized products including Patent Loans, Technology Loans, Talent Guarantees and Specialization Guarantees, we enhance financial support for emerging technologies, sectors and markets. High-tech enterprise loan accounts increased 32.62%, specialized & sophisticated SMEs loan accounts rose 24.03%, while "Little Giant" enterprise loan accounts grew 21.15% compared to prior year.

Strengthen financial support for enterprises venturing overseas.

Bank of Ningbo has closely aligned its services with the high-level opening-up strategy, provides "12+6" one-stop integrated services and solutions, full-process concierge services covering the entire chain of corporate internationalization. In 2024, the Bank actively implemented the foreign exchange business reform pilot, restructured forex workflows and leveraged its Foreign Exchange Gold Butler platform to deliver integrated financial services including settlement, financing, risk hedging and interactive solutions for import/export enterprises, thereby enhancing cross-border trade efficiency and the facilitation level of investment and financing.

Promote financial empowerment for low-carbon environmental protection.

Bank of Ningbo firmly seizes opportunities in green finance development, actively explores pathways for green finance transformation, and comprehensively drives green finance growth by enhancing incentive and constraint mechanisms, engaging in carbon market development, and supporting the low-carbon transition of traditional high-carbon industries. In 2024, the Bank intensified support for the green economy, low-carbon economy and circular economy, directing capital toward green industries and projects, cumulatively issued carbon reduction loans totaling RMB 1.326 billion, driving a reduction of 205,331.41 tons of carbon dioxide emissions.

Enhancing financial services for social and people's livelihoods.

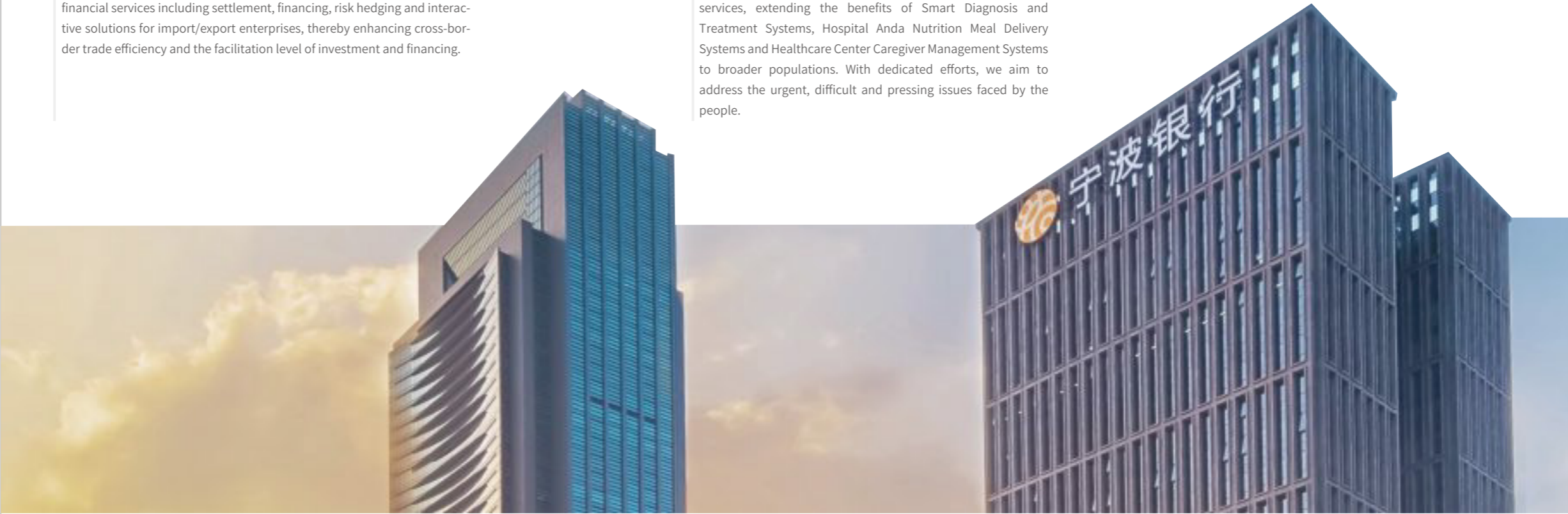
Bank of Ningbo consistently adheres to a people-centered value orientation, deepening and solidifying financial services for the public. We strive to improve the convenience and accessibility of financial services while strengthening people's sense of gain, happiness and satisfaction in financial services. In 2024, we continue advancing the digital transformation of public services, extending the benefits of Smart Diagnosis and Treatment Systems, Hospital And-a Nutrition Meal Delivery Systems and Healthcare Center Caregiver Management Systems to broader populations. With dedicated efforts, we aim to address the urgent, difficult and pressing issues faced by the people.

Amidst powerful winds and surging tides, we must hoist the sails and brave the waves; with heavy responsibilities and a long journey ahead, we must whip the horses and press forward.

In 2025, Bank of Ningbo will more thoroughly implement the spirit of the Central Financial Work Conference, adhere to the business philosophy of "staying focused on core operations and serving the real economy," vigorously advance the "specialization, digitalization, phantomization and internationalization" service system, promote the construction of a financial powerhouse through high-quality financial development, and earnestly strengthen our mission commitment to accelerate the building of a strong financial nation.

Chairman: 陆东铭

President's Message: 李斌



Introduction of Bank of Ningbo

Bank of Ningbo Overview

Bank of Ningbo is one of the 20 systematically important banks in China. Up to now, has set up 16 branches in cities including Beijing, Shanghai, Shenzhen, Hangzhou, Nanjing, Suzhou, Wuxi and Wenzhou, and 4 subsidiaries including Maxwealth Fund Management Co., Ltd., Maxwealth Financial Leasing Co., Ltd., Ningyin Finance Co., Ltd. and BNB Consumer Finance Co., Ltd., with more than 27,000 employees.



Bank of Ningbo adheres to the business philosophy of "focusing on main business, serving the entity". Rooted in its operating regions and tightly aligned with the "Five Major Articles", fully serves the real economy while striving to build diversified profit centers, forming 9profit centers: Corporate Banking, Retail Company, Wealth Business, Consumer Credit, Credit Card, Financial Markets, Investment Banking, Asset Custody, Bill Business; and in terms of subsidiaries, 4 profit centers have been formed, namely Maxwealth Fund, Maxwealth Financial Leasing, Ningyin Finance and Ningyin Consumer Finance.

With the support and care from customers, Bank of Ningbo is committed to growing the business and adhering to the core values of "Integrity, Dedication, Compliance, Efficiency, Teamwork and Innovation". The Bank will make every effort to provide better and newer financial services with best customer experience, to become the best bank for customers and to evolve into a respectable modern commercial bank with high reputation and core competitive advantages.



Corporate Culture

Development Vision

Become the best bank for customers and to evolve into a respectable modern commercial bank with high reputation and core competitive advantages.

Corporate Mission

Sincerely caring for customers and professionally creating value

Corporate Culture

Honesty & Dedication

As reputation is the life of a bank and directly related to the value of the Bank, honesty is the moral baseline of the Bank of Ningbo and the most fundamental character and professional ethics of employee. Dedication is the basic professional quality of the Bank of Ningbo's employee.

Compliance & High Efficiency

Compliance and efficiency are the operating style and concept that the Bank of Ningbo shall consistently follow, actively practice and unwaveringly strive for.

Harmony & Innovation

Integration is the foundation of the Bank of Ningbo to build itself into a learning enterprise and develop constantly. Innovation is the inexhaustible driving force for the Bank of Ningbo carrying out differentiated competition strategy and for the sustainable development of the Bank.

Organization Structure

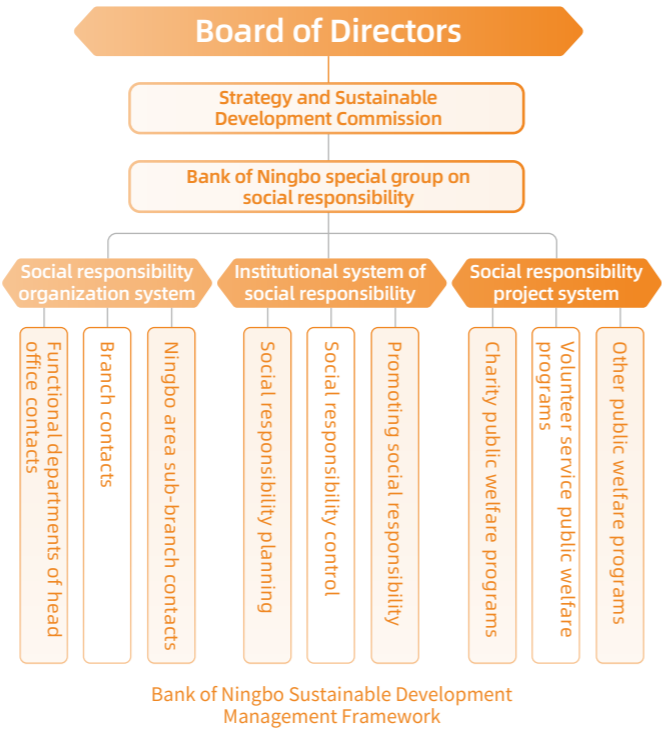


Responsible Governance

Bank of Ningbo has deeply integrated sustainable development management into its strategic development framework, establishing and continuously improving its sustainable development management system. The Bank proactively addresses the demands and expectations of stakeholders, enhances its own sustainable development capabilities through effective sustainable development management, and strives to achieve higher-quality and more sustainable development goals.

Sustainable Development Management

The Bank integrates its development vision, mission with sustainable development, committing to build a comprehensive sustainable development management mechanism. We have established an organizational system, institutional system and project system for sustainable development, comprehensively plan, rigorously oversee, and efficiently execute various sustainable development practices to contribute corporate strength toward building a better society. As the decision-making body, the Board of Directors is responsible for reviewing and approving sustainable development-related matters. Under the Board, the Strategy and Sustainable Development Committee oversees, guides and coordinates sustainability initiatives. The Social Responsibility Task Force serves as the executive body, driving the implementation of specific initiatives.



Bank of Ningbo Social Responsibility Philosophy

| Philosophy of responsibility | Sense of responsibility | Culture of responsibility |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Actively fulfill social responsibilities and grow into a bank with a strong sense of social responsibility. | Fairness and integrity, treating customers well, caring for employees, dedication to public welfare, commitment to environmental protection and giving back to society. | Closely integrating business practices with social responsibility, while obtaining reasonable returns, actively giving back to society to create a sustainable development future. |

- The Office, Human Resources Department and Trade Union Office jointly take the lead in coordinating
- Each subsidiary independently advances corporate social responsibility initiatives
- Break down the tasks of the major social responsibility project to each branch and the Ningbo area sub-branch
- Branches and the Ningbo area sub-branches shall implement jointly or independently, forming the principal entity for advancing social responsibility
- Office, Human Resources Department and Trade Union Office monitor the implementation progress of social responsibility activities across the Bank, summarize and extract best practices, and promote them throughout the entire institution

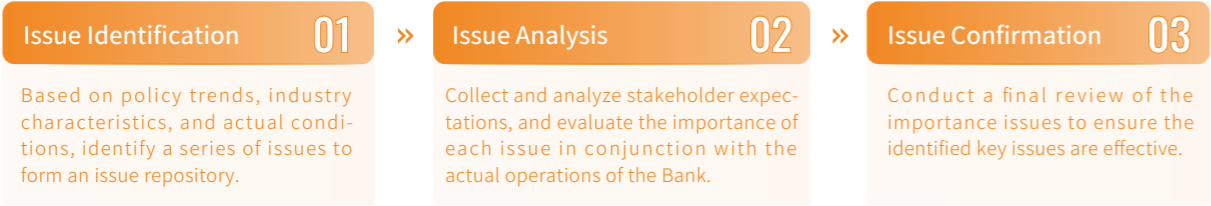
Stakeholder Communication

The Bank places high importance on communication with stakeholders including government, regulatory authorities, shareholders, customers, employees, communities, partners, media and the public. We have established diversified communication channels tailored to different stakeholders' characteristics, providing timely disclosure of our development updates and receiving feedback from all parties. This enables us to accurately identify, comprehensively understand, and precisely respond to stakeholders' expectations.

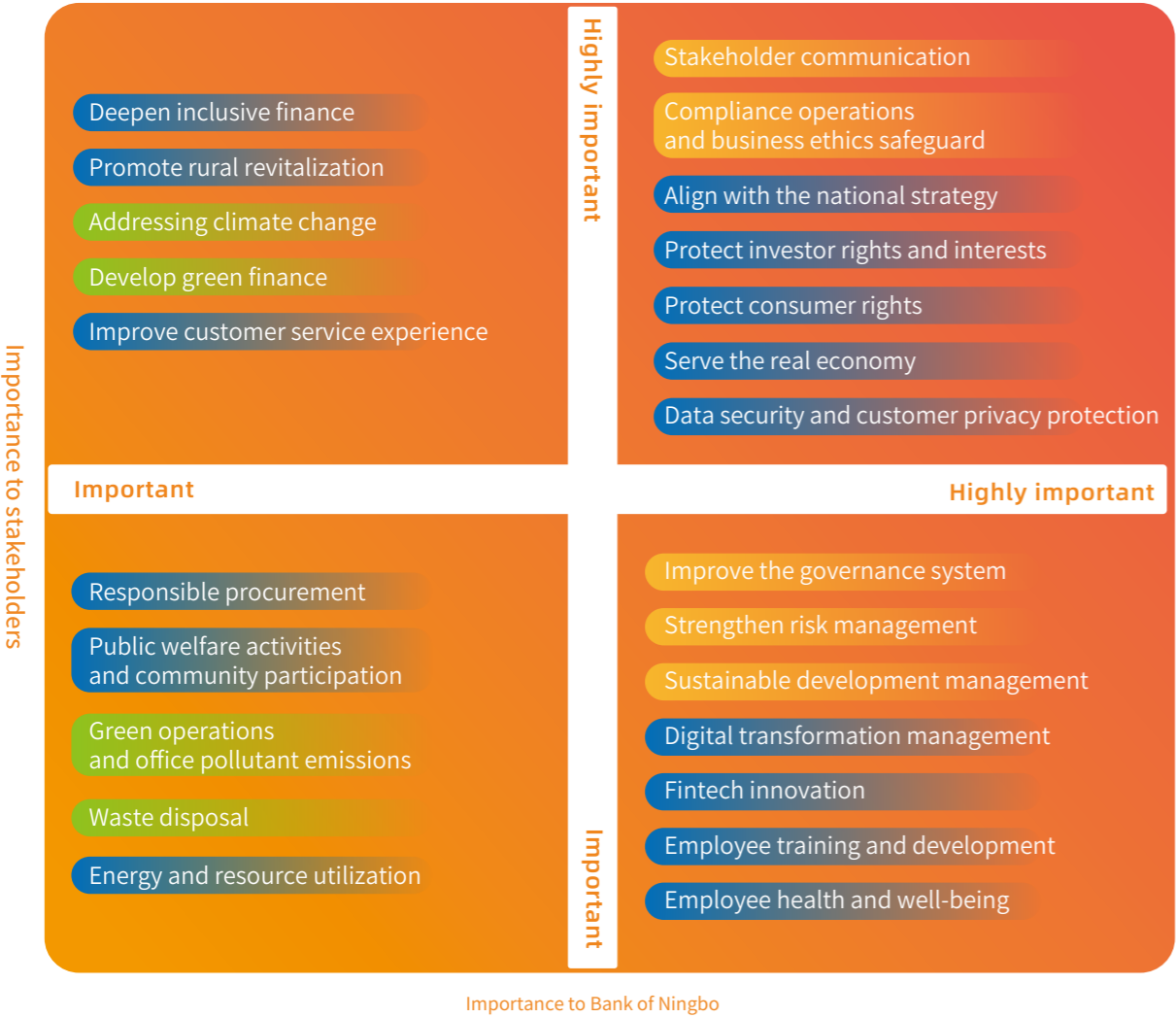
| Stakeholder category | Expectations and aspirations | Method of communication | Response |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| governments and regulators | <ul style="list-style-type: none">· responding to national industrial policy· supporting people's livelihoods· maintaining financial stability· operate in accordance with laws and regulations· supporting a low-carbon economy | <ul style="list-style-type: none">· policy directive· thematic presentations· daily communication | <ul style="list-style-type: none">· responding to major strategies· implementing economic policies· creating wealth and absorbing jobs· strengthening risk management· accept oversight |
| shareholders | <ul style="list-style-type: none">· ongoing corporate governance· sustainable return on investment· transparent disclosure | <ul style="list-style-type: none">· shareholder meetings· company announcements· investor research | <ul style="list-style-type: none">· improving the governance structure· creating shareholder value· timely disclosure |
| customers | <ul style="list-style-type: none">· protecting customers' rights· quality financial products· accessible financial services· professional services solutions | <ul style="list-style-type: none">· client activities· product promotion· questionnaires· satisfaction surveys | <ul style="list-style-type: none">· improving point-of-sale services· more product innovation· improving intelligent service capabilities· investor education |
| communities | <ul style="list-style-type: none">· volunteer for the public good· financial literacy· promoting social well-being | <ul style="list-style-type: none">· financial services activities· pro bono activities· networking events | <ul style="list-style-type: none">· employee volunteering· financial literacy· organising community activities |
| employees | <ul style="list-style-type: none">· secure employment· fair pay and benefits· satisfaction with the work environment· good room for growth | <ul style="list-style-type: none">· employee satisfaction survey· employee congresses· sorority of families· vocational training | <ul style="list-style-type: none">· improving the compensation system· develop training plans· clarify promotion mechanisms· the power of role models |

Key Issues Analysis

Through in-depth research on the key concerns of various stakeholders, combined with policy trends, industry characteristics, our own sustainable development management practices, and external expert recommendations on sustainability, we have identified material issues by analyzing two dimensions: "importance to stakeholders" and "significance to Bank of Ningbo's sustainable development." We prioritize responses and disclosures for highly critical issues identified through this process.



Bank of Ningbo Key Issues Matrix



Responsibility Highlights

Core Highlights

| Sector | SDGs | Highlights |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| economy | <div><div>9</div>INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> <div><div>12</div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div><ul style="list-style-type: none">· Total assets RMB 3,125.2 billion· Customer deposit balance RMB 1,836.3 billion· Total loans and advances of RMB 1,476.1 billion· Operating revenue RMB 66.6 billion· Net profit attributable to parent company shareholders RMB 27.1 billion· Return on Total Assets 0.93%· Weighted Average Return on Assets 13.59%· Basic earnings per share of RMB 3.95· Non-performing loan ratio 0.76%· Capital adequacy ratio 15.32%· Loan loss provision coverage ratio 389%· Personal clients 21.72 million· Corporate clients 611,400· Personal deposits balance RMB 495.1 billion· Total personal loans and advances RMB 557.7 billion· Corporate deposits balance RMB 1,341.2 billion· Total corporate loans and advances RMB 822.6 billion</div> | |
| environment | <div><div>6</div>CLEAN WATER AND SANITATION</div> <div><div>7</div>AFFORDABLE AND CLEAN ENERGY</div> <div><div>11</div>SUSTAINABLE CITIES AND COMMUNITIES</div> <div><div>13</div>CLIMATE ACTION</div> <div><div>14</div>LIFE BELOW WATER</div> <div><div>15</div>LIFE ON LAND</div> <div><ul style="list-style-type: none">· Scope 1 greenhouse gas emissions 354.91 tons of CO2· Scope 2 greenhouse gas emissions 3,451.15 metric tons of CO2· Energy-saving and environmental protection industry loan balance RMB 4.642 billion· Cleaner production industry loan balance RMB 24.99 billion· Clean energy industry loan balance 2,572 RMB billion· Ecological environment industry loan balance RMB 2,977 billion· Carbon emission reduction loan disbursement RMB 13.26 billion· Annual carbon emission reductions driven by carbon reduction loans amount to 205,331.41 tons of CO2· Held green bonds 3,787 RMB billion· Held overseas green bonds USD 623 million</div> | |
| society | <div><div>1</div>NO POVERTY</div> <div><div>2</div>ZERO HUNGER</div> <div><div>3</div>GOOD HEALTH AND WELL-BEING</div> <div><div>4</div>QUALITY EDUCATION</div> <div><div>5</div>GENDER EQUALITY</div> <div><div>8</div>DECENT WORK AND ECONOMIC GROWTH</div> <div><ul style="list-style-type: none">· Inclusive loans balance for small and micro enterprises RMB 219.941 billion· Agricultural-related loan balance RMB 191.206 billion· Consumer rights protection training covered 24,371 people· Number of domestic branches is 481· 357 branches equipped with barrier-free access· 470 branches providing Caring Window· 16 rural revitalization projects· Invested assistance funds (Rural Revitalization Project) RMB 1.2753 million· Charitable donations RMB 81.3654 million· Public welfare investment RMB 7.4406 million</div> | |
| governance | <div><div>10</div>REDUCED INEQUALITIES</div> <div><div>16</div>PEACE, JUSTICE AND STRONG INSTITUTIONS</div> <div><div>17</div>PARTNERSHIPS FOR THE GOALS</div> <div><ul style="list-style-type: none">· Number of Shareholders' Meetings Held 3 times· Number of Board meetings held 7 times· Number of Supervisory Board meetings held 7 times· Number of integrity training sessions 37 times· Average hours of integrity training received by employees 5 hours· Number of employees received integrity training reached 24,200· Average hours of integrity training received by directors 5 hours· Number of directors undergone integrity training: 14· A total of 51 various announcements have been issued· Hosted 37 on-site investor research sessions· Interacted with investors 29 times on Interactive Easy</div> | |

Award Recognitio



UK's *The Banker* Magazine
Ranked 80th in the 2024 "Global Top 1000 Banks" list



Fortune (Chinese Edition)
Ranked 194th in the 2024 Fortune China 500 list



Shenzhen Stock Exchange
Awarded the highest "A" grade rating in information disclosure for 16 consecutive years



21st Century Economic Herald
Excellence Wealth Management Bank
Excellent City Commercial Bank



Guangdong Times Media Group
2024 ESG Leading Enterprise in Social Responsibility Practices



Cailian Press
2024 City Commercial Bank "Tuopu Award" ESG Financial Innovation Award



Cailian Press
2024 City Commercial Bank "Tuopu Award" ESG Financial Innovation Award



Cailian Press
2024 City Commercial Bank "Tuopu Award" ESG Financial Innovation Award



China Association for Public Companies
Best Practices for Boards of Directors of Listed Companies
Best Practices Cases for Board Offices of Listed Companies
Listed Company Board Secretary Performance Evaluation 5A Rating



Securities Market Weekly
Best Investor Relations Management Listed Company



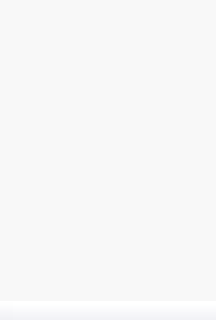
China Business News
2024 Financial Industry Listed Companies Outstanding Performing Companies



China Times
2024 Outstanding Financial Institutions in Promoting Inclusive Development



China Bank Insurance Media Co., Ltd
Shortlisted in the "TOP20 City Commercial Banks for Comprehensive ESG Performance" ESG Rating is Rated A



Investment Times
Excellent Bank | Excellent Digital Bank
FinTech Best Practices
Outstanding Cases in Green Finance



Sina Finance
Annual Best City Commercial Bank



Securities Times
2024 High-Quality Development Bank Tianji Award



21st Century Financial Research Institute
Selected for the "Top 100 Competitive Chinese Banks" list, ranking 10th among national banks and first among city commercial banks



China Fund News
Outstanding Wealth Management Sales Bank



Securities Star
Most Popular City Commercial Bank Award
Outstanding Private Banking Award



China Bussiness News
2024 China Business News Value Ranking "Annual City Commercial Bank"



Zheshang
2024 Classic Cases of Financial Support for the Development of the Private Economy



Time Weekly
2024 ESG Social Responsibility Practices Leading Enterprise



News China
2024 Annual Low-Carbon Cases

01

Steady Operations Strengthening the Compliance Foundation

Sound corporate governance serves as the cornerstone for healthy and sustainable development. Bank of Ningbo persistently deepens party leadership, continuously optimizes corporate governance standards, improves sustainable development management mechanisms, actively advances compliance, internal control and risk management practices, and comprehensively strengthens the foundation for development.

Leading with Party, Committing to Mission 15

Refining Governance, Boosting Efficiency 16

Complying with Laws, Preventing Risks 20

Key Issues

- Improve the governance system ·
- Strengthen risk management ·
- Sustainable development management ·
- Stakeholder communication ·
- Compliance operations and business ethics safeguard ·
- Protect investor rights and interests ·



11 SUSTAINABLE CITIES AND COMMUNITIES



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS

Leading with Party, Committing to Mission

Bank of Ningbo has thoroughly implemented the Party's principles and policies, fully leveraged the leading core role of Party organizations, continuously integrated Party building into the entire management process and across all business development areas, and adhered to the simultaneous planning, deployment and advancement of Party construction and business operations, which has provided a strong guarantee for the Bank's high-quality development.

Number of Party Committee members

11 persons

Number of Party Branches (units)

379 units

Number of subsidiary companies and branch Party Committee (units)

20 units

Number of newly recruited Party members

50 persons

Comprehensively Strengthen Party Building

The Bank adheres to the Party's comprehensive leadership, further strengthening the top-level institutional design of Party organization development in corporate governance improvement. We codify the Party organization's duties, institutional setup, operational mechanisms and foundational safeguards into our articles of association, while promoting the implementation of a "two-way entry and cross-appointment" leadership mechanism. We continuously optimize the "Party Committee pre-review procedure" and "three important and one major" decision-making system, ensuring organic integration where the Party Committee "sets direction, oversees the broader landscape and drives implementation," the Board of Directors "formulates strategies, makes decisions and mitigates risks," and the management "plans operations, executes tasks and strengthens governance."

The Bank continues to deepen political education and rigorously implement thematic education initiatives. We maintain an integrated approach that combines centralized learning with self-directed study, educational activities with discussion seminars, routine learning with periodic assessments, and theoretical study with practical work advancement. This enhances the political literacy and theoretical proficiency of our team, laying a solid foundation for driving high-quality development across all operational aspects.

Number of Party members

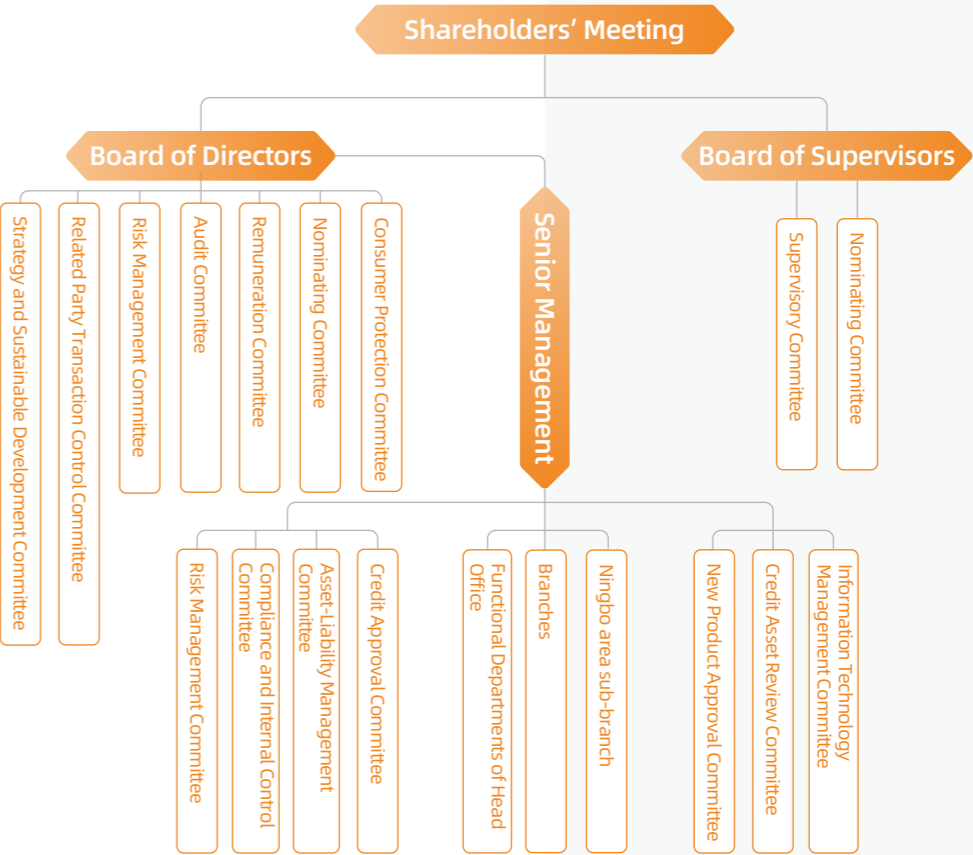
8,540 persons

Standardize the Operation of the Three Meetings

The Bank has continued to strengthen the development of its internal management system and control mechanisms, has established a corporate governance structure among the Shareholders' General Meeting, Board of Directors, Board of Supervisors and Senior Management that features clearly defined responsibilities and authorities, division of duties, effective checks and balances, scientific decision-making and coordinated operations. This ensures scientific decision-making, efficient execution, and robust oversight, driving continuous improvement in corporate governance effectiveness.

Refining Governance, Boosting Efficiency

Bank of Ningbo has continuously improved its corporate governance structure, established and refined internal management and control systems. Through standardizing the operation of three meetings, strengthening board construction, enhancing transparent information disclosure, and implementing multiple measures, the Bank has built an efficient governance framework that aligns with modern financial enterprise institutional requirements while adapting to its unique developmental characteristics.



2024 Performance

Number of integrity training sessions

37 units

Average hours of integrity training received by employees (hours)

5 hours

Number of integrity training received by employees

24,200 persons

Average hours of integrity training received by directors

5 hours

Number of integrity training received by directors

14 persons

Solidly Advance the Construction of Clean Governance

The Bank has earnestly implemented the responsibilities for improving Party conduct, integrity, and anti-corruption efforts. Management personnel have signed the Anti-Corruption and Integrity Building Responsibility Agreement and Ideological Work Responsibility Agreement, while all employees have signed the Case Prevention and Safety Management Target Responsibility Document, thereby strengthening and consolidating the responsibility for enhancing integrity. We have cultivated a clean financial culture by integrating integrity construction into business operations and employee care management. Through integrity warning education initiatives and employee integrity home visits, we promote integrity in professional conduct as a widely recognized cultural value and conscious ideological and behavioral practice.

The Bank has implemented a comprehensive oversight mechanism that integrates intra-Party supervision with disciplinary inspection supervision, supervisory commission oversight, and audit supervision, incorporating strict Party discipline enforcement, strengthened Party conduct and integrity building, and anti-corruption efforts into all aspects of business operations. We have established and improved mechanisms for reporting and handling integrity issues, formulated the "Bank of Ningbo Whistleblower Management Measures", and set up multiple reporting channels including telephone, fax and email to receive feedback. We clarify the scope of accepting reports and complaints, streamline the channels for reporting and complaints, and specify the rights of whistleblowers and complainants, fostering a conducive environment for oversight by Party members and the public.

The Three Meetings operate in a standardized and orderly manner. The Shareholders' General Meeting, as the highest authority, ensures the full realization of shareholders' rights and interests; the Board of Directors provides strategic guidance and scientific decision-making, driving the steady development of business operations; the Supervisory Board diligently fulfills oversight responsibilities, maintaining the integrity and effectiveness of internal controls. During the reporting period, we convened 3 Shareholders' General Meetings, 7 Board of Directors meetings, and 7 Board of Supervisory meetings, effectively leveraging the core role of the Three-Meeting mechanism in corporate governance.

Convened Shareholders' General Meetings

3 times

Board of Directors meetings

7 times

Board of Supervisory meetings

7 times

Strengthen the Construction of the Board of Directors

The Bank attaches great importance to the construction of the Board of Directors, clarifying its rules of procedure, optimizing decision-making processes, and enhancing decision efficiency and quality. The Board of Directors has established seven specialized committees: Strategic and Sustainable Development Committee, Related Party Transactions Control Committee, Risk Management Committee, Audit Committee, Remuneration Committee, Nomination Committee and Consumer Rights Protection Committee. Each committee diligently fulfills its responsibilities to ensure standardized and orderly operations. Five specialized committees - Audit Committee, Connected Transactions Control Committee, Risk Management Committee, Remuneration Committee and Nomination Committee are all chaired by independent directors. Independent directors perform their duties scientifically, providing professional opinions and suggestions on major matters including strategic development, risk management, internal control, and connected transaction management, thereby ensuring scientific rigor in The Bank's decision-making processes.

Membership of Independent Directors in the Special Committees of the Board of Directors

| Special committee | Independent director (persons) | Non-independent director (persons) | Whether the independent director serves as the chairman of the committee |
|-------------------------------------------------|--------------------------------|------------------------------------|--------------------------------------------------------------------------|
| Strategic and Sustainable Development Committee | 1 | 4 | no |
| Related Party Transactions Control Committee | 3 | 0 | yes |
| Risk Management Committee | 2 | 1 | yes |
| Audit Committee | 3 | 0 | yes |
| Remuneration Committee | 3 | 0 | yes |
| Nomination Committee | 2 | 1 | yes |
| Consumer Rights Protection Committee | 1 | 2 | no |

Status of Meetings of the Board Special Committee in 2024

| Special committee | Number of meetings held (times) | Deliberated and passed motions (items) |
|-------------------------------------------------|---------------------------------|----------------------------------------|
| Strategic and Sustainable Development Committee | 4 | 8 |
| Related Party Transactions Control Committee | 5 | 9 |
| Risk Management Committee | 4 | 47 |
| Audit Committee | 6 | 19 |
| Remuneration Committee | 2 | 4 |
| Nomination Committee | 2 | 3 |
| Consumer Rights Protection Committee | 2 | 4 |

The Bank emphasizes the diversity and professionalism of directors, recruiting outstanding talents from diverse backgrounds to enhance the Board's decision-making capabilities. Directors are rationally allocated across various fields with complementary strengths, providing professional insights on matters submitted to the Board for discussion based on necessary expertise, experience, and competencies. During the reporting period, all directors diligently fulfilled their duties with integrity, diligence and responsibility, exercising independent judgment and impartial decision-making on critical matters, thereby playing a vital role in promoting the Bank's healthy and sustainable development.



Bank of Ningbo was awarded "Best Practices for Boards of Directors of Listed Companies", "Best Practices Cases for Board Offices of Listed Companies" and "Listed Company Board Secretary Performance Evaluation 5A Rating"

Protecting Investor Rights

The Bank places great importance on information transparency, strictly adheres to regulatory requirements, and discloses financial status, significant matters and other information to all shareholders through announcements and similar means. We ensure timely, accurate and complete dissemination of authentic company information via multiple channels, including maintaining accessible investor hotlines, operating investor relations sections on our website, conducting earnings briefings, and arranging on-site visits for investor due diligence, thereby safeguarding investors' right to information.

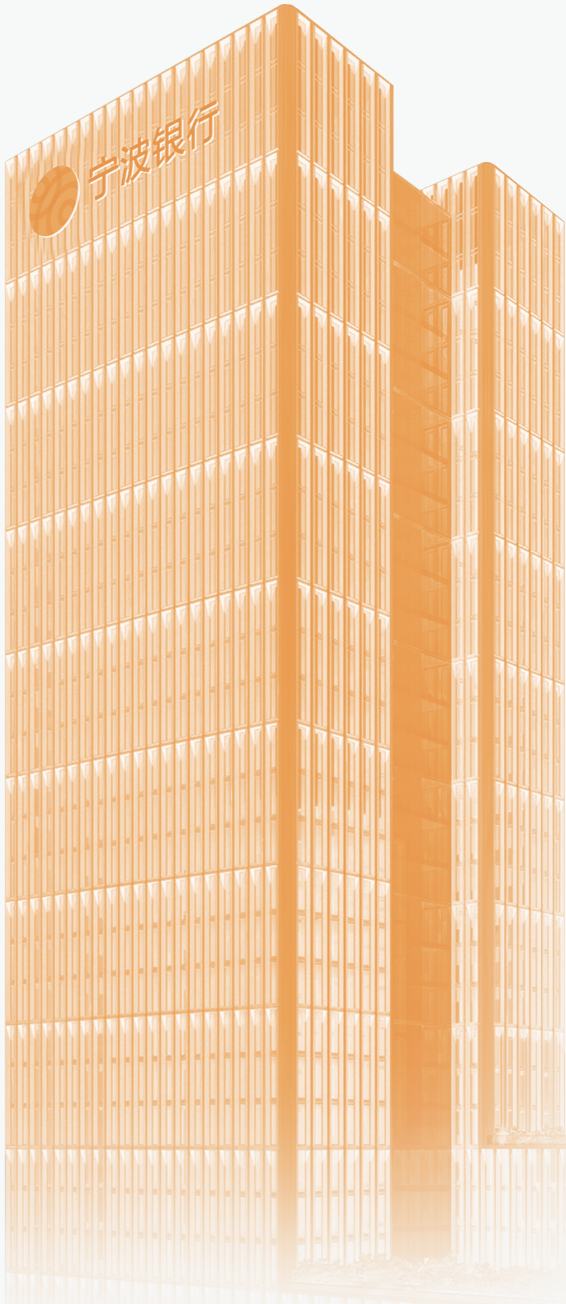
Safeguard Investor Rights

Voting rights are a crucial means for investors to participate in decision-making and safeguard their interests. The Bank strictly adheres to the articles of association and relevant laws and regulations, clarifying procedures for convening shareholder meetings, issuing notices, setting agendas and other processes to ensure investors' voting rights are fully exercised. Prior to shareholder meetings, we provide advance notice of the meeting time, location and agenda items, ensuring shareholders have adequate time to review meeting content and make informed decisions. The Bank also offers online voting, allowing shareholders to participate remotely, significantly enhancing voting convenience and engagement. During shareholder meetings, we engage legal counsel to issue opinions on meeting convening procedures, attendee qualifications, voting processes, and results, ensuring shareholders' voting intentions are accurately reflected.

Strengthen Information Disclosure

Information disclosure is an important channel for investors to understand operational conditions and exercise their right to know. The Bank strictly complies with relevant regulations on information disclosure, having established a comprehensive information disclosure management system that clarifies the processes and responsible entities for disclosure. We disclose in a timely, accurate and complete manner the company's financial status, operational results and other statutorily required basic information, as well as information that may significantly influence investors' decision-making. In the "Company Business Overview" and "Management Discussion and Analysis" sections of our regular reports, we consistently dedicate significant space and use accurate, accessible language to describe the company's business structure and operational conditions to investors. We also provide thorough discussions about the company's future development prospects, enabling investors to gain a clear understanding of our business operations.

The Bank has adopted multiple information disclosure channels to enhance the timeliness and convenience of information disclosure. In addition to traditional formats such as announcements and reports, we utilize new media approaches like graphic-text interactions to improve communication effectiveness, strengthening interaction and engagement with investors. During the reporting period, the Bank issued 51 announcements and released over 120 disclosure documents, maintaining an "A" rating in the Shenzhen Stock Exchange's information disclosure evaluation for listed companies for 16 consecutive years.



Host Investor Research Visits

The Bank places high importance on hosting investor research activities. We have established close communication mechanisms with investors through various channels such as conference calls and on-site meetings. We assemble appropriate reception teams based on the research focus of investors, sharing our business strategies, financial status, business development and future plans in compliance with regulations to ensure professional and in-depth research coverage of key investor concerns. Post-research, we systematically collate investor feedback to continuously optimize investor relations management. During the reporting period, we conducted 16 online research sessions and 21 offline research sessions, engaged in 29 investor interactions via Interactive Easy, reaching over a thousand institutional investors including market-leading industry analysts, fund managers, insurance institutions and QFIs throughout the year.

Conducted online research

16 sessions

Offline research

21 sessions

Engaged in investor interactions

29 time

| Research institution name | Research method |
|-------------------------------------------------------------------|------------------|
| Bocom Schroders Fund Management Co., Ltd. | on-site meeting |
| Penghua Fund Management Co., Ltd. | teleconferencing |
| Dacheng Fund Management Co., Ltd. | on-site meeting |
| China Universal Asset Management Co., Ltd. | on-site meeting |
| Broadway Fund Management Co., Ltd. | on-site meeting |
| Changxin Fund Management Co., Ltd. | on-site meeting |
| CCB Pension Management Co., Ltd. | on-site meeting |
| Shanghai Qushi Asset Management Co., Ltd. | on-site meeting |
| Shanghai Gaoyi Asset Management Partnership (Limited Partnership) | on-site meeting |
| Jingminghe Investment Management Consulting (Shanghai) Co., Ltd. | on-site meeting |
| Morgan Stanley | on-site meeting |
| Oxbow Capital | on-site meeting |
| Janchor Partners | on-site meeting |
| Keystone Investors | on-site meeting |
| Point72 Asset Management | on-site meeting |
| Stillpoint Investments | on-site meeting |
| Symmetry Investments | on-site meeting |
| Allianz Global Investors | on-site meeting |
| Mirae Asset Global Investments | on-site meeting |
| Ward Ferry | on-site meeting |

Partial Investor Relations Activity Records



Hosted Research Visit by UK Asset Management Company Abrdn



Hosted Research Visit by US Fund Management Company Fidelity

Development Results Shared

The Bank implements a continuous and stable profit distribution policy, strictly adhering to the provisions of the Articles of Association to formulate profit distribution plans. Through a sound profit distribution mechanism, we provide investors with reasonable and stable investment returns, fostering mutually beneficial development between the Bank and investors. During the reporting period, Bank of Ningbo formulated the Quality and Return Dual Enhancement Action Plan, effectively enabling investors to share in the company's developmental achievements and enhancing their sense of fulfillment.

| Annual Dividend Status | 2022 | 2023 | 2024 |
|----------------------------------------------|-------|-------|------|
| Cash dividend per share (RMB) | 0.5 | 0.6 | 0.9 |
| Tax-inclusive cash dividend amount (billion) | 33.02 | 39.62 | 59 |

Bank Of Ningbo Cash Dividend Distribution Over the Past Three Years

Complying with Laws, Preventing Risks

Bank of Ningbo adheres to compliance bottom lines and continuously improves the whole-process risk management system. We strengthen compliance culture, enhance internal control mechanisms, elevate digital and intelligent management capabilities, improve risk management capabilities and efficiency, and drive the Bank to achieve sustainable and high-quality development under the premise of controllable risks.

Compliance Management

In accordance with the requirements of the Commercial Bank Compliance Risk Management Guidelines, the Bank has formulated compliance and internal control management systems such as the Bank of Ningbo Employee Compliance Evaluation Management Measures and the Bank of Ningbo Internal Control System Management Measures. We have established a compliance management system featuring Board leadership, Supervisory Board oversight, senior management administration and coordinated collaboration among departments to ensure effective operation of compliance management mechanisms.

Bank of Ningbo Key Initiatives in Compliance Management

In terms of compliance management responsibilities
he Bank has clarified the division of responsibilities among the Board of Directors, the Board of Supervisors, the Senior Management, and the Internal Control and Compliance Management Committee. Legal and Compliance Departments have been established at both the head and branch levels to oversee compliance management for the entire bank and individual branches respectively. Heads of all departments and branch institutions are required to assume primary responsibility for their respective institutions' compliance, ensuring the implementation of compliance management tasks within their organizations.

In terms of product compliance management
the Bank conducts product compliance reviews from multiple perspectives including product models, institutional processes and contract documentation. Simultaneously, we strengthen post-assessment of new products based on operational performance and changes in regulatory and legal environments, promoting continuous optimization of product models to ensure all products consistently comply with laws, regulations and regulatory policies.

In terms of compliance training and advocacy
the Bank has extensively conducted business compliance promotion activities, organized specialized compliance management seminars to explain and exchange information on external regulatory policies, regulatory penalty cases, and compliance key points in practical business operations, aiming to popularize and deepen employees' knowledge of business compliance.

2024 Performance

| | | | |
|---------------------------------------------|-----------------------------------|------------------------------------------|-----------------------------------------------------|
| number of legal training sessions conducted | hours of legal training conducted | number of participants in legal training | number of legal personnel participating in training |
| 14 times | 17 hours | 24,933 persons | 55 persons |

Risk Control

Risk management is the cornerstone of the sound operation of banks. The Bank upholds the risk control philosophy that "managing a bank is managing risks," applies holistic, systematic and bottom-line thinking to balance business development with risk management, improves a comprehensive, organization-wide and whole-process risk management system, fully advances the digitization, systematization, and intelligentization of risk management, and continuously enhances the foresight, accuracy, and effectiveness of risk management.

The Bank implements a matrix-style risk management framework, adhering to unified credit policies and independent credit approval processes. We further improve working mechanisms such as risk early warning, post-loan follow-ups, industry research and supply chain analysis to enhance the professionalism and precision of risk management, striving to minimize all risk-related costs.

Key Areas for Risk Prevention and Control



Credit risk is the most fundamental and important category of risk for banks. The Bank has implemented a series of effective measures to strictly control credit risks, with overall asset quality consistently maintained at a high level. As of the end of the reporting period, Bank of Ningbo has maintained a non-performing loan ratio below 1% for 17 consecutive years.

Bank of Ningbo Credit Risk Control Measures

Implementing a prudent and unified risk preference

Bank of Ningbo adheres to a "matching" risk strategy, guiding under a unified risk preference framework to disperse risks through portfolio diversification and achieve rational allocation of asset structure.

Adhere to a unified credit policy

Bank of Ningbo's Head Office Credit Management Department leads the formulation of credit policies, ensures standardized implementation to maintain consistent risk preferences, and implements an independent centralized credit approval mechanism where all approval officers are vertically managed by the Head Office.

Implement full lifecycle management of collateral

Bank of Ningbo has established an end-to-end collateral management mechanism, optimized collateral admission criteria, standardized guarantee approval processes, and enhanced the profitability, security and liquidity of credit assets. On the other hand, the Bank regulates operational procedures for pledged assets and implements visualized monitoring of collateral status throughout the entire process.

Implementation of an independent post-loan follow-up mechanism

Bank of Ningbo insists on conducting independent follow-ups for new credit customers, completing risk-mitigating follow-ups independently within specified timeframes after customers' first withdrawals or credit utilization.

Implement comprehensive risk warning and monitoring

Bank of Ningbo has established an integrated early warning management system based on a big data warning platform and applied through case-specific warnings, carrying out monitoring of risk suspicions and forward-looking analysis.

Promote risk asset collection through hierarchical categorization

Bank of Ningbo overcomes collection challenges by business segment classification while actively expanding new channels for non-performing asset disposal, thereby enhancing risk resolution capabilities.

The Bank implements an independent approval system where all corporate, retail, personal and interbank credit-related businesses are reviewed by credit approval officers under the centralized management of the Head Office Credit Management Department. Both recruitment and performance assessments of approval officers are uniformly conducted by the head office, ensuring the independence of the approval team, consistency in approval responsibilities and alignment with credit policies. To enhance professional expertise and mitigate credit risks, we categorize credit approval officers into five specialized roles: "Corporate Approval Officer," "Retail Approval Officer," "Personal Approval Officer," "Interbank Approval Officer" and "Technology Innovation Loan Approval Officer," each responsible for reviewing corresponding business types.

| Credit Approval Officer Type | Responsibility |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| corporate approval officer | Responsible for traditional on- and off-balance sheet and bond investment business; Familiarize with the customer base and risk characteristics of the local market, adopting a region-focused approach while incorporating industry-specific approvals. |
| retail approval officer | Responsible for transferring small businesses and online products to manual approval; Responsible for online product access and automated approval model optimization to improve the accuracy and efficiency of big data risk control. |
| personal approval officer | Responsible for the approval of personal loan business; Develop and iterate risk models to provide refined management tools for business approval decisions, thereby enhancing decision-making benefits. |
| interbank approval officer | Dedicated approval of interbank investments, asset pool investments, and credit lines for bill-accepting banks; Establish counterparty and interbank cooperative institution access criteria. |
| technology innovation loan approval officer | Dedicated to reviewing technology and innovation business; Responsible for conducting visits to investment institutions and enterprises, and developing investment access criteria for technology innovation industries and enterprises. |

Prevent Money Laundering

The Bank strictly implements anti-money laundering requirements. In accordance with laws and regulations such as the Anti-Money Laundering Law of the People's Republic of China, and formulated the Bank of Ningbo Anti-Money Laundering and Counter-Terrorist Financing Management Measures and established business operation procedures. We have enhanced customer identity verification and transaction record retention mechanisms, implemented differentiated review processes featuring centralized head office operations and hierarchical scrutiny and strengthened capabilities to identify, assess, prevent, and control money laundering activities and terrorist financing risks through measures such as account opening reviews, monitoring of large and suspicious transactions, risk investigations and assessments, as well as deployment of a risk transaction monitoring system, thereby safeguarding the security and stability of financial order.

The Bank periodically conducts anti-money laundering employee training and public awareness campaigns. Through training, we enhance employees' ability to identify money laundering activities and their preventive awareness, enabling them to better understand and implement anti-money laundering policies and systems while effectively fulfilling their anti-money laundering responsibilities. By conducting anti-money laundering publicity initiatives, we educate the public about anti-money laundering knowledge, raising societal awareness and vigilance regarding money laundering activities.



Anti-Money Laundering Public Awareness Campaign

02

Professional Services

Prioritizing Clients First

Bank of Ningbo adheres to the service philosophy of "sincerely caring for customers" and upholds the service tenet of "professionalism, exclusivity and personalization." By continuously optimizing service processes and enhancing service quality, we are committed to providing customers with a comprehensive, personalized and high-quality financial service experience.

| | |
|------------------------------------|----|
| Protecting Rights, Valuing Trust | 25 |
| Offering Warmth, Serving Sincerely | 29 |
| Educating Clients, Securing Wealth | 31 |

Key Issues

- Protect consumer rights
- Data security and customer privacy protection
- Improve customer service experience



Protecting Rights, Valuing Trust

Bank of Ningbo adheres to the principles of compliance with laws and regulations as well as internal self-discipline, integrating the protection of financial consumer rights and interests into corporate governance, business development strategies and corporate culture development. The Bank establishes and implements effective mechanisms and systems to legally safeguard the legitimate rights and interests of financial consumers.

Development of Consumer Protection Mechanisms

The Bank has established a sound financial consumer rights protection system by formulating regulations such as the Bank of Ningbo Consumer Rights Protection Management Measures and the Financial Consumer Rights Protection Work System of Bank of Ningbo Co., Ltd., creating a clear consumer rights protection management framework. The Board of Directors, as the decision-making body, bears ultimate responsibility for consumer rights protection. Under the Board, the Consumer Rights Protection Committee is dedicated to overseeing and advancing financial consumer rights protection across the entire institution.

The Bank has implemented a consumer rights protection supervision and assessment system, incorporating financial consumer rights protection work into the performance evaluation systems of various departments of the Head Office, branches and employees at all levels to enhance supervision and guidance effectiveness. The Head Office Audit Department is responsible for performing internal audit and oversight duties, conducting independent audits and evaluations of the Bank-wide consumer rights protection work annually, while ensuring the implementation of preventive protection measures and promoting service enhancement.

The Bank places great emphasis on fostering a fair and trustworthy consumer rights protection culture. Internally, we implement hierarchical and categorized training strategies, conducting multi-tiered consumer rights protection training for employees at different levels to enhance internal employee's consumer protection cultural literacy. Externally, we actively carry out diverse financial consumer rights protection education campaigns through various online and offline channels to disseminate relevant knowledge and strengthen consumers' self-protection capabilities.

Bank of Ningbo Launches "3 · 15" Financial Consumer Rights Protection Education

In March 2024, Bank of Ningbo conducted the "315" Financial Consumer Rights Protection Education Campaign, focusing on themes such as "promoting the eight basic rights of financial consumers and enhancing awareness of rights protection," "strengthening the 'Three Appropriateness' principle to guide scientific and rational investment," and "advocating diversified financial dispute resolution mechanisms to improve consumers' legal rights protection capabilities." Through online and offline channels, the campaign addressed the financial needs of various groups with diverse and innovative educational activities. These initiatives helped consumers gain knowledge in an engaging atmosphere, guiding them to "learn, understand, trust, and utilize financial services," thereby advancing high-quality development in financial education during the new development phase.



Bank of Ningbo Launches 2024 "Financial Education Awareness Month"

In September 2024, during the "Financial Education Promotion Month," Bank of Ningbo conducted a series of financial consumer rights protection education activities targeting groups such as the elderly, youth, new urban residents, rural residents, financial personnel, and overseas students. The event site featured a themed puzzle titled "Finance for the People, Charting a New Chapter; Safeguarding Rights and Interests, Preventing Risks," where citizens could receive fun small gifts upon successfully completing the puzzle. Simultaneously, Bank of Ningbo produced themed promotional bags distributed alongside brochures to the public, promoting people-friendly financial measures and methods to guard against illegal financial activities, which attracted widespread participation from citizens.



Bank of Ningbo Yuyao Branch Launches "Gan Da Ji" Financial Promotion

In September 2024, Bank of Ningbo Yuyao Branch, as the lead bank, collaborated with 15 banking and insurance institutions to conduct a financial literacy promotion event titled "Market Fair" at Haiji New City Agricultural Trade Wholesale Market in Yuyao. The branch set up distinctive financial knowledge promotion booths onsite, displaying thematic slogans like "Exercise Caution in Pension Investment, Beware of High Returns" through handheld signage at various stalls. Through disseminating financial knowledge about risk assessment and asset allocation, they guided financial consumers in selecting suitable financial products and services.



Bank of Ningbo Panhuo Sub-branch Conducts Consumer Protection Themed Educational Activities

On 13 March 2024, Bank of Ningbo Panhuo Branch conducted a promotional and educational activity titled "Consumer Protection Fair: Learning with Joy". The event disseminated information on the nature, investment direction, and risk levels of various financial products including deposits, wealth management and funds, advocated rational investment concepts, highlighted financial risks, and assisted residents in making informed investment decisions by selecting financial products appropriate to their needs.



Customer Inquiries and Complaints

The Bank places high importance on listening to customer feedback, actively expanding diversified communication channels to understand customer needs and opinions. We have established systematic processes to organize and document customer input, ensuring every voice is heard. We regularly conduct customer satisfaction surveys through questionnaires and other methods to gauge clients' subjective perceptions and satisfaction levels regarding our products and services. This enables us to continuously enhance service quality and better meet customers' diversified needs.

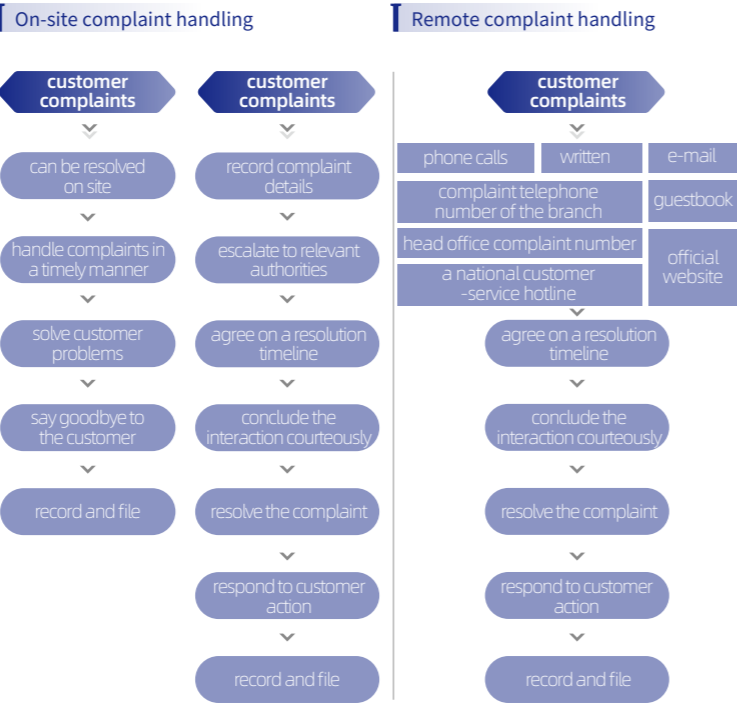
Bank of Ningbo Customer Feedback Dynamic Feedback Mechanism

App customer satisfaction survey
After the launch of new activities or features, push questionnaires to customers to gather feedback on their user experience, and utilize constructive suggestions as directions for improvements in future versions.

95574 customer hotline
Online specialists from Bank of Ningbo directly connect with customers to listen to feedback, which is then relayed through relevant management systems to responsible departments for direct handling.

Head Office employee grassroots visits
Every Friday, collect and compile customer feedback issues from various branches, organize specialized discussions with the General Manager's Office and relevant departments the following week, and provide solution responses after discussions.

The Bank continuously simplifies customer complaint requirements, optimizes handling procedures and enhances procedural standardization. We prominently display complaint hotlines, consumer protection hotlines, mailing addresses and email addresses on our official website homepage, mobile client, prominent locations in business premises and service contracts. For received consumer complaints, responsible departments implement complaint resolution processes, implement practical and effective measures to resolve customer issues, and provide responses within stipulated timeframes.



Bank of Ningbo Customer Complaint Handling Process

| Index | | Unit | 2024 Performance |
|-------------------------------------------|----------------------------|--------|------------------|
| number of complaints | | number | 3,724 |
| number of processed complaints | | number | 3,724 |
| proportion of complaints by business type | loan business | % | 64.0 |
| | credit card business | % | 16.6 |
| | wealth management business | % | 3.3 |
| | others | % | 16.1 |
| percentage of complaints by region | Zhejiang Province | % | 71.4 |
| | Jiangsu Province | % | 15.0 |
| | Shanghai | % | 7.2 |
| | Guangdong Province | % | 3.2 |
| | Beijing | % | 3.2 |

Personal Financial Information Protection

The Bank has always strictly complied with relevant laws and regulations regarding personal information protection. We have established management systems such as the *Bank of Ningbo Consumer Financial Information Protection Management Measures*, adhering to the principles of legality, transparency, and necessity when prudently collecting and using customers' personal information. For information required within essential business scope, we clearly inform users about the types of collected information, specific application scenarios, as well as the purpose and scope of each piece of information, ensuring that all data collection obtains users' explicit authorization and consent.

The Bank strictly implements the data security responsibility system. We have established a Computer Information System Security Leadership Group, chaired by the Chairman of the Board with a Deputy Governor as vice-chair, responsible for approving information security strategies, comprehensively guiding, managing, and overseeing information security work, while coordinating cybersecurity issue resolution. We formulated institution-wide policies including the *Bank of Ningbo Information Security Strategy and Guiding Principles* and the *Bank of Ningbo Computer and Information System Security Management Measures* covering organizational, personnel and asset domains, with dedicated personnel conducting annual reviews to maintain regulatory effectiveness. During the reporting period, Bank of Ningbo successfully passed the ISO 27001 Information Security Management System re-certification and was awarded the title of "Annual Security Management Model Institution for Mobile Financial Clients" by Beijing National Financial Certification Center.

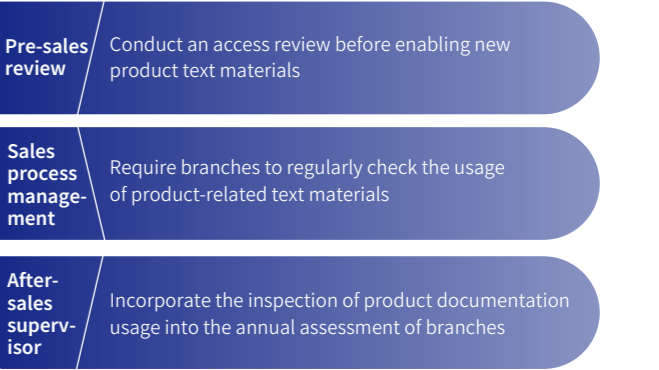


Bank of Ningbo Information Security Management System Certification Certificate

The Bank extends information protection and data security standards to partners, explicitly requiring them to fulfill confidentiality obligations for business data and customer information. When selecting IT suppliers, we focus on evaluating whether their IT governance framework is robust, whether their risk control measures are rigorous, and whether they possess the technical capabilities to meet requirements.

Product Sales Appropriateness

The Bank adheres to the principle of appropriateness in product sales, focusing on reviewing the implementation of consumer rights protection measures across multiple dimensions including product documentation examination, compliance reviews of product development planning and sales, as well as post-sale supervision, thereby comprehensively safeguarding the legitimate rights and interests of consumers.



Consumer Protection Review of Consumer-Oriented Product Documentation

Bank of Ningbo Product Consumer Rights Protection Review Procedures

During the product development phase
Bank of Ningbo conducts research and evaluation of new products based on market changes and customer demands, focusing on feasibility studies from compliance control, risk management, and product profitability perspectives. The concept of consumer rights protection must be integrated throughout the new product design and development process, ensuring that respect for and protection of consumer rights are fully reflected in product/service pricing management, agreement formulation, and admission procedures.

During the product sales phase
Bank of Ningbo designates its Consumer Protection Department to review management systems for new products and thoroughly integrate consumer rights protection content into all consumer-facing documentation. The Bank strictly regulates sales practices, recommending appropriate financial products and services to clients based on their risk preferences, risk perception capabilities, and risk tolerance levels during the sales process.

During the post-sales phase
Bank of Ningbo regularly conducts audio and video recording monitoring, performing routine compliance inspections on sales behaviors through monthly methods such as reviewing recordings, employee interviews, and customer follow-ups, while also conducting occasional special sales behavior inspections and internal audit checks.

Offering Warmth, Serving Sincerely

Bank of Ningbo is dedicated to providing exclusive services for all types of customers. We have been continuously optimizing our service processes and enhancing service quality, delivering efficient daily services and tailor-made exclusive solutions with professional expertise and meticulous attention to detail.

Targeted Thoughtful Service

The Bank is committed to meeting the diversified financial needs of various customer groups. By adhering to professional empowerment and long-term partnership, we have established a comprehensive product system that builds a six-category portfolio framework centered around asset allocation. This framework encompasses cash management, fixed income, equities, insurance and legacy planning, and alternative assets, designed to provide tailored financial solutions that best meet the needs of different types of clients.

Bank of Ningbo Offers Exclusive Benefits for Teacher Customers

Bank of Ningbo has tailored exclusive benefits for teacher clients through co-branded cards, aligning with their preferences. Key initiatives include: Customized co-branded platinum card designs; A dedicated Teachers' Zone on the "Beautiful Life" platform offering exclusive cardholder privileges; Specialized campaigns featuring "1 exclusive wealth management product + 1 holiday flower bouquet + Beautiful Life" packages; Comprehensive services including offline gardening-themed lectures and other integrated offerings.



The Teacher Respect Card Offers Exclusive Benefits to the Educator Community

Bank of Ningbo Launches Exclusive Services for Families with Childre

Bank of Ningbo provides "Baby Exclusive" basic financial services for parent-child families. In response to parents' needs for cultivating their children's comprehensive qualities, the Bank collaborates with local social institutions such as fire departments and hospitals in the areas where its branches are located, offering children free social career experience opportunities.



Mobile Banking "Ning Baby" Zone



Summer Study Tour Activities

Bank Of Ningbo Offers Exclusive High-End Benefits to Wuxi Entrepreneurs

As the sole issuer of Wuxi City's first city-level credit co-branded card nationwide, Bank of Ningbo delivered the "Zhenxin Zunxiang Card" carrying care and sincere respect to outstanding entrepreneurs in Wuxi. The card provides premium privileges including business reception, medical and healthcare services, cultural and sports activities, and financial privileges, concretely implementing Wuxi City's heartfelt care and support for entrepreneurs.



Diversified Elderly Care Services

The Bank fully practices the service philosophy of "respecting, loving, assisting, and serving the elderly," continuously strengthens elderly care service provision. Centered around three major scenarios - elderly care industry, pension planning, and elderly care services - we focus on four dimensions: "elderly care finance, senior-friendly emotional support, healthy aging lifestyles, and beneficial products for seniors." We persistently improve our dedicated elderly care financial service system, comprehensively helping senior clients achieve "security in old age," "dependence in old age," "joy in old age," and "fulfillment in old age."

Bank of Ningbo Pension Service System

In the financial sector of the elderly care industry

We collaborate with institutions such as the Aging Industry Association to provide multi-tiered financing services for clients in related sectors. Through inclusive loan products, we address the working capital needs of various elderly supplies distributors, as well as operational requirements including renovation, decoration, and equipment procurement for elderly care service institutions.

In the field of pension finance

We have established a team of pension finance and wealth experts, launched a dedicated "Silver Age Card" for elderly customers, and implemented an asset allocation strategy focused on "low risk and stable returns" based on their risk tolerance and wealth management needs, ensuring the security of pension funds through wealth management.

In the realm of elderly care financial services

We will establish the Elderly Academy, developing courses across three domains: fraud prevention security, financial literacy, and wealth management. These courses will educate senior clients about RMB knowledge, telecom fraud prevention techniques, and wealth management concepts. Concurrently, we will launch exclusive benefits and themed day activities to support inclusive elderly care initiatives.

- 01

Create a retirement financial brand
- 02

Form a volunteer team
- 03

Update a batch of elderly-friendly service branches
- 04

Establish a Silver Age Elderly Respect Academy
- 05

Establish a green service channel
- 06

Build a serene and enjoyable aging platform
- 07

Build a senior-friendly service area
- 08

Tailor a range of financial support

Bank of Ningbo Key Initiatives for Elderly Care Services

Educating Clients, Securing Wealth

Bank of Ningbo actively practices the political and people-oriented nature of financial work. The Bank focuses on key areas and challenging issues of concern to financial consumers, organizing various activities in multiple forms, platforms, and categories for different groups to popularize financial knowledge and enhance public financial literacy.

Advocate Rational Investment

The Bank has established an Investor Education Zone on the APP, featuring columns such as "60 Seconds to Learn Investment and Wealth Management", "Weekly Preview", and "Bank Wealth Weekly". These sections share financial knowledge in accessible language, recommend popular financial science books, and guide investors to establish correct investment concepts.



The Bank collaborates with multiple professional wealth investment institutions, providing clients with professional insights by addressing events closely related to investors' lives, and offering continuous support throughout their investment journey. During the reporting period, Bank of Ningbo organized numerous large-scale investment strategy conferences, inviting renowned industry experts to conduct market analysis and using easily understandable language to help investors grasp product operations and identify investment opportunities.



Prevent Financial Fraud

The Bank has expanded the coverage of anti-fraud awareness campaigns through multiple online and offline channels, exposed fraudulent tactics and strengthened public education and warnings, ensuring anti-scam knowledge becomes deeply rooted among the public. By collaborating with all sectors of society, we jointly foster an anti-fraud environment characterized by "universal awareness, participation, and resistance," working to safeguard every individual's property safety and social stability.

Bank of Ningbo Launches "Strengthening Risk Prevention, Warm Financial Services" Financial Knowledge Promotion Campaign

On June 13, 2024, Bank of Ningbo launched the "Financial Knowledge Mileage Tour" event titled "Strengthening Risk Prevention, Warm Financial Services" in the community. The event featured diverse interactive segments including "Anti-Fraud Arrow Pitching Challenge," "Fraud Scheme Ring Toss," and "Security Quiz Wheel," attracting participation from three generations of residents (senior, middle-aged, and young). These engaging activities effectively disseminated financial knowledge to households across the neighborhood.



Bank of Ningbo Beijing Chaoyang Branch Collaborates with Police to Jointly Build Anti-Fraud Defense Line

On the afternoon of October 18, 2024, Bank of Ningbo Beijing Chaoyang Branch and the local police station jointly organized an anti-fraud education event titled "Beware of New Fraud Tactics, Don't Be a Tool for Telecom Fraud" at the Affiliated High School of Beijing Normal University. The activity explained ten recently prevalent fraud cases, distributed anti-fraud manuals, and encouraged students to build a strong line of defense against scams together with their families.



Bank of Ningbo Jiaxing Pinghu Sub-Branch Enters the University for the Elderly to Promote Anti-Fraud Knowledge

Bank of Ningbo Jiaxing Pinghu Sub-branch entered Pinghu Senior Citizen University to conduct an anti-fraud awareness campaign. Employee members delivered on-site lectures and distributed informational brochures, explaining the characteristics, risks, and prevention strategies of telecom and cyber fraud crimes to elderly attendees. Special emphasis was placed on exposing pension-related fraudulent schemes, urging participants to remain vigilant and strengthen their resistance against telecom and online fraud.

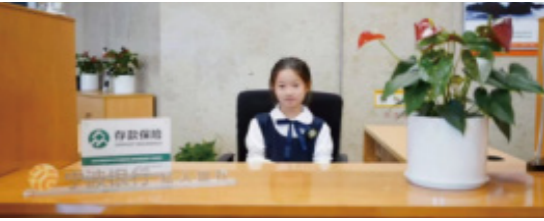


Popularize Financial Literacy

The Bank is committed to fostering practical skills among teenagers by establishing a dedicated section for children's financial literacy courses on its mobile banking platform. We offer financial education to families with children, collaborate with local community resources to apply financial knowledge in practice, and teach children basic financial concepts and wealth management principles, helping them develop a proper understanding of wealth from an early age.

Bank of Ningbo Launches "Little Banker" Career Experience Activity

Bank of Ningbo conducted an offline "Little Banker" career experience activity, inviting children and parents from schools and educational institutions across various age groups to visit branch outlets for practical engagements. The event allowed children to explore bank operations, learn currency knowledge, and experience daily tasks of bank employee such as account opening, banknote counting, and customer greeting, ultimately helping them develop proper financial awareness.



03

Joint Efforts

Building a Harmonious Society

Bank of Ningbo adheres to the philosophy of "Professionalism Creates Value," leveraging the dual engines of "Expertise + Technology" to closely focus on enterprises' full lifecycle needs, continuously enrich financial service solutions, and strive to become a vital force in supporting the real economy and promoting social prosperity.

| | |
|-------------------------------------------------------------------|----|
| Focusing on Core Duties, Empowering Real Economy | 35 |
| Returning to Basics, Nurturing SMEs | 37 |
| Focusing on Innovation, Driving Technological Advancements | 39 |
| Rooted in the Local Community, Serving People's Livelihood | 42 |

Key Issues

- Digital transformation management
- Fintech innovation
- Align with the national strategy
- Serve the real economy
- Deepen inclusive finance
- Promote rural revitalization
- Public welfare activities and community participation



Focusing on Core Duties, Empowering Real Economy

Bank of Ningbo adheres to the business philosophy of "focusing on core business and serving the real economy," consistently treating service to the real economy as both the starting point and ultimate goal of its operations. By concentrating on primary responsibilities, continuously innovating financial products, and improving service efficiency, the Bank strives to enhance the intensity, depth, and breadth of its financial services.

Innovative Financial Products

The Bank centers on customers' full lifecycle needs, continuously innovates around business operating cycles and upstream/downstream industry chains, constantly optimizes product structures, enhances product functionalities, and actively builds a financial product system with extensive coverage and multi-tiered services. We provide professional and comprehensive financial service solutions to deliver more robust and all-encompassing financial support for enterprises' high-quality development.

The Bank not only meets corporate financing needs but also considers the development stages of enterprises, providing comprehensive financial products and services including fund settlement, cash management, international financial services, and wealth management. Through online and mobile platforms, we support corporate growth and development with digitalized products and services.

Bank of Ningbo Platform System

| BoBo Zhiliao | Wonderful Life | Equipment Home |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| enterprise comprehensive service platform | life rights comprehensive service platform | specialized platform for equipment niches |
| <ul style="list-style-type: none">carbon calculation and declarationwater, electricity, and gas energy managementcross-border logistics transportationoverseas customer acquisition assistantcross-border e-commerce overseas expansion services | <ul style="list-style-type: none">brand discount benefitsregional characteristic benefitsplatform scenario benefits | <ul style="list-style-type: none">new device marketused equipment direct saleequipment financingreplacement policyexpert consultation |

The Bank is committed to leveraging its professional expertise to empower the high-quality development of the real economy. Building upon industry-leading digital capabilities such as big data analysis, cloud computing and artificial intelligence, we have launched the Kunpeng Treasury Service Solution. With specialized precision, our "Five Comprehensive" service system safeguards management upgrades, contributing financial strength to help enterprises comprehensively enhance lean, intensive, and intelligent levels of capital management.

鲲鹏司库

借司库升级迭代之势 助企业鲲鹏发展之志

鲲鹏司库是宁波银行服务大型企业集团业务发展的新引擎，依托大数据风控、云计算和人工智能等先进技术能力，构建起44项业务、超1000项功能、超100项上市公司合规服务功能，覆盖行内资深专家团队服务，助力企业转型升级，为企业发展赋能。

Bank of Ningbo Treasury Construction Innovative Service Solution

Bank of Ningbo Product System

Treasury Master

Treasury Master is a treasury management platform launched by Bank of Ningbo to meet the digital operation needs of enterprises. Centered on open integration, focuses on scenario-based applications, digital ecosystems, mobile office solutions, and 24/7 operational maintenance, helping clients enhance financial efficiency, increase capital returns, and reduce financing costs.

Invoice Good Manager

Bank of Ningbo's "Invoice Good Manager" service, centered around the bill lifecycle and focused on integrated asset management, has established a diversified service system covering all scenarios including corporate online banking, treasury management systems, corporate apps and direct bill connectivity, providing enterprises with comprehensive bill financial services and asset management solutions.

Foreign Exchange Gold Manager

Foreign Exchange Gold Manager is a professional online foreign exchange platform developed by Bank of Ningbo through in-depth analysis of the foreign exchange management needs of cross-border trade and investment enterprises at different stages, innovatively integrates over 200 functions using big data, cloud computing, biometric recognition and artificial intelligence technologies, delivering customers an ultimate foreign exchange experience characterized by full-cycle services, mobility and open architecture.

Investment Bank Smart Manager

Investment Bank Smart Manager adopts a "Bond + Equity" dual-engine driven approach with comprehensive empowerment, facilitating high-quality development in corporate bond issuance and the equity ecosystem. The Bond version, as the market-first intelligent full-process bond business management platform, has maintained its leading position through continuous updates and iterations. The Equity version was newly upgraded in 2025, providing real-time access to equity ecosystem insights and empowering stakeholders through its "Three Databases" resources (GP, LP, and Project), thereby driving the development of new quality productive forces.

Empower Key Areas

The Bank continues to strengthen high-quality financial empowerment in key sectors, focusing on advanced manufacturing, private and small/micro enterprises, and import-export businesses. Centered on critical demand areas including exchange rate management, interest rate management, financing management, and wealth management, we fully leverage professional advantages in personnel, products, and institutional systems to persistently provide comprehensive financial services to a broad range of corporate clients in the real economy.

Bank of Ningbo Drives the Development of New Quality Productivity Through its Industrial Digitalization Services

Bank of Ningbo empowers enterprises to enhance operational and management efficiency through financial technology. The Bank has developed solutions for various segments such as automotive parts, home appliance injection molding, equipment manufacturing, metal processing, and apparel/-textile industries, covering processes including planning, design, procurement, quality control, equipment management, warehousing, finance, and energy management. Through intuitive data analysis, we help enterprises visualize production processes, identify inefficiencies in production scheduling, manufacturing, inspection, and other workflows, thereby improving overall production efficiency.



Bank of Ningbo Launches Technology Chain Service to Help Enterprises Access Technical Resources

Bank of Ningbo launched the "Technology Chain Link" service to assist enterprises in need of product innovation and technological upgrading by providing expert matching, technology sourcing, and resource integration services. The "Technology Chain Link" facilitates technical expert consultations for R&D status diagnosis and research direction forecasting through "Expert Consultations," "Visits to Research Institutes," and "Testing & Certification." During the reporting period, the Bank organized technology-sourcing initiatives such as "Visits to the Zhejiang Research Institute of Tianjin University" and "Visits to Shanghai Jiao Tong University," establishing dialogue platforms between enterprises and scientific research institutions.

Maxwealth Financial Leasing Responds to the Equipment Renewal Strategy to Assist Enterprises in Their Digital and Intelligent Transformation

During the process of digital and intelligent transformation, enterprises inevitably need to establish new production lines and procure new equipment. Maxwealth Financial Leasing actively responds to the national equipment renewal strategy by utilizing financial leasing tools and leveraging the advantages of its "Equipment Home" platform. This comprehensively addresses four key needs of enterprises: purchasing new equipment, revitalizing old equipment, enabling green and low-carbon production, and facilitating online rapid financing. The series of initiatives launched by Maxwealth Financial Leasing—including cash rebates for machinery purchases, industrial product discounts, interest reductions for financial leasing, equipment insurance subsidies, and interest-free installment plans—have cumulatively served over 30,000 enterprises across 18 provinces (municipalities) and helped nearly 10,000 companies reduce equipment renewal costs.



Returning to Basics, Nurturing SMEs

Bank of Ningbo has always remained true to its original aspiration of development, adheres to the fundamental purpose of finance, and has long maintained the business strategy that "large banks can't do well, and small banks can't do it", deeply cultivates services for small, medium and micro enterprises, providing "simple, convenient, and efficient" comprehensive financial services to small businesses.

Inclusive Finance Management Mechanism

The Bank actively implements financial services for small and micro enterprises, establishing a financing coordination task force to integrate internal departmental resources and enhance frontline institutions' support for SME loans. We specifically formulated the "Bank of Ningbo Inclusive Credit, Agricultural-Related Credit 尽职 Review and Accountability Management Measures" to refine the 尽职免责机制 for inclusive credit, eliminating lending personnel's concerns during loan processes and strengthening their confidence to lend proactively and willingly.

Improve internal organizational development

The Head Office has established a Leading Group for Inclusive Finance Work, under which an office is set up within the Retail Corporate Banking Department of the Head Office. The Retail Corporate Banking Department of the Head Office is responsible for leading the organization, coordination, supervision, and guidance of various departments at the Head Office and branch institutions in carrying out inclusive finance work. Simultaneously, it defines the requirements for inclusive finance support work of relevant departments.

Improve the internal incentive mechanism

Inclusive finance loans related indicators are incorporated into the annual assessment system for the principal responsible persons and the responsible leaders in charge of the institutions, serving as a key reference for evaluating work performance. Through the assessment linkage mechanism, responsibility undertaking and execution intensity are strengthened to ensure the top-down implementation of policy directives across all levels, thereby driving continuous optimization of the quality and effectiveness of universal benefit financial services.

Implement exclusive preferential policies

To provide inclusive small and micro enterprises with multiple preferential measures, including capital cost discounts, tax incentives, economic capital cost concessions, and subsidies for new balance increments, aimed at reducing their financing costs and supporting their development.

Enhance the Guarantee of Inclusive Resources

The Bank actively implements the "Four Specialized" model in small and micro financial services - "dedicated institutions, exclusive policies, professional services, focused research" - while maintaining credit resource allocation tilt. We continuously enhance inclusive small and micro loan distribution and implement exclusive preferential policies to promote inclusive lending. By designing proactive credit systems and financial service solutions for small businesses, we develop financial products like "Online SMEs Loan" and "Export Extreme Loans" based on actual operational scenarios. These offerings precisely address financing pain points through simplified application materials, extended credit terms, and improved processing efficiency, flexibly meeting short-cycle, high-frequency capital turnover needs of small enterprises.

Online SMEs Loan

The Online SMEs Loan product is a purely online credit loan offered by Bank of Ningbo for small and micro enterprises that regularly pay taxes, featuring fully digital application, approval, and disbursement. Solely based on tax credit and payment records, SMEs can obtain a credit line of up to RMB 3 million in as little as 10 minutes from application to withdrawal and disbursement, providing convenient online credit loan services for small and micro enterprises.

Export Extreme Loan

As a financial institution directly connected to the State Administration of Foreign Exchange's blockchain platform, Bank of Ningbo has leveraged big data resources to launch "Export Extreme Loan", a credit trade financing solution for export-oriented small and micro enterprises, offering up to USD 2 million in credit lines. This product integrates two core functions from the Cross-border Financial Blockchain Service Platform: "Export Accounts Receivable Pledge Financing" and "Enterprise Cross-border Credit Information Authorization Verification". Enterprises only need to submit financing applications, and the system automatically completes verification of customs declaration information and calculation of financing balances, significantly enhancing financing efficiency.

As of the end of the reporting period, Bank of Ningbo's inclusive small and micro enterprise loan balance reached RMB 219.941 billion, marking an increase of RMB 34.102 billion with 18.35% grow up from the start of the year. The number of MSE borrowers stood at 277,800 households, representing a net addition of 44,700 households compared to the beginning of the year. The non-performing loan ratio for these inclusive MSE loans was 1.70%. The annualized interest rate for inclusive MSE loans disbursed during the year (excluding bills) stood at 5.55%, a decrease of 0.60 percentage points from the start of the year.



Supporting Small and Micro Enterprises in Global Expansion

The Bank has deeply cultivated regional markets, leveraging our unique strengths to provide enterprises with comprehensive services in overseas investment and international finance. We actively utilize cross-border financial services to assist small and micro enterprises in expanding overseas markets, offering robust support in capital settlement and risk management. We deliver "12+6" one-stop integrated services and solutions, covering over 30 countries and regions including Southeast Asia, Europe, North America, Latin America, the Middle East and North Africa, driving high-quality internationalization of enterprises. We advanced foreign exchange business expansion reforms, broadened the coverage of foreign exchange management reforms, and significantly enhanced facilitation of cross-border trade, investment, and financing.

Bank of Ningbo Wuxi Branch Hosts 2025 Amazon Seller Launch Conference

On October 24, 2024, Bank of Ningbo Wuxi Branch collaborated with Wuxi Municipal Commerce Bureau and Wuxi E-Commerce Association to host the 2025 Amazon Seller Launch Conference Wuxi Station. During the event, Bank of Ningbo employee addressed various queries from participating enterprises regarding brand globalization and formulated tailored overseas expansion strategies based on different brands' characteristics and needs, assisting them in smoothly embarking on international ventures. Bank of Ningbo will continue providing innovative marketing solutions to jointly explore global markets, support successful business 出海(overseas expansion), and help enterprises shine brightly in the international market to achieve mutual success.



Bank Of Ningbo Shaoxing Branch Provides On-Site Services for the China Import and Export Fair

To better serve import and export enterprises in the regional market and support foreign trade development, Bank of Ningbo's Shaoxing Branch joined the financial support delegation organized by Shaoxing Municipal Commerce Bureau to participate in the China Import and Export Fair (Canton Fair). The branch deployed an 18-member on-site service team, customized foreign exchange solutions, and provided full-cycle order management services spanning from contract signing, inventory preparation to foreign exchange collection. This comprehensive support mechanism served over 600 participating Shaoxing enterprises, effectively assisting them in expanding international markets.



Bank of Ningbo Suzhou Branch Collaborates with the Commerce Bureau to Host Pre-Canton Fair Training

On October 14, 2024, Bank of Ningbo Suzhou Branch collaborated with Suzhou Municipal Bureau of Commerce to host a pre-Canton Fair training session. The meeting facilitated in-depth discussions on core topics of widespread concern to participating enterprises, including overseas market expansion and exchange rate dynamics. Bank of Ningbo introduced "Bobo Zhiliao" overseas customer acquisition assistant, carbon tariff declaration services, and foreign exchange financial management integrated solutions, providing robust customer acquisition support for exhibitors.



Driving Business Upgrades

The Bank integrates advanced financial technology into four key areas: customer experience, financial products, marketing and business operations, and internal management. Leveraging large-model AI technology, explores multimodal data intelligence solutions to automate business processes and enhance operational efficiency.

| Financial Technology Application | Practical Implementation |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Enhancing customer experience Optimizing processes to improve service quality.</p> | <p>Redefining customer workflows: Utilizing customer satisfaction data to refine key business processes, improving service efficiency and reputation.</p> <p>Upgrading intelligent services: Leveraging big data and AI to offer personalized, innovative financial services.</p> |
| <p>Expanding financial products Enhancing development capabilities for customized financial solutions.</p> | <p>Standardization and modularization: Implementing standardized frameworks and modular design to accelerate development and respond to market demands swiftly.</p> <p>Strengthening inclusive finance: Establishing precise, efficient risk control systems to ensure financial security and broaden service coverage.</p> |
| <p>Optimizing marketing and business operations Using digital technologies to refine customer engagement.</p> | <p>Precision marketing: Developing targeted marketing and customized service strategies to enhance customer reach.</p> <p>Omnichannel integration: Creating a seamless online-offline business ecosystem to continuously improve marketing effectiveness and customer experience.</p> |
| <p>Improving internal operations Enhancing efficiency through big data and AI.</p> | <p>Process automation: Utilizing OCR and NLP technologies to streamline operations and reduce costs.</p> <p>Risk management: Implementing an intelligent risk control system for end-to-end digital risk monitoring and real-time alerts.</p> |

Empowering Enterprise Innovation

The Bank provides industrial digital management consulting services through its Bobo Zhiliao platform, focusing on process optimization, efficiency improvement, and management innovation to support business growth. By promoting an industry-specific AI platform and developing an enterprise-grade AI integration hub, the Bank unifies AI asset management. As of the reporting period, this AI hub has been deployed across more than 300 business scenarios, significantly enhancing customer service capabilities and operational efficiency.

Upgrading ERP Systems for a Technology Company in Jiangyin

The Bank designed an optimization plan centered on financial oversight, supply chain integration, and production efficiency. By refining business processes and master data management, the company improved financial reporting timeliness by 100% and production planning accuracy by 43%, saving over RMB 3 million annually.

AI hub business scenarios

300+



Focusing on Innovation, Driving Technological Advancements

Bank of Ningbo is committed to the vision of developing a smart bank driven by financial technology. Upholding the principles of systemization, digitalization and intelligence, the Bank follows a strategic direction of integrated innovation and transformational upgrading. By leveraging technological empowerment and innovation, continuously enhances its overall capability in financial technology services.

Building a Financial Technology System

To achieve this vision, the Bank has established a Digital Transformation Strategy Committee and a Financial Technology Management Committee to accelerate the deep integration of digital transformation and financial technology. We implement the "12345" strategy and formulated the Financial Technology Development Plan (2022-2025) to provide a strong technological foundation for long-term development. Adhering to ethical standards in scientific research, the Financial Technology Management Committee has set up the Bodo Innovation Fund Review Group, the Information Technology Risk Management Group and the Information Technology Project Management Group to ensure the efficient execution of technology projects, fostering innovation that drives societal progress.

The Bank has developed a business-driven technology integration framework that enhances organizational collaboration. The Financial Technology Department comprises seven R&D centers, which, along with the management center, data center, testing center, and experience center, form the "Eleven-Center" structure. This framework focuses on product management and customer experience enhancement. IT support teams from various business units and financial technology departments at branch levels work together to establish a seamless digital collaboration system. To strengthen financial technology talent development, the Bank has implemented a comprehensive talent strategy covering selection, utilization, training and retention. The Bank also established incentive mechanisms for both individuals and projects to attract, nurture, and deploy technological talent. The Bank's financial technology expert team plays a crucial role in tackling technical challenges, optimizing system architecture, and empowering talent, thereby providing essential support for technological innovation and digital transformation.

Optimizing Production Planning for a Semiconductor Company in Suzhou

The Bank assisted a Suzhou-based semiconductor firm in implementing an Industrial Internet of Things (IIoT) upgrade and developing an intelligent scheduling system. By collecting real-time equipment data and digitalizing production scheduling, workflow efficiency improved by 11.3%, adding RMB 80 million in annual production capacity.



Building a Digital Risk Control System

The Bank has established a comprehensive digital risk management system covering data processing, risk assessment, risk decision-making, and risk monitoring. This system integrates multiple technologies to identify risk patterns, ensuring a closed-loop risk management process.

Core Functionalities of the Digital Risk Control System

Data Processing

Developed a data gateway and a variable center as key components. The data gateway unifies external data queries, while the variable center processes internal and external raw data into feature variables (e.g., credit, social security, tax records) to support risk assessments.

Risk Assessment

Uses statistical methods and machine learning to extract new features, strategies, and models. AI technologies such as image clustering, liveness detection, and visual feature extraction are employed to identify fraud risks and enhance predictive capabilities.

Risk Decision-Making

Built an execution platform integrating rule-based and model-driven risk assessment tools, including decision tables, scorecards, decision trees, and machine learning models. A comprehensive management framework governs model development, validation, deployment, evaluation, and decommissioning to ensure regulatory compliance and efficiency.

Risk Monitoring

Implemented a risk control experiment system featuring model backtesting, replay mechanisms, phased releases, automated validation, and real-time monitoring to enable swift risk identification and response.

Intellectual Property Protection

The Bank encourages research and development personnel to actively participate in intellectual property initiatives, established a fintech innovation fund to support the exploration of new business models, marketing methods, and management tools. Additionally, initiatives such as fintech application innovation competitions foster a strong culture of innovation. As of the end of the reporting period, Bank of Ningbo had filed 75 invention patent applications and 68 software copyrights. During the year, has obtained authorization for 20 invention patents, 1 design invention patent, and 21 software copyright applications.

The Bank places great emphasis on intellectual property protection and has formulated a series of policies, including the Information Technology Intellectual Property Protection and Software Legalization Management Measures of Bank of Ningbo. These policies establish a comprehensive intellectual property management system covering strategic planning, regulatory processes, performance incentives, external collaborations, and awareness training. A well-structured patent application and management mechanism ensures end-to-end protection of intellectual property rights. In terms of external collaboration, the Bank adopts a project-based approach to engage professional agencies, enhancing both the quantity and quality of patent applications. For awareness and training, dedicated personnel participate in practical training on expedited patent examination, strengthening employees' intellectual property management capabilities.

Rooted in the Local Community, Serving People's Livelihood

Bank of Ningbo remains committed to the social responsibility principles of fairness and integrity, customer care, employee well-being, public welfare, environmental protection, and giving back to society. Through financial technology innovation, support for public welfare initiatives, and the expansion of convenient services, the Bank contributes to social harmony and continuously delivers efficient, high-quality financial services to community residents.



Supporting the Optimization of Medical Resources

The Bank leverages digital solutions to improve the allocation of medical resources, enhance patient experiences, and address key challenges such as high medication costs and accessibility. In collaboration with government agencies and healthcare institutions, and based on local needs, the Bank has established a support framework for digital healthcare solutions and developed multiple digital medical systems, significantly improving the convenience and efficiency of healthcare services.

Introduction of the Digital Medical System

| Digital medical system | Key functions |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Shortage drug inquiry and smart diagnosis system | · Enables residents to check the availability and distribution of medicines, facilitating access to designated hospitals for purchases. |
| Hospital and nutritional meal delivery system | · Patients can place meal orders via bedside QR code scanning or the hospital's WeChat account, with customized menus available for VIP wards. · Allows patients to purchase prescribed medications by scanning a QR code on their prescription, with direct delivery to their hospital bed. · Provides essential care packages, wheelchair rentals, and post-surgery nursing services, enhancing inpatient convenience. |
| Elderly care center caregiver management system | · Supports caregiver and patient management, including service evaluations and nursing fee management. · Patients can provide service feedback through QR code scanning to improve caregiver service quality. · Enables detailed management of patient wards, bed assignments, and nursing costs. |

Deepening the Convenience of Public Service

The Bank continues to expand its convenience services and collaborate with the government to establish diversified service platforms, providing the public with easy access to government and public services. Our services extend into communities, covering both administrative and daily needs, promoting cooperation between banks and government, and bridging the "last mile" in service delivery.

Bank of Ningbo Suzhou Branch Gusu Sub-branch Launches the First "Government Affairs + N" Bank-Government Cooperation Window

The Bank of Ningbo Suzhou Branch Gusu Sub-branch has launched the first "Government Affairs + N" bank-government cooperation window. Combining government self-service kiosks and certificate self-printing machines, this service offers one-stop service to customers. The service window covers four major modules: "Government Affairs," "Public Services," "Convenience Services," and "Regional Integration Services," providing a total of 43 functions. Customers can access and process up to 813 types of services, greatly improving the convenience and efficiency of government services.

Bank of Ningbo Quzhou Branch Longyou Sub-branch Establishes "Worker's Harbor"

The Bank of Ningbo Quzhou Branch Longyou Sub-branch has established a "Worker's Harbor" to provide cooling care for outdoor workers during high-temperature weather. The sub-branch also provides a heat-relief medicine kit and refreshing herbal tea for sanitation workers and other outdoor workers to help them cool off.

Practicing Corporate Social Responsibility

The Bank actively participates in various charitable and public welfare activities, giving back to society, assisting vulnerable groups, and promoting the development of public welfare. Through initiatives like the "One Day Charity Donation" and resource donations, we have provided substantial assistance to disadvantaged groups and supported the flourishing development of social welfare. In 2024, the Bank's total public welfare investment was RMB 7.44 million.

2024 total public welfare investment

7.4406 million

Bank of Ningbo Strongly Supports Sports Events

The Bank is actively involved in national fitness activities, supporting sports such as basketball, badminton, tennis and marathons, sponsored international top-level events like the 2024 Asian Badminton Championships and the 2024 WTA 500 Ningbo Tennis Open, contributing to the success of these tournaments while inspiring the public to engage in sports and embrace a healthy lifestyle.

Naming Sponsor for the 2024 Asian Badminton Championships

From April 9 to 14, 2024, the 2024 Bank of Ningbo Asian Badminton Championships will be held in Ningbo. The event attracted 38,000 spectators to the Ningbo Olympic Sports Center. The Bank set up interactive points inside and outside the stadium, engaging fans through light sports activities.



Sponsored the 2024 WTA 500 Ningbo Tennis

From October 12 to 20, 2024, the Bank, as the diamond sponsor, fully supported the 2024 WTA 500 Ningbo Tennis Open at the Ningbo (Yinzhou) Tennis Center. Outside the courts, the Bank organized various activities to interact with fans.



Bank of Ningbo Jiaxing Branch Launches "This Little Fish Cares • Love Savings Relay" Initiative

On August 9, 2024, Bank of Ningbo Jiaxing Branch, in collaboration with multiple partners, launched the "This Little Fish Cares • Love Savings Relay" campaign. This initiative supported 50 families of delivery workers, couriers, and freight handlers by offering them "Love Savings Cards". Their children can complete 30 positive tasks to earn rewards that will help them grow up healthily and happily.



Maxwealth Financial Leasing Establishes Charity Fund to Assist Vulnerable Groups

Maxwealth Financial Leasing is actively engaged in poverty alleviation and social responsibility. In collaboration with the Yinzhou District Charity Association, established the "Maxwealth Financial Leasing Charity Fund." In 2024, the fund donated RMB 50,000 to assist impoverished groups in the district, bringing its total donation to RMB 150,000, demonstrating the Bank's ongoing commitment to targeted poverty alleviation and social care.

2024 Performance

total charitable donations

813.654 million

total tax payments

4.1 billion

volunteer activities

3,266 times

volunteer activity participation

16,330 person-times

total hours of public welfare activities

816,500 hours

The Bank prioritizes the support of rural revitalization through inclusive finance initiatives, actively promotes agricultural and rural development through credit provision, service expansion, and product upgrades. As of the end of the reporting period, the Bank has established 69 rural branches and implemented an "online + offline" service model to provide efficient and accessible financial services to rural clients. As of the end of the reporting period, the bank's balance of agriculture-related loans exceeded RMB 191.206 billion.

The Bank also supports rural education development and poverty alleviation through charitable projects, such as funding impoverished students and donating educational materials. These efforts showcase the Bank's social responsibility and care.

Bank of Ningbo Zhoushan Putuo Sub-Branch Launches "Love Education • Build Dreams for the Future" Public Welfare Initiative

In August 2024, Bank of Ningbo Zhoushan Putuo Sub-Branch organized the "Orange Volunteer Service Team" to carry out the "Love Education, Build Dreams for the Future" initiative, delivering educational supplies to students on remote islands. This effort benefited over 200 disadvantaged students, providing them with essential study materials and daily necessities while offering warmth and hope.

Maxwealth Financial Leasing Launches Educational Assistance for Disadvantaged Children

Maxwealth Financial Leasing is actively driving educational poverty alleviation through its "Maxwealth Education Assistance" project. In 2024, the program supported over 50 disadvantaged students in Liangshan, Sichuan, and donated office computers, teaching aids, printers, and sanitary products to schools. As of the reporting period, the total donations made through the program reached nearly one million RMB.

total donation

150,000



2024 Ningbo Charity One-Day Donation Certificate

established rural branches

69

balance of agriculture-related loans

191.206 billion



04

Promoting Green Finance

Exploring Green Finance Practices

Bank of Ningbo is committed to promoting the coordinated and sustainable development of regional economies and environmental resources. The Bank continually innovates green financial products, broadens green financing channels, and strengthens support for key sectors such as clean energy, energy conservation, and environmental protection. In doing so, the Bank contributes to the construction of a beautiful China and provides financial support for ecological civilization and green sustainable development.

Improving Mechanisms for Green Development 47

Product Innovation for Green Transition 50

Low-Carbon Office, Green Operations 53

Climate Action, Facing the Challenge 55

Key Issues

Addressing climate change ·

Develop green finance ·

Green operations and office pollutant emissions ·

Waste disposal ·

Energy and resource utilization ·

Align with the national strategy ·



Improving Mechanisms for Green Development

In response to the national goals of carbon peak and carbon neutrality, Bank of Ningbo is actively promoting the green and low-carbon transformation of the economy and society. This includes optimizing top-level design, refining support policies, strengthening evaluation mechanisms, and enhancing professional capabilities to ensure the high-quality development of green finance.

Green Finance Development Strategy

The Bank actively implements the development philosophy of "innovation, coordination, green, openness, and sharing", integrating green finance into its overall strategic layout. Through optimizing credit allocation and strengthening risk management, the Bank supports the development of green, low-carbon, and circular economies, contributing to the green and low-carbon transformation of the economy and society.

The Bank has formulated the Green Finance Management Measures of Bank of Ningbo and the Green Finance Medium and Long-Term Development Plan (2024-2028) to further improve the management of green finance. These plans set both short-term and medium-to-long-term goals, enhancing relevant policy systems and ensuring the effective implementation of green finance policies.

Green Finance Strategic Objectives

- Short-Term Goal (2025)
- Medium-to-Long-Term Goal (2028)
- Green loans should grow at a rate not lower than the overall loan growth rate of the Bank.
 - Build a diversified green financial product system and achieve comprehensive deployment of green finance across the Bank to meet customers’ diverse and multi-level financial needs.
 - By the end of 2028, green loan balances should increase by more than 100% compared to 2023.

Green Finance Management Framework

The Bank continually refines its green finance governance structure, which includes three levels: the decision-making level, the management level, and the execution level. The Board of Directors is responsible for reviewing green finance strategies and reports, evaluating implementation effectiveness; the Strategic and Sustainability Committee formulates strategic guidelines and supervises information disclosure; senior management sets goals, processes, and approves relevant reports; the corporate banking executive oversees green finance initiatives. The clear division of responsibilities and collaborative advancement ensures the effective implementation of the green finance governance system, supporting the achievement of sustainability goals.

Green Finance Management Structure of Bank of Ningbo

| Department | | Responsibilities |
|------------------------|------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Deci-sion-Making Level | Board of Directors Strategic | • Responsible for reviewing the Bank's overall green finance development strategy or plans. |
| | | • Responsible for approving the report on green finance development. |
| | | • Responsible for supervising and evaluating the implementation of the Bank's green finance strategy. |
| Manage-ment Level | Sustainability Committee | • Responsible for formulating the Bank's green finance management policies and strategies. |
| | | • Regularly track and assess progress. |
| | | • Guide and supervise the relevant information disclosure. |
| Execution Level | Senior Management | • Responsible for setting green finance goals, establishing mechanisms and processes, and defining responsibilities and powers. |
| | | • Responsible for approving the submitted green finance development report. |
| | Corporate Banking Executive | • Fully responsible for coordinating all green finance activities across the Bank. |
| | | • Guide the implementation of green finance initiatives led by the corporate banking headquarters. |

Green Finance Policy System

The Bank continues to enhance the “green, safe, and sustainable” green finance policy system. The Green Credit Policy of Bank of Ningbo ensures effective implementation of policies in areas such as credit resource allocation, customer management, process control, and evaluation.

Credit Resource Allocation

The Bank has established a three-tier green finance industry cooperation plan: key, moderate, and cautious. The Bank focuses on supporting energy conservation, clean energy, and green infrastructure upgrades, and limits credit to high-energy-consumption and high-emission industries, implementing quota control and accelerating the exit of outdated enterprises.

Customer Management

The Bank has established an ESG (Environmental, Social, and Governance) evaluation system for customers, assessing risks in three dimensions. ESG risk assessments are integrated into the credit risk management system for dynamic evaluation and classification, while major environmental and social risk companies are subject to list-based management.

Process Control

The Bank implements differentiated reviews and management measures across all stages of green finance, including pre-loan, mid-loan, and post-loan processes, ensuring strict due diligence, credit review, and post-loan monitoring. These differentiated management practices enhance risk control capabilities and promote the efficient development of green credit.

| Credit process | Control measures |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| pre-loan | <p>Risk level assessment: Business personnel must conduct a differentiated ESG risk investigation based on the industry and regional characteristics of the customer and their project, serving as a key reference for pre-loan risk evaluation.</p> <p>Green attribute identification: Throughout the entire process, including due diligence, pre-loan analysis meetings, initial review by the risk department, and final approval by the credit department, it must be determined whether the enterprise qualifies as a green project to ensure the precise allocation of green credit resources.</p> <p>Mobile identification tool: The Bank plans to launch a mobile green identification tool app to help business personnel quickly identify green products at the pre-loan stage, providing a priority channel for eligible green projects.</p> |
| mid-loan | <p>Priority approval: Projects that align with low-carbon economy, circular economy, and ecological protection criteria under green credit standards will receive priority approval during the credit application process.</p> <p>Dynamic risk management: Clients with poor environmental performance, inadequate social responsibility compliance, irregular governance structures, or serious legal violations will be subject to strict review and rejection.</p> |
| post-loan | <p>Environmental impact monitoring: Strengthen continuous monitoring and supervision of clients' environmental impact. Post-loan inspection reports must include an assessment of the enterprise’ s ESG risks and a comprehensive evaluation of risk impact.</p> <p>Targeted management measures: For clients with potential significant ESG risks, specific management measures will be formulated based on actual circumstances to ensure risk control and timely resolution.</p> |

Evaluation and Assessment

The Bank has established a green evaluation system, incorporating green finance development into the operational management assessments of its branches. A comprehensive evaluation is conducted across multiple dimensions, including business growth, asset quality, policy implementation, and green operations, to encourage branches to steadily advance green finance initiatives.

Green Finance Talent
Development

Leveraging the Bank of Ningbo University talent development system, the Bank integrates environmental protection, green finance, and ESG-related training to enhance the professional capabilities of its existing workforce. The Corporate Banking Headquarters leads specialized training sessions on green finance expertise, system operations, and green project certification standards. Additionally, the Bank collaborates with external green finance institutions to interpret the latest policies, further strengthening its professional expertise.

Bank of Ningbo Participates in Green Finance Training Program

From August 19-20, 2024, the Corporate Banking Headquarters of Bank of Ningbo sent representatives to attend the "Green Finance Training Program" organized by the Zhejiang Financial Association. The program covered key topics such as environmental information disclosure by financial institutions, green financial product innovation, and transition finance standards and product innovation. Following the training, participants conducted internal knowledge-sharing sessions to enhance the expertise of department members.



Bank of Ningbo Organizes Green Finance Specialized Training

On October 11, 2024, the Bank's Corporate Banking Headquarters organized an on-site training session, inviting third-party green finance experts to provide professional guidance for designated green finance specialists across branches. The training covered green finance professional skills enhancement and business management system operations, followed by an assessment to evaluate learning outcomes.



Product Innovation
for Green Transition

Bank of Ningbo continues to deepen research and development in green finance, aligning with regional economic structures, industrial needs, and corporate demands. Through active innovation in green financial products, the Bank directs capital toward green industries and projects, injecting momentum into the comprehensive green and low-carbon transformation of economic and social development.

2024 Performance

green loan balance
50.544 billion

increase from the beginning of the year
16.444 billion

the cumulative issuance of carbon
emission reduction loans
1.326 billion

estimated carbon reduction
205,331.41 tCO2e

Green Credit

The Bank continually expands the range of green credit products and services, increasing financial support for green sectors, with a focus on clean energy, energy conservation and emission reduction, environmental protection, and resource recycling. This year, the Bank explored the application of meteorological data in financial services and collaborated with the Ningbo Meteorological Bureau to promote "Meteorology + Finance" innovations.

As of the end of the reporting period, the Bank's green loan balance was RMB 50.544 billion, an increase of RMB 16.444 billion from the beginning of the year, exceeding the newly added target set at the beginning of the year. The cumulative issuance of carbon emission reduction loans amounted to RMB 1.326 billion, with an estimated carbon reduction of 205,331.41 metric tons of CO2equivalent.

Bank of Ningbo Supports Ningbo Urban Green Development Project

In June 2024, the Asian Development Bank (ADB) approved a \$200 million loan for Ningbo's green and low-carbon urban development project, aimed at promoting low-carbon and sustainable urban growth. As one of the implementing banks, Bank of Ningbo facilitates funding allocation for green projects and provides complementary financial support on top of the aforementioned efforts. The Bank expects to fully complete fund allocation by 2025.

Bank of Ningbo Launches First "Meteorology Loan"

Bank of Ningbo customized a "Meteorology Loan + Sunshine Leasing" financing plan for a certain new energy company, with a total of 6.25 million RMB in Meteorology Loans and 60.5 million RMB in Sunshine Leasing funds. This supports the company's expansion of 20 MW of installed capacity. After installation, it is expected to generate an additional 20 million kWh of electricity annually, and over the 25-year operation period, it will reduce carbon dioxide emissions by 378,300 tons, save 144,400 tons of standard coal, and significantly reduce emissions of sulfur dioxide, nitrogen oxides, and particulate matter.

2024 Performance

energy-saving and environmental
protection industry loan balance
4.642 billion

ecological environment industry
loan balance
2.977 billion

clean production industry
loan balance
2.499 billion

infrastructure green upgrade
loan balance
37.751 billion

clean energy industry
loan balance
2.572 billion

green service loan balance
0.103 billion

Green Bonds

The Bank is actively expanding its green bond business, promoting the issuance, underwriting, and investment of green bonds while exploring new pathways to achieve the "dual carbon" goals. The Bank maintains strict management of green financial bonds, ensuring that raised funds are prioritized for green loan businesses, fostering the healthy development of the green bond market.

In 2024, the Bank underwrote and issued 20 green bonds, with a holding balance of RMB 3.787 billion in green bonds and a total holding of RMB 623 million in overseas green bonds.

issued green bonds

20

holding of green bonds

3.878 billion

holding of overseas green bonds

623 million

Green Financial Product Innovation

Building upon green credit and green bond products, the Bank is actively exploring diversified and innovative green financial products.

| Financial product | Description |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| green supply chain finance | Leveraging core green enterprises, integrating green equipment financing with buyer's credit, factoring, forfaiting, bank acceptance bill discounting, asset pools, and other supply chain finance products. Supports green industries such as new energy vehicles, lithium battery production, power generation, photovoltaic energy, and rail transit, aiming to establish a green supply chain ecosystem. |
| personal financial products | Expanding the scope of energy conservation and emission reduction from corporate projects to personal consumption, promoting low-carbon travel and sustainable lifestyles to jointly reduce carbon emissions. |
| green non-bank financing | Exploring new mechanisms to connect green projects with national green development funds and other financial resources, diversifying and expanding financing channels for green enterprises. |

Maxwealth Financial Leasing Innovates Green Financial Products

Maxwealth Financial Leasing has established a dedicated department with specialized personnel to provide innovative financial products for solar power plants, charging stations, and new energy vehicles. Since 2024, Maxwealth Financial Leasing has launched the "Sunshine Lease," "Energy Storage Lease," and "Station-Easy Lease" products, with a cumulative investment of RMB 7.3 billion, further strengthening support for energy conservation and environmental protection, clean production, new energy, ecological environment, green infrastructure upgrades, and other six major categories covering 30 key areas, actively promoting green transition and sustainable development.

Technology-Driven Green Finance

The Bank fully leverages information technology to enhance and standardize the development of green finance by building green finance management systems and innovative tools, empowering green finance operations.

Green Financial System Development

| System name | Key functions |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| green finance management system | Utilizing big data, artificial intelligence, and cloud computing, the Bank has developed a green finance management system integrated with the internal credit system, achieving comprehensive management of green finance operations. |
| environmental risk early warning system | Integrates administrative penalties, pollution permits, and other environmental data, generating real-time warnings to continuously monitor credit clients' environmental risks, improving end-to-end credit management. |
| meteorological data-driven business platform | Embeds meteorological data into the "Bobo Zhiliao" platform, collaborating with the Meteorological Bureau to explore practical applications of meteorological services, providing precise support for enterprises' green transitions and daily operations, further enhancing platform user experience and service value. |



Low-Carbon Office, Green Operations

Bank of Ningbo actively responds to the call for sustainable development by deeply implementing green operational practices. Through strengthened environmental management responsibilities and the application of energy management systems, the Bank has refined daily office operations to enhance its capabilities and standards in green operations. Additionally, the Bank strictly adheres to ecological protection red-line management requirements, proactively fulfilling its environmental protection responsibilities and contributing to sustainable development.

equipment management system

- Real-time monitoring of energy consumption in all headquarters buildings; alerts issued immediately in case of malfunctions or energy overuse.
- Automatic calculation and analysis of real-time energy data to prevent energy waste and significantly shorten emergency response times, ensuring the efficient and safe operation of headquarters buildings.

intelligent electrical safety monitoring system

- Continuous 24/7 monitoring of branch electricity safety, improving safety management efficiency, reducing labor costs, and ensuring stable and secure power usage.

2024 Performance

purchased electricity

6,431,520

kWh

diesel consumption

1

tons

gasoline consumption

107,327

liters

natural gas consumption

51,521

cubic meter

total water consumption

63,683

cubic meters

Promoting Green Office Practices

The Bank strongly advocates for green, low-carbon, and environmentally friendly concepts, fostering a culture of sustainability in the workplace and encouraging employees to integrate energy conservation and consumption reduction into their daily routines. By enhancing the comprehensive management of energy consumption—such as electricity and water—the Bank employs scientific management methods and technological tools to monitor and optimize energy use in real time, further improving its green office standards and promoting sustainable development.

Intelligent Energy Management System

The Bank has established an advanced green intelligent system to improve energy efficiency. This year, its data center implemented low-carbon energy-saving upgrades in underground parking areas, floor lighting, and air conditioning systems. Intelligent sensor modules and control systems were installed to automatically adjust air conditioning and lighting based on ambient light and personnel movement. Following these upgrades, electricity savings reached 25%, significantly reducing energy consumption and carbon emissions while advancing the Bank’s green operations.

Energy Conservation

The Bank extensively utilizes high-efficiency LED lighting in both interior and exterior renovations and incorporates wastewater recovery technology in heating systems. By separating and recycling condensate water through steam pipeline traps, heat exchange efficiency is improved, and equipment lifespan is extended. During the reporting period, the Bank launched multiple power-saving initiatives, encouraging employees to practice green office habits and contribute to environmental sustainability goals.

Water Conservation

The Bank efficiently manages water resources to minimize operational water consumption. Water-saving toilets and intelligent sensor urinals have been installed in office areas and business outlets to reduce water usage. Additionally, water-saving awareness among employees and customers is reinforced through signage. During the reporting period, the Bank’s total water consumption reached 63,683 cubic meters.

total paper consumption

10,219

kg

2024 Performance

non-hazardous waste kitchen waste

985.50

tons

non-hazardous waste office waste

296.55

tons

Paper Conservation

The Bank actively promotes digital and network-based office practices, encouraging double-sided printing and electronic document usage to reduce paper and material waste. Environmentally friendly, recyclable, and biodegradable office products are prioritized to further alleviate environmental impact. During the reporting period, the Bank’s total paper consumption was 10,219 kilograms.

Waste Classification and Disposal

The Bank strictly complies with waste classification standards, implementing thorough waste management from the source. Waste bin labels have been updated, classification measures have been refined for each floor, and a detailed waste classification ledger has been established, with regular inspections to ensure compliance. The Bank primarily generates non-hazardous waste, including kitchen and office waste, all of which is handled by third-party agencies.

domestic wastewater

50,946

tons

Green Procurement

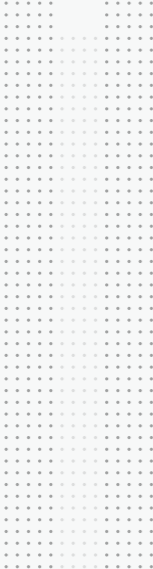
The Bank integrates green principles into its procurement management by strengthening supply market research to ensure that procurement processes align with environmental requirements. During procurement, the Bank follows national centralized procurement regulations and establishes strict green entry standards for products and services. The Bank prioritizes the selection of energy-efficient and environmentally certified products, facilities and equipment, prefers materials that meet green environmental standards. Furthermore, energy conservation, emission reduction, green environmental protection, supplier environmental and social performance, and national energy-saving certifications are incorporated into the evaluation criteria for purchasing equipment, office supplies, and other items.

2024 Performance

| | | | |
|---------------------------|---------------|----------------------------|-----------------|
| total number of suppliers | North China | by region: Northeast China | East China |
| 4,129 | 489 | 10 | 2 |
| South China | Central China | Northwest China | Southwest China |
| 3,224 | 356 | 23 | 25 |

Climate Action, Facing the Challenge

Bank of Ningbo integrates climate action into its development strategy by enhancing governance structures, optimizing response strategies, strengthening risk management, and setting clear performance targets. The Bank actively addresses the challenges and opportunities brought about by climate change.



Governance

Bank of Ningbo has established a clear and well-defined governance framework for green finance and environmental (climate) risks, strengthening the leadership and supervisory responsibilities of the Board of Directors and specialized committees. The Bank is actively exploring how to incorporate sustainable development risk management into its overall risk management framework to ensure that climate-related risks are effectively identified, assessed, and addressed.

Strategy

When conducting a comprehensive assessment of climate-related risks, Bank of Ningbo considered various possible climate scenarios and established high-emission and low-emission scenarios and analyzed the challenges and opportunities presented by climate factors in each scenario and evaluated the financial impacts of climate factors.

[The assessment of the potential financial impact of climate-related risks conducted by Bank of Ningbo is a forward-looking statement, and given the many uncertainties in the external environment, actual future developments may differ from the predictions made in this report.]。

The Bank referred to the Shared Socioeconomic Pathways (SSPs) from the Sixth Assessment Report (AR6) by the Intergovernmental Panel on Climate Change (IPCC) for scenario analysis and compared the low greenhouse gas emissions scenario (SSP1-2.6) and the high greenhouse gas emissions scenario (SSP5-8.5). The Bank qualitatively assessed the potential impacts of climate factors on its operations from three time perspectives: short-term (2025), medium-term (2030), and long-term (2050).

Physical Risk Analysis and Climate Scenario Explanation

| Scenario Name | Shared Socioeconomic Pathway SSP1-2.6 | Shared Socioeconomic Pathway SSP5-8.5 |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scenario Description | Assumes that countries will reduce greenhouse gas emissions according to the Paris Agreement, limiting global warming this century to no more than 2.0°C above pre-industrial levels (1850) to achieve sustainable development. | Assumes that no greenhouse gas reduction measures are implemented by countries, resulting in carbon emissions tripling by 2100 compared to 2015 levels, leading to a 4.4°C rise in global temperatures by the end of the century. Countries will need to implement climate adaptation and mitigation measures. |
| Temperature Rise | No more than 2.0°C | Close to or exceeding 4.4°C |
| Key Assumptions | Assumes that business operations, asset size, and asset locations remain unchanged, and physical risks to assets under each scenario are measured solely through financial expected loss. | |

Physical Risk Overview Table

| Physical Risk | Risk Variation Compared to Baseline Year | | | |
|--------------------------|------------------------------------------|------|----------|------|
| | SSP1-2.6 | | SSP5-8.5 | |
| | 2030 | 2050 | 2030 | 2050 |
| Extreme Rainfall | | | | |
| Typhoon | | | | |
| Coastal Flooding | | | | |
| Extreme High Temperature | | | | |
| Sea Level Rise | | | | |
| Extreme Low Temperature | | | | |
| Extreme Snowfall | | | | |

Risk Levels :

Low RiskMedium RiskHigh Risk

Physical Risk Assessment and Mitigation Measures

Based on scenario analysis, we have identified that extreme rainfall, typhoons, coastal flooding, extreme heat, and sea level rise pose significant potential financial impacts. Accordingly, we have preliminarily developed response measures, as outlined in the table below.

| Risk type | Risk factor | Primary impact | Time horizon | Impact severity | Mitigation measures |
|------------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| acute physical risks | extreme rainfall | May cause water accumulation at branches and office locations, damage infrastructure, and disrupt banking operations. | short to medium term | high | · Strengthen flood prevention measures and enhance the flood resilience of banking network infrastructure. |
| | typhoon | Strong winds and heavy rainfall may lead to branch closures, service disruptions, and impact business continuity and customer interactions. | short to medium term | high | · Develop emergency response plans to ensure the continuous operation of critical services. · Conduct post-disaster recovery training for branches in high-risk areas. |
| | coastal flooding | Flooding in coastal areas may disrupt branch operations, causing widespread service interruptions and damage. | short to medium term | high | · Optimize flood-resistant design and post-disaster recovery processes for coastal facilities. · Strengthen collaboration with local governments and insurance companies to facilitate rapid recovery. |
| | extreme heat | High temperatures may cause overheating of banking equipment, affecting operational safety and leading to facility damage or downtime. | medium to long term | medium | · Enhance facility and equipment maintenance to ensure proper functioning of air conditioning and cooling systems. · Develop heatwave emergency plans in advance to improve resilience against extreme temperatures. |
| chronic physical risks | sea level rise | Long-term sea level rise may affect the infrastructure of coastal branches, increasing maintenance and repair costs. | long term | high | · Closely monitor sea level changes in coastal areas and assess the risk to facilities. · Gradually implement facility relocation or reinforcement to mitigate potential losses. |

Transition Risk Analysis and Climate Scenario Explanation

We have adopted the orderly scenario and the hot-house world scenario proposed by the Network for Greening the Financial System (NGFS) for scenario analysis. A qualitative assessment was conducted to evaluate the potential impact of transition risks on company operations in the short term (2025), medium term (2030), and long term (2050).

| Scenario Name | Orderly Scenario | Hot-House World Scenario |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Scenario Description | Global warming is limited to 1.5°C through stringent climate policies and innovation, achieving net-zero carbon dioxide emissions around 2050. | Only current policies are implemented. Even with the Nationally Determined Contributions (NDCs) targets, there is no effective policy support. |
| Temperature Increase | No more than 1.5°C | Exceeds 3°C |
| Key Assumptions | Assumes that business operations, asset scale, and asset locations remain unchanged. Transition risks are measured solely based on expected financial losses under each scenario. | |

Transition Risk Overview Table

| | Orderly Scenario | | Greenhouse World Scenario | |
|--------------------------------|------------------|------|---------------------------|------|
| | 2030 | 2050 | 2030 | 2050 |
| Policy and Legal Risks | | | | |
| Market and Technological Risks | | | | |
| Reputation Risks | | | | |

Risk Levels : Low Risk Medium Risk High Risk

Transition Risks and Mitigation Measures

Based on the results of scenario analysis, we have identified several factors with significant potential financial impacts, including the implementation of environmental policies and regulations, accelerated technological and industrial transformation, regulatory pressure and climate-related policy requirements, as well as proactive responses to climate change or green finance requirements. Accordingly, we have developed preliminary response measures, as summarized in the table below.

| Risk type | Risk factors | Key impacts | Time horizon | Impact intensity | Mitigation measures |
|-----------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| transition risk | stringent implementation of environmental policies and regulations | Exposure to high-carbon asset impairment risks, potentially leading to asset quality deterioration and increased loan default rates. | short to long term | high | ·Strengthen risk management and due diligence for high-carbon industries. ·Increase green finance investments to support enterprises aligned with low-carbon transitions. |
| | accelerated technological and industrial transformation | Increased investment risks in traditional high-carbon industries, potentially resulting in asset depreciation. | medium term | medium | ·Enhance climate risk stress testing to assess exposure to high-carbon assets. ·Optimize credit and investment portfolios, gradually reducing exposure to high-carbon assets. |
| | regulatory pressure and climate-related policy requirements | Intensified regulatory requirements for banks' green transition, with non-compliant banks facing compliance risks. | medium to long term | high | ·Strengthen communication with regulatory authorities to ensure timely strategic adjustments in line with the latest policy requirements. ·Actively expand green finance business to increase the share of green finance. |
| reputation risk | failure to proactively address climate change or green finance requirements | Potential reputational pressure from the public, investors, and regulators. | short to long term | high | ·Enhance branding and market promotion efforts for climate action and green finance. ·Publish sustainability reports with transparent disclosures on green finance progress and climate response measures. |

Climate change presents both challenges and opportunities. The Bank is proactively identifying business development opportunities in climate change adaptation and mitigation. We are expanding our green finance business, developing innovative products and services in the green and low-carbon sector, and continuously advancing energy conservation, emissions reduction, and sustainable growth.

Climate-Related Opportunities and Response Measures

| Opportunity type | Opportunity factors | Key impacts | Time horizon | Response measures |
|--------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| green finance development | national "dual carbon" goals driving green economic transition | Rising demand for green finance, driving expansion in green projects and green credit businesses, increasing revenues from green finance. | short to long term | ·Develop and promote green financial products, such as green bonds and carbon credit financing. ·Foster green financial innovation to support green transition projects. |
| green industry investment | accelerated growth in green industries (e.g., clean energy, green buildings, etc.) | Creating new investment opportunities and financing needs, expanding the green finance market, and generating new business growth points. | medium to long term | ·Prioritize support for enterprises in energy conservation, environmental protection, clean energy, and low-carbon technology. ·Provide funding for green industries through green financial bonds and green loans. |
| policy support | increased government support for green finance policies | More green finance policies, incentives, and funding support from the government. | short to long term | ·Strengthen research and analysis of green finance policies to adjust business strategies accordingly. ·Align with government policies to increase green finance investments and enhance market competitiveness. |
| market demand shift | growing demand for green products from enterprises and consumers | Rising demand for green consumption and sustainable supply chains, driving green finance product innovation. | medium to long term | ·Introduce personal green credit products, carbon reduction loans, and other financial products to support green consumption. ·Develop green supply chain financing to support enterprises in the green industry value chain. |
| differentiated competitive advantage | financial institutions transitioning to green finance and enhancing climate risk management | Creating a competitive edge in the market, attracting environmentally conscious clients. | medium term | ·Enhance the quality of green financial services to attract green industry clients. ·Strengthen climate risk management and disclosures to build client trust. |
| market expansion opportunity | development of the carbon market and enhanced financial attributes of carbon trading mechanisms | Entry into new markets, driving revenue growth. | long term | Research "Dual Carbon" development pathways to seize market opportunities under the carbon neutrality goals and expand green finance services for both retail and wholesale clients. |

Risk Management

The Bank continuously refines its short-term and long-term climate risk management strategies, ensuring the integration of climate risks into the overall risk management framework. We are strengthening our resilience to climate change risks by adopting flexible and effective mitigation measures. The Bank identifies both physical and transition risks and enhances monitoring of high-risk industries and regions, particularly in agriculture, energy, and infrastructure, which are more vulnerable to climate change. For high-carbon industries, we implement risk mitigation measures and optimize our credit and investment portfolios to ensure climate risk management aligns with international best practices and global standards.

Metrics and Targets

To effectively manage greenhouse gas (GHG) emissions, the Bank continuously monitors its annual emissions, conducts regular assessments and reporting, and refines emission reduction measures to enhance energy efficiency and minimize its carbon footprint.

2024 Head Office Greenhouse Gas Emissions

| | |
|-----------------------------------------|--------------------------------------------------|
| scope 1 GHG emissions | scope 2 GHG emissions |
| 354.91 tons of CO ₂ e | 3,451.15 tons of CO ₂ e |
| total GHG emissions (scope 1 + scope 2) | GHG emission intensity |
| 3,797.06 tons of CO ₂ e | 0.57 tons of CO ₂ e / million revenue |

05

Talent Empowerment

Inspiring Team Vitality

Bank of Ningbo is committed to creating an inclusive and diverse work environment, offering a comprehensive training system, competitive compensation and benefits, and a fair and transparent career advancement pathway. We strive to meet employees' growth and development needs, fostering their long-term career progression. Additionally, we actively promote employee well-being, ensuring comprehensive support for their welfare and providing strong motivation for professional development.

Safeguarding Rights, Fostering a Harmonious Team 61

United in Growth: Building a Talented Team 63

Thoughtful Care, A Warm and Supportive Team 66

Key Issues

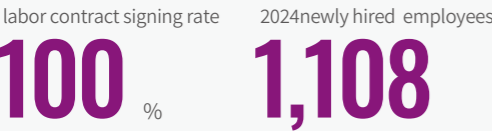
Employee training and development ·

Employee health and well-being ·



Safeguarding Rights Fostering a Harmonious Team

Bank of Ningbo strictly adheres to the Labor Law of the People's Republic of China and the Labor Contract Law of the People's Republic of China, among other national labor regulations. The Bank has established internal policies, including the Employee Onboarding and Offboarding Management Regulations, the Labor Contract Management Measures, and the Employee Handbook, to fully protect employees' legal rights. We have signed labor contracts with all registered employees, ensuring that their fundamental statutory rights are safeguarded. In 2024, the Bank maintained a 100% labor contract signing rate.



Employee Rights

The Bank places great importance on human rights protection and strictly prohibits any form of rights violations. We advocate for respect and inclusiveness in the workplace, ensuring employees' freedom of expression, privacy rights, and workplace dignity are fully protected. Additionally, we actively implement family-friendly policies, offering parental leave and mother-and-baby facilities to help employees balance career development with family responsibilities. In 2024, both the return-to-work rate after maternity leave and the return rate of employees who took parental leave reached 100%.

We have established a robust talent acquisition mechanism and strictly prohibit child labor, forced labor, and any form of employment discrimination based on ethnicity, race, gender, religion, or other factors. The Bank is particularly committed to safeguarding the rights of female employees by eliminating gender stereotypes and biases. We ensure equal participation and fair treatment for women in all roles, encouraging them to pursue their professional aspirations. In 2024, the Bank hired 1,108 new employees.

Compensation and Benefits

The Bank upholds the principles of sound operations and sustainable development, implementing policies such as the Job Grade and Compensation Adjustment Measures, the Performance Evaluation Management Measures, and the Employee Leave and Attendance Management Measures. We have established a unified, fair, and structured compensation system based on competitiveness, differentiation, and balance. The Bank provides a comprehensive benefits framework and diverse subsidies while ensuring employees' rights to rest and leave, fostering a well-balanced work-life environment. In 2024, our medical insurance system achieved 100% coverage for both active and retired employees.

Compensation Structure

Fixed salary

Determined by job grade.

Variable compensation

Assessed based on the Bank's overall performance, departmental achievements, and individual contributions.

Benefits

Includes statutory benefits (such as social security and housing funds), Ningbo employee medical mutual assistance, supplementary medical insurance, and four categories of allowances (work-related, learning, lifestyle, and reward-based).

Employee Leave Policy

Statutory leave

includes weekends, national holidays, annual leave, maternity leave, marriage leave, nursing leave, parental leave, and caregiver leave for elderly parents.

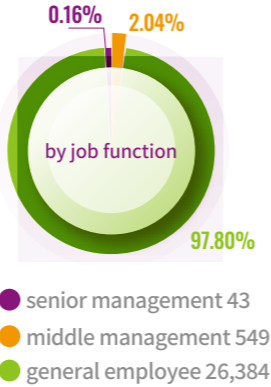
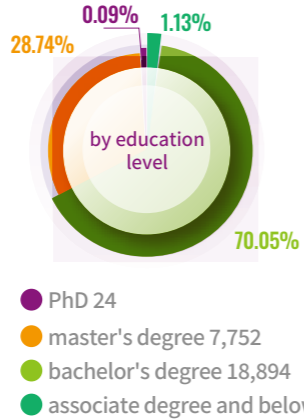
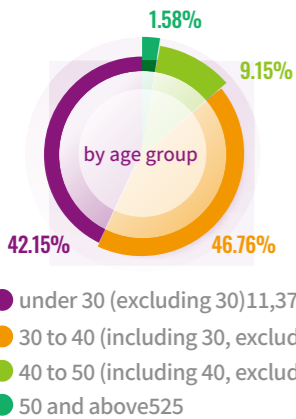
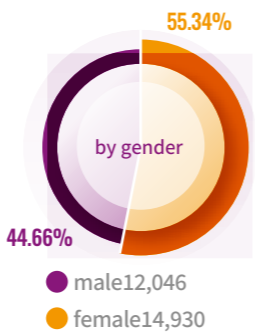
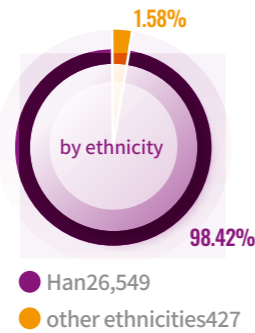
Paid leave

includes breastfeeding leave, leave for attending parent-teacher meetings, prenatal check-up leave, bereavement leave, and long-service leave.

The Bank is dedicated to building a well-structured performance management system, continuously enhancing employees' performance and career development. We have implemented a unified performance evaluation system, incorporating goal setting, the balanced scorecard method, and corporate culture assessments. These evaluation results serve as key decision-making factors for salary adjustments, promotions, and career advancement.

Democratic Management

The Bank and its branches actively establish channels for employee feedback, ensuring that employees' voices are heard. To gain insights into employees' real needs and workplace experiences, we regularly engage third-party consulting firms to conduct employee satisfaction surveys via SMS and external email questionnaires. The collected feedback is systematically analyzed, and targeted improvement measures are implemented. The Bank also publishes employee satisfaction reports to ensure timely responses and effective resolutions to employee concerns.



United in Growth, Building a Talented Team

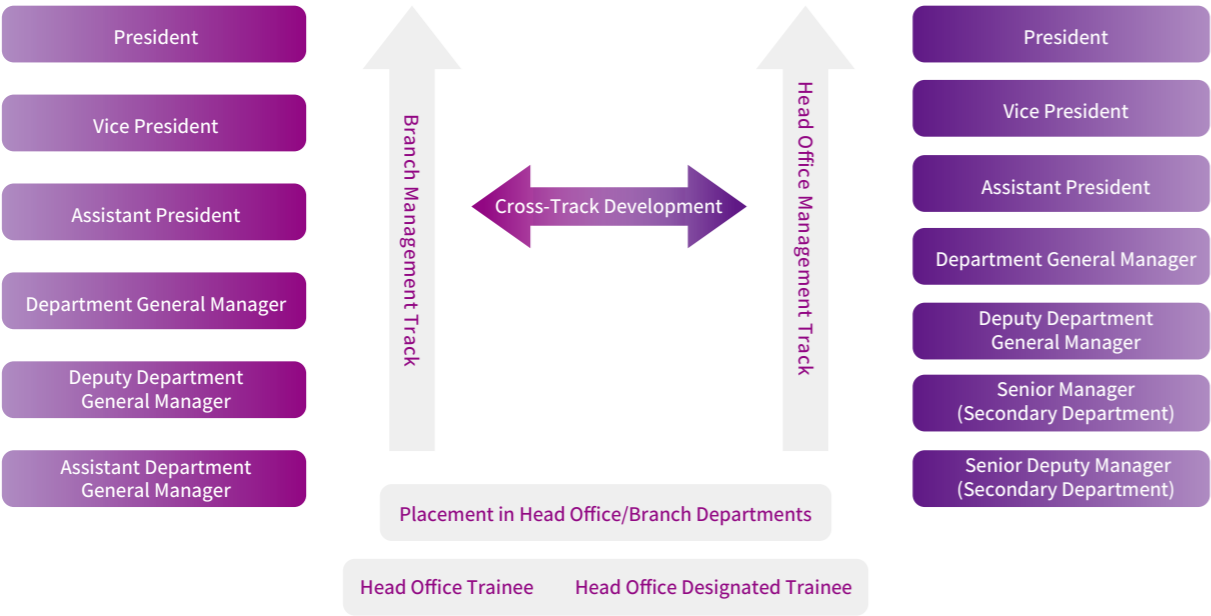
Bank of Ningbo is committed to cultivating a high-quality and professional workforce by creating clear career development pathways and continuously optimizing its employee training system. We provide employees with diverse career advancement channels and adopt a dual-track selection mechanism for professional and managerial roles, enabling them to realize their potential across different fields.

Career Development

The Bank places great emphasis on employees' career development and is dedicated to building a comprehensive and efficient talent development system that provides ample career growth opportunities. We have introduced a series of talent management policies, including the Employee Job Transfer Management Measures, the Open Recruitment Management Measures, and the Management Appointment Measures. These policies standardize both vertical promotions and horizontal mobility while clearly defining job responsibilities and qualifications, ensuring a transparent and efficient job management framework.

To support career progression, the Bank offers employees multiple pathways for growth. Employees can either deepen their expertise in specialized fields—advancing as credit approval officers, technology specialists, and other expert professionals—or leverage their competencies to transition into managerial roles through a structured selection process.

Career Progression Chart



Talent Development Initiatives



Employee Training

The Bank upholds a tiered and categorized training philosophy, offering a multidimensional and open training system for all employees and business lines. Our training programs cover specialized knowledge, professional skills, and soft skill development, equipping employees with the necessary competencies to excel in their roles.

Training program

- leadership training** » Tailored for management personnel, this annual program includes training sessions for newly appointed managers, talent pipeline members, and sub-branch presidents. The program enhances leadership skills, team management capabilities, and business expertise, preparing managers for the challenges and opportunities of leadership roles.
- new employee training** » The Bank prioritizes the growth of new hires, requiring all newcomers to complete an induction training program within their first month. This program helps them quickly understand the Bank's culture, operations, and career development opportunities. Additionally, non-finance graduates can voluntarily take courses in finance and accounting to enhance their financial literacy.
- job-specific training** » Designed for key positions, these specialized programs incorporate speech training, mentoring, and intensive workshops—delivered both online and offline—to enhance employees' proficiency in product presentations, marketing strategies, and essential business skills.
- general training** » Covers essential knowledge areas, including compliance, risk prevention, consumer protection, integrity, corporate etiquette, and mental well-being. These programs, delivered through multiple channels, enhance employees' overall competencies and foster a positive corporate culture.



The Bank has established a Training Management System to standardize training implementation and resource allocation, ensuring the professional quality and systematic structure of training programs.

| Platform | Functionality |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| yixuetang | A mobile learning app that supports self-directed learning through courses, assessments, and social sharing. Employees can study, practice, and evaluate their progress across various learning scenarios. The platform offers over 8,000 online courses, covering knowledge essential to all job roles within the Bank. |
| training management system | A self-developed platform that standardizes offline training sessions, instructor and mentor management, and course administration, improving the scientific rigor and efficiency of training programs. |

The Bank has also implemented a mentorship system, pairing new hires with experienced mentors who provide personalized training plans to facilitate a smooth transition and career development. Additionally, we organize events such as the "Role Model Program" and the "Top 10 Trainers Award" to inspire employees to learn from outstanding peers.

Bank of Ningbo's "Xingtan Award" for Outstanding Trainers

To encourage continuous improvement in training delivery and the accumulation of professional knowledge, the Bank hosts the annual "Xingtan Award" competition, recognizing top-performing trainers. Evaluated by senior management, the award ceremony gathers all management personnel to celebrate excellence in training, fostering the transfer of expertise and supporting business growth.



"Role Model Program" at Bank of Ningbo

To boost employees' motivation and drive business success, the Bank has upgraded the "Role Model Program" from an in-person lecture series to an online "Face-to-Face with Role Models" interview series. This initiative invites exemplary employees to share their professional stories and success strategies, with recordings available on the YiXuetang platform for all employees to learn from. By leveraging the power of role models, the program has effectively enhanced employees' professional enthusiasm and reinforced the Bank's core business focus on increasing transactions, expanding payroll services, and driving revenue growth.



2024 Performance



Thoughtful Care, establishing a Supportive Team

Bank of Ningbo is dedicated to fostering a healthy and welcoming work environment. From prioritizing employees' physical and mental well-being to organizing diverse engagement activities, we implement a range of care initiatives to enhance employees' happiness and sense of belonging, strengthening team cohesion and harmony.

Physical and Mental Well-being

We place great emphasis on employees' physical and mental health by regularly monitoring their well-being and providing comprehensive medical insurance and annual health check-ups. Additionally, we actively promote various health awareness initiatives to improve overall employee wellness.

Employee Care

Following the Interim Provisions on Family Hardship Assistance, we have established a financial aid and emergency assistance program to support employees and their families facing economic difficulties.

We regularly organize cultural, sports, and artistic activities to enhance employee engagement and team cohesion. In the reporting period, we conducted networking events, cultural performances, sports competitions, and knowledge-sharing sessions to cater to employees' diverse interests. Additionally, the Bank holds annual International Women's Day celebrations to acknowledge and support female employees.

Health Seminars and First-Aid Training

In April 2024, the Bank organized a Cardiopulmonary Resuscitation (CPR) and First-Aid Seminar to equip employees with essential life-saving knowledge and skills. This initiative aimed to enhance their ability to respond effectively in emergencies, raise awareness of health protection, and ensure a safe and stable workplace. By enabling employees to act calmly and confidently in critical situations, we help safeguard their well-being and that of their colleagues.



"Fragrance of the Goddess" Perfume Workshop

To celebrate International Women's Day 2024, the Bank hosted the "Fragrance of the Goddess" Perfume Workshop, where female employees created personalized fragrances under professional guidance, fostering interaction and self-expression.



Bank of Ningbo Badminton Team Wins Employee Tournament

The Bank of Ningbo Badminton Team won the 2024 Ningbo Financial Sector Employee Badminton Tournament against 25 competing teams. Through dedicated preparation and teamwork, the team showcased outstanding performance and secured the championship.



Key Performance Indicators

| Indicator | Unit | 2024 | 2023 |
|-----------------------------------|-----------|---------|-----------|
| Economic performance | | | |
| total assets | billion | 3,125.2 | 2,711.662 |
| total customer deposits | billion | 1,836.3 | 1,566.298 |
| total loans and advances | billion | 1,476.1 | 1,252.718 |
| operating revenue | billion | 66.6 | 61.585 |
| net profit attributable to parent | billion | 27.1 | 25.535 |
| return on assets | % | 0.93 | 1.01 |
| return on average equity | % | 13.59 | 15.08 |
| basic earnings per share | RMB/share | 3.95 | 3.75 |
| non-performing loan ratio | % | 0.76 | 0.76 |
| capital adequacy ratio | % | 15.32 | 15.01 |
| provision coverage ratio | % | 389 | 461.04 |
| Environmental Performance | | | |
| waste emissions | | | |
| harmless waste | | | |
| kitchen waste | kg | 985,500 | / |
| office waste | kg | 296,550 | / |

| Indicator | Unit | 2024 | 2023 |
|--------------------------------|-----------------------------------------|-----------|------|
| wastewater discharge | | | |
| domestic wastewater discharge | tons | 50,946 | / |
| resource usage | | | |
| energy consumption | | | |
| purchased electricity | kWh | 6,431,520 | / |
| gasoline usage | liters | 107,327 | / |
| diesel usage | tons | 1 | / |
| natural gas usage | cubic meters | 51,521 | / |
| water consumption | | | |
| water usage | cubic meters | 63,683 | / |
| paper usage | | | |
| paper usage | kg | 10,219 | / |
| total greenhouse gas emissions | | | |
| total greenhouse gas emissions | tons of CO2 equivalent | 3,797.06 | / |
| emissions intensity | tons CO2 equivalent/ million revenue | 0.57 | / |
| scope 1 GHG emissions | tons CO2 equivalent | 354.91 | / |
| scope 2 GHG emissions | tons CO2 equivalent | 3,451.15 | / |

| Indicator | Unit | 2024 | 2023 |
|--------------------------------------------------------------------|---------------------|------------|------------|
| green finance | | | |
| green loan balance | billion | 50.544 | 38.6 |
| energy-saving and environmental protection industry loan balance | billion | 4.642 | 4.33 |
| clean production industry loan balance | billion | 2.499 | 2.34 |
| clean energy industry loan balance | billion | 2.572 | 1.48 |
| ecological environmental industry loan balance | billion | 2.977 | 2.56 |
| infrastructure green upgrade loan balance | billion | 37.751 | 27.88 |
| green service loan balance | billion | 0.103 | 0.01 |
| number of green loan accounts | number | 578 | 449 |
| number of energy-saving and environmental protection loan accounts | number | 143 | 127 |
| number of clean production industry loan accounts | number | 52 | 46 |
| number of clean energy industry loan accounts | number | 73 | 63 |
| number of ecological environmental industry loan accounts | number | 33 | 20 |
| number of infrastructure green upgrade loan accounts | number | 276 | 191 |
| number of green service loan accounts | number | 5 | 2 |
| carbon emission reduction loan disbursement | billion | 1.326 | 0.613 |
| carbon emission reduction achieved through loans | tons CO2 equivalent | 205,331.41 | 143,412.44 |
| green bond holdings | billion | 3.787 | 2.71 |
| overseas green bond holdings | USD billion | 0.623 | 0.275 |
| green bond underwriting and issuance | number | 20 | 6 |

| Indicator | | Unit | 2024 | 2023 |
|----------------------------------|------------------------------------------|---------|--------|--------|
| Social Performance | | | | |
| employment | | | | |
| total employees | | persons | 26,976 | 26,146 |
| proportion of minority employees | | % | 1.58 | 1.52 |
| by age group | under 30 years (excluding 30) | persons | 11,371 | 12,714 |
| | 30–40 years (including 30, excluding 40) | persons | 12,613 | 11,013 |
| | 40–50 years (including 40, excluding 50) | persons | 2,467 | 1,959 |
| | over 50 years | persons | 525 | 460 |
| by gender | male | persons | 12,046 | 11,339 |
| | female | persons | 14,930 | 14,807 |
| by education level | doctorate | persons | 24 | 14 |
| | master's | persons | 7,752 | 6,926 |
| | bachelor's | persons | 18,894 | 18,857 |
| | associate degree or below | persons | 306 | 317 |
| by job function | senior management | persons | 43 | / |
| | middle management | persons | 549 | / |
| | grassroots employee | persons | 26,384 | / |

| Indicator | | Unit | 2024 | 2023 |
|---------------------------------|---------------------|--------------|-----------|-----------|
| occupational health and safety | | | | |
| workplace injury accidents | | incidents | 26 | / |
| injured employees | | persons | 26 | / |
| lost workdays due to injury | | days | 775 | / |
| development and training | | | | |
| training investment | | ten thousand | 5859 | 5,890 |
| training sessions | | sessions | 19,028 | 14,873 |
| total trainees | | persons | 26,976 | 26,000 |
| total training occasions | | person-times | 1,189,000 | 1,187,000 |
| total training duration | | hours | 31,867 | 31,353 |
| trained employees | | | | |
| by gender | male | persons | 12,046 | / |
| | female | persons | 14,930 | / |
| by job function | senior management | persons | 43 | / |
| | middle management | persons | 549 | / |
| | grassroots employee | persons | 26,384 | / |
| percentage of employees trained | | | | |
| by gender | male | % | 100 | / |
| | female | % | 100 | / |
| by job function | senior management | % | 100 | / |
| | middle management | % | 100 | / |
| | grassroots employee | % | 100 | / |

| Indicator | | Unit | 2024 | 2023 |
|----------------------------------------------|----------------------------|--------|-------|-------|
| average training hours per employee | | | | |
| by gender | male | hours | 79.21 | 70 |
| | female | hours | 79.23 | 72 |
| by job function | senior management | hours | 51.00 | 50 |
| | middle management | hours | 63.20 | 63 |
| | grassroots employee | hours | 79.60 | 80 |
| supply chain management | | | | |
| total number of suppliers | | number | 4,129 | / |
| by region: Northeast China | | number | 10 | / |
| North China | | number | 489 | / |
| Northwest China | | number | 2 | / |
| East China | | number | 3,224 | / |
| South China | | number | 356 | / |
| Central China | | number | 23 | / |
| Southwest China | | number | 25 | / |
| number of complaints received about services | | | | |
| number of complaints< | | number | 3,724 | 1,370 |
| number of processed complaints< | | number | 3,724 | 1,370 |
| proportion of complaints by business type | loan business | % | 64.0 | 49.9 |
| | credit card business | % | 16.6 | 23.9 |
| | wealth management business | % | 3.3 | 13.4 |
| | others | % | 16.1 | 12.8 |

| Indicator | | Unit | 2024 | 2023 |
|-----------------------------------------------------------|--------------------|--------------------|----------|----------|
| percentage of complaints by region | Zhejiang Province | % | 71.4 | 54.7 |
| | Jiangsu Province | % | 15.0 | 20.4 |
| | Shanghai | % | 7.2 | 13.1 |
| | Guangdong Province | % | 3.2 | 4.8 |
| | Beijing | % | 3.2 | 7 |
| technical innovation | | | | |
| total software copyrights held | | items | 52 | 33 |
| new software copyrights in year | | items | 19 | / |
| total patents held | | items | 27 | 6 |
| new patents in year | | items | 21 | / |
| customer service | | | | |
| domestic branches | | branches | 481 | 491 |
| accessible branches | | branches | 357 | 458 |
| customer-friendly service branches | | branches | 470 | 491 |
| APP users | | ten thousand users | 1,189.93 | 1,029.86 |
| consumer protection reviews | | reviews | 5,153 | 6,268 |
| head office customer complaint response training | | sessions | 10 | 12 |
| head office customer complaint response training duration | | hours | 20 | 20 |
| customer complaint response assessments | | cases | 3,724 | 1 |
| pass rate of complaint response assessments | | % | 100 | 100 |
| regulator-referred complaints | | cases | 3,724 | 1,370 |
| complaint response rate | | % | 100 | 100 |
| complaint feedback rate | | % | 100 | 100 |

| Indicator | | Unit | 2024 | 2023 |
|----------------------------------------------------------|--|-----------------|---------|-----------|
| employees covered by consumer rights protection training | | persons | 24,371 | 24,389 |
| head office consumer education service Investment | | million | 0.31 | 0.558 |
| annual consumer education activities | | sessions | 1,633 | 848 |
| consumer education audience | | million persons | 41 | 30 |
| financial awareness campaigns | | sessions | 1,889 | 848 |
| media publicity instances | | times | 313 | 70 |
| risk alert messages sent | | million | 15 | 8 |
| inclusive finance | | | | |
| balance of inclusive SME loans | | billion | 219.94 | 185.84 |
| number of inclusive SME loan customers | | ten thousand | 27.78 | 23.31 |
| average interest rate of inclusive SME loans | | % | 5.55 | / |
| balance of non-principal repayment SME loans | | billion | 48.617 | 37.02 |
| balance of agriculture-related loans | | billion | 191.21 | 206.44 |
| number of rural revitalization projects | | projects | 16 | 12 |
| investment in rural revitalization projects | | million | 1.2753 | 1.7742 |
| public welfare & charity | | | | |
| total charitable donations | | million | 813.654 | 106.881 |
| total tax payments | | billion | 4.1 | 8.269 |
| charity Investment | | ten thousand | 744.06 | 121.85 |
| volunteer activity participation | | person-times | 16,330 | 1,511 |
| volunteer activities | | times | 3,266 | 394 |
| total hours of public welfare activities | | hours | 816,500 | 11,145.70 |

| Indicator | Unit | 2024 | 2023 |
|------------------------------------------------------------|---------------|-------|-------|
| Governance Performance | | | |
| corporate governance operations | | | |
| number of shareholders' meetings held | times | 3 | 3 |
| number of annual shareholders' meetings held | times | 1 | 1 |
| number of extraordinary shareholders' meetings held | times | 2 | 2 |
| total resolutions discussed | items | 21 | 27 |
| integrity education | | | |
| number of integrity training sessions conducted | times | 37 | 37 |
| average integrity training hours received by employees | hours | 5 | 5 |
| number of integrity training received by employees | 1,000 persons | 24.2 | 26.0 |
| average hours of integrity training received by directors | hours | 5 | 5 |
| number of integrity training received by directors | persons | 14 | 14 |
| Party building | | | |
| number of Party Committee members | persons | 11 | 11 |
| number of subordinate companies and branch Party Committee | units | 20 | 21 |
| number of Party Branches | units | 379 | 368 |
| number of newly recruited Party members | persons | 50 | 57 |
| total number of Party members | persons | 8,540 | 8,100 |

| Indicator | Unit | 2024 | 2023 |
|-----------------------------------------------------|---------|--------|-------|
| compliance training | | | |
| number of legal training sessions conducted | times | 14 | 15 |
| hours of legal training conducted | hours | 17.00 | 26.70 |
| number of participants in legal training | persons | 24,933 | 2,358 |
| number of legal personnel participating in training | persons | 55 | 635 |
| investor relations | | | |
| total number of announcements published | items | 51 | 95 |
| number of on-site investor visits | times | 37 | 18 |
| number of online investor visits | times | 16 | 11 |
| number of offline investor visits | times | 21 | 7 |
| number of investor interactions on Interactive Easy | times | 29 | 53 |



Index Table

| International Sustainability Standards Board (ISSB) IFRS S2 - Climate-related Disclosures | | Key action | |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Governance | Established a clear and well-defined governance framework for green finance and environmental (climate) risks, strengthening the leadership and supervisory responsibilities of the Board of Directors and specialized committees. Incorporate sustainable development risk management into overall risk management framework to ensure that climate-related risks are effectively identified, assessed and addressed. | | |
| | Climate-related risks and opportunities | Considered various possible climate scenarios and established high-emission and low-emission scenarios, analyzed the challenges and opportunities presented by climate factors in each scenario and assessed the potential impacts of climate factors on its operations from short-term, medium-term and long-term. | |
| Strategy | Business model and value creation chain | Based on scenario analysis results, identify climate-related risks and opportunities with significant potential financial implications, and formulate corresponding response measures. | |
| | Strategy and decision-making | Deepen research and development in green finance, aligning with regional economic structures, industrial needs, and corporate demands. Through active innovation in green financial products, the Bank directs capital toward green industries and projects | |
| | Financial position, financial performance, and cash flows | National "dual carbon" goals driving green economic transition, rising demand for green finance, driving expansion in green projects and green credit businesses, increasing revenues from green finance. | |
| | Climate resilience | Identify business development opportunities in climate change adaptation and mitigation, expand green finance business, develop innovative products and services in the green and low-carbon sector, and advance energy conservation, emissions reduction, and sustainable growth. | |
| Risk Management | Identify physical and transition risks, strengthen monitoring mechanisms for high-risk sectors and regions, refine credit and investment portfolios, and ensure climate risk management aligns with internationally recognized standards and global best practices. | | |
| Metrics and Targets | Climate-related targets | Monitor annual emissions, conducts regular assessments and reporting, and refines emission reduction measures to enhance energy efficiency and minimize its carbon footprint. | |
| | Climate-related target setting and tracking | Formulated the Green Finance Management Measures of Bank of Ningbo and the Green Finance Medium and Long-Term Development Plan (2024-2028) to further improve the management of green finance, set both short-term and medium-to-long-term goals, enhancing relevant policy systems and ensuring the effective implementation of green finance policies. | |

| Report Chapter | | Shenzhen Stock Exchange Self-regulatory Guidelines No. 17 - Sustainability Report (Trial) | Global Reporting Initiative (GRI) Standards | China CSR Report Guidelines (CASS-ESG 6.0) |
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| I. Steady Operations, Strengthening the Compliance Foundation | Leading with Party, Committing to Mission | Anti-Bribery and Anti-Corruption | / | G2.1 |
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| Report Chapter | | Shenzhen Stock Exchange Self-regulatory Guidelines No. 17 - Sustainability Report (Trial) | Global Reporting Initiative (GRI) Standards | China CSR Report Guidelines (CASS-ESG 6.0) |
|----------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| II. Professional Services, Prioritizing Clients | Protecting Rights, Valuing Trust | Product and Service Safety & Quality ; Data Security and Customer Privacy Protection ; Anti-Unfair Competition | 3-3 ; 416-2 ; 417-1 418-1 | S3.3 ; S3.4 |
| | Offering Warmth, Serving Sincerely | Product and Service Safety & Quality | 3-3 ; 416-2 ; 417-1 | S3.3 |
| | Educating Clients, Securing Wealth | Product and Service Safety & Quality | 3-3 ; 416-2 ; 417-1 | S3.3 |
| III. Joint Efforts, Building a Harmonious Society | Focusing on Core Duties, Empowering Real Economy | Product and Service Safety & Quality | 3-3 | S1.2 |
| | Returning to Basics, Nurturing SMEs | Product and Service Safety & Quality | 3-3 | S1.2 |
| | Focusing on Innovation, Driving Technological Advancements | Innovation-Driven ; Technology Ethics | 3-3 | G1.1 ; S2.1 |
| | Rooted in the Local Community, Serving People's Livelihood | Rural Revitalization ; Social Contributions | 3-3 ; 413-1 ; 413-2 | S1.1 ; S1.2 |
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| | Low-Carbon Office and Green Operations | Pollutant Emissions ; Waste Treatment ; Ecosystem and Biodiversity Protection ; Environmental Compliance Management ; Energy Utilization ; Water Resource Utilization ; Supply Chain Security | 3-3 ; 301-1 ; 302-1 302-2 ; 302-3 ; 302-4 302-5 ; 303-1 ; 303-2 303-5 ; 306-1 ; 306-2 306-3 ; 308-1 ; 308-2 | E2.1 ; E2.2 E2.3 ; E2.4 E3.1 ; E3.2 E3.3 ; S3.1 |
| | Climate Action, Facing the Challenge | Response to Climate Change | 3-3 ; 305-1 ; 305-2 305-4 | E1.1 |
| | Safeguarding Rights and Fostering a Harmonious Team | Employees | 3-3 ; 401-1 ; 401-2 405-1 ; 406-1 | S4.1 |
| V. Talent Empowerment, Inspiring Team Vitality | United in Growth: Building a Talented Team | Employees | 3-3 ; 404-1 404-2 ; 404-3 | S4.2 |
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Reader Feedback Form

Dear Reader,

Thank you for reading the Bank of Ningbo Co., Ltd. 2024 Sustainability (ESG) Report. We sincerely appreciate your time and valuable feedback. Your insights are crucial in helping us continuously improve our reporting. Please take a moment to complete this feedback form and return it to us using the contact details below.

Contact Information:

Address: No. 345 Ningdong Road, Yinzhou District, Ningbo, Zhejiang, China

Phone: +86-574-87050028

Fax: +86-574-87050027

Email: dsh@nbc.cn

Postal Code: 315042

Your Information

Name:

Position:

Phone:

Email:

1.How would you rate this report overall?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor

2.How do you evaluate the accuracy, completeness, timeliness, and clarity of the disclosed information?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor

3.Is the report’ s content structure and design easy to read?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor

4.Which topics are you most interested in?

5.Are there any important aspects not covered in this report that you would like to see included?

6. Do you have any additional comments or suggestions regarding Bank of Ningbo’ s environmental, social, and governance (ESG) efforts?