中信银行 CHINA CITIC BANK

2025

China CITIC Bank Corporation Limited

Sustainability Report

PREPARATION EXPLANATION

China CITIC Bank Corporation Limited (hereinafter referred to as "China CITIC Bank" or the "Bank") has been releasing social responsibilities/ sustainability reports annually since 2008. The *China CITIC Bank Corporation Limited 2025 Sustainability Report* (hereinafter referred to as the "Report") is the 18th consecutive report issued by China CITIC Bank.

Reporting Scope

This Report covers China CITIC Bank as the reporting entity, including its headquarters, domestic and overseas branches, and six subsidiaries, namely CITIC Bank International Limited, CNCB (Hong Kong) Investment Co., Ltd., CITIC Financial Leasing Co., Ltd., CITIC Wealth Management Corporation Limited, CITIC Financial Asset Investment Co., Ltd., and Zhejiang Lin'an CITIC Rural Bank Limited. Certain descriptions in this Report also reference the Bank's joint ventures.

Preparation Basis

This report is compiled in accordance with the *Guidelines No.14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies — Sustainability Report (Trial)*, the *Guidelines No.4 of Shanghai Stock Exchange for Self-Regulation of Listed Companies — Preparation of Sustainability Report (Trial)*, in addition to the *Appendix C2 Environmental, Social and Governance Reporting Code* of the *Main Board Listing Rules* of the Stock Exchange of Hong Kong. The report was also prepared with reference made to the *Guidelines on Environmental Information Disclosure for Financial Institutions* issued by the People's Bank of China, the *Opinions on Strengthening Social Responsibilities of Banking Financial Institutions* promulgated by the former China Banking Regulatory Commission, the *Guidelines on Corporate Social Responsibilities of Banking Financial Institutions* promulgated by the China Banking Association, the *Corporate Sustainability Disclosure Standard — Basic Standard (Trial)* and the *Corporate Sustainability Disclosure Standard No. 1 — Climate (Trial)* promulgated by the Ministry of Finance, and the *Guide on the Preparation of Social Responsibilities Report (GB/T36001-2015)* promulgated by the Standardization Administration of the People's Republic of China, the *Sustainability Reporting Standards (GRI Standards 2021 Edition)* issued by the Global Sustainability Standards Board (GSSB), the *Recommendations Report of the Task Force on Climate-related Financial Disclosures (TCFD)*, the *International Financial Reporting Sustainability Disclosure Standard No.1 — General Requirements for Sustainability-related Financial Information Disclosure (IFRS S1)* , and the *International Financial Reporting Sustainability Disclosure Standard No.2 — Climate-related Disclosures (IFRS S2)*.

Principles of the Report

The preparation of this Report complies with the disclosure principles of the Ministry of Finance, the Shanghai Stock Exchange, and the Stock Exchange of Hong Kong, specifically including:

Materiality: Adhering to the double materiality principle, the Bank has identified material sustainability issues, conducted stakeholder engagement, implemented materiality assessment and prioritization processes for key issues, and disclosed relevant material sustainability issues in accordance with their materiality levels. For details, please refer to the "Issue Identification and Materiality Assessment" section in "Sustainability Management" Chapter of the Report.

Reliability: The sustainability information disclosed by the Bank faithfully represents the material sustainability risks, opportunities, and impacts, ensuring that the information is complete, neutral, and accurate.

Relevance: The sustainability information disclosed by the Bank is relevant to the decision-making of information users and helps them make evaluations or predictions.

Comparability and Consistency: Unless otherwise specified, the preparation methods, disclosure methods, statistical methods, and key performance indicator (KPI) measurements disclosed by the Bank are consistent with those of previous years, ensuring the comparability of sustainability information across different periods. If there are changes in the statistical methods and disclosure scopes of the data, the Bank will make retrospective adjustments to the relevant data, and explain the adjustments and their reasons by way of notes.

Verifiability: The sustainability information disclosed by the Bank can be corroborated through the information itself or the inputs used to generate it. Certain key data has been independently assured by a third party. For details, please refer to the "Independent Assurance Report" section in the appendix of this Report.

Understandability: The sustainability information disclosed by the Bank is clear and concise, making it easy for information users to understand and use.

Timeliness: This Report is disclosed concurrently with the Bank's annual report to ensure that the information needs of users are met in a timely manner.

Quantification: The Bank quantifies and discloses applicable KPIs using standardized methodologies. Environmental data metrics, including calculation standards, assumptions, tools, and conversion factors, are disclosed where relevant.

Consistency: Unless otherwise specified, the preparation, disclosure, and statistical methods as well as KPI measures in the Report are consistent with those of previous years.

Data Description

The data presented in this Report primarily derives from internal systems and branch statistics, with the disclosed operational data coming from the *China CITIC Bank Corporation Limited 2025 Annual Report* (hereinafter referred to as the "*2025 Annual Report*"). If there is any difference in the listed data, the *2025 Annual Report* shall prevail. All monetary values are denominated in Renminbi (RMB) unless otherwise specified.

Preparer of the Report

This Report was prepared by the Board Office of China CITIC Bank, located at Building 1, 10 Guanghua Road, Chaoyang District, Beijing.

Reporting Period

Unless noted otherwise, the timeframe this Report covers extends from January 1, 2025, to December 31, 2025. Some information may have dated beyond the aforesaid time range.

Responsibility of the Report

This Report underwent deliberation and was approved by the Bank's Board of Directors, Board of Supervisors, and senior management team. The Board of Directors and all directors of the Bank guarantee that the information contained herein does not include any false record, misleading statements or material omissions, and assume several and joint liabilities for its truthfulness, accuracy and completeness.

Publication of the Report

This Report was originally drafted in Simplified Chinese. The Traditional Chinese version and the English version were translated based on the Simplified Chinese version. In case of any discrepancies among the versions, the Simplified Chinese version shall prevail. The Report is released in the two forms of printed and electronic edition and the electronic edition can be browsed or downloaded on the official website of the Bank (www.citicbank.com).

CONTENT

About Us

China CITIC Bank was founded in 1987. It is one of the earliest emerging commercial banks established during China's reform and opening-up and also China's first commercial bank participating in financing at both domestic and international financial markets. As a keen contributor to China's economic development, the Bank is renowned at home and abroad for brushing numerous track records in the modern Chinese financial history. In April 2007, the Bank simultaneously listed its A and H shares at the Shanghai Stock Exchange and The Stock Exchange of Hong Kong Limited.

Relying on the comprehensive resources of CITIC Group in terms of "Finance + Real Economy", the Bank, with the vision to become a bank with "Four Features"[1] and one of the world's first-class banks, upholds honesty and trustworthiness and pursues benefits through righteous means, steadiness and prudence, integrity and innovation, and legal compliance. Being customer-centric, the Bank worked to create a distinctive and differentiated model for financial services by implementing the "Five Leading"[2] strategy. For government and institutional customers, corporate customers and inter- bank market customers, the Bank offers integrated financial solutions in corporate banking business, investment banking business, international business, transaction banking business, custody business, financial market business, etc. For individual customers, the Bank provides diversified financial products and services related to wealth management, personal credit, credit cards, private banking, pension finance and going abroad finance, etc. As such, the Bank satisfies the needs of government and institutional, corporate, inter-bank market and individual customers for comprehensive financial services on all fronts.

a leading wealth management bank

a leading comprehensive financing bank

a leading trading settlement bank

a leading forex service bank

a leading digital bank

"Five Leading"

1 A bank with "Four Features": a responsible, unique, valuable and caring provider of the best comprehensive financial services.

2 "Five Leading": a leading wealth management bank, a leading comprehensive financing bank, a leading trading settlement bank, a leading forex service bank, and a leading digital bank.

As at the end of the reporting period, the Bank had 1,484 outlets in 153 large and medium-sized cities in China and 8 affiliates at home and abroad, namely CITIC International Financial Holdings Limited, CNCB(Hong Kong)Investment Co., Ltd., CITIC Financial Leasing Co., Ltd., CITIC Wealth Management Corporation Limited, CITIC Bank Financial Asset Investment Co., Ltd., CITIC aiBank Corporation Limited, JSC Altyn Bank and Zhejiang Lin'an CITIC Rural Bank Limited. CITIC Bank International Limited, a subsidiary of CITIC International Financial Holdings Limited, recorded 28 outlets,2 business wealth management centers, and 1 private banking center in the Hong Kong SAR, the Macao SAR, New York, Los Angeles, Singapore and the Chinese mainland. CNCB (Hong Kong) Investment Co., Ltd. had 3 subsidiaries in the Hong Kong SAR and the Chinese mainland. CITIC Wealth Management Corporation Limited is a wholly-owned wealth management subsidiary of the Bank. CITIC aiBank Corporation Limited, a joint venture co-sponsored by the Bank and Baidu, is the first independent legal entity practicing direct banking in China. JSC Altyn Bank had 7 outlets and 1 private banking center in Kazakhstan.

With a firm grasp of the political and people-oriented nature of financial work, the Bank has remained committed to its financial positioning and responsibility under overall strategies of the Party and the country, and worked unswervingly to be a loyal practitioner of national strategies, a strong supporter of the real economy, and an active builder of China as a financial powerhouse. Thriving through 38 years since its establishment, the Bank has become a financial conglomerate with strong comprehensive strength and brand competitiveness, registering more than RMB 10 trillion total assets and over 67,000 employees. In 2025, Brand Finance of the United Kingdom rated the Bank 19th on its list of the "Top 500 Banking Brands" and the growth of 27.2% of the Bank ranked No.1 among banks from Chinese mainland. The Banker magazine of the United Kingdom rated the Bank 18th on its list of the "Top 1,000 World Banks" in terms of tier-one capital and named the Bank "Bank of the Year China 2025".

registering more than total assets

RMB 10 trillion

employees

over 67,000

Brand Finance of the United Kingdom rated the Bank on its list of the "Top 500 Banking Brands"

19th

The Banker magazine of the United Kingdom rated the Bank on its list of the "Top 1,000 World Banks" in terms of tier-one capital on

18 th

Definitions

Altyn Bank	JSC Altyn Bank
CSRC Beijing Bureau	Beijing Bureau of the China Securities Regulatory Commission
the Bank/China CITIC Bank / CITIC Bank/CNCB	China CITIC Bank Corporation Limited
The Group	China CITIC Bank Corporation Limited and its subsidiaries
NFRA	National Financial Regulatory Administration
Lin'an CITIC Rural Bank	Zhejiang Lin'an CITIC Rural Bank Limited
SSE	Shanghai Stock Exchange
SEHK	The Stock Exchange of Hong Kong Limited
CITIC Financial Asset Investment	CITIC Financial Asset Investment Co., Ltd.
CITIC Wealth Management	CITIC Wealth Management Corporation Limited
CNCB Investment	CNCB (Hong Kong) Investment Co., Ltd. (formerly known as China Investment Finance Limited)
CSRC	China Securities Regulatory Commission
CITIC aiBank	CITIC aiBank Corporation Limited
CIFH	CITIC International Financial Holdings Limited
CITIC Financial Holdings	China CITIC Financial Holdings Co., Ltd.
CITIC Financial Leasing	CITIC Financial Leasing Co., Ltd.
CITIC Group	CITIC Group Corporation
CNCBI	CITIC Bank International Limited (formerly known as CITIC Ka Wah Bank Limited)

Note: The definitions are arranged in the alphabetic order of Mandarin Pinyin

Statement of the Board of Directors

The Board of Directors of the Bank strictly adheres to regulatory requirements, including the *Code of Corporate Governance for Listed Companies* issued by the China Securities Regulatory Commission, the *Guidelines No.14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies — Sustainability Report (Trial)*, and the *Three-Year Action Plan for Promoting the Improvement of the Quality of ESG Information Disclosure by Listed Companies on the Shanghai Stock Exchange (2024-2026)* issued by Shanghai Stock Exchange, as well as the *Corporate Governance Code* and the *Environmental, Social, and Governance Reporting Code* of the Hong Kong Stock Exchange. The Board comprehensively strengthens its oversight of ESG matters, integrating ESG principles and key issues into the Bank's strategic development, major decision-making, and operational management.

ESG Governance and Supervision

The Board of Directors provides strategic leadership by supervising and guiding critical ESG issues, including green finance, inclusive finance, rural revitalization, consumer rights protection, and data security and customer privacy protection. These issues are incorporated into the Bank's strategic planning, with regular evaluations of implementation progress. The Board's Strategic and Sustainable Development Committee is responsible for coordinating the Bank's ESG framework, reviewing ESG-related reports, and advancing other ESG initiatives required by regulators.

ESG Management Policy and Strategy

The Board has approved the *China CITIC Bank Environmental, Social, and Governance (ESG) Management Measures* and the *China CITIC Bank ESG Management Implementation Plan*. These documents focus on key areas such as green finance, green operations, consumer rights protection, social welfare, employee care, and compliance, defining sustainability goals and systematic strategies to enhance ESG governance.

In 2025, the Bank applied the double materiality principle outlined in the *Guidelines No.14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies — Sustainability Report (Trial)* to conduct double materiality analysis. This involved assessing sustainability issues based on their impact materiality and financial materiality. The analysis results, alongside the annual Sustainability Report, were submitted to senior management and the Board for review. For details on the Bank's process of identifying, prioritizing, and managing material sustainability issues, please refer to the "Issue Identification and Materiality Assessment" section in the "Sustainability Management" chapter of the Report.

ESG Goals and Progress

The Bank focuses on the key sustainability areas such as responding to climate change, pursuing the five priorities of technology finance, green finance, inclusive finance, pension finance, and digital finance, consumer rights protection, data security and customer privacy protection, as well as risk management. Specialized development plans have been formulated, and a target management mechanism has been established. The Board of Directors and senior management regularly review the achievement of these targets and adjust their direction in response to the Bank's development and changes in internal and external environments. For details on the Bank's sustainability goals and progress in 2025, please refer to the "Goals and Progress" section in the "Sustainability Management" chapter of the Report.

Chairman's Letter to Shareholders

As a new chapter of development unfolds, significant responsibility is placed on our shoulders. The blueprint laid down for the 15th Five-Year Plan period is now fully underway, and high-quality development is of overriding importance in this new era. We are living in a time of profound transformation, where sustainable development is no longer merely about the harmonious coexistence of environment and society but a profound revolution reshaping development models, value creation, and long-term competitiveness. In 2025, we remained committed to fully and faithfully applying our new development philosophy on all fronts and systematically advanced sustainability in a holistic manner. We strove to generate both economic and social value, balance functionality and profitability, and continuously enhance our capability for high-quality sustainable development.

ENVIRONMENT

We persistently drove the evolution of green finance to fuel development while safeguarding our lucid waters and lush mountains.

Guided by the principle that "lucid waters and lush mountains are invaluable assets", we have established green finance as the core engine driving high-quality development, steadfastly supporting the comprehensive green transformation of the economy and society. In 2025, we marshalled financial momentum to write a new chapter in green development, incorporated environmental responsibility into our development strategy, and took concrete action to propel our development model towards a greener future. **We built a system of green finance and laid down a blueprint for ecosystem development**. We diversified our supply of green financial products and launched distinct offerings such as carbon asset-linked bonds and pledges on usufructuary rights of biodiversity. We launched our first carbon asset medium-term note and the Chinese banking industry's first carbon-inclusion methodology for paperless financial scenarios, driving green finance from quantitative accumulation towards qualitative enhancement. **We fortified the barrier for development security in response to climate risks**. We maintained strategic resolve and continued building ourselves as a climate-friendly bank. We further refined our climate risk management system, integrated climate risk into our comprehensive risk management framework, and conducted climate stress testing and forward-looking assessments of the potential impacts of both transition and physical risks on our asset quality. Throughout the entire credit process, we strictly implemented a one-vote veto system for environmental protection and made a client's energy consumption levels, carbon emissions, and environmental impact binding constraints for credit access, thus promoting corporate low-carbon transition. This positions us as not only an accelerator for green development but also a gatekeeper against environmental risks. **We intensified green operational practices and proactively advanced low-carbon development**. We vigorously promoted the green transformation of our physical branches and data centres. We established a management system for our carbon-neutral branches, turning our CITIC Tower Sub-branch in Beijing into our first such branch. Energy-saving technologies, such as natural cooling, have been extensively applied in the construction of the data centre to strictly control energy consumption, making green, low-carbon development the standard.

SOCIETY

We delivered tangible services to strengthen the foundation of public well-being and make a better life possible for numerous households.

With a firm grasp of the political and people-oriented nature of financial work, we have internalised our social responsibility and put it into practice. We are committed to promoting common prosperity through high-quality development and sharing the fruits of progress with society. In 2025, we consistently upheld our fundamental mission of serving the real economy and fulfilling our social responsibility, thereby reinforcing the harmonious and progressive development ecosystem with our stakeholders. **We focused on our principal business and responsibility and served China's fundamental interests**. We have aligned our development with national strategies and advanced the five priorities of technology finance, green finance, inclusive finance, pension finance, and digital finance to ensure high-quality development. We intensified the integration of capital and innovation chains, bringing our balance of technology loans to over RMB1 trillion. We stayed true to our commitment of support for agriculture, rural areas, farmers, and micro and small businesses, reaching a balance of inclusive loans to such enterprises that surpassed RMB640 billion. We built a full-lifecycle service system for the elderly, pushing pension fund custody assets to nearly RMB600 billion. The capacity of digital finance was released at an accelerated pace, as evidenced in remarkable progress in "AI+" and "data element x" and the launch of a variety of digital applications. **We practiced "Finance for the people" to ensure their well-being**. We always strive to meet people's aspiration for a better life. Adhering to the combination of the "Five Policies", we extended our services through a service system that integrates financing, intelligence, industry, construction and sales, bringing the balance of agriculture-related loans past RMB510 billion and promoting rural revitalisation. We organised over 12,000 financial literacy sessions throughout the year, focusing on exposing fraudulent schemes to build a safety barrier in the digital age and thus effectively protect people's savings. We procured agricultural products worth over RMB57 million from less developed areas, demonstrating our sincere care for people through real action. **We enabled employee development and continued to forge a united, enterprising workforce**. We uphold the principle that talent is our primary resource and strongly practice our talent-nurturing strategy of "uniting men in progression, inspiring men of action, and empowering men with achievements". We have continuously enriched our talent pool, advanced exemplary talent programmes across all positions and levels, and focused on cultivating high-quality teams that are loyal, honest, responsible, and professional. We have consistently improved our value-oriented human resource management system, built sustainable career development pathways for employees, fostered an evaluation approach centred on capability and value contribution, and provided staff with a clear and transparent growth map.

GOVERNANCE

We steered our steady, sustainable development with sound governance.

We regard sound corporate governance as the key guarantee for steady, sustainable progress. We continuously work to improve the modern financial enterprise system with Chinese characteristics and support our long-term development and value creation with effective corporate governance. In 2025, we consistently enhanced the effectiveness of our corporate governance, laying a solid foundation for high-quality development. **We enhanced modern corporate governance and held the course with sound stewardship**. We adhere to the two aspects of "Consistent Adherence", organically integrating Party leadership into corporate governance. We have continuously improved our corporate governance framework, worked consistently to modernise governance capabilities, and driven high-quality development throughout the Bank with high-performance governance. **We dutifully built strong defence lines of risk control and compliance and consolidated our safety foundation**. We prioritised both development and security while holding strictly to discipline and standards regarding risk control and compliance. We consistently improved our comprehensive risk management system, which features effective risk control and vigorous development. Our business philosophy of pursuing returns with risks filtered out and our preference for concession in profit to concessions in risks have become the consensus. Our risk management successfully transitioned from a phase of remediation and recovery to one of "body-building". **We refined our ESG governance mechanism through top-level design to accumulate momentum for sustainable growth**. We believe that ESG governance is of strategic importance for our enduring growth. The Board of Directors confidently played its coordinating and guiding role, while senior management coordinated efforts to push forward with ESG work throughout the Bank, our sustainable development goals fully reflected in strategic decision-making and management processes. Through regular stakeholder communication and high-quality information disclosure, we produced and promoted best ESG practices and elevated sustainability from a "concept" to a "system" and then to a "culture". In 2025, our MSCI ESG rating was upgraded from A to AAA, placing us among global industry leaders for the first time.

The commitment to our original aspiration has solidified over time, and our mission is pointing the way for us. Looking ahead, we will remain steadfast in following the path of financial development with Chinese characteristics and deeply incorporate the philosophy of sustainable development into our development strategies and business operations. Together with our clients, shareholders, employees, and all sectors of society, we will embark on the journey towards sustainable development and contribute more wisdom and strength to boosting China's strength in finance.

Fang Heying

Chairperson and Executive Director

2026.03.20

China CITIC Bank Sustainable Development Path

2008	Released the Bank's first *Corporate Social Responsibility Report*
2011	Established the first "Public Welfare 2.0" platform led by a financial institution in China — "Ai·Xin·Hui"
2013	Signed the *China Banking Industry Green Credit Joint Commitment*
2016	Launched the "Ye Yu Environmental Conservation" biodiversity protection volunteer service activity, which continues to this day
2018	Renamed the *Corporate Social Responsibility Report* to the *Sustainability Report*; acquired Altyn Bank in Kazakhstan, becoming the first Chinese-funded institution to acquire equity in a bank in a country along the Belt and Road
2021	Signed the *Joint Declaration of Banking Financial Institutions Supporting Biodiversity Protection*
2022	Renamed the Board's "Strategy Development Committee" to the "Strategy and Sustainability Committee"; became a supporter of the Task Force on Climate-related Financial Disclosures (TCFD); took the lead in the industry in launching a personal carbon reduction account — "CITIC Carbon Account"
2023	Formulated the *ESG Management Measures of China CITIC Bank Corporation Limited* and the *ESG Action Plan of China CITIC Bank Corporation Limited*; became a "First Learner Partner" of the International Sustainability Standards Board (ISSB) international sustainability disclosure standards and a member of the China Climate Investment and Financing Alliance
2024	Participated in the compilation and release of the first biodiversity-themed bond index in China — "CSI CITIC Bank Biodiversity Preferred Credit Bond Index"; issued the Bank's first offshore green bond; the green financing framework received the highest rating in Asia's financial industry from three major international rating agencies, becoming the only Chinese bank to receive this evaluation
2025	Became a Chinese member of the China-UK Transition Finance Working Group and one of the first member units of the "50 Forum for Sustainable Development Innovation Practice"; led the development of the first carbon-inclusive methodology for paperless financial scenarios in the banking industry in China

Major Sustainability-Related Honors and Awards in 2025

The Bank ranked 19th globally with a brand value of USD 16.95 billion in the "Global 500 Banking Brands" list released by Brand Finance (UK). It was awarded the "Bank of the Year China 2025" by *The Banker* (UK). The Bank's Tier 1 capital ranked 18th in *The Banker's* "Top 1000 World Banks" ranking.

Environmental

The Bank was recognized as an "Outstanding Green Bond Issuer (Financial Bonds)" in the "High-Quality Development Evaluation of Centralized Clearing Business and Issuance Registration, Custody and Settlement Business" by the Shanghai Clearing House. It was awarded the title of "Outstanding Underwriting Institution for ChinaBond Green Bond Index" in the "ChinaBond Member Business Development Quality Evaluation" by China Central Depository & Clearing Co., Ltd. The Bank was selected as a "Pioneer" in the "2025 Eco-Brand Certification List" in the *Eco-Brand Development Report (2025)* jointly released by Xinhua News Agency Brand Studio, Xinhua Publishing House, Kantar Group, *Caijing* Magazine, and Saïd Business School, University of Oxford. It also received the 2025 Low-Carbon Case Award from China News Service.

Social

In the Financial Technology Development Awards organized by the People's Bank of China, the Bank's "Cloud-native Financial-grade Technology Middle Platform System Construction (Cangqiong Project)" won the First Prize; "Dual-engine Intelligent Risk Control Based on Large and Small Models" won the Second Prize; and the "Comprehensive Upgrade of Big Data Core (Kunlun Project)," "Cangjie Large Model Project," and "Financial-grade Online Banking Security Component Service Platform Based on Multi-architecture Integration" each won Third Prize.

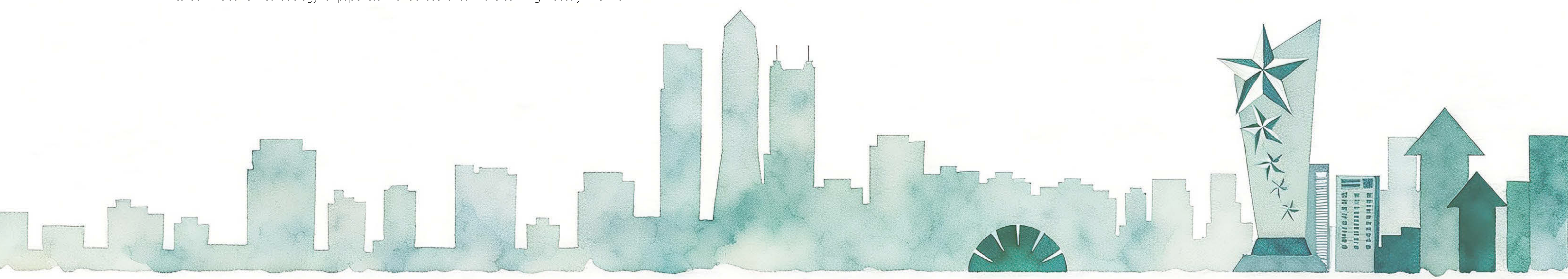
The Bank was awarded the "2025 Tianji Award for Technology-driven Financial Services Bank" in the *Securities Times* "China Banking Tianji Awards." It also received the "Golden Bull Award for Banks Supporting Technological Innovation" from *China Securities Journal.*

In the "Assessment and Evaluation of Financial Institutions' Services for Rural Revitalization" organized by the People's Bank of China and the National Financial Regulatory Administration, the Bank was rated "Excellent."

In the 2025 "Data Element ×" Competition hosted by the National Data Administration, the Bank's "CITIC E-Loan Digital and Intelligent Service" won the Second Prize in the national finals of the financial services track. The Bank was also recognized as a "People's Craftsmanship Brand" by People's Daily Online, and its "New Paradigm of Financial Services for Rural Revitalization" was selected as a case in the "Innovative Practices in Building a Strong Financial Nation – Inclusive Finance Cases" by People's Daily Online.

Governance

The Bank's MSCI ESG rating was upgraded to the highest global AAA level. It was included in Wind's "Top 100 ESG Best Practice Listed Companies in China 2025 (Large-cap)." The Bank also received the 2025 Best Practice Awards from the China Association for Public Companies, including Best Practice in Board of Directors, Best Practice in Investor Relations Management, and Best Practice in Sustainable Development.



SUSTAINABILITY GOVERNANCE

- Governance Structure:
  Vertical Implementation of ESG Concepts from Strategy to Action
- Synergistic Progress:
  Horizontally Expanding ESG Practices from the Bank to Subsidiaries

In the new journey of comprehensively building a modern socialist country, the concept of sustainable development deeply aligns with the essential requirements of Chinese modernization: "promoting harmonious coexistence between humanity and nature," "achieving common prosperity for all people," and "realizing high-quality development." It serves not only as a core benchmark for capital markets to assess enterprises' long-term value creation capabilities, but also as a crucial practice for implementing new development concepts and constructing new development paradigms.

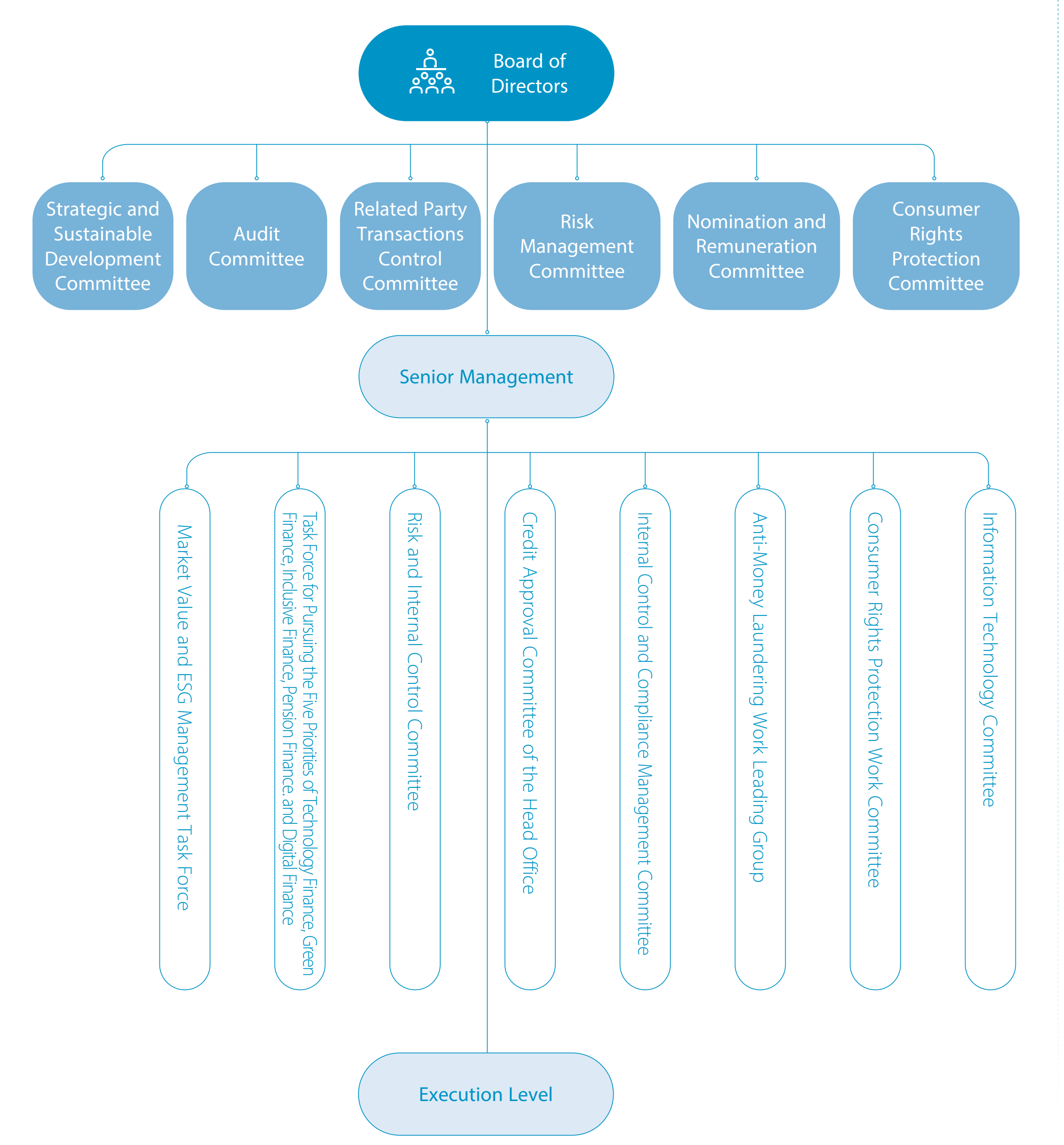
China CITIC Bank has profoundly embraced the imperatives of the times by establishing "sustaining stable operations and sustainable development" as one of its core principles. The Bank is committed to embedding sustainability into its strategic DNA, reinforcing its mission to serve national priorities through financial innovation. China CITIC Bank has comprehensively integrated ESG factors into the Bank's strategic decision-making, business innovation, and operational management processes to promote the coordination of risk, capital, and market value, adhering to long-termism and maintaining strategic resilience, balancing development and risks, harmonizing short-term and long-term objectives, and aligning local and global interests. Simultaneously, China CITIC Bank upholds ESG principles and green development, actively fulfills social responsibilities, and enhances its ESG performance. The Bank has built a forward-looking, systematic, and practically actionable sustainability framework, exploring a financial sustainability path that integrates Chinese characteristics with a global vision. This approach aims to unify social value and economic value, balance functionality and profitability, and contribute CITIC wisdom and strength to advance high-quality financial development.

In 2025, the Bank continued to strengthen active ESG management and promoted the in-depth and group-wide development of ESG governance concepts.

Governance Structure: Vertical Implementation of ESG Concepts from Strategy to Action

The Bank has continuously improved its sustainability governance framework, including the shareholders' meeting, the board of directors, and senior management, forming a sustainability management system that operates in a top-down, innovation-driven, mutually reinforcing, and coordinated manner.

The Bank's Sustainability Management Structure



Board of Directors

The **Bank's Board of Directors** plays a strategic leading role, supervising and guiding key ESG issues such as green finance, inclusive finance, rural revitalization, consumer rights protection, and data security and customer privacy protection, and incorporating these related issues into the Bank's overall strategic plan. It regularly assesses the implementation of the plan. **The Strategic and Sustainable Development Committee** of the Board of Directors is responsible for coordinating the development of the Bank's ESG system, reviewing ESG-related work reports, and promoting the implementation of other ESG-related work required by the regulatory authorities.

The Risk Management Committee, Audit Committee, Related Party Transactions Control Committee, Nomination and Remuneration Committee, and Consumer Rights Protection Committee of the Board each perform their respective duties, jointly implementing effective supervision and guidance on the progress of the Bank's ESG-related issues. Specifically, **the Risk Management Committee** is responsible for periodically evaluating the Bank's risk appetite, case prevention management, risk management status, and risk tolerance. **The Audit Committee** is responsible for inspecting the Bank's finances, supervising and evaluating internal control and internal/external audits, and exercising the powers of the Board of Supervisors as prescribed by the Company Law of the People's Republic of China and regulatory systems. **The Related Party Transactions Control Committee** is responsible for researching the related party transaction system, focusing on compliance, fairness, and necessity, while monitoring risks, violations, and accountability. **The Nomination and Remuneration Committee** is responsible for setting policies concerning Board diversity and reviewing the qualifications of independent director candidates regarding their independence, expertise, experience, and capabilities. **The Consumer Rights Protection Committee** is responsible for formulating strategies, policies, and goals for consumer rights protection and supervises other related work and proposals.

For the performance of duties of the Bank's Board of Directors and its special committees related to sustainability in 2025, please refer to the "Corporate Governance" section in the "Governance" chapter of the Report.

Board of Supervisors[3]

During its term of office, the Board of Supervisors of the Bank conducted supervision across six dimensions: strategy, finance and equity, internal control and compliance, risk management, performance evaluation, and information disclosure. The supervision covered multiple key ESG issues, including internal control and compliance, related party transactions, anti-money laundering, consumer rights protection, performance evaluation of directors, supervisors, and senior management, and social responsibility.

In 2025, the Board of Supervisors attended all Board meetings during its term. It held 10 meetings of the Board of Supervisors, deliberated on 17 proposals including the 2024 Annual Report, the 2024 Sustainability Report, the 2024 Profit Distribution Plan, and the reports on the 2024 performance evaluation of the Board of Directors, the Board of Supervisors, the senior management, and their members, and listened to 49 briefings. The Board of Supervisors focused on the performance of the Board of Directors and senior management in serving the real economy, consumer rights protection, risk internal control and compliance, and capital management, and provided targeted opinions and suggestions.

During its term of office, the Board of Supervisors issued two issues of the *Supervision Work Letter*, providing supervisory prompts on risk management, compliance and internal control, and consumer rights protection. These letters were sent to relevant units for research and feedback and delivered to the Board of Directors and senior management, further improving the full-process and closed-loop supervision mechanism of the Board of Supervisors' meetings, enhancing the quality and efficiency of the meetings while strengthening the connection between various subjects of corporate governance.

[3] According to the *Approval of the National Financial Regulatory Administration on the Revision of the Articles of Association of China CITIC Bank* (Jin Fu [2025] No. 725), starting from December 16, 2025, the Bank will no longer have a Board of Supervisors, and the Audit Committee of the Board of Directors will exercise the powers of the Board of Supervisors as prescribed by the *Company Law of the People's Republic of China* and regulatory systems.

Senior Management

The Bank has established a **Market Value and ESG Management Task Force** with the vice president as the team leader to coordinate and promote the ESG work of the Bank. At the same time, it has established deliberative bodies for ESG-related issues, such as **the Task Force for Pursuing the Five Priorities of Technology Finance, Green Finance, Inclusive Finance, Pension Finance, and Digital Finance, the Risk and Internal Control Committee, the Credit Approval Committee of the Head Office, the Internal Control and Compliance Management Committee, the Anti-Money Laundering Work Leading Group, the Consumer Rights Protection Work Committee, and the Information Technology Committee**. These bodies are responsible for leading the formulation of development plans for ESG-related issues and their daily management, and supervising ESG risk management activities during the business operation process.

Name of Leading Group/Committee	Personnel Composition and Responsibilities
Market Value and ESG Management Task Force	The Vice President serves as the director, responsible for coordinating and promoting the market value and ESG management of the Bank. It has expanded its membership from the original Market Value Management Task Force to include departments responsible for key ESG issues, working together to strengthen market value and ESG management and promote the improvement of market value performance and comprehensive ESG evaluation.
Task Force for Pursuing the Five Priorities of Technology Finance, Green Finance, Inclusive Finance, Pension Finance, and Digital Finance	Five special task forces are established respectively around the five priorities of technology finance, green finance, inclusive finance, pension finance, and digital finance, with lead senior management members serving as the leaders, heads of the respective implementation departments as deputy leaders, and representatives from other collaborating departments and subsidiaries as members. The lead implementation departments for technology finance, green finance, inclusive finance, pension finance, and digital finance, guided by macro policy directions and the Bank's new three-year development plan, have formulated special action plans closely aligned with the *CITIC Bank Implementation Plan for Pursuing the Five Priorities of Technology Finance, Green Finance, Inclusive Finance, Pension Finance, and Digital Finance*. Together, these efforts form a comprehensive "1+5" implementation framework to ensure the effective pursuance of the five priorities of technology finance, green finance, inclusive finance, pension finance, and digital finance across the Bank.
Risk and Internal Control Committee	The President serves as the director, responsible for studying, reviewing, and making decisions on matters related to risk management and internal control and compliance management.
Credit Approval Committee of the Head Office	The Vice President serves as the director, conducts risk reviews, including environmental and climate risks, for all credit and non-credit business. It fully considers the production process, energy consumption level, pollutant discharge situation during the production and operation process of customers, as well as the impacts on the ecological environment and biodiversity, and adheres to the "one-vote veto system for environmental protection".
Internal Control and Compliance Management Committee	The Committee is chaired by the President of the Bank, responsible for overseeing the Bank-wide internal control and compliance management, including the research, decision-making, and coordination of major matters in the process of internal control and compliance management.
The Anti-Money Laundering Leading Group	The President serves as the Group leader, responsible for reviewing and approving anti-money laundering internal control management and money laundering risk management matters, as well as coordinating, guiding, and overseeing the Bank-wide anti-money laundering efforts.
Consumer Rights Protection Committee	The President serves as the director of the Committee, primarily tasked with ensuring the effective implementation of consumer rights protection strategic objectives and policies.
Information Technology Committee	The Committee is chaired by a Vice President and consists of the Office, the New Technology Application Working Group, the Demand Coordination Working Group, and the Cybersecurity and Information Security Working Group. It is responsible for formulating plans for the Bank-wide information technology development, reviewing and approving information technology construction projects, coordinating major issues, monitoring information technology investments, and other related responsibilities.

Execution Level	The Board of Directors Office is the lead department for ESG management across the Bank, responsible for promoting the construction of ESG-related systems and mechanisms, coordinating the implementation of management improvement for key ESG issues, guiding the Bank in responding to stakeholder concerns, and planning and organizing ESG training and knowledge dissemination. The departments responsible for key issues at the Head Office are the centralized management departments for various ESG issues, responsible for researching and formulating implementation plans for relevant issues and following up on their execution, effectively promoting the steady improvement of the quality and efficiency of ESG-related work. Branches and subsidiaries are responsible for organizing and implementing ESG management within their respective jurisdictions, establishing ESG management systems and working mechanisms suitable for their own business characteristics and scale, summarizing excellent cases and practices, and appointing dedicated personnel to be responsible for ESG-related work.

Synergistic Progress: Horizontally Expanding ESG Practices from the Bank to Subsidiaries

Parent Bank Leadership: Coordinating ESG Management and Strengthening Value Creation

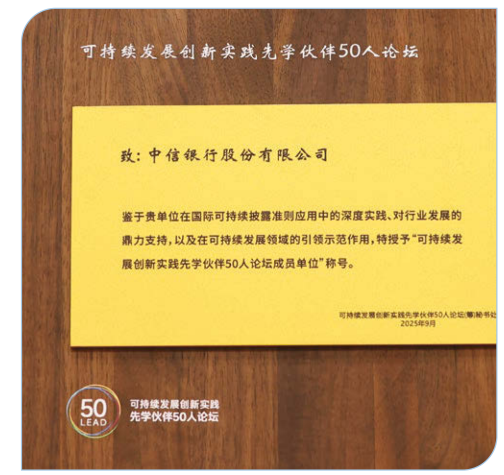
Internalizing Philosophy to Consolidate Sustainability Capabilities

- Conducting bank-wide online training on ESG regulatory policies and special offline ESG training for the audit line, further expanding the internal reach and depth of the ESG philosophy.
- Compiling the first *Collection of Sustainability Cases*, which includes 154 cases from 23 branches and subsidiaries, and selecting outstanding cases for detailed analysis to promote cross learning and exchanges.

Cover image of the *China CITIC Bank's Collection of Sustainability Cases.*

Externalizing Value to Enhance Sustainability Influence

- Continuously improving the sustainability information disclosure system to systematically enhance the transparency, professionalism, and influence of information disclosure. On the basis of being a supporter of the Task Force on Climate-related Financial Disclosures (TCFD) and one of the first batch of Partners for Early Learning for the International Sustainability Standards Board (ISSB) standards, the Bank became one of the first batch of member units of the Forum of 50 Pioneers in Sustainable Innovation Practices, continuing to contribute to the implementation and practice of international standards in the Chinese market.
- Actively leveraging its own advantages, the Bank released a special research report titled the *Policy Chain Driving Industry Chain: ESG Management, Green Certificate Mechanism, and the Decarbonization Path of the Electrolytic Aluminum Industry* at the Hong Kong Green Finance Association (HKGFA), broadening the information channels for overseas investors to understand China's "Dual Carbon" policies.



Awarding of the plaque for Member Unit of the Forum of 50 Pioneers in Sustainable Innovation Practices.

Releasing the special research report at the Hong Kong Green Finance Association (HKGFA).

In 2025, the Bank's MSCI ESG rating was upgraded by two notches to the highest global AAA level. The Bank was included in Wind's "Top 100 ESG Best Practice Listed Companies in China 2025 (Large-cap)". Its SynTao Green Finance ESG rating was upgraded to A, and the Bank was selected for the *Steady and Sustained Growth: China ESG Leaders Report 2025*. The Bank received multiple best practice awards from the China Association for Public Companies in 2025, including Best Practice in Board of Directors, Best Practice in Investor Relations Management, and Best Practice in Sustainable Development. It was also selected for China Financial Media's 2025 Banking Industry ESG Best Practice cases in both "ESG Brand Building" and "ESG Themed Video". In addition, the Bank received the "Golden Pegasus Award for Most Valuable Listed Company" from *Securities Daily*, the China Financial Industry Honor Award for Excellence in Advancing the "Five Key Priorities" from *Securities Times*, and the "Lucid Waters and Lush Mountains Award" ESG Finance Annual Award from CLS. The Bank was included in the "Top 100 Chinese Companies for ESG 2025" list by Sina Finance, and selected for the "Top 100 Hong Kong-listed Companies for ESG" under the 2025 Outstanding ESG Value Awards jointly released by the Global Chinese Business Media Alliance, *Hong Kong Commercial Daily*, and *Hong Kong Economic Herald*. The Bank also received "Excellence in Capital Market Communication" and "Excellence in ESG" awards at the Roadshow China Excellence IR Awards, as well as the "Golden Bridge Award" for Outstanding ESG Disclosure Financial Institution in 2025 by Simu Finance and Investor Network.

Subsidiary Synergy: Basing on Main Responsibilities and Businesses to Create Distinctive Practices

In 2025, basing on their main responsibilities and businesses, the subsidiaries of the Bank integrated the sustainability philosophy into their governance structures, development strategies, and products and services, solidly promoting the implementation of the sustainable development strategy.

CIFH

Incorporating ESG into the strategic top-level design and establishing an ESG Steering Committee for overall management. It actively practices green office operations on the operational side, continuously enriches the green and sustainable financial product matrix on the business side, and simultaneously actively fulfills its social responsibilities by organizing employees to carry out volunteer services and emergency financial support. During the reporting period, CNCBI received several awards from *The Asset*, including "Best Offshore Sustainability-Linked Loan in China (Logistics Sector)", "Best Offshore Green Loan in China (Electronics and Electrical Equipment, Batteries)", "Best First Offshore Green Bond in China", and "Best Offshore Green Carbon-Neutral Bond in China".

CNCB Investment

Attaching great importance to the field of ESG and sustainable development, and fully integrating the sustainability philosophy into its strategy and culture. It actively promotes a green and healthy office model, implements various green operational measures, improves energy consumption management, and enhances operational efficiency.

CITIC Financial Leasing

Integrating ESG principles into business processes and establishing green leasing strategic objectives at the Board and senior management levels. Building a clean energy business system covering wind, solar, hydro, and energy storage; leveraging the Group's synergies to pioneer the "Leasing +" industry collaboration model; and co-initiating China's first green leasing development community. During the reporting period, CITIC Financial Leasing was included in the "Top 50 Green Leasing Companies in China" list released at the First China Green Leasing Innovation and Development Conference, jointly organized by the Yangtze River Delta G60 Science and Technology Innovation Corridor Joint Conference Office and the Shanghai Financial Leasing Industry Association.

CITIC Wealth Management

Building a comprehensive ESG governance system characterized by horizontal coordination, vertical alignment, and integrated advancement, with the Board of Directors and its specialized committees responsible for regularly reviewing major ESG matters. Publishing sustainability reports for three consecutive years. Continuously enhancing the quality of green wealth management, focusing on the "Five Key Priorities" (technology finance, green finance, inclusive finance, pension finance, and digital finance), and launching the "Qinglü Gonghui" ESG-themed products. In 2025, donations from 12 "Warmth for Children" charity wealth management products exceeded RMB 10 million. During the reporting period, the "Warmth for Children" charity wealth management products received the "Annual Outstanding Brand Case – Social Responsibility Category" award from *China Finance* magazine.

CITIC aiBank

Improving the ESG management system and strengthening the top-level design by renaming the Strategic Development Committee under the Board of Directors to the Strategic and Sustainability Committee. It systematically conducted the inventory and accounting of carbon emission data for 2024, and published its annual sustainability report to comprehensively showcase the effectiveness of its environmental and social responsibility practices.

JSC Altyn Bank

Formulating the *ESG Rating Guidelines* and customer assessment questionnaires to formally incorporate ESG factors into the credit decision-making process. It jointly built a cooperative ecosystem with various parties through the Pro ESG project and held an ESG-themed case competition at the Kazakh-British Technical University. It published its first ESG academic paper, participated in international conferences, and explored carbon emission measurement methods compliant with Kazakhstan's regulations and international standards. It published its first sustainability report, systematically disclosing its ESG risk management methods and sustainable development practices.

Lin'an CITIC Rural Bank

Adhering to the philosophy of finance for good, taking root in rural areas, and sustainable symbiosis, it is committed to becoming a bond connecting urban and rural areas and serving agriculture, rural areas, and farmers. Through empowering the ecological revitalization of rural areas with green finance and enhancing the people's wellbeing with inclusive services, it injects sustained momentum into local economic and social development.

SUSTAINABILITY MANAGEMENT

Issue Identification and Materiality Assessment

In 2025, in accordance with the double materiality principle for the identification of sustainability issues in the *Guidelines No.14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies — Sustainability Report (Trial)*, the Bank systematically re-examined the analysis process and results based on the work of the previous year. After careful evaluation, no material changes have occurred in the relevant processes and results.

The Bank's Double Materiality Assessment Process for Sustainability Issues

Step 1: Issue Identification

The Bank has carried out the identification of sustainability issues and impact materiality analysis for many consecutive years. In 2025, based on the industry characteristics of banking financial institutions, the Bank's strategic development planning, and the value chain in which it operates, combined with the requirements of domestic and overseas sustainability-related standards and guidelines, topics of concern in authoritative ESG ratings, and the concerns of various stakeholders, the Bank comprehensively reviewed the 15 sustainability issues identified in 2024. The existing list of issues still accurately reflects the actual situation of the Bank.

The Bank's Sustainability Issues

No.	Issue Name	Issue Description
Environmental		
1	Responding to Climate Change	The Bank explores the transmission mechanisms between climate risks and other risks, identify, evaluate, and manages climate-related risks and opportunities, sets and implements climate-related metrics and targets, strengthens ESG risk management in business, and improves the capability to respond to climate change.
2	Green Finance	The Bank strengthens the green finance system and mechanism development. Incorporates green development considerations across all investment and financing operations, builds a comprehensive green financial service system to support China's green economic transition and national "dual carbon goals", advancing the Beautiful China Initiative through high-quality green finance.
3	Energy and Resource Management	The Bank enhances energy and resource efficiency in daily operations through improved environmental management systems. Sets and implements targets for waste reduction, emission control, water conservation and circular economy initiatives while ensuring environmental compliance.
Social		
4	Technology Finance	The Bank increases the supply of technology financial products and services, builds a specialized and sustainable science and technology financial system, promotes a virtuous cycle of the sci-tech innovation chain, the results transformation chain, and the financial capital chain, leverages technology finance to support the development of new quality productive forces, and contributes to the advancement of high-level sci-tech self-reliance and the construction of a sci-tech powerhouse.
5	Inclusive Finance	The Bank actively explores a high-quality development model for inclusive finance that is cost-affordable and commercially sustainable, better meets the diversified financial needs of small and micro enterprises, agricultural-related business entities, and key assistance groups, enhances the coverage and accessibility of inclusive financial services, and facilitates the advancement of common prosperity to a new stage.
6	Pension Finance	The Bank leverages financial strengths to innovate pension products and services, supports multi-tier pension insurance system development. Enhance real economy support while meeting diversified retirement financial needs.
7	Digital Finance	Focusing on efficiency and security, the Bank deeply integrates into the development of "Digital China" and "Digital CITIC", accelerates the implementation of digital transformation strategies, fully leverages the advantages of digital innovation in driving business growth, continuously unleashes new momentum for sci-tech innovation, and promotes the development of digital finance.
8	Consumer Rights Protection	The Bank provides secure financial products and services, safeguards consumer rights in financial transactions. Continuously improves complaint management mechanisms for timely response to consumer needs.
9	Data Security and Customer Privacy Protection	The Bank systematically carries out work on cybersecurity, information, and data security management as well as customer personal privacy protection, ensuring the cybersecurity, the security of information, and data, while safeguarding customers' personal privacy and sensitive information from infringement.
10	Employees	The Bank respects and fully guarantees employees' basic rights and interests, prioritizes their physical and mental health, and provides them with comprehensive training systems and career advancement pathways to empower their professional development.
11	Social Contribution	The Bank actively organizes and participates in volunteer activities, public welfare and charitable initiatives, and social assistance efforts.
12	Supply Chain Management	The Bank establishes a robust mechanism for supplier access, evaluation, training, and exit, incorporating ESG factors into supplier management to identify supply chain risks, strengthens supply chain security management, and promotes sustainable supply chain development.
Governance		
13	Corporate Governance	The Bank adheres to integrating the overall leadership of the Party into corporate governance, continuously improves the duty performance capabilities of directors and senior management members, constantly perfects the corporate governance system, and promotes the realization of high-quality development through high-quality corporate governance.
14	Risk Management	The Bank comprehensively identifies, assesses, and controls all potential risks to ensure the Bank effectively prevents and responds to risks across all levels and business domains.
15	Business Ethics and Compliance	The Bank strictly complies with external regulatory requirements and internal rules and regulations, operates with integrity to ensure lawful and compliant business operations, formulates and adheres to anti-corruption policies and integrity compliance guidelines, conducts regular ethics-related training, and safeguards corporate reputation.

Step 2: Double Materiality Assessment

Following the SSE's double materiality assessment framework, while balancing information availability and cost affordability, the Bank conducted both impact materiality assessments and financial materiality assessments for all identified sustainability issues.

Impact Materiality Assessment

Adopting a qualitative assessment approach, the Bank invites internal and external ESG experts to evaluate the extent of actual positive impacts, actual negative impacts, potential positive impacts, and potential negative impacts generated by various sustainability issues on the economy, environment, and society, and selects appropriate thresholds as judgment criteria.

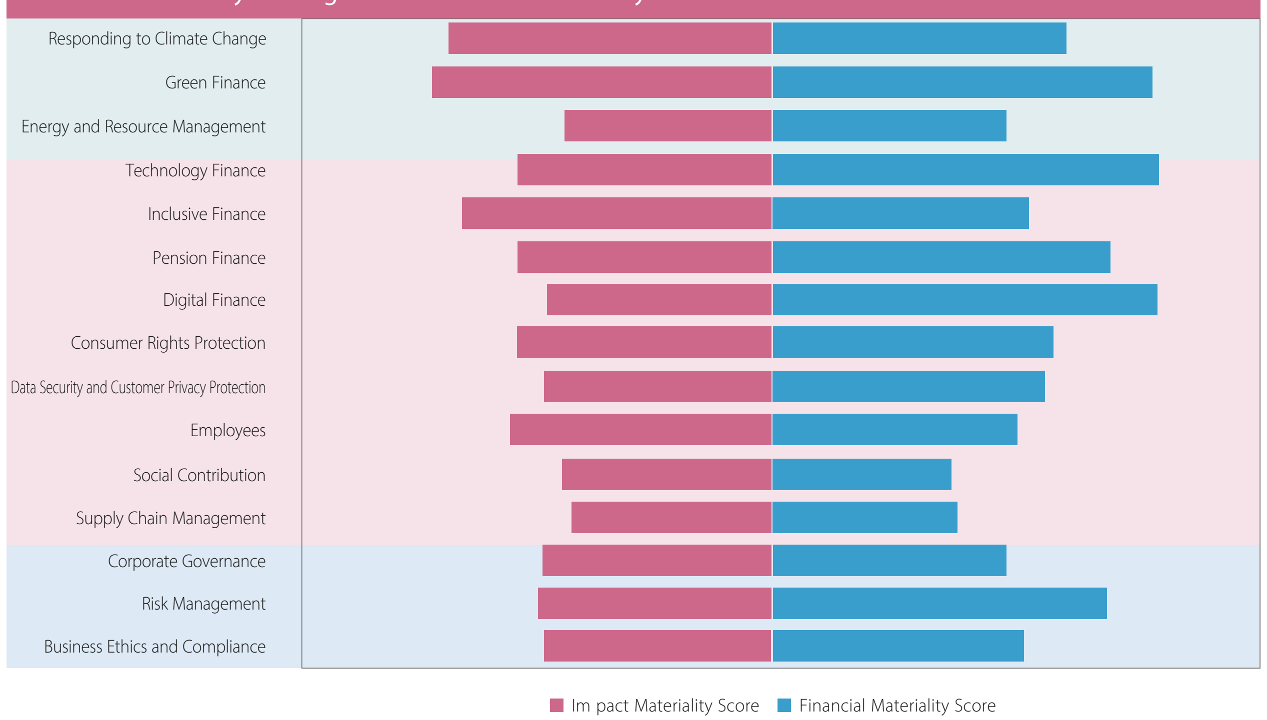
Financial materiality assessment

Adopting a qualitative assessment approach, the Bank invites internal and external ESG experts, departments related to various sustainability issues, and internal financial and accounting experts to determine the risks and opportunities brought by various sustainability issues to the Bank's financial condition. They evaluate the likelihood of risks or opportunities occurring and the extent of their financial impact across different timeframes—short, medium, and long term—and select appropriate thresholds as judgment criteria.

Step 3: Validation and Presentation

The Bank integrated the results of impact materiality and financial materiality assessments and, after validation by internal and external industry experts, finalized the dual materiality scoring for the Bank's sustainability issues.

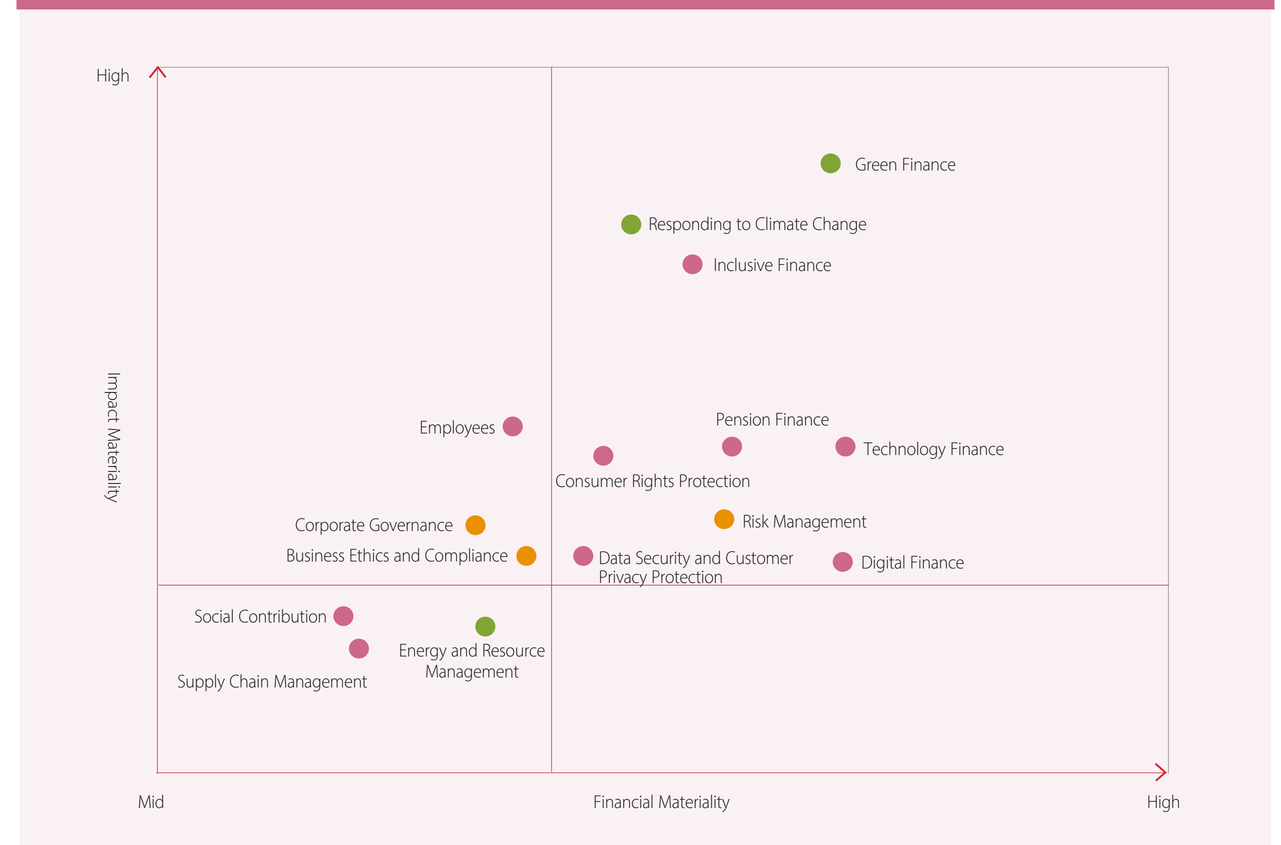
Double Materiality Scoring of the Bank's Sustainability Issues[4]



[4] Scores from the impact materiality and financial materiality assessments have been linearly scaled to the same range for comparable visual representation. This adjustment alters only the relative lengths of the bars, not the original numerical scores or their weighting.

The results indicate that among the 15 sustainability issues identified by the Bank, 9 issues demonstrate both financial materiality and impact materiality, namely Responding to Climate Change, Green Finance, Technology Finance, Inclusive Finance, Pension Finance, Digital Finance, Consumer Rights Protection, Data Security and Customer Privacy Protection, and Risk Management. 3 issues only demonstrate impact materiality, namely Employees, Corporate Governance, and Business Ethics and Compliance. Determined by the nature of the financial industry, the Bank's operational scale and risk exposure in Energy and Resource Management, Social Contribution, and Supply Chain Management are relatively small. They neither generate significant material impacts on the external environment and society, nor pose substantial risks or opportunities to the Bank's financial condition and corporate value. Therefore, these three issues are identified as lacking both impact materiality and financial materiality.

Double Materiality Assessment Matrix for the Bank's Sustainability Issues[5]



Based on the identified sustainability issues, the Bank has formulated the disclosure framework for this year's *Sustainability Report*, and conducted targeted sustainability disclosures guided by the analysis results. For issues demonstrating impact materiality, the Bank discloses information in alignment with specific regulatory disclosure requirements and stakeholder concerns. For issues demonstrating financial materiality, the Bank conducts analysis and disclosure centered on the core contents of "governance; strategy[6]; impact, risk and opportunity management; and metrics and targets[7]", alongside regulatory guidelines concerning specific issues.

[5] In the evaluation matrix, the higher the level of importance of an issue, the further it is from the origin.

[6] Guided by national regulatory orientations and the adjustment cycles of the Bank's resource allocation policies, the time horizons for impacts are defined as follows: short-term (1 year), medium-term (1 to 5 years), and long-term (over 5 years).

[7] For details, please refer to the "Goals and Progress" section.

Engagement and Interaction with Stakeholders

Based on the United Nations Sustainable Development Goals (SDGs), international standards, industry guidelines, and the typical characteristics of the financial industry, and combining with its own practical experience in sustainable development work, the Bank has identified and confirmed seven categories of stakeholder groups that have a significant impact on the company's business and operations. These groups include: governments and regulatory authorities, shareholders and investors, customers and consumers, suppliers and partners, employees, the community, and the media.

The Bank has established extensive, efficient, and diversified communication mechanisms with various stakeholder groups, fully listens to and understands the concerns and expectations of each stakeholder group, and dynamically integrates them into the Bank's decision-making processes and management systems.

The Bank's Stakeholder Engagement

Stakeholders	Concerned Issues		Engagement mode and Frequency	Measures to Respond
Government and regulatory authorities	· Responding to Climate Change · Green Finance · Energy and Resource Management · Technology Finance · Inclusive Finance · Pension Finance	· Digital Finance · Corporate Governance · Risk Management · Business Ethics and Compliance	· Regularly studying laws and regulations, policy guidelines and regulatory documents · Participating in industry conferences and briefing sessions from time to time · Accepting on-site inspection and off-site supervision from time to time · Participating in talks, seminars and forums from time to time	· Responding to government needs · Implementing regulatory policies · Participating in the development of industry standards and norms · Improving operational and management performance · Accepting supervision and assessment
Shareholders and investors	· Responding to Climate Change · Green Finance · Digital Finance · Corporate Governance	· Risk Management · Business Ethics and Compliance	· Regularly conducting investor communication and exchange, as well as roadshow and counter roadshow activities · Regularly organizing shareholders' meetings and performance conferences, and releasing regular announcements	· Formulating and implementing development strategies · Improving corporate governance · Reinforcing risk prevention · Increasing transparency of information disclosure
Customers and consumers	· Technology Finance · Inclusive Finance · Pension Finance · Digital Finance	· Consumer Rights Protection · Data Security and Customer Privacy Protection	· Permanent customer service channels such as business outlets, e-banking and customer service platforms · Regular market research and salon lectures	· Providing convenient and fast financial services · Providing diversified financial products · Timely releasing the product and marketing announcements · Understanding customers' comments and suggestions · Strengthening the security of business outlets
Suppliers and partners	· Supply Chain Management · Risk Management	· Data Security and Customer Privacy protection	· Regular public procurement information · Irregularly conducting supplier site visits · Regularly carrying out procurement project negotiations and exchanges · Regularly signing cooperation agreements and contracts	· Establishment of a sound supplier management mechanism · Establishing and maintaining supplier database · Reinforcing communication and contact with suppliers
Employees	· Employees		· Annual Staff Representative Congress · Permanent intranet mailboxes, forums, employee office software and platforms, employee reporting mechanisms and whistleblower protection	· Recruiting employees fairly · Adhering to equal pay for equal work · Protecting legitimate rights and interests · Organizing cultural and sports activities · Providing vocational skill training · Receiving employees' opinions · Implementing whistleblower protection
The community	· Inclusive Finance · Pension Finance · Consumer Rights Protection	· Social Contribution	· Field research and visits from time to time · Visits to support agencies, charitable organizations from time to time	· Providing donation funds · Implementing assistance projects · Carrying out financial education and publicity activities · Organizing public welfare activities
The media	· Technology Finance · Green Finance · Inclusive Finance · Pension Finance · Digital Finance	· Consumer Rights Protection · Social Contribution · Corporate Governance · Risk Management	· Organizing press conferences from time to time · Regularly updates its official website and social media · Regularly issuing press releases · Regularly conducting media exchanges	· Organizing various press conferences such as performance conferences and product launches · Accepting media interviews · Timely disclosing regular reports and releasing publicity manuscripts · Organizing rich forms of media communication activities

Goals and Progress

The Bank focuses on the key areas such as responding to climate change, pursuing the five priorities of technology finance, green finance, inclusive finance, pension finance, and digital finance in the financial field, consumer rights protection, data security and customer privacy protection, as well as risk management, formulates development plans and goals related to sustainable development. The Board of Directors and the senior management regularly review the achievement of these goals, and promptly adjust the goal directions in light of its own development status and the internal and external environment.

Issue	Goals	Indicators	Progress in 2025
Responding to Climate Change	• For the Bank's own operations, Scope 1 and Scope 2 emissions will peak by 2030 and achieve carbon neutrality by 2060[8]	• Total greenhouse gas emissions (Scope 1 + Scope 2)	• In 2025, total greenhouse gas emissions (Scope 1 + Scope 2) were 213,800 tons of CO_2 equivalent.
Green Finance	• By the end of 2026, the balance of green loans reaches RMB 850.00 billion. • By the end of 2026, the number of "CITIC Carbon Account" users are no less than 32.00 million.	• Balance of green loans • Number of users of "CITIC Carbon Account"	• By the end of 2025, the green loan balance was RMB 752.462 billion. • By the end of 2025, the number of "CITIC Carbon Account" users reached 29.4402 million.
Technology Finance	• The balance of technology loans has a positive growth compared to the end of the previous year.	• Balance of technology loans	• By the end of 2025, the balance of technology loans exceeded RMB 1 trillion, representing a year-on-year increase of 14.75%.
Inclusive Finance	• The balance of inclusive small and micro enterprise loans has a positive growth compared to the end of the previous year, and the growth rate is not lower than the average growth rate of all loans. • The number of customers with outstanding inclusive loans to micro and small enterprises is no less than the value at the end of the previous year.	• Inclusive small and micro enterprise loan growth rate • Number of inclusive small and micro enterprise customers with loan balances	• By the end of 2025, the balance of inclusive loans to micro and small enterprises was RMB 644.306 billion, a growth rate of 7.42% compared to the end of the previous year, which was higher than the average growth rate of all loans. • By the end of 2025, the number of customers with outstanding inclusive loans to micro and small enterprises was 313,900, an increase of 3,505 compared to the end of the previous year.
Pension Finance	• By the end of 2028, the scale of pension finance custody reaches RMB 800.0 billion. • By the end of 2026, the growth rate of loans to the pension industry exceeds the average growth rate of total loans.	• Scale of pension finance custody • Growth rate of loans to the pension industry	• By the end of 2025, the pension finance custody scale was RMB 592.743 billion. • By the end of 2025, the balance of pension industry loans was RMB 2.47 billion, an increase of 146.58%, exceeding the average growth rate of total loans.
Digital Finance	• The proportion of the Group's information technology investment amount in operating income during the year exceeds 4%. • By the end of 2026, the balance of loans to core industries of the digital economy exceeds RMB 270.00 billion.	• Proportion of the Group's information technology investment amount in operating income during the year • Balance of loans to core industries of the digital economy	• In 2025, the proportion of the Group's information technology investment amount in operating income reached 4.53%. • In 2025, the balance of loans to core industries of the digital economy reached RMB 246.782 billion[9], representing a year-on-year increase of 18.92%
Consumer Rights Protection	• The complaint ticket first contact timeliness rate (contacting customers within one business day after receiving complaints) maintains above 95%. • The complaint ticket 15-day resolution rate maintains above 95%.	• Complaint ticket first contact timeliness rate • Complaint ticket 15-day resolution rate	• In 2025, the complaint ticket first contact timeliness rate was 99.68%. • In 2025, the complaint ticket 15-day resolution rate was 100%.
Data Security and Customer Privacy Protection	• Conduct data security risk assessments at least once a year.	• Number of annual data security risk assessments	• In 2025, one data security risk assessment was conducted.
Risk Management	• Continuously improve the comprehensive risk management system characterized by "effective risk control and robust development promotion," enhance risk management capabilities, rationally control credit costs, and maintain stable asset quality.	• Non-performing loan ratio • Allowance coverage ratio	• By the end of 2025, the non-performing loan ratio was 1.15%, and the allowance coverage ratio was 203.61%.

[8] The Bank is aligning with these timelines and is actively studying and formulating greenhouse gas emissions targets and decarbonization pathways. Relevant progress will be disclosed in the Bank's Sustainability Report.

[9] Based on the requirements of policy documents such as the *Notice of the General Office of the People's Bank of China on Pursuing the Five Priorities of Technology Finance, Green Finance, Inclusive Finance, Pension Finance, and Digital Finance* (Yin Ban Fa [2025] No. 66), the Bank adjusts the data scope of the balance of loans to core industries of the digital economy to the combined balance of corporate loans and bill financing (direct discounting).

Feature: Integrating into the New Development Paradigm and Jointly Composing a Concerto of Opening-up

The Bank profoundly grasps the strategic connotation of the country's "building a new development paradigm featuring dual circulation, in which domestic and overseas markets reinforce each other, with the domestic market as the mainstay," and leverages the synergistic advantages of the CITIC Group's "full financial licenses and broad industrial coverage." Internally, the Bank deeply cultivates key regions to support the construction of spatial carriers for high-quality development; externally, it focuses on high-level opening-up to build an unobstructed bridge for cross-border finance.

1 Focusing on Key Regions to Serve Coordinated Regional Development

The Bank has proactively implemented national strategies for coordinated regional development. Guided by the coordinated development of the Beijing-Tianjin-Hebei Region, the development of the Guangdong-Hong Kong-Macao Greater Bay Area, the integrated development of the Yangtze River Delta, and the construction of the Chengdu-Chongqing Economic Circle, the Bank has skewed credit resources to enhance the value contribution of these key regions. It actively supports the financing needs in areas including infrastructure development, urban connectivity, modern industrial systems, and large-scale equipment renewals. By flexibly deploying comprehensive financial solutions—such as credit loans, industrial funds, supply chain finance, investment-loan linkages, and public REITs—the Bank further tailors its regional operating footprint to align more closely with structural regional development.

Case: "Financing + Industrial Integration + Intelligence Integration" to Jointly Draw a New Blueprint for the Beijing-Tianjin-Hebei Industrial Chain

Relying on the unique advantages of CITIC Group, the Bank accurately grasps the synergistic development opportunities of the "six chains and five clusters"[10] in Beijing-Tianjin-Hebei. In 2025, the Bank, as an important partner, participated in the Third Beijing-Tianjin-Hebei Industrial Chain and Supply Chain Theme Matchmaking Activity held in Langfang, Hebei, by government departments such as the Hebei Provincial Department of Industry and Information Technology, and the Beijing and Tianjin Municipal Bureaus of Economy and Information Technology.

The Bank participated in 6 industrial chain theme matchmakings throughout the process, specially released the *CITIC Synergistic Chain Strengthening Comprehensive Service Plan*, and comprehensively introduced the Bank's "financing + industry integration + intelligence integration" all-round integrated model. In terms of **financing**, it built a comprehensive financial service system covering the complete chain of the enterprise's whole life cycle; in terms of **industry integration,** it provided enterprises with whole-industry-chain resource integration services from raw materials to the market; in terms of **intelligence integration,** it provided customers with intellectual support such as strategic planning, digital transformation, and green consulting to drive industrial innovation and upgrading.

With the help of this activity, the Bank precisely matched 70 enterprises, established a special service mechanism, and continuously followed up in synergy with Group subsidiaries, earnestly helping Beijing-Tianjin-Hebei to supplement and strengthen the chain.

[10] The "Six Chains" refer to hydrogen energy, biomedicine, cybersecurity and industrial internet, high-end instruments and industrial mother machines, new energy and intelligent connected vehicles, and robotics. The "Five Clusters" refer to integrated circuits, cybersecurity, biomedicine, power equipment, and safety and emergency equipment.

Case: Innovating Region-Specific Wealth Management Products to Channel Targeted Support for Regional Economic Development

The Bank's subsidiary, CITIC Wealth Management, combined regional major strategies and economic characteristics to issue localized wealth management products in synergy with branches. The asset investment and sales targets of this product are mainly derived from the place of issuance. While strongly supporting the development of the local real economy, it allows the people in the region to share the dividend of "common prosperity". By the end of 2025, CITIC Wealth Management had collaborated with 16 branches, including Hangzhou, Beijing, Shanghai, Nanjing, and Guangzhou, to launch a series of flagship products aligned with national regional strategies, such as "Common Prosperity and Creation," "Yangtze River Development," "Bay Area Navigation," and "Beijing-CITIC Aggregation."

2 Serving High-level Opening-up to Help Build the New Paradigm of Dual Circulation

2.1 Increasing Support for Free Trade Zones (Ports)

The Bank has comprehensively scaled up financial support for the development of Free Trade Zones (FTZs) and Free Trade Ports (FTPs). In terms of credit policies, priorities are given to Shanghai's international trade, shipping logistics, Lingang industries, financial services, and the international sci-tech innovation center. The Bank also supports Hainan's modern services such as tourism, healthcare, and professional services, as well as tropical agriculture and high-end manufacturing bases, alongside the synergistic development of sci-tech innovation and advanced manufacturing in the Greater Bay Area. Through these measures, the Bank continuously fortifies its financial service capabilities for key industries, clients, and businesses in FTZs and FTPs. In 2025, the Shanghai Branch was among the first to obtain the upgraded qualification for Shanghai FT (Free Trade) accounts, while the Tianjin and Shenzhen Branches concurrently received FT business approvals. Consequently, the Bank became the first joint-stock bank to achieve full coverage of FT accounts across five regions, significantly enhancing the cross-border financial service efficiency of pilot FTZs.

Case

Rooted in the Hainan Free Trade Port, Creating a New Cross-Border Finance Paradigm

Amid the construction of the Hainan Free Trade Port with Chinese characteristics, the Bank, embracing its mission as the "national financial team," established a Cross-Border Finance Center at the Head Office and designated the Haikou Branch as a bank-level cross-border finance sub-center, forging a globally integrated operational framework.

Account system innovation

As a pioneer in launching Multi-functional Free Trade (EF) accounts, the Haikou Branch has continuously deepened the application of this system. By the end of 2025, the number of EF accounts exceeded 200, with an accumulated transaction volume surpassing RMB 84.0 billion.

Diversified business expansion

Leveraging the advantages of EFN umbrella accounts (Non-resident Multi-functional Free Trade Accounts in the Hainan Free Trade Port) and domestic clearing capabilities, the Bank actively expanded its offshore payment institution business. Utilizing products like QFLP (Qualified Foreign Limited Partner) / QDLP (Qualified Domestic Limited Partner) and domestic guarantees for overseas loans, the Bank facilitated the global footprint of numerous large payment institutions and leading tech firms.

Trade Facilitation

The Bank actively participated in high-level cross-border trade opening-up pilots and optimized foreign exchange service provision, processing hundreds of facilitation transactions for prime enterprises. In 2025, the average processing time for foreign exchange receipts and payments for premium cross-border clients was reduced by over 75%, injecting CITIC momentum into the high-standard opening-up of the FTP.

2.2 Serving the Belt and Road Initiative (BRI)

Adhering to the principle of "extensive consultation, joint contribution, and shared benefits," the Bank focuses on key sectors and mega-projects with the goal of achieving "high standards, sustainability, and improved livelihoods" to support the high-quality development of the Belt and Road Initiative (BRI).

Strengthening Cross-border Investment and Financing Support

The Bank continuously deepened cooperation with China Export & Credit Insurance Corporation (Sinosure) on project insurance financing. Through medium- and long-term export credit facilities, it prioritized support for major infrastructure projects undertaken by Chinese enterprises in countries along the Belt and Road. In 2025, the Bank successfully closed a hydropower station project in Uzbekistan, marking the country's first RMB-denominated commercial loan from a Chinese bank, creating a significant demonstration effect. By the end of 2025, the outstanding balance of the Bank's export credit assets stood at RMB 14.33 billion, an increase of 12.31%.

Enhancing Foreign-related Service and Guarantee Capabilities

The Bank consistently upgraded its capacity for foreign-related letters of guarantee (L/Gs). By the end of 2025, its services covered over 100 countries and regions across five continents, supporting multilingual L/G issuance to effectively escort Chinese enterprises in going global. In 2025, newly issued foreign-related engineering L/Gs amounted to RMB 20.37 billion, a year-on-year increase of 42.08%.

2.3 Boosting RMB Internationalization

Actively practicing the RMB internationalization strategy, the Bank successfully obtained the qualification as a fund custodian bank for the Cross-Border Interbank Payment System (CIPS), with its connectivity quotation and trading volume leading among joint-stock banks. Furthermore, it pioneered the implementation of the first batch of overseas institutional bond repurchase transactions under the "Northbound Swap Connect" and "Bond Connect" schemes.

Feature: Supporting Domestic Demand Expansion and Boosting Consumption

In 2025, the Bank thoroughly implemented the national strategic deployment of expanding domestic demand, promoting consumption, and benefiting public livelihoods. The Bank formulated the *China CITIC Bank Special Action Plan for Financial Support to Boost Consumption* and the *China CITIC Bank Implementation Plan for Supporting the Boosting and Expansion of Consumption*. Centered on the main theme of expanding domestic demand and boosting consumption, the Bank structured its business around two major systems: the consumption demand side and the consumption supply side. Furthermore, the Bank outlined seven strategic directions: stimulating the internal driving force of consumption, activating consumer market momentum, unlocking the potential of residential services, integrating diverse consumption scenarios, exploring novel consumption scenarios, facilitating the circulation between production and consumption, and enhancing the quality and effectiveness of financial services. By defining 25 specific operational measures, the Bank actively refined its comprehensive and broadly accessible consumer finance service system, thereby driving the transformation and upgrade of the consumer finance ecosystem.

1 Focusing on the Demand Side to Stimulate the Internal Driving Force of Consumption

The Bank deeply integrated its service to national strategies with the fulfillment of public livelihood needs. By fully leveraging the capacity expanding role of credit cards and personal credit, the Bank comprehensively unleashed the consumption potential of residents through product innovation, scenario penetration, and user experience optimization.

Deepening Credit Card Ecosystem Operations to Unleash Consumption Potential

The credit card business of the Bank established a dedicated operational mechanism to boost consumption. It actively advanced initiatives to stimulate consumption by focusing on core areas such as cultivating key customer segments, arranging public benefit subsidies, expanding consumption scenarios, and optimizing user experiences. In 2025, the transaction volume of the Banks credit cards reached RMB 2.18 trillion, with online transactions accounting for RMB 1.01 trillion.

- The Bank innovatively implemented a tripartite ecosystem marketing campaign encompassing customer, scenario, and merchant dimensions. For **customers**, the Bank precisely tailored marketing activities to meet the distinct needs of various demographics, including international students, young consumers, and the silver economy demographic. For scenarios, the Bank deeply embedded its services into high frequency daily life scenarios spanning dining, lodging, transportation, entertainment, and shopping, thereby creating cross industry ecosystems such as finance plus cultural tourism and finance plus healthcare. For merchants, the Bank collaborated with premium merchants to launch overlapping benefit campaigns, including instant payment discounts and minimum spend promotions, achieving mutually beneficial outcomes for the Bank, merchants, and customers.
- Pushing the boundaries of industry technology, the Bank launched the UnionPay universal one-click card binding and Apple Pay card binding without card number entry features, continuously optimizing the card binding and payment experience for users. Concurrently, the Bank raised the single transaction limit for mobile QuickPass to RMB 50,000, catering to the demand for large and diversified consumer purchases.
- The Bank actively expanded its presence across top tier national platforms such as WeChat, Alipay, Douyin, JD, and Meituan. By capitalizing on major promotional events like the June 18 shopping festival, the Bank introduced card binding incentives and customized activation campaigns, thereby driving the enhancement of transaction quality.

Innovating Personal Credit Services to Reduce Consumption Costs

The Bank provides tailored and scenario specific personal credit financing support for diverse consumer groups.

- **Scaling up credit supply:** By innovating service models and optimizing credit policy elements, the Bank met the multifaceted financing needs of its customers. In 2025, the Bank disbursed RMB 312.730 billion in personal consumer loans.
- **Implementing public benefit interest subsidies**: In active response to national directives, the Bank provided fiscal interest subsidy services. By the end of 2025, the Bank had signed fiscal interest subsidy service agreements with 200,300 customers, facilitating interest subsidy support for 1.7204 million consumer transactions, effectively lowering the financing costs for household consumption.

Case Deepening Engagement in Local Livelihood Scenarios to Drive Mobile Payment Adoption in Hong Kong

The Banks subsidiary, CITIC Bank International, proactively responded to the Smart City initiative and the push for widespread mobile payment adoption by the Hong Kong Special Administrative Region Government. It pioneered the Taxi Mobile Payment Solution, offering residents and tourists an efficient and secure contactless payment experience, thereby effectively resolving the inconveniences associated with traditional cash payments. By the end of 2025, CITIC Bank International had enabled over 4,800 taxi drivers to activate mobile payment services through this solution, facilitating 32,000 transactions.

Concurrently, CITIC Bank International continuously expanded the reach of its livelihood financial services, extending its mobile payment QR code collection services to diverse sectors including dining, education tuition, visa services, and industry association fee collections. By harnessing financial capabilities to invigorate local consumer activity, it actively contributed to the advancement of Hong Kong's digital economy.

Case Facilitating Auto Consumption through Financial Leasing to Fulfill Car Ownership Dreams

The Bank's subsidiary, CITIC Financial Leasing, deepened its collaboration with third party leasing assistance institutions. It expanded its presence in financial leasing scenarios for both new and used passenger vehicles where individuals act as lessees, effectively lowering the barrier to vehicle ownership for consumers. In 2025, CITIC Financial Leasing established robust partnerships with eight premier leasing assistance institutions. While maintaining exceptional asset quality, it disbursed RMB 6.501 billion in vehicle retail financing over the year, cumulatively assisting 149,200 drivers in fulfilling their aspirations of car ownership and usage. Through these concrete actions, it supported the healthy circulation of the automotive industry chain and injected financial momentum into unlocking the potential of high value consumption.

Serving as the chief financial corporate sponsor for the China Open, the Bank introduced the Tennis Card featuring tennis themed card designs and offered various tennis related benefits. This initiative effectively stimulated consumption associated with the China Open and its peripheral markets.

2 Empowering the Supply Side to Precisely Unblock Industrial Circulation

In 2025, through policy execution, resource integration, and ecosystem empowerment, the Bank provided comprehensive support to corporate clients across the consumption industry chain, contributing to the quality enhancement and upgrading of consumer supply. The Bank established a consumer industry directory encompassing seven major sectors and 646 subsectors to dynamically track the operational status and financing needs of enterprises. Focusing on priority areas such as hospitality and catering, culture and entertainment, education, tourism, the winter sports economy, and rural revitalization, the Bank precisely addressed demands through industry seminars and specialized initiatives. Furthermore, the Bank proactively facilitated the effective implementation of the relending policy for service consumption.

Case Implementing Fiscal Interest Subsidy Policies to Serve the Consumer Sector

The Bank's Chongqing Branch innovatively deployed a combined policy toolkit of relending and fiscal interest subsidies to assist enterprises in essential consumer sectors, such as hospitality and dining, in enhancing their quality and efficiency. Addressing the operational liquidity needs of a local international brand hotel, the Branch integrated the service consumption relending policy of the People's Bank of China with the operational characteristics of the industry. It structured an installment-based credit framework, expedited the process through a green approval channel, and extended RMB 19 million in loan support to facilitate facility maintenance and service upgrades for the enterprise. Concurrently, focusing on small and micro dining enterprises at the terminal end of the service consumption supply chain, the Branch executed a service consumption relending initiative, extending RMB 4.5 million in working capital to a catering management company. Furthermore, the Branch guided the client in applying for fiscal interest subsidies, thereby lowering its financing costs. This operational model ensured that policy dividends directly reached the supply side of service consumption, providing strong support for the recovery of the regional consumer market.

ENVIRONMENTAL CHAPTER

- Environment-Related Governance
- Environmental-Related Strategy
- 1 Responding to Climate Change
- 2 Green Finance
- 3 Energy and Resource Management

Environment-Related Governance

Decision Making Level

The Board of Directors and its special committees bear the ultimate responsibility for the ESG work of the Bank. They supervise the senior management in fulfilling their management functions regarding climate change response, and deliberate on climate related risk management initiatives as well as green finance development strategies and targets. To comprehensively implement the national strategy of carbon peaking and carbon neutrality, the Board organizes and establishes a personnel structure equipped with climate related professional expertise. It regularly receives reports on the climate risk stress testing, green finance, and green operation management across the Bank. Furthermore, the Board promotes the integration of climate related factors into the overall strategic planning and actively drives the enhancement of climate related risk response measures.

Senior Management Level

The senior management establishes subordinate deliberative bodies responsible for formulating development plans and conducting the daily management of relevant environmental issues, while supervising environment related risk management activities during business operations.

The Head Office Credit Approval Committee

The Head Office Credit Approval Committee is established under the senior management, with the Vice President serving as the director. This committee conducts risk reviews for both credit and non-credit businesses of the Head Office, covering environmental and climate risks. This includes adhering to the strict environmental veto policy, taking into comprehensive consideration the production processes, energy consumption levels, and pollutant emissions of customers, as well as their impacts on the ecological environment and biodiversity.

The Green Finance Leading Group

The Green Finance Leading Group is also established under the senior management, with the President serving as the group leader. It is responsible for formulating green finance development strategies and targets, and comprehensively coordinating the planning, management, and promotion of the green finance business across the Bank. The group regularly reviews work reports and guides the execution of green finance management enhancements and business promotion initiatives.

Green Finance Management Improvement Working Group

Responsible for perfecting the green finance management system, elevating the level of environmental and climate information disclosure, conducting environmental and climate risk stress testing, and improving the green performance of the Bank itself.

Green Finance Business Promotion Working Group

Responsible for advancing businesses such as green credit and green bonds, providing supporting policies and resources, optimizing business processes, and fulfilling regulatory assessment requirements. It also carries out innovations in green finance products and services, engages with platforms such as carbon exchanges, and expands carbon trading related businesses.

Environmental-Related Strategy

Analysis of Climate-Related Risks and Opportunities

Based on its business development profile and characteristics, the Bank comprehensively identifies climate related risks and opportunities, and evaluates the time horizons of their impacts alongside the resulting financial implications. In 2025, the Bank identified 10 climate related risks and opportunities highly relevant to its operations, comprising two physical risks, four transition risks, and four opportunities.

Identification and Evaluation of Climate Risks and Opportunities of the Bank in 2025

Risk/Opportunity Type	Climate-Related Risk/ Opportunity Description	Impact on the Business Model or Value Chain of the Bank	Time Horizon
Climate-Related Physical Risks			
Acute Risks	Risks triggered by extreme weather events, such as severe typhoons, extreme rainfall, and floods.	**Transmission of customer credit risk:** Extreme weather may cause damage to the physical assets of credit clients, interrupt business operations, and increase maintenance costs and insurance premiums. These factors will impair the debt repayment capabilities of clients and lead to the depreciation of loan collateral value, thereby affecting the credit strategy and risk control measures of the Bank.	Short-term, Medium-term
		Fluctuation in financial asset value: Natural disasters in major commodity producing regions may trigger severe price volatility, leading to valuation instability of financial assets such as commodity derivatives held by the Bank.	Short-term, Medium-term
		Risk of operational interruption: Extreme weather may damage facilities such as the office buildings, business branches, and data centers of the Bank, thereby compromising business continuity.	Short-term
Chronic Risks	Risks triggered by long-term climate change trends, such as sea level rise, reduced water supply, biodiversity loss, and altered soil productivity.	**Revaluation of asset value:** Sea level rise and environmental degradation may lead to a long-term decline in asset value and an increase in operating costs for certain regions or industries. This will erode the debt repayment capabilities of relevant clients and the long-term value of collateral, affecting the credit strategy and risk control measures of the Bank.	Long-term
		Impact on agriculture and related industrial chains: Variations in temperature and precipitation may lead to reduced crop yields, shifts in planting areas, and increased irrigation costs. This weakens the operational stability and debt repayment capabilities of clients in agriculture and food processing sectors, elevating credit risks in associated industries.	
		Adaptive transformation of operational facilities: This may necessitate the Bank to conduct long term climate adaptability assessments and transformations on existing operational facilities, while optimizing disaster recovery systems and network architectures to adapt to climate change.	

Risk/Opportunity Type	Climate-Related Risk/ Opportunity Description	Impact on the Business Model or Value Chain of the Bank	Time Horizon
Climate-Related Transition Risks			
Policy and Legal Risks	Risks triggered by the introduction or adjustment of climate policies, regulations, and standards such as carbon pricing and carbon emission controls, alongside risks of potential compensation, fines, or accountability arising from climate litigation or regulatory enforcement.	**Increased transition pressure on high carbon industries**: As dual carbon policies deepen, clients in high carbon industries may face risks including rising carbon emission costs and stranded assets. This adversely affects their profit prospects, debt repayment capabilities, and market valuations, thereby influencing the credit strategy and risk control measures of the Bank. **Enhancement of building energy efficiency standards:** More stringent building energy efficiency policies may lead to a decline in the value of inefficient building assets and higher transformation costs, impacting the value of real estate collateral and the valuation of related securitization products of the Bank. **Legal and compliance risks:** Clients may face fines or production suspensions for rectification due to environmental pollution or excessive emissions. This may lead to credit defaults, which in turn could affect the credit strategy and risk control measures of the Bank.	Short-term, Medium-term, Long-term
Technological Risks	Risks triggered by changes in technology costs and production costs resulting from low carbon technology iterations.	**Technology substitution effect:** The rapid maturation of novel low carbon products and technologies may render traditional high carbon processes or products obsolete in the market, causing impairment to the existing assets of relevant enterprises. This will impair the debt repayment capabilities of clients in traditional industries, thereby potentially affecting the credit strategy and risk control measures of the Bank.	Short-term, Medium-term, Long-term
Market Risks	Risks triggered by shifts in the supply and demand for related goods and services during the low carbon transition period.	**Restructuring of market demand:** A diminished willingness among investors to fund high carbon enterprises may drive up their financing costs, while a consumer shift toward low carbon products leads to declining sales of traditional high carbon goods. Such structural market shifts may affect the operating income and financing capabilities of clients, thereby influencing the credit strategy and risk control measures of the Bank.	Short-term, Medium-term, Long-term
Reputational Risks	Risks of triggering negative feedback from public opinion, media, and investors due to insufficient actions in responding to climate change or deviations from public expectations.	**Impact on brand and customer acquisition:** Should the Bank hold excessive high carbon assets or provide inadequate support for the low carbon transition, it may attract negative evaluations from stakeholders and damage brand reputation, thereby affecting the credit strategy and lending directions of the Bank.	Short-term, Medium-term, Long-term

Risk/Opportunity Type	Climate-Related Risk/ Opportunity Description	Impact on the Business Model or Value Chain of the Bank	Time Horizon
Climate-Related Opportunities			
Resource Efficiency	An increase in green office scenarios such as efficient resource utilization, recycling, and electricity consumption reduction, coupled with the widespread application of energy saving technologies in buildings and office equipment.	**Cost reduction through green operations:** The Bank actively promotes green office practices and enhances resource utilization efficiency through the refined management and recycling of water, electricity, and gas resources.	Long-term
	The promotion and implementation of digital intelligence technologies across multiple business domains.	**Digital intelligence empowerment:** The Bank applies large scale models and artificial intelligence technologies to empower areas such as customer marketing, risk control, and operations. This continuously improves the quality and efficiency of financial services while reducing operating costs.	Medium-term
Energy Sources	The transition of the energy structure toward cleaner sources, and the opportunities brought by a substantial increase in the application proportion of renewable energy.	**Low carbonization of proprietary operations:** The Bank explores increasing the proportion of renewable energy usage, reducing operational carbon emissions, and enhancing the stability of energy supply.	Long-term
Markets	The launch of the national carbon emission rights trading market amplifies the financing demand for renewable energy projects.	**Financial innovation in carbon markets:** The Bank intensifies innovation in products such as carbon allowance and CCER pledge financing to provide financing support for enterprises undergoing energy transition.	Long-term
	Opportunities brought by an increased demand for transition project loans during the low carbon transition process of high carbon industries.	**Transition finance services:** The Bank offers transition finance products, such as emission reduction performance linked loans, to clients in high carbon industries to facilitate their green transition.	
	Opportunities brought by the continuous expansion of green finance markets, including green bonds, new energy vehicle loans, and emerging personal consumer sectors.	**Expansion of green finance:** The Bank capitalizes on consumption hotspots such as new energy vehicles to expand the scale of green credit and investments. It enriches the system of green wealth management and bond products, broadens investor channels, and leverages financial strength to guide social capital toward green industries.	
Resilience (Adaptability)	Providing climate adaptation financial products to clients in sectors such as agriculture and infrastructure to support projects aligned with national climate strategies and to enhance climate resilience.	**Financial products related to climate resilience:** Developing financial products that support areas such as agricultural adaptation and infrastructure reinforcement.	Long-term
	Proactively adopting diversified alternative and renewable energies, elevating the level of online operations, and enhancing proprietary adaptability to extreme weather events.	**Continuity of proprietary business:** The Bank proactively strengthens the disaster recovery infrastructure of physical branches and IT systems, enhancing supply chain resilience and the capacity for electronic business processing under extreme conditions to guarantee business continuity.	Medium-term, Long-term

In 2025, the Bank prioritized climate risks based on dimensions such as probability, magnitude of impact, and resilience. Following the assessment, the subsequent risks pose a relatively significant potential impact on the business of the Bank.

Transition risks

Policy, market, and technological shifts associated with the low carbon transition may affect the operating income, operating costs, profitability, and cash flows of credit clients, thereby influencing the credit risk profile of the Bank.

Acute physical risks

The rising frequency and intensity of extreme weather events may result in asset damage, business interruptions, and declining collateral values for credit clients.

Chronic physical risks

Long-term climate change trends, such as rising temperatures and sea levels, may exert sustained impacts on the long-term operational capabilities and asset values of credit clients in specific regions and industries.

Impact on Strategy and Decision Making

The Bank formulated the *China CITIC Bank Green Finance Development Plan (2024 - 2026)* to delineate the medium-term strategic direction for green finance across the Bank. Furthermore, through the *China CITIC Bank Special Action Plan for Advancing the Grand Initiative of Green Finance*, the Bank detailed specific measures to drive the development of its green finance operations. By issuing the *China CITIC Bank Guiding Opinions on Climate Risk Management,* the Bank integrated climate risk management into its comprehensive risk management framework. This directive clarified the division of responsibilities for climate risk management, set forth requirements for the identification, assessment, and management of climate risks, and facilitated the continuous enhancement of climate risk response measures. In accordance with the *China CITIC Bank Guiding Opinions on Green Office* and established green operational targets, the Bank actively advanced green operation practices. The Bank sustainably managed its environmental footprint across five key areas: energy, carbon emissions, electricity consumption, paper usage, and waste generation, thereby reducing resource consumption and pollutant emissions.

Current Financial Impact

Regarding climate risks, the Bank closely monitored the potential impacts of physical climate risks, such as extreme weather events and natural disasters, on its business operations. In 2025, asset losses incurred by the Bank due to climate factors including tropical cyclones, heavy rainfall, and freezing conditions remained at an overall low level, exerting a limited impact on the overall financial position.

Regarding climate opportunities, the Bank proactively seized the opportunities presented by the green and low carbon transition. It consistently amplified credit support for green industries to foster sustainable economic and social development. Throughout 2025, the cumulative issuance of green credit generated an annualized interest income of RMB 15.183 billion, reflecting the steady and robust growth of the green finance business.

Climate Stress Testing and Resilience Assessment

In recent years, the Bank has continually explored and implemented climate risk stress testing, utilizing it as a vital instrument for evaluating the climate resilience of the Bank and analyzing the potential impacts of climate change on credit business risks.

To sustainably elevate its climate risk management capabilities, the Bank systematically conducted climate risk stress testing in 2025. This assessment was based on mainstream international scenario models provided by authoritative institutions such as the Network of Central Banks and Supervisors for Greening the Financial System (NGFS) and the United Nations Intergovernmental Panel on Climate Change (IPCC). The scope of this stress testing encompassed both climate related physical risks and transition risks. Through multi scenario and cross cycle quantitative analyses, the Bank effectively assessed the magnitude of impacts from relevant risks under various climate pathways.

Description of Stress Testing Scenarios

High greenhouse gas emission scenario (RCP 8.5)	**The high greenhouse gas emission scenario (RCP 8.5) assumes that the radiative forcing level by 2100 will reach or exceed 8.5W/m², thereby causing the global average surface temperature between 2081 and 2100 to rise by 2.6°C to 4.8°C compared to the baseline period of 1986 to 2005. This trajectory leads to severe physical risks.**	Physical risks
Orderly transition scenario (Below 2°C)	**The Below 2°C scenario aligns with the long-term goal of the Paris Agreement to limit the increase in the global average temperature. This scenario assumes early intervention by climate policies that gradually become more stringent, guiding the economy and society toward an orderly transition.**	Transition risks
Disorderly transition scenario (Delayed transition)	**The delayed transition scenario assumes sluggish emission reduction actions and inconsistent policy intensity across countries. It posits that countries will begin adopting highly stringent transition policies in 2030, resulting in a rapid decline in carbon emissions. The transition pathway under this scenario is steep, with transition risks escalating significantly after 2030.**	
Hothouse world scenario (Current policies)	**The current policies scenario assumes that global climate policies advance slowly with a lack of coordination, and that global emission reduction efforts are insufficient. Consequently, carbon emissions continue to rise in the medium to long term, peaking around 2080.**	

Physical Risk Stress Testing

In recent years, river flooding and coastal flood disasters have occurred frequently in China, causing substantial economic losses. In 2025, the Bank conducted a physical risk stress test focusing on real estate collateral associated with the corporate credit business. This stress test selected the high greenhouse gas emission scenario (RCP 8.5) provided by the United Nations Intergovernmental Panel on Climate Change (IPCC) as the stress scenario. By integrating the findings of professional research institutions with the regional distribution characteristics of the real estate collateral of the Bank, a risk transmission mechanism was constructed linking flood disaster losses to the value of real estate collateral. This framework allowed for the estimation of the impact of flood disasters on the asset quality of relevant exposures under the stress scenario.

The stress testing results indicated that under extreme climate scenarios, flood disasters would cause a slight decline in the value of real estate collateral, but the overall impact on the Bank remained manageable.

Transition Risk Stress Testing

The Bank conducted transition risk stress testing adopting a top-down approach across eight sectors: power, steel, cement, chemicals, non-ferrous metals, petrochemicals, paper making, and aviation. The analytical framework for this stress test incorporated macro factors such as Gross Domestic Product (GDP) growth rates, industry production volumes, industrial carbon intensity, and carbon emission prices. The Bank systematically mapped the quantitative relationship between the average carbon emissions and operating revenues of sample enterprises within these industries. This methodology enabled the projection of expected carbon emissions at the customer level for the aforementioned industries of the Bank. It also facilitated the quantitative analysis of cross cycle variation trends in the probability of default for these industries under different emission reduction pathways, ultimately assessing the changes in the capital adequacy ratio resulting from shifts in expected credit losses.

The stress testing results demonstrated that under the current policies scenario, the trend in the probability of default for enterprises remained relatively stable. Under the orderly transition and disorderly transition scenarios, enterprises faced transition pressures and rising carbon emission costs, which subsequently impacted their credit ratings. Overall, the aforementioned industries accounted for a relatively small proportion of the credit scale of the Bank. Therefore, transition risks had a limited impact on the overall asset quality and capital adequacy levels of the Bank, and the risks were deemed entirely controllable.

1 Responding to Climate Change

1.1 ESG Risk Management

1.1.1 Division of Responsibilities

The Risk Management Department of the Head Office is responsible for formulating the foundational policies for credit ESG risk management. The Credit Execution Department of the Head Office is tasked with developing and refining the primary indicator system for ESG credit evaluation, assessing and reviewing the ESG risks of credit clients, and monitoring as well as inspecting the execution of client ESG risk management. The Customer Management Department of the Head Office organizes branches to conduct ESG risk due diligence alongside post lending and post investment management for credit clients. The Operation Management Department of the Head Office is responsible for integrating the investigation results of ESG risks during credit utilization applications into overall credit utilization management.

1.1.2 Scope of Review

The senior management of the Bank has established the Credit Approval Committee, directed by the Vice President, to conduct risk reviews for both credit and non-credit businesses of the Head Office. During the review process, the Credit Approval Committee of the Head Office thoroughly evaluates the ESG risks and their externalities potentially associated with the projects.

Environmental and climate risks: Adhering to the strict environmental veto policy, the Bank evaluates the production processes, energy consumption levels, and pollutant emissions of clients, alongside their impacts on the ecological environment and biodiversity.

Compliance risks: Assessing whether the production and operational activities of clients comply with national policies, regulatory provisions, and industry policy requirements, and verifying the completeness of compliance procedures.

Technology risks: Evaluating the technological and research advantages of production-oriented clients, technology iteration risks, and potential patent disputes.

Supply chain risks: Reviewing the contract orders of clients, major upstream and downstream enterprises and their concentration, as well as the stability of supply chain channels.

Employee safety risks: Monitoring whether senior executives of clients have faced penalties or major changes, and whether there are instances of employee layoffs.

Other risks: Considering reputation risks, operational risks, and other ESG related risks that clients may encounter.

The Bank consistently tracks frontier sectors such as new energy vehicles and advanced materials, continuously revising and perfecting the review and approval standards and guidelines for green industries. Branches execute relevant risk reviews in alignment with the requirements and assessment dimensions mandated by the Head Office.

1.1.3 Trigger Factors and Risk Escalation Process

Classification Standards

The *China CITIC Bank Administrative Measures for Environmental, Social and Governance Risks of Credit Business* stipulates that clients are classified based on the severity of the ESG risks they face, categorized into low, medium, and high ESG risk levels. These classification results serve as a crucial basis for client rating, credit onboarding, and post lending and post investment management. Furthermore, differentiated risk management measures are implemented across areas such as the three checks of lending, loan pricing, and economic capital allocation.

- For key listed companies and bond issuing enterprises, the Bank conducts ESG risk assessments utilizing an internally developed credit ESG rating system. This rating framework encompasses critical ESG capability indicators such as natural resource management, green product opportunities, green supply chains, human resource management, and risk compliance, with dynamic adjustments made based on positive and negative information.
- For other clients, the Bank conducts credit ESG risk assessments based on the *Main Indicator System for Environmental, Social and Governance (ESG) Credit Evaluation of CITIC Bank*. This indicator system comprises 17 key ESG metrics, focusing primarily on the energy management, pollution emissions, safety and quality, and equity governance of enterprises. These indicators are continuously optimized and refined based on ongoing investigation and review outcomes.

Trigger Factors

The Bank has clearly defined the trigger factors for risk escalation management, which encompass negative public opinion, environmental impacts, governance structure deficiencies, regulatory penalty notifications, and changes in third party ESG assessments or ratings. The primary scenarios include:

- External ESG ratings and industry rankings;
- The number of legal actions related to pollution emissions incurred over the past three years;
- Production accidents occurring within the past three years;
- Substantiated complaints involving product and service quality, as well as health and safety impacts, over the past three years;
- Confirmed incidents of corruption and the subsequent actions taken;
- Other adverse events, such as abnormal share reductions, irregular share pledges, administrative penalties, illegal conduct by senior executives, and issues concerning affiliated enterprises.

Risk Escalation Management

Upon the triggering of the aforementioned risk escalation factors, the Bank conducts further inspections of the anomalies through supplementary investigations and fortifies risk prevention and control measures. In the event of a material ESG risk, the Bank will adopt measures including declaring the early maturity of loans, reducing loan exposures, and adjusting asset risk classifications. For critical information involving ESG risks, the Bank analyzes and judges the situation based on the nature and severity of the risks to formulate disposal strategies. Subsequent risk control measures may include conducting further investigations, adjusting credit structures, enhancing risk mitigation measures, and compressing existing exposures, all while supervising implementation and tracking outcomes. The strict environmental veto policy is enforced, resulting in the denial of credit access for clients and projects that: fail to comply with national policies and regulatory requirements; have violated laws and regulations without completing rectification; are rated as environmental warning or poor environmental performance enterprises; are involved in environmental and climate related litigation that may cause significant adverse impacts; have been ordered to shut down by competent government authorities; or present other substantial environmental and climate risks.

1.1.4 Business ESG Integration

The Bank formulated the *China CITIC Bank Administrative Measures for Environmental, Social and Governance Risks of Credit Business* to establish clear ESG risk assessment standards. These measures integrate ESG risks of the credit business into the full lifecycle credit management system, encompassing due diligence, review and approval, credit utilization review, and post lending and post investment management, thereby tangibly strengthening the ESG risk management of credit operations. Clients are managed based on their ESG risk severity classifications. Clients exhibiting severe legal violations and material ESG risks are strictly prohibited from entering the credit process. Clients presenting material ESG risks are subject to a targeted list-based management and are mandated to implement specific risk mitigation measures. The credit businesses referenced in these measures cover various corporate operations, including loans, trade finance, bond investments, and bond underwriting.

Due Diligence Stage

ESG risk assessments are conducted in accordance with the *Key Indicator System for ESG Credit Evaluation of China CITIC Bank*, and preliminary conclusions on clients' ESG risks are formed in the credit due diligence reports.

Review and Approval Stage

Review relevant documents and procedures for compliance, validity, and completeness, assess the ESG risks of the credit customer, and provide review opinions on the ESG risk profile.

Credit Utilization Review Stage

The ESG risk management status of credit customers is taken as a key basis for credit utilization review. After the credit approval is issued, the credit utilization conditions specified in the approval shall be strictly implemented, and an investigation of ESG risks prior to credit utilization shall be completed. If significant ESG risks or potential hazards are identified during the investigation prior to a customer's credit utilization, the credit utilization shall be suspended in accordance with the contract.

Post Lending and Post Investment Management Stage

Collect, identify, classify, and dynamically analyze ESG risk information of credit customers, assess the impact of customers' ESG risks on their operational status, and make corresponding adjustments in areas such as five-category asset classification and allowance for asset impairment.

1.1.5 Credit Policies for Key Industries

Within the credit policy framework

The Bank explicitly and profoundly integrates the concept of sustainable development into its credit policies. It proactively supports key industries and sectors in energy conservation, pollution reduction, carbon mitigation, greening enhancement, and disaster prevention, while amplifying support for the green economy, low carbon economy, circular economy, climate investment and financing, and biodiversity protection.

Agriculture Field

- Actively supports the construction projects of grain production functional areas with scale advantages, key agricultural protection areas with industrial integration advantages and characteristic agricultural industrial parks, and supports the construction of large and medium sized irrigation canal water conservancy facilities and large-scale modern facility agriculture construction projects.
- Supports large-scale breeding enterprises that meet environmental protection standards, have perfect disease prevention and control and quality inspection and control systems, possess obvious cost advantages, and have strong growth potential.
- Resolutely exits from agricultural production projects that cause damage to the environment, are explicitly prohibited by the state or have not been approved.

Energy Field

- Actively supports the development of key areas such as clean energy.
- **Power industry:** Mainly focuses on areas such as wind power, photovoltaic, energy storage, and smart grid, and continuously strengthen credit support; selectively supports coal power projects used to support the "source network load storage integration" of comprehensive energy bases and supporting UHV transmission channels, and orderly exits from backward production capacity projects of coal power.
- **Oil and natural gas industry:** Supports the efficient and clean utilization of conventional fossil energy such as oil and natural gas, and selectively supports the development projects of unconventional oil and gas resources such as shale gas.
- **Coal industry:** Supports the green transition and energy supply guarantee needs of the coal industry, and increases support for the application of coal clean production and clean combustion technologies. Opportunely compresses and exits from coal enterprises with poor resource endowment, potential environmental and safety risks, and excessive financing.

Mining Field

- Implements the national requirements of ensuring resource security and ensuring supply chain stability, supports leading mining enterprises with diversified upstream resources, abundant reserves, good endowments, and integration of mining, mineral processing, smelting and deep processing, and supports high quality enterprises providing supporting key metal materials for strategic emerging and green manufacturing fields.
- Implements one vote veto policy for enterprises with major environmental protection problems and production safety problems.

Biodiversity Field

- Increases the financial support for the biodiversity protection field, actively supports major ecological system protection and restoration projects such as the integration of mountains, rivers, forests, farmlands, lakes, grasslands and deserts, and supports marine ecological protection and restoration, agricultural ecological protection and restoration, and mine ecological protection and restoration.
- Actively participates in the construction of major engineering projects for biodiversity protection, and support the protection of wild animals and plants and their habitats.

Review and Approval Standards (Guidelines) and Execution

The Bank has formulated region specific marketing guidelines and industry review and approval standards to unify credit operational benchmarks across the Bank. Crucially, ESG risks are embedded as a primary consideration in formulating approval strategies for diverse industries. The review and approval guidelines for select key industries are illustrated below.

Agriculture

The Bank closely pays attention to the ESG risks involved in agricultural industry related projects and formulated the review and approval standards (guidelines) for related industries. The Bank explicitly requires the prevention of ESG and climate risks, supports large-scale breeding enterprises that meet environmental protection standards, have perfect disease prevention and control and quality inspection and control systems, possess obvious cost advantages, and have strong growth potential, and resolutely exits from agricultural production projects that cause damage to the environment, are explicitly prohibited by the state or have not been approved.

For the seed and seedling breeding industry, the Bank explicitly strictly prohibits intervening in enterprises that lack research and development capabilities, have small and unstable operating scales, non-standard operations, complex ownership structures, opaque financial conditions, and high asset liability ratios. It requires paying attention to the impacts of factors such as crop planting area adjustments, climate and natural disasters on the industry, paying attention to the impacts of seed variety upgrading, technology upgrading, market demand and price changes on related enterprises, and the winning bid situation of the enterprise "improved seed subsidy".

For the live pig breeding industry, the Bank explicitly strictly prohibits intervening in enterprises with little breeding experience, non-obvious breeding scale and cost advantages, weak profitability and cash flow performance, and limited refinancing capabilities. It strictly prohibits intervening in enterprises with environmental protection violation problems, strictly implements the main responsibility system for environmental protection of breeding households and the environmental impact assessment system for scale breeding of livestock and poultry, and carries out environmental impact assessments for plans related to scale breeding of livestock and poultry in accordance with laws and regulations. It clarifies that newly built or expanded scale breeding farms for livestock and poultry should be strictly controlled within suitable breeding areas. At the same time, it should closely pay attention to the environmental and climate risks and disease risks of the industry.

Petrochemicals and Natural Gas

The Bank closely pays attention to the ESG risks involved in petrochemical and natural gas industry related projects and formulated the review and approval standards (guidelines) for related industries.

For the petrochemical industry, the Bank explicitly supports entities with upstream and downstream integrated scale effects, advanced and mature technologies, first mover advantages, sufficient downstream refined extension, and robust finance. Newly built projects must comply with the national petrochemical industry planning and overall industrial layout requirements, and must obtain various approval documents from departments such as the Development and Reform Commission, environmental protection, and land and resources, to ensure that the project procedures are legal and compliant. It strictly prohibits intervening in enterprises with industry overcapacity, fierce market competition, backward technologies, large hidden environmental protection dangers, and no scale advantages. For projects whose energy efficiency level is lower than the benchmark level stipulated in the "Energy Efficiency Benchmark Levels and Baseline Levels in Key Industrial Fields (2023 Edition)," the already cooperated projects must be gradually compressed and exited.

For the natural gas industry, the Bank explicitly states that the proposed credit enterprise must obtain legally valid relevant production qualifications such as gas business license, dangerous chemicals business license, safety production license, and pollutant discharge license, and the compliance procedures for the main production capacity in production are complete. If the National Development and Reform Commission, the National Energy Administration and the Ministry of Industry and Information Technology have access requirements for sub industries, they should comply with relevant access provisions. Various indicators of the enterprise such as equipment and pollutant emissions comply with relevant national policy requirements, and there are no unrectified violation situations and major production safety accidents.

Review and Approval Standards (Guidelines) and Execution

Power Industry

The Bank closely pays attention to the ESG risks involved in power industry related projects and formulated the review and approval standards (guidelines) for related industries. The Bank comprehensively plans energy supply guarantee and energy green and low carbon transition, mainly focuses on the safe and reliable supply of renewable energy and the steady and orderly substitution of traditional energy, and increases financial support for energy system construction. The Bank formulated review and approval standards for power grids, photovoltaic, wind power, energy storage, waste power generation, coal power, etc., and closely pays attention to assessing the ESG risks involved in power industry projects.

For the photovoltaic and wind power industries, it is explicitly required that the site selection of power station projects must not involve permanent basic farmland, ecological protection areas and other various red lines; photovoltaic products comply with relevant energy consumption and environmental protection indicator requirements in the *Standard Conditions for the Photovoltaic Manufacturing Industry*, adopt efficient processes and energy recovery systems, and reduce energy consumption and carbon emissions; the management and processing of waste comply with relevant provisions, ensuring that the processing of waste residue, waste water and other wastes complies with environmental protection standards, and paying attention to the impact of extreme weather on the safety of wind turbines. In the field of waste incineration power generation, it is required that the project must have a reasonable environmental protection distance. If the protection distance of the project involves relocation, it must clarify the relocation plan and actual progress, whether mass incidents have occurred, relocation expenses and the actual bearer of the expenses, ensuring that it does not constitute a substantive impact on the environmental protection and construction progress of the project.

For the coal power industry, it explicitly strictly prohibits adding new credit to coal power enterprises with small single unit capacity, high energy consumption, and heavy pollution, and orderly exits from existing project credits that fall within the scope of backward coal power production capacity eliminated by the state. It requires non cogeneration units to adopt ultra supercritical units of 600,000 kilowatts and above, and single cogeneration units to be no less than 300,000 kilowatts. Coal power projects must obtain various approval documents from departments such as the Development and Reform Commission, environmental protection, and land and resources, to ensure that the compliance procedures of the project are complete and valid.

Mining

The Bank closely pays attention to the ESG risks involved in mining industry related projects and formulated the review and approval standards (guidelines) for related industries. The Bank strictly implements the national requirements of ensuring resource security and ensuring supply chain stability, supports those with diversified upstream resources, abundant reserves, and good endowments, and strictly controls adding new credit to enterprises with poor resources and endowments, backward technologies, and large environmental protection and safety hidden dangers. It attaches importance to preventing environmental protection and safety risks, pays attention to the impact of the project on the ecological environment, the impact of production water consumption on the water quality of water sources, the emission situation of production equipment (such as transport vehicles, apparatus, etc.), pays attention to the health and safety hidden dangers of laborers, and pays attention to the related impacts of the project on local communities, etc.

For the non-ferrous metal mining and dressing industry, the Bank strictly prohibits intervening in non-ferrous metal mining and dressing enterprises with weak shareholder background and financial strength, lack of resources and poor resource endowment, small mining volume, backward production equipment and process level, environmental protection and safety production not complying with national policy requirements, and no cost advantage.

For the ferrous metal mining and dressing industry, the Bank explicitly strictly prohibits intervening in small and medium sized mineral enterprises with small scale, weak financial strength, poor resource endowment, low production equipment and process level, and pollution emissions not complying with national policy requirements.

For the coal mining industry, the Bank actively supports putting funds into projects for safe, efficient, green and intelligent coal mining, clean and efficient coal processing, clean and efficient utilization of coal power, industrial clean combustion and clean heating, civil clean heating, comprehensive utilization of coal resources, and coalbed methane development and utilization. It strictly prohibits intervening in coal customers with small average single well scale, deteriorating production and operation situations, excessively high financial leverage, continuously tight capital chain, main business already suffering losses, resource depletion, and not complying with industrial policy requirements. It requires the credit application entity must obtain legally valid relevant production qualifications such as mining license, safety production license, and pollutant discharge license, and the compliance procedures for the capacity in production are complete. There are no unrectified environmental protection violation situations and major production safety accidents. The business development meets the sustainable development strategy and management requirements (ESG) of the Bank.

Biodiversity

The Bank resolutely implements the *China National Biodiversity Conservation Strategy and Action Plan (2023 - 2030)* of the Ministry of Ecology and Environment, does not support projects, actions, and businesses that seriously damage biodiversity, prohibits intervening in projects that destroy ecological protection areas, prohibited construction areas, ecological habitats, etc., must not intervene in projects of destroying forests and grasslands, destroying wild animal and plant resources, destroying the marine ecological environment, illegal fishing and poaching, etc., and actively helps enhance the diversity, stability and sustainability of the ecosystem.

In the review standards (guidelines) for industries such as wind power, photovoltaic power generation, steel, petrochemicals, and live pig breeding, the Bank proposes corresponding requirements for ecological protection awareness, abiding by ecological protection red lines, environmental quality bottom lines and other impacts of project construction on the ecological environment and biodiversity. For example, it requires that the enterprise resource utilization level, pollutant emissions and other indicators comply with national industrial policy requirements, strictly pays attention to the land use pre-examination opinions. If the project location is sensitive land such as agricultural land (involving basic farmland) or forest and grassland, It must obtain relevant compliance documents. For newly built or expanded scale breeding farms for livestock and poultry, they should be strictly controlled within suitable breeding areas, and plans related to scale breeding of livestock and poultry carry out environmental impact assessments in accordance with laws and regulations.

For more information regarding the credit policies[11] for key industries of the Bank, please visit the ESG section on the official website of the Bank.

[11] *CITIC Bank Credit Policies for Key Industries:* www.citicbank.com/esgzqen/sy/

1.2 Greenhouse Gas Emission Management

1.2.1 Greenhouse Gas Emission Accounting

In 2025, the Bank established a quantitative carbon emission management system encompassing both its proprietary operations and its financing and investment activities. By implementing normalized ledger management and standardized accounting mechanisms, the Bank continually fortified its data quality. For its proprietary operations, the Bank formulated the *China CITIC Bank Green Operation Energy and Carbon Management Guidelines* to enhance the professional competencies of frontline personnel. Furthermore, the Bank integrated data quality metrics into the comprehensive performance appraisals of its branches and operational business lines, leveraging systematic oversight to elevate the accuracy and credibility of emission data. On the financing and investment front, the Bank identified carbon accounting as a crucial leverage point for executing the dual carbon strategy and advancing ESG governance. The Bank relentlessly explored methodologies and optimized data quality to provide robust support for a comprehensive and scientific evaluation of its climate impacts and transition efficacy.

Calculation of Carbon Emissions from Proprietary Operations

1 Coverage Boundary

The greenhouse gas emission accounting for the operational boundary of the Bank is consolidated using the financial control approach specified in the *Greenhouse Gas Protocol* issued by the World Resources Institute and the World Business Council for Sustainable Development. This operational boundary encompasses Scope 1 (direct emissions resulting from the combustion of fossil fuels such as gasoline, diesel, natural gas, and liquefied petroleum gas), Scope 2 (indirect emissions associated with purchased electricity and heat), and partial Scope 3 emissions (purchased goods and services, alongside business travel). The accounting boundary for Scope 1, Scope 2, and Scope 3 purchased goods covers the Head Office, domestic and overseas branches, and financially consolidated subsidiaries. The accounting boundary for Scope 3 business travel covers the Head Office and domestic branches. Greenhouse gases detailed in this report include carbon dioxide, methane, and nitrous oxide, all expressed in carbon dioxide equivalents.

2 Calculation Methodology and Principles

In 2025, Scope 1 and Scope 2 emissions from purchased heat were calculated based on the requirements and emission factors delineated in the *Accounting Method and Reporting Guidelines for Greenhouse Gas Emissions of Public Building Operation Enterprises (Trial)*. Purchased electricity emissions were calculated in reference to the *Announcement of the Ministry of Ecology and Environment and the National Bureau of Statistics on the Release of the 2023 Electricity Carbon Dioxide Emission Factors*, as well as emission factors provided by local authorities or electricity suppliers for overseas institutions. Specifically, location-based electricity emissions were computed utilizing the 2023 national power average carbon dioxide emission factor, whereas market-based electricity emissions were calculated using the same 2023 national power average carbon dioxide emission factor (excluding market traded non fossil energy electricity). Emissions categorized under purchased goods and services represent the greenhouse gas emissions generated by select materials procured by the Bank (including paper, packaging materials, ink cartridges, toner cartridges, carbon powder, and ribbons). These relevant emissions were determined utilizing Chinese product life cycle greenhouse gas emission factors and Ecoinvent database factors. Business travel emissions were similarly calculated based on Chinese product life cycle greenhouse gas emission factors.

3 Data Sources

Activity data for operational carbon emission accounting originates from records supplied by the Head Office, branches, and financially consolidated subsidiaries (including energy ledgers and procurement system data). In instances of missing data, the Bank applied a reasonable estimation methodology predicated on unit product weight and procurement volume.

For detailed calculation metrics and explanatory notes, please refer to the "ESG Performance Table" appendix of this Report.

Calculation of Financed Carbon Emissions

1 Coverage Boundary

Since 2024, the Bank has conducted annual accounting of financed emissions for its corporate loans to eight high-carbon sectors—building materials, steel, non-ferrous metals, petrochemicals, chemicals, papermaking, civil aviation, and power generation—based on an economic value approach.

2 Calculation Methodology and Principles

The Bank conducted corporate loan carbon emission accounting in adherence to *The Global GHG Accounting and Reporting Standard for the Financial Industry* published by the Partnership for Carbon Accounting Financials (PCAF). The calculation logic applied is as follows:

$$\text{Financed carbon emissions} = \frac{\text{Outstanding Corporate Loans}}{\text{Total Corporate Equity and Liabilities}} \times \text{Enterprise carbon emissions}$$

Enterprise carbon emissions are determined using an economic activity-based method, calculated by multiplying enterprise revenue by the specific carbon emission intensity of the respective industry.

Throughout 2025, various branches of the Bank proactively explored regional environmental information disclosure practices and disclosed the environmental impact calculation results corresponding to their operational and financing activities. Moving forward, the Bank will persist in conducting financed carbon emission accounting, optimize data quality and calculation methodologies, and further enhance the precision and timeliness of its financed carbon accounting.

1.2.2 Greenhouse Gas Emission Reduction Measures

Proprietary Operations:	For detailed management measures enacted by the Bank within its proprietary operations to mitigate environmental and climate risks, please refer to the "Energy and Resource Management" chapter in the "Environmental" section of this Report.
Financing and Investment Business	For detailed management measures adopted by the Bank in its financing and investment activities to address environmental and climate risks, please refer to the "Green Finance" chapter in the "Environmental" section of this Report.
Procurement Value Chain	For detailed management measures implemented by the Bank in its supply chain management to manage environmental and climate risks, please refer to the "Supply Chain Management" chapter in the "Social" section of this Report.

1.3 Capacity Building

Cultivating a Green Ecosystem and Deepening External Synergy

The Bank persistently expanded its green finance ecosystem. It actively engaged with relevant **ministries and commissions** such as the Ministry of Industry and Information Technology, the Ministry of Ecology and Environment, and the Ministry of Agriculture and Rural Affairs; **regulatory bodies** including the People's Bank of China and the National Financial Regulatory Administration; **academic institutions** like the Central University of Finance and Economics; and **factor market platforms** including the Shanghai Clearing House, the Beijing Green Exchange, the Guangzhou Carbon Emissions Emission Exchange, and the Carbon Emission Registration and Clearing (Wuhan) Co. Ltd. Furthermore, the Bank collaborated with **third party certification institutions** such as the China Quality Certification Centre and the China Classification Society Certification Company. Concurrently, the Bank successively joined prominent domestic and international **green organizations**, such as the Green and Low Carbon Development Alliance of Private Enterprises under the All-China Federation of Industry and Commerce, the China Climate Investment and Financing Alliance, the Sustainability Disclosure Standard Early Learning Partnership of the International Sustainability Standards Board (ISSB), and the UK China Transition Finance Working Group. Through these efforts, the Bank systematically constructed a multi-party collaborative green finance network, providing foundational platform support for policy alignment, market integration, and joint capability development.

Hosting Specialized Seminars and Fostering Peer Exchange

The Bank actively facilitated communication and knowledge exchange. During the year, the Bank hosted the Transition Finance Work Exchange Meeting, specifically inviting experts from the Research Bureau of the People's Bank of China to deliver policy interpretations and practical guidance, thereby clarifying developmental directions for transition finance businesses across the industry.

Strengthening Talent Training and Elevating Professional Competencies

In 2025, the Bank organized a bank-wide specialized training program on green finance, reaching approximately 250 key green finance professionals across 37 branches. Leveraging platforms such as the CITIC Grand Lecture and on-site training delivery methods, the Bank extended its training coverage. These initiatives assisted employees in the green finance teams at both the Head Office and branch levels in mastering crucial policy aspects, thereby continuously solidifying the talent foundation essential for the green finance business.

2 Green Finance

In 2025, the Bank thoroughly advanced the grand initiative of green finance. It comprehensively optimized its business structure, upgraded and refined the "1 + N + N" green finance product and service system encompassing green loans, green bonds, and green leasing, and deepened product innovation in transition finance and carbon finance.

2.1 Green Loans

2.1.1 Green Credit

The Bank actively supports high quality assets conforming to the green development trend, directs funds to seven major industries including energy conservation and carbon reduction, environmental protection, green and low carbon transition of energy, ecological protection restoration and utilization, resource recycling and utilization, and green upgrading of infrastructure, as well as two major fields of green trade and green consumption, and continuously optimizes the green credit industry structure. By the end of 2025, the green loan balance of the Bank was RMB 752.462 billion, realizing leapfrog growth compared to the end of 2020, with a five-year compound growth rate exceeding 50%. From the industry dimension, the proportion of loans issued for green upgrading of infrastructure was 38.80%, the proportion of loans issued for energy conservation and carbon reduction industries was 17.78%, and the proportion of loans issued for green and low carbon transition of energy industries was 14.41%, and the credit structure continued to improve.

the green loan balance of the Bank was RMB 752.462 billion

a five-year compound growth rate exceeding 50%

the proportion of loans issued for green upgrading of infrastructure was 38.80%

the proportion of loans issued for energy conservation and carbon reduction industries was 17.78%

the proportion of loans issued for green and low carbon transition of energy industries was 14.41%

2.1.2 Carbon Emission Reduction Facility

The Bank proactively capitalizes on the development opportunities within green industries, fully leveraging the policy dividends and capital guiding effects of the Carbon Emission Reduction Facility to provide targeted financial support for corporate carbon mitigation efforts. In 2025, the Bank financed key projects such as the source network load storage charging project along the Henan section of the Beijing Hong Kong Macao Expressway, and the Jiufengshan pumped storage power station in Huixian City, Henan Province. Through low-cost financing, the Bank effectively bolstered the construction of key projects in critical carbon reduction areas. By the end of Q3 2025, the Bank had cumulatively disbursed carbon emission reduction loans totaling RMB 21.278 billion, effectively facilitating carbon reduction and emission mitigation in specific sectors.

Utilizing the Carbon Emission Reduction Facility to Help the Low Carbon Transition of Energy Structure — Case

The Bank's Beijing Branch actively participated in carbon market construction, fully utilized the carbon emission reduction facility of the People's Bank of China, and supported the green and low carbon transition in the energy field. The Branch issued carbon emission reduction loans to an open pit coal mine battery swapping mining truck project under a certain central enterprise group, specifically supporting the electrification transformation of its production and transportation links. By replacing oil with electricity, this project effectively reduced fossil energy consumption and carbon emissions during the coal mining process, which not only realized cost reduction and efficiency enhancement for the enterprise, but also had active demonstration significance for optimizing the regional energy structure and improving the ecological environment.

2.1.3 Sustainability Linked Loans

In 2025, the Bank formulated the *China CITIC Bank Administrative Measures for Sustainability Linked Loan Business (Trial)*, and through interest rate preferential clauses, motivated customers to improve enterprise ESG performance through various measures such as greenhouse gas emission reduction, energy efficiency improvement, water resource conservation, and biodiversity protection.

Closing the First Transition Finance Syndicated Loan in the National Building Materials Industry to Pioneer an Emission Reduction Incentive Financing Model

Case

In February 2025, the Bank's Nanjing Branch supported a green building enterprise in Jiangsu Province in its low carbon transition regarding solid waste resource utilization and building material production. The Branch deeply engaged in formulating the transition plan of the enterprise, explicitly establishing seven core carbon reduction indicators. These included total carbon emissions, carbon emission intensity, the carbon footprint of three major building material products, electricity proportion, and green electricity usage proportion. By directly linking the emission reduction performance of the enterprise to its financing costs, the branch disbursed a RMB 385 million transition finance syndicated loan to the company. Representing the first transition finance syndicated loan within the national building materials industry, this transaction innovatively structured an emission reduction incentive financing model, providing a replicable and scalable financial support paradigm for the green and low carbon upgrading of the highly carbon intensive building materials sector.

Pioneering Carbon Footprint Linked Loans to Help Enterprises Achieve Cost Reduction Through Emission Reduction

Case

Addressing the funding gaps and cost challenges associated with the green transition of energy intensive enterprises, the Bank's Nanjing Branch innovatively launched the carbon footprint linked loan model. This solution dismantled traditional pricing logic by directly linking the loan interest rate to the reduction rate of carbon emissions per unit of product of the enterprise. If the enterprise achieves predetermined emission reduction targets, it qualifies for interest rate concessions. Driven by this market-oriented incentive mechanism, a local fossil energy enterprise proactively introduced energy saving technological upgrades, successfully achieving a 15% reduction in energy consumption per unit of product and an annual carbon emission reduction exceeding 10,000 tons. This outcome genuinely realized the concept that emission reduction equates to cost reduction, and green initiatives equate to economic benefits.

Executing a Sustainability (ESG) Two-Way Linked Loan

Case

An enterprise located in Ningbo, Zhejiang Province, specializes in the research, development, and production of high-end cabinet furniture. Committed to advancing the green upgrading of its entire industrial chain, the enterprise required substantial working capital. In 2025, upon identifying the financing needs of the enterprise, the Ningbo Branch of the Bank responded swiftly, issuing a sustainability (ESG) two-way linked loan of RMB 20 million. This loan innovatively incorporated key sustainable development performance indicators, such as electricity carbon emissions. During the loan tenure, if the enterprise achieves all preset ESG targets, its loan interest rate will be reduced by 10 basis points from the disbursement rate; conversely, if the relevant targets are not met, the interest rate will be adjusted upward accordingly. Through this two-way linking mechanism, the loan effectively stimulated the internal momentum of the enterprise to pursue a green transition, assisting it in steadily achieving comprehensive green and sustainable development by optimizing production processes and enhancing energy efficiency.

Executing a Motive Battery Transition Finance Linked Loan to Incentivize Long Term Corporate Carbon Reduction

Case

In 2025, strictly adhering to the *Working Guidelines for Transition Finance in the Power Battery Industry of Hubei Province*, the Bank's Wuhan Branch executed the first motive battery transition finance linked loan within its jurisdiction. For an upstream new material enterprise in the industrial chain, the Branch formulated a financing structure linked to its product carbon footprint, explicitly setting a maximum cap target for product greenhouse gas emissions within the loan contract. Should the enterprise meet the designated emission reduction targets during the assessment period, it will be entitled to a preferential loan interest rate. The execution of this RMB 100 million loan utilized financial incentive mechanisms to support the enterprise in establishing a long-term carbon reduction management system, delivering a replicable financial solution for the low carbon transition of high carbon industries.

CITIC Bank International Deploying Diversified Financial Instruments to Guide Corporate Low Carbon Transition

Case

The Bank's subsidiary, CITIC Bank International, proactively directed capital toward green projects that yield environmental protection, energy conservation, and emission reduction benefits. In 2025, it arranged the first transition themed loan in the Hong Kong transportation sector for Citybus Limited (the parent company of Citybus in Hong Kong). Recognizing the substantial transition investment and prolonged cycle inherent to this project, CITIC Bank International pioneered a dual dimension target assessment model covering both low carbon emission reduction and just transition. Furthermore, it assisted in designing a climate transition pathway that aligns with the green transition blueprint for public buses established by the Hong Kong Special Administrative Region Government. This collaboration signifies that the Hong Kong transportation sector has officially taken the critical first step toward a green and low carbon transition with the facilitation of transition finance instruments.

2.2 Green Bonds

2.2.1 Bond Issuance

In 2025, the Bank issued RMB 5 billion in green financial bonds in the national interbank bond market. The raised funds were exclusively allocated to green industry projects endorsed by the *Green Bond Endorsed Projects Catalogue (2021 Edition)*, primarily targeting sectors such as energy conservation and environmental protection, clean energy, ecological environment, and the green upgrading of infrastructure. By the end of 2025, the outstanding balance of green financial bonds of the Bank stood at RMB 45 billion.

London Branch Issuing the Bank's First Offshore Green Bond — Case

The debut offshore green bond issued by the Bank's London Branch — a USD 300 million three-year floating rate green bond — was honored as the Best Debut Green Bond Issuer Offshore China at the Triple A Awards for Sustainable Finance 2025, organized by the renowned Asia Pacific financial magazine *The Asset*. By the end of 2025, the Bank stands as the only Chinese bank whose green financing framework has concurrently achieved the highest ratings in the Asian financial industry from three major international rating agencies.

2.2.2 Bond Underwriting

The Bank proactively drives the underwriting of green bonds and sustainability themed bonds, channeling capital precisely toward green and low carbon projects. In 2025, the green bond underwriting volume of the Bank reached RMB 26.909 billion, achieving year-on-year growth. Notably, the Bank facilitated the issuance of the first blue panda bond in the nation, with proceeds dedicated to supporting marine ecological protection and the sustainable utilization of marine resources. Furthermore, the Bank executed the longest tenor green bond of the year, precisely matching the ultra-long investment payback periods of green projects in the nuclear power sector.

In 2025
the Bank reached
26.909 billion

CITIC Bank International Underwriting the Issuance of the First Blue Bond in Henan Province — Case

In 2025, the Bank's subsidiary, CITIC Bank International, acted as the sole sustainability structuring advisor to assist Henan Water and Power Investment Group Co., Ltd. in issuing a USD 500 million three-year blue bond. Marking the first blue bond in Henan Province, the proceeds will continuously support the RMB 158.0 billion five-year water infrastructure investment plan of the Group, which covers critical projects including irrigation, reservoirs, and rural water supply. This transaction robustly promoted infrastructure development in local livelihood sectors, establishing a new benchmark for sustainable finance in the Chinese water industry.

CNCB Investment Facilitating the Issuance of Dual Currency Green Bonds — Case

The Bank's subsidiary, CNCB Investment, proactively expands its overseas green bond operations, prioritizing financing demands in sectors such as clean energy, energy conservation and emission reduction, low carbon transportation, and green buildings.

In November 2025, acting as the joint global coordinator, CNCB Investment assisted China Resources Land Limited in issuing dual currency green bonds comprising RMB 4.3 billion and USD 300 million in Hong Kong. This issuance represents not only the inaugural green dual currency bond issued overseas by China Resources Land but also the first overseas dual currency bond by a Chinese real estate enterprise since 2019. Its sustainability framework achieved the highest green certification level in the Asia Pacific real estate sector, establishing a new, referable sustainability standard for the industry.

2.2.3 Bond Investment

The Bank continuously intensifies its investments in green bonds and enriches its green asset allocation. In 2025, the green bond investment balance within the proprietary investment and trading accounts of the Bank reached RMB 12.619 billion, representing an 82.75% increase from the previous year end. This portfolio encompasses diverse bond types, including green asset backed securities and green financial bonds.

In 2025
the green bond investment balance within the proprietary investment and trading accounts of the Bank reached 12.619 billion
representing an increase from the previous year end 82.75 %

Proprietary Bond Investment and Trading Accounts

Comprehensively fulfilling its obligations as a core market maker in the interbank bond market, the Bank actively engages in bilateral quoting and requesting for quote of green and sustainability bonds, thereby providing pricing benchmarks and liquidity support for the green bond market. In 2025, the cumulative green bond investment volume within the proprietary investment and trading accounts of the Bank reached RMB 31.784 billion, an 89.34% increase from the previous year end.

In 2025
the cumulative green bond investment volume within the proprietary investment and trading accounts of the Bank reached 31.784 billion
an increase from the previous year end 89.34 %

Structured Deposits Linked to Green Bonds

In 2025, the Bank continued to issue structured deposits linked to green financial bonds, thereby broadening green investment channels for investors. A total of 86 products were launched throughout the year, raising RMB 19 billion. By the end of 2025, the cumulative issuance scale of this series of products reached RMB 138.4 billion, an increase of RMB 19 billion compared to the end of the previous year, representing a growth rate of 15.91%. This effectively promoted the flow of social funds into the green industry.

By the end of 2025
the cumulative issuance scale of this series of products reached 138.4 billion
an increase compared to the end of the previous year 19 billion
representing a growth rate of 15.91 %

2.3 Green Consumption

The Bank advocates and encourages green consumption, fortifying financial support for the green consumption sector to stimulate consumption upgrading across society.

2.3.1 Personal Carbon Accounts

As the premier personal carbon emission reduction account spearheaded by a bank in China, the CITIC Carbon Account of the Bank realizes the digitalization, visualization, assetization, and value realization of the green consumption behaviors of individual clients.

In 2025, leveraging this platform, the Bank launched green consumption themed campaigns engaging over 45 million user participations. These initiatives effectively guided the public toward adopting low carbon lifestyles and fully unleashed the ecological synergy of green finance. By the end of 2025, the user base of the CITIC Carbon Account reached 29.4402 million, with cumulative carbon emission reductions exceeding 210,000 tons.

In 2025

the Bank launched green consumption themed campaigns engaging over

45 million user participations

By the end of 2025

the user base of the CITIC Carbon Account reached

29.4402 million

cumulative carbon emission reductions exceeding

210,000 tons

2.3.2 New Energy Vehicle Loans

In alignment with national policy directives promoting new energy vehicle consumption, the Bank comprehensively enhanced the quality and efficiency of its new energy vehicle financial services. In 2025, the Bank actively engaged with mainstream market brands, establishing partnerships with 20 pure new energy vehicle brands. Catering to the direct sales, online, and digital operational models of new energy vehicles, the Bank constructed a standardized direct connection framework for bank enterprise system integration to expedite business processing.

Concurrently, the Bank collaborated with partner manufacturers to introduce zero interest and low interest loan products, tangibly reducing vehicle purchase costs for consumers and improving the accessibility of new energy vehicle financing. The Bank also amplified joint marketing campaigns with partner manufacturers, organizing special events such as test rides and drives to bring green consumption within reach. By the end of 2025, the consumer loan balance for new energy vehicles of the Bank stood at RMB 26.378 billion, representing a net increase of RMB 5.288 billion from the previous year end.

By the end of 2025

the consumer loan balance for new energy vehicles of the Bank stood at

26.378 billion

representing a net increase of

5.288 billion

2.3.3 Low-Carbon Wealth Card

The Bank continuously promoted the CITIC Bank Low Carbon Wealth Card, encouraging individual clients to actively participate in green and low carbon initiatives. By the end of 2025, the cumulative issuance of the Low Carbon Wealth Card reached 189,200 cards, with 127,500 cards issued during the year, a year-on-year surge of 142.87%. This effectively accelerated the widespread adoption of green lifestyles at the consumer level.

By the end of 2025

the cumulative issuance of the Low Carbon Wealth Card reached

189,200 cards

During the year, card issuance recorded a year-on-year surge of

142.87 %

Shenyang Branch Innovating the Government Enterprise Bank Linkage Model for the Low Carbon Wealth Card Case

Leveraging the Low Carbon Wealth Card and the Little Tianyuan Low Carbon Zone products, the Bank's Shenyang Branch established a distinctive government enterprise bank linkage model. By partnering with a local enterprise to co-develop the Enterprise Employee Carbon Inclusion Platform, and signing a strategic cooperation agreement with the Shenyang Municipal Bureau of Culture, Tourism, Radio and Television, the branch jointly rolled out a series of low carbon themed cultural and tourism activities. In 2025, the Branch issued 25,222 new Low Carbon Wealth Cards, effectively disseminating the concept of green consumption and injecting financial vitality into the green and low carbon transition of the local economy.

2.4 Green Leasing

The Bank's subsidiary, CITIC Financial Leasing, has fully leveraged its specialized expertise to build a clean energy business system covering wind, solar, hydro, and energy storage, thereby supporting the green transition of high-carbon industries. It has also expanded into new areas such as green manufacturing and green shipping to meet the diverse needs of clients in green industries.

In 2025, CITIC Financial Leasing deepened the development of its green leasing framework. Building upon the consolidated delivery scale in sectors like centralized and distributed photovoltaic power stations, it innovated operating lease models. In the retail sector, it bridged the last mile of residential power station investments, delivering green electricity to thousands of households. By the end of 2025, the delivery volume in the green leasing sector, encompassing both financial and operating leases, reached RMB 35.229 billion, representing a 37.64% increase from the preceding year.

By the end of 2025

the delivery volume in the green leasing sector, encompassing both financial and operating leases, reached

35.229 billion

increase from the preceding year

37.64 %

CITIC Financial Leasing Executing the First Oil Electric Hybrid Bulk Carrier Financial Leasing Project in the Industry Case

In October 2025, the Bank's subsidiary, CITIC Financial Leasing successfully executed a financial leasing project for a new energy bulk carrier, marking the official launch of the first oil electric hybrid bulk carrier financial leasing project within the financial leasing industry.

The cargo vessel model supported by this project boasts the advantages of substantial water transport capacity and low energy consumption. Propelled by a dual fuel plus electricity system, it possesses a single charge range exceeding 180 kilometers and can achieve zero pollution and zero emission operations in coastal navigation segments. This vessel model not only precisely aligns with the raw material transportation requirements of the Guinean aluminum industry but also complies with the stringent environmental standards of the National Yellow River Ecological Demonstration Park and the Bohai Bay Emission Control Area. The successful execution of this project constitutes a significant endeavor by CITIC Financial Leasing to expand green shipping and support the advancement of national green transportation.

The new energy electric vessel supported by the Bank's subsidiary, CITIC Financial Leasing.

2.5 Green Wealth Management

The Bank's subsidiary, CITIC Wealth Management steadily broadened its spectrum of green wealth management products, continually expanding the scale of its Qinglu Gonghui ESG themed product series. By integrating ESG principles with traditional fixed income investment strategies, CITIC Wealth Management channeled wealth management funds to support green development in pivotal sectors, backing enterprises and projects that demonstrate environmental friendliness and robust social responsibility performance. By the end of 2025, the outstanding volume of ESG themed products reached RMB 25.403 billion.

In 2025, grounded in solid ESG practices, the Qinglu Gonghui ESG series wealth management products of CITIC Wealth Management were honored as a 2025 People Corporate Social Responsibility Case by People.cn. Furthermore, the CITIC Wealth Management Anyingxiang Fixed Income Steady Profit Qinglu Gonghui ESG One Year Closed No.5 Wealth Management Product secured the ESG Golden Bull Wealth Management Product title at the 6th Golden Bull Awards hosted by China Securities Journal.

Promotional imagery for the Qinglu Gonghui ESG series wealth management products of the Bank's subsidiary, CITIC Wealth Management.

2.6 Green Product Agency Sales

The Bank proactively expanded its agency sales business for green financial products, enriching its portfolio of green and ESG themed wealth management and fund products to fulfill the sustainable investment appetites of clients. By the end of 2025, the Bank acted as an agent for 28 green and ESG themed personal wealth management products, maintaining an outstanding scale exceeding RMB 8.555 billion. Additionally, it distributed 112 green environmental protection themed public funds with an existing scale of RMB 1.017 billion, serving 26,517 clients.

By the end of 2025

the Bank acted as an agent for green and ESG themed personal wealth management products
28

maintaining an outstanding scale exceeding
8.555 billion

it distributed green environmental protection
112

themed public funds with an existing scale of
1.017 billion

serving clients
26,517

2.7 Green Sub-Branches

The Bank is dedicated to establishing a specialized green finance network characterized by extensive coverage and professional service. By the end of 2025, the Bank had deployed over 300 green finance demonstration and characteristic operating institutions, preliminarily constructing a specialized green framework comprising green finance demonstration branches, green finance characteristic operating institutions, and carbon neutral outlets.

By the end of 2025, the Bank operated three green outlets. This includes the newly inaugurated Nanshan Road Green Sub-Branch in Xining, Qinghai, alongside the operational Yangshan Green Sub-Branch in Xinyang, Henan, and the Anji Green Sub-Branch in Huzhou, Zhejiang.

2.8 Ecological Environment and Biodiversity Protection

The Bank actively fulfills its commitment to biodiversity conservation, escalating financing support for ecological environmental industries. These include the protection of flora and fauna resources, the construction and operation of nature reserves, and the conservation and restoration of rivers, lakes, and wetlands. In 2025, the loan balance directed toward the ecological environment protection and utilization industry stood at RMB 88.019 billion.

Innovating the Biodiversity Risk Management Model — Case

Traditional agricultural development models are often susceptible to the pain points of ecosystem homogenization and functional degradation. The Bank proactively implemented innovative practices within the green finance reform pilot zone, exploring novel financial service pathways to support the green transition of agriculture. The Bank's Quzhou Branch, operating under the Hangzhou Branch, innovatively deployed a biodiversity yield right pledge model for the high standard farmland construction and biodiversity protection project. Furthermore, it embedded biodiversity risk management standards into the loan risk assessment workflow, thereby realizing full cycle management of associated risks across the pre lending, during lending, and post lending stages. Addressing the challenges of acquiring biodiversity risk management data, the Branch proactively collaborated with regulatory authorities to develop a biodiversity risk management system. This system enables the rapid acquisition and rigorous tracking of biodiversity risk ratings and related information, substantially enhancing the scientific validity and precision of decision making.

By the end of the reporting period, the Quzhou Branch had cumulatively disbursed RMB 220 million in loans to this project, facilitating the development of over 15,000 mu of high standard farmland. This initiative effectively promoted the green transition and upgrading of local agriculture, achieving a synergistic win-win outcome for both environmental conservation and business development.

Full Cycle Ecological Protection to Fortify Project Environmental Risk Management — Case

While supporting the construction of the Chongqing South Bank of Yangtze River Expressway Public Private Partnership project, the Bank's Chongqing Branch, integrated biodiversity conservation as a core consideration in its risk management framework. Given that the project traverses the ecologically sensitive Three Gorges Reservoir Region, the Branch prioritized the assessment of the environmental mitigation measures of the project, specifically source avoidance and process control, during the pre-lending investigation and ongoing review phases, ensuring strict adherence to ecological protection red lines. Concurrently, the Branch structured a phased financing solution comprising credit support during the construction period and the pledge of toll rights during the operation period. This approach not only secured the capital required for project construction but also maintained a balanced progression between infrastructure development and ecological preservation through full cycle environmental risk monitoring.

Channeling Financial Capital to Transform Waste into Valuable Assets and Heal Ecological Scars — Case

Decades of coal mining in Suzhou, Anhui Province, resulted in a subsidence area exceeding 100,000 mu, rendering ecological remediation an urgent priority. The Bank's Hefei Branch proactively aligned with the local governance masterplan of combining ecological restoration with aquaculture. Tailoring a comprehensive financial solution to overcome project financing hurdles, the Branch expedited a green channel to swiftly disburse a loan of RMB 90 million. These funds were specifically allocated to support the restoration of approximately 4,000 mu of subsidence waters in Kuangnan Village, Zhuxianzhuang Town, alongside the construction of standardized aquaculture ponds. Upon completion, the project is projected to generate an annual output value of tens of millions of RMB. While significantly ameliorating the regional ecological environment, the project effectively stimulates employment and income growth for local villagers. This success transforms historical ecological burdens into green wealth, pioneering a replicable new pathway for rural revitalization.

Financing the First Sunken Reclaimed Water Plant in Inner Mongolia to Elevate Local Water Governance Capabilities — Case

The Science and Technology City Reclaimed Water Plant, part of the Hohhot Future Water Ecology Project, represents the first fully sunken reclaimed water plant in Inner Mongolia. Adopting an intensive model of underground pollution treatment coupled with above ground landscaping, the project circumvents the Not in My Back Yard effect typical of traditional water plants. Simultaneously, it provides citizens with recreational and educational spaces through its surface level ecological park.

Aiming at the financing difficulties of long investment payback period and unstable cash flow of this kind of public welfare infrastructure project, the Bank's Hohhot Branch formed a special financial service team to assess the project situation in all dimensions, and opened an approval green channel, compressing the approval cycle under the premise of compliance, and timely meeting the capital needs for the long-term operation of the project.

Once operational, the facility will be capable of treating 25,000 tons of sewage daily. The resulting reclaimed water will be utilized for irrigating the grasslands on the southern slopes of the Daqingshan Mountains and replenishing river ecosystems. This will significantly elevate regional water quality, assisting Hohhot City in cultivating an urban water ecosystem defined by clear waters, green shores, and beautiful scenery.

2.9 Column: Carbon Finance

The Bank continuously expands the breadth and depth of carbon finance services, builds a multi-level service system, and promotes financial resources to accurately dock with low carbon transition needs. Focusing on four major key industries including forestry, steel, building materials, and shipping, it tailors dual carbon comprehensive service plans, deeply integrates the Banks own resources and the advantages of cooperative enterprises, and outputs the integrated comprehensive service capabilities of "carbon consulting + carbon trading + carbon inclusion + carbon finance + transition finance + dual carbon technology", providing full cycle and multi-dimensional "dual carbon transition support for industry customers.

The Bank focuses on the carbon inclusion field. In 2025, the first carbon inclusion methodology for paperless financial scenarios in the banking industry nationwide led and compiled by the Bank — the *Shenzhen Carbon Inclusion Methodology for Paperless Financial Scenarios (Banking Industry)* was officially released by the Shenzhen Ecology and Environment Bureau. Based on this methodology, the Bank landed the first batch of 234 tons of project carbon inclusion emission reductions in Shenzhen, taking the lead in realizing the value transformation from carbon measurement to carbon asset, and injecting new financial kinetic energy into the construction of the Shenzhen carbon market.

Launching the Xin Tan Tong Platform to Facilitate Corporate Carbon Asset Management

Case

In 2025, the Bank launched the Xin Tan Tong platform, activating four core functionalities: enterprise carbon emissions, product carbon footprint, Carbon Border Adjustment Mechanism carbon emissions, and employee carbon accounts. These features comprehensively address the primary carbon accounting requirements of enterprises and are available free of charge to clients across multiple industries. Furthermore, the platform integrates third party certification resources, offering clients an end-to-end service spectrum spanning carbon accounting, management certification, and financing. By the end of 2025, the user base of the Xin Tan Tong platform had surpassed 1,800.

User interface screenshot of the Xin Tan Tong platform.

Additionally, the Bank utilizes the platform to provide complimentary carbon emission accounting services for its suppliers. For further details, please refer to the Green and Environmental Protection Procurement subsection of this Report.

Underwriting Carbon Yield Linked Notes to Explore New Green Finance Paradigms

Case

The Bank's Nanning Branch acted as the joint lead underwriter for the 2025 fourth tranche medium term notes (carbon asset) issued by Guangxi Energy Group Co., Ltd., marking the first carbon yield linked medium term note executed by the Bank. This innovative product employs a dual structure comprising a fixed interest rate alongside a carbon yield floating interest rate. It precisely pegs the note interest rate to the trading yields of the 3,000 tons of national certified carbon allowances of the enterprise, establishing a dynamic floating range. This structural design not only enabled the enterprise to monetize its carbon allowance assets and lower financing costs but also provided investors with an innovative instrument to capture dividends from the carbon market.

3 Energy and Resource Management

The Bank abides by the requirements of laws, regulations and standards such as the *Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China*, the *Water Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, the *Circular Economy Promotion Law of the People's Republic of China*, the *Atmospheric Pollution Prevention and Control Law of the People's Republic of China*, and the *Emission Standard of Air Pollutants for Catering Industry*, formulates policy systems such as the *China CITIC Bank Guiding Opinions on Green Office*, the *China CITIC Bank Management Norms for the Office Area of CITIC Tower*, the *China CITIC Bank Guiding Opinions on the Management of CITIC Tower Restaurants*, the *Usage Norms of CITIC Bank for Official Vehicles*, and the *China CITIC Bank Administrative Measures for Office Supplies (Trial)*, and continuously promotes the integration of low carbon and environmental protection concepts into its own operational practices.

In 2025, the Bank established the China CITIC Bank Energy Conservation Work Leading Group at the Head Office, headed by the bank executive in charge of the energy management department, responsible for establishing and perfecting the energy management system and management mechanism of the Head Office, formulating the annual energy conservation plan and goals of the Head Office, and guaranteeing the completion of total energy consumption control and energy conservation goals.

By the end of 2025, the Hefei Financial Back Office Service Center project of the Bank, and the R&D Building A, Building B and their underground space projects of the Information Technology R&D Base, have all obtained the three-star green building design label certificates issued by the Science and Technology and Industrialization Development Center of the Ministry of Housing and Urban Rural Development.

3.1 Green Operation Goals

The Bank formulates green operation goals in aspects of energy conservation, emission reduction, water conservation, and waste reduction, and advances environmental footprint management from multiple dimensions.

Energy Saving Targets

- Strengthen electricity consumption management and implement energy efficiency upgrades, ensuring that both the Head Office building and business outlets use LED energy-efficient lighting, and prioritizing the procurement of energy-efficient products. In 2025, through various energy-saving management measures, energy expenses in the Head Office office area decreased by RMB 3.837 million year-on-year.
- Improve the operating energy efficiency of data centers, and optimize the power usage effectiveness (PUE).

Emission Reduction Targets

- Establish and refine the greenhouse gas emission management system, elevate the greenhouse gas management capabilities and digital proficiencies of proprietary operations, cultivate carbon reduction awareness among all personnel, and comprehensively diminish greenhouse gas emissions resulting from daily operations and office activities.
- Strengthen the usage management of official vehicles, advocate for green commuting modalities, and curtail exhaust emissions.

Water Saving Targets

- Enhance the granularity of water resource management and elevate the utilization rate of water saving appliances across the Bank. In 2025, water saving appliances accounted for 100% of the newly installed or replaced water equipment in the headquarters building.
- Eradicate leakage within the water supply systems, effectively diminishing water resource consumption in office areas.

Waste Reduction Targets

- Professional institutions process diverse categories of garbage, while all waste electronic equipment is handed over to professional electronic equipment scrapping vendors possessing relevant environmental qualifications for recycling and disposal.
- Strengthen the management of daily office supplies, implement a borrowing system for reusable office supplies to reduce procurement volume, and achieve circular reuse.

3.2 Green Office

3.2.1 Energy Management

In 2025, the Bank persistently deployed multiple energy conservation measures to drive down the greenhouse gas emissions generated by operational activities.

Lighting System Management

- Prioritizing energy saving equipment: Both the Head Office building and business outlets employ LED energy saving illumination. During the procurement of lighting fixtures, priority is granted to power saving and energy efficient products. The Huitong office area of the Head Office retrofitted its proprietary air conditioning system, reinforcing time differentiated control mechanisms and reducing power consumption by approximately 1.8 million kilowatt hours in 2025.
- Scheduled facility shutdown: The Head Office building utilizes a central control lighting system that automatically extinguishes illumination facilities in office zones excluding critical fire safety lighting during the lunch recess. Furthermore, it automatically extinguishes illumination across entire floors at hourly intervals post business hours. The outdoor lintel light boxes across various business outlets feature nocturnal automatic shutdown capabilities, ceasing operation automatically after 24:00.

Air Conditioning System Management

- Configuring energy saving modes: The air conditioning in the office areas of the headquarters building is regulated via a central control system. It remains deactivated on non-working days and is configured to optimal minimum temperatures contingent upon seasonal variations.
- Automated system regulation: The exhaust air volume of the air conditioning in the office areas of the headquarters building adjusts automatically across different time intervals and ceases operation automatically after 18:00 on working days.

Office Equipment Management

- Scheduled power-saving mode: Office equipment, including printers and copiers, is configured to automatically enter power-saving modes at scheduled intervals and sever power connections following prolonged periods of inactivity.
- Daily dedicated patrols: Integrated with daily security patrols, the Bank executes targeted enforcement of equipment shutdown and power disconnection protocols within the Head Office working areas, ensuring personnel adhere to post business hours shutdown mandates.

Natural Gas Usage Management

- Reducing energy consumption: Ensure natural gas valves are promptly sealed following usage.
- Utilizing energy saving facilities: Both the headquarters building and the Shunyi Technology Park employ electric cooking appliances.
- Regular facility maintenance: Conduct routine inspections of natural gas pipelines to preempt leaks and expedite the remediation of compromised pipelines.

Official Vehicle Usage Management

- Establishing fuel consumption ledgers: Establish consolidated ledgers and fortify the statistical management of fuel consumption for official vehicles. The expense management of official vehicles operates on a per vehicle accounting model, tabulating the diverse expense outlays of each official vehicle monthly and verifying that refueling occurrences align with vehicle mileage.
- Advocating green commuting: Encourage the utilization of public transportation during the execution of official duties. The Bank formulates rational routing plans based on factors including passenger count, destination distance, and weather conditions, actively advocating for green commuting.

3.2.2 Water Resource Management

The Bank continuously elevates the granularity of its water resource management. In 2025, the Bank persistently propagated the deployment of water saving appliances and conducted regular maintenance on water equipment. Direct drinking water dispensers are deployed in pantries, with filter elements replaced routinely to sustain optimal performance and prevent water waste stemming from blockages or degraded filtration efficacy. The Bank conducts zone specific monitoring of water meters within the Head Office building, acquiring precise insights into water consumption patterns and promptly identifying and managing zones exhibiting elevated usage. Signage is deployed to remind personnel to promptly secure faucets, and vigilance is maintained over faucet operations to eliminate instances of running, emitting, dripping, and leaking. In 2025, the Hefei Operation Center of the Bank executed 12 comprehensive patrols of the water supply pipe network and water terminals, ensuring the immediate detection and remediation of anomalies.

The primary water source for the daily office and operational activities of the Bank is the municipal water supply. During the reporting period, no supplementary water resource risks were identified.

3.2.3 Waste Management

During routine operations, the Bank strictly enforces classified waste management, comprehensively fulfills its compliance obligations regarding waste control, and proactively drives the value realization and resource utilization of waste, ensuring its compliant and environmentally responsible disposal.

Waste Disposal and Resource Utilization.

Waste Categories	Waste Treatment Methods
Hazardous Waste Primarily comprising waste lead acid storage batteries and waste ink cartridges, toner cartridges, carbon powder, and ribbons generated by printing equipment.	· Establish a consolidated recycling mechanism for hazardous waste such as toner cartridges. · The retirement of IT equipment is completely entrusted to professional electronic equipment scrapping vendors for recycling and disposal. These recycling vendors all possess the Qualification Certificate for Processing Waste Electrical and Electronic Products authorized by regional ecological and environmental bureaus. · Dictated by the specific waste typology, recycling vendors employ scientifically sound and suitably matched methodologies to dismantle equipment and categorize casings and components for recycling. While extracting raw metallic materials such as copper, iron, and aluminum for circular utilization, these vendors alter the physical and chemical characteristics of the waste products to reduce or eradicate hazardous components within items such as circuit boards, ultimately depositing the residuals in landfills that satisfy environmental protection standards.
Non-hazardous Waste Primarily comprising domestic and kitchen refuse.	· Processed according to recyclable and non-recyclable classifications, differentiated via signage denoting Recyclables, Kitchen Waste, Other Waste, and Hazardous Waste. Relevant refuse is managed by designated personnel to guarantee timely clearing and transit. During the reporting period, the Bank persistently advanced the Clean Plate Campaign, introducing small portion culinary options in restaurants to further diminish food waste.

Paper Reduction

Paperless Office

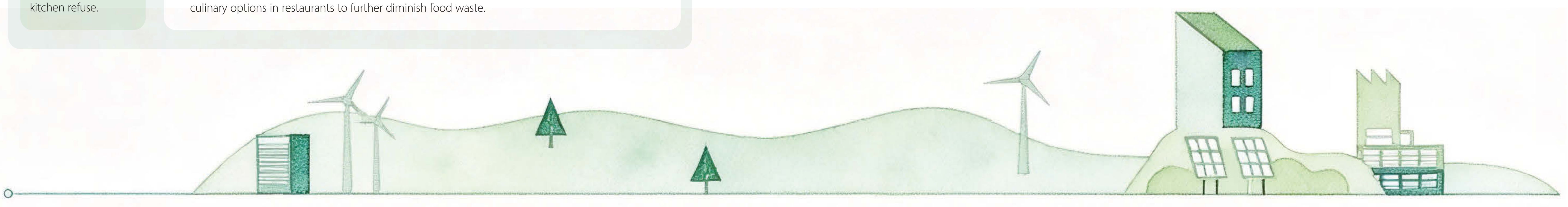
- Formulated and distributed an initiative advocating paper conservation, guiding the curtailment of non-essential printing. This realized a substantial decline in total printing volume during the fourth quarter of 2025 compared to the first quarter. Simultaneously, idle equipment was decommissioned, effectively reducing resource consumption and propelling the normalization of office conservation.
- Printers are configured to black and white duplex printing modes by default. Recycled paper is utilized for printing business cards, complemented by the creation of electronic business cards to diminish reliance on physical cards. Priority is granted to procuring copy paper certified by the Forest Stewardship Council or the Programme for the Endorsement of Forest Certification.
- Leveraging the meeting control platform to orchestrate resource management, the Bank vigorously promoted the consolidation of multiple meetings and video conferencing, cumulatively convening 8,249 video conferences throughout the year. The Bank strictly managed meeting specifications and scales, promoted the deployment of paperless meeting materials, and reduced paper consumption by over 500,000 sheets and carbon emissions by 2.5 tons. These tangible actions executed the energy conservation and emission reduction strategy alongside the cost reduction and efficiency enhancement strategy.

Paperless Business

- Online channels, including the China CITIC Bank App and online banking, support online inquiry functionalities for transfer records, electronic receipts, transaction details, and credit card bills. Clients are liberated from navigating to physical outlets to print physical documents such as transaction flows and receipts, effectively curtailing operational paper usage.
- Launched electronic invoices targeting corporate clients, assisting enterprise clients in realizing paperless invoice management. In 2025, the Bank issued 788,800 electronic invoices to clients, saving approximately 2.3664 million sheets of paper.
- Serving as part of the inaugural cohort of pilot banks for the accounting data standards of electronic vouchers set by the Ministry of Finance, the Bank provided fully online electronic vouchers utilizing Open Format Documents for electronic receipts and full-page bills to bank-enterprise direct connection clients and online banking clients. By the end of 2025, the Bank could provide electronic receipts for 15,300 bank enterprise direct connection clients and 1.3581 million online banking clients. In 2025, counter channels processed 48 million paperless transactions, saving approximately 96 million sheets of paper.

Paperless Procurement

- Developed and proliferated the Digital Procurement Shared Platform, transitioning the entire procurement lifecycle online. This effectively diminished paper consumption generated by printing bidding documents during traditional procurement workflows. In 2025, the Bank executed 1,378 online procurement projects.



3.2.4 Emission and Pollutant Discharge Management

In 2025, the Bank proactively reduced exhaust gas and pollutant emissions. **Regarding the reduction of official vehicle exhaust emissions,** the Bank strictly enforced the *China CITIC Bank Administrative Measures for Official Vehicles (2025)*. This standardized official vehicle usage behaviors at the institutional level, reinforced the supervision and inspection of official vehicle management, and optimized the official vehicle reservation system to elevate vehicle scheduling efficiency and reduce dispatch frequency. **Regarding the reduction of restaurant oil fumes,** kitchens conduct regular cleaning of oil fume pipelines and purifiers. Low oil fume culinary techniques are employed for specific dishes to curtail oil fume emissions and mitigate environmental pollution. In 2025, the Bank and its material holding subsidiaries were not designated within the roster of enterprises mandated to disclose environmental information according to law. No major sudden environmental incidents occurred, and there were zero instances of the Bank incurring major administrative penalties from ecological and environmental authorities or being subjected to criminal liability investigations stemming from environmental incidents.

3.3 Green Branches

The Bank formulates and enforces the *China CITIC Bank Image Construction Standards for Business Outlets (2025 Edition)*. This framework introduces green outlet construction prerequisites, encouraging the deployment of diverse green and low carbon measures during the construction and renovation of outlets. **Regarding the selection of decorative materials**, fabric furniture and factory processed composite aluminum panels are utilized to supplant traditional wall tiles and leather furniture, yielding tangible environmental protection, dust reduction, and noise reduction outcomes. The Bank mandates the selection of thermal insulation and green, environmentally friendly materials. **Regarding energy consumption management**, the Bank comprehensively adopts LED energy saving fixtures as primary lighting sources and rationally calibrates illumination levels. It standardizes the operational energy consumption benchmarks for air conditioning systems, clarifies optimal temperature ranges, and reinforces energy utilization management. **Regarding operational models**, the Bank deployed an outlet information publishing and management platform, enabling the remote delivery and dynamic updating of electronic posters across the Head Office and branches, thereby diminishing the volume of printed paper materials. By the end of 2025, the Bank temporarily operated zero outlets situated within ecological protection red lines.

The Bank Actively Promoting the Construction of Carbon-Neutral Branches — Case

In 2025, the Bank's Beijing CITIC Tower Sub-branch of the Beijing Branch fully demonstrated a demonstrative and pioneering role in green and low carbon development. By procuring verified Chinese Certified Emission Reduction units generated by the CGN Shanwei Jiazi Phase I 500 MW Offshore Wind Farm Project, it completely offset the carbon emissions generated by the operational activities of the sub-branch in 2024, securing a carbon neutrality certificate issued following an onsite evaluation by a third party institution.


中国船级社质量认证有限公司
CHINA CLASSIFICATION SOCIETY CERTIFICATION CO., LTD.
碳中和评价证书
CERTIFICATE OF CARBON NEUTRALITY
No.: CCSC2025040501010063
兹证明 / This is to certify that:
中信银行股份有限公司北京分行中信大厦支行
CHINA CITIC BANK Beijing CITIC Tower Sub- branch
Registration Address: B1M Floor, No.10 Guanghualu, Chaoyang District, Beijing, P.R.China
Assessment Criteria: Guidelines for the Accounting and Reporting of Greenhouse Gas Emissions from Public Building Operation Enterprises (Trial Version); PAS 2060:2014 Specification for the Demonstration of Carbon Neutrality
Assessment Scope: CHINA CITIC BANK Beijing CITIC Tower Sub- branch
Time Period: 01/01/2024- 31/12/2024
GHG Emissions: 129.21tCO₂e
Process of Carbon Neutrality: China CITIC Bank Co., Ltd. Beijing Branch achieved the carbon neutrality of the aforementioned total greenhouse gas emissions (129.21 tonnes of CO₂ equivalent) by purchasing and retiring 130 tonnes of Certified Emission Reductions (CCER) generated from the "CGN Shanwei Jiazi Phase I 500MW Offshore Wind Farm Project". This process complies with the requirements of PAS 2060:2014.
Signed by
Issued by: China Classification Society Certification Co., Ltd.
Issued on: 24/12/2025

The Bank's Beijing CITIC Tower Sub -ranch of the Beijing Branch obtained the carbon neutrality evaluation certificate issued by a third party.

3.4 Data Centers

The Bank identifies data centers as a paramount focal area for energy conservation, continuously deepening the green construction and operation of its data centers. By the end of 2025, the Bank operated oneself built data center, specifically the Phase I Computer Room of the Beijing Information Technology R&D Base (hereinafter referred to as the Beijing Phase I Computer Room, formerly the Mapo Phase I Computer Room). Concurrently, two data centers were under construction: the Phase II Computer Room of the Beijing Information Technology R&D Base (hereinafter referred to as the Beijing Phase II Computer Room) and the disaster recovery computer room of the Hefei Financial Back Office Service Center (hereinafter referred to as the Hefei Computer Room).

Precise Optimization of Operational Data Centers

- In 2025, the Beijing Phase I Computer Room realized a tangible enhancement in energy efficiency during its inaugural full operational year. Through comprehensive surveying and analysis of the computer room infrastructure, the Bank precisely identified and rectified critical points of energy consumption loss. This intervention reduced the energy consumption of precision air conditioning within the computer room by approximately 8%. Furthermore, the Bank meticulously analyzed the anti-freezing prerequisites of computer rooms across various zones. While ensuring the secure operation of equipment, the Bank optimized the operational strategy of electric heating equipment, rationally streamlining operational durations and achieving a reduction in equipment energy consumption of approximately 13%.

Source Control of the Construction Data Center

- The Beijing Phase II data center and Hefei data center projects plan to adopt cutting-edge energy-saving technologies such as evaporative cooling magnetic levitation multi-system during the design and construction stage, promoting energy efficiency optimization and environmentally friendly operations from the source.

SOCIAL CHAPTER

4 Technology Finance

The Bank focuses on core dimensions such as specialized organizational structure, gradient customer cultivation, characteristic product innovation, and ecological comprehensive empowerment to create a Technology Finance service system with unique competitiveness, effectively supporting the high-quality development of technology companies throughout their entire lifecycle.

4.1 Governance

4.1.1 Strengthening the overall decision-making mechanism

The Bank has established the Technology Finance Leading Group at the headquarters, which is headed by the President as the group leader, with deputy leaders drawn from bank executives responsible for corporate finance, risk, financial accounting and asset-liability, and retail finance businesses, and members including department heads from the headquarters Investment Banking Department/ Technology Finance Department, Corporate Finance Department, and Large Customer Department. The Technology Finance Leading Group is responsible for the top-level design and coordinated promotion of the Bank's Technology Finance business, regularly hearing reports on business development, and guiding the implementation and execution of relevant work. In July 2025, the Bank held the 2025 annual Technology Finance Leading Group meeting, during which an update on the overall Technology Finance business was presented and discussed, and key tasks for the next stage were outlined.

4.1.2 Building an Agile Professional Organization

In 2025, the Bank established the first-level department, the Technology Finance Department, at the head office, leading the overall planning, operation, and management of the Technology Finance customer group across the Bank. At the same time, the Bank deepened the matrix management structure of "head office and branch integration, front, middle, and back linkage," forming a three-dimensional service network of "two-level Technology Finance Center at head office and branches + pioneer branches + technology branches." By the end of 2025, the coverage of this network was further expanded, with Technology Finance key branches extended to 21 and Technology Finance pioneer branches reaching 272. A total of 12 branches obtained the regulatory-recognized qualification of "technology branches," effectively extending the reach of services to technology enterprises.

4.2 Strategy

4.2.1 Analysis of Risks and Opportunities

The Bank identified and assessed the risks and opportunities associated with Technology Finance, as well as their potential impacts over different time frames, providing an important basis for strategic adjustment.

	Description of Risks / Opportunities and Their Potential Impacts on the Bank	Time Horizon of Impact
Risks	**Increased risk control pressure:** Technology enterprises generally exhibit characteristics of "light assets, high investment, long cycles." If faced with obstacles in technological iteration, difficulties in external financing, or a decline in market demand, it may negatively impact the sustainability of business operations. If the Bank fails to develop business models and the risk management system that align with technological innovation, it may miss out on development opportunities in the next wave of the technological revolution and face pressure from expanding risk exposure.	Medium-term, Long-term
Opportunities	**Policy Support Intensified:** National policy direction has become clearer. Since the Central Financial Work Conference proposed pursuing the five priorities of technology finance, green finance, inclusive finance, pension finance, and digital finance, relevant ministries and commissions have issued policy documents in quick succession, clarifying specific paths such as M&A loan pilot programs for technology enterprises and science and technology innovation bonds. This marks the transition of Technology Finance from top-level planning to a new stage of detailed implementation, providing broad space for business innovation and reform in the banking sector.	Short-term, Medium-term, Long-term
	Accelerated Industrial Upgrading: Frontier technologies represented by artificial intelligence and big data are reshaping the global industrial landscape. Technological breakthroughs and industrial upgrading are deeply integrated, boosting the accelerated formation of new quality productive forces. The capital operation pace of technology enterprises has significantly accelerated, with the emergence of high-tech industrial clusters and key agglomeration areas, bringing important opportunities for banks to expand high-quality assets and customers.	

4.2.2 Impact on Strategy and Decision Making

The Bank has incorporated Technology Finance into the core strategic framework of its overall strategic planning. In 2025, the Bank implemented the *China CITIC Group Corporation Limited Technology Finance Action Plan* and the *China CITIC Bank Action Plan for Doing Well* in the Five Major Articles of Technology Finance, adhering to the Five Leading Banks strategy, and promoting the construction of a virtuous cycle of Technology – Industry - Finance.

The Bank has included Technology Finance business indicators as a separate item in its internal performance appraisal, providing special support policies in resource allocation such as loan subsidies, pricing authorization, and credit approval, effectively guiding financial service resources to accurately flow to technology enterprises, providing a solid guarantee for high-quality business development.

4.2.3 Current and Expected Financial Impacts

In terms of business scale, the Bank takes "risk control" as a prerequisite, deepens exploration in areas such as product innovation, investment-lending linkage, and ecosystem construction, achieving benign interaction between technology and finance. By the end of 2025, the Bank's technology loan balance reached RMB 1,072.902 billion, a year-on-year increase of 14.75%, effectively supporting the steady growth of the Bank's overall operating performance.

In terms of customer base, the Bank anchors in the technological attributes and high growth potential, cultivating a multi-level technology enterprise customer base in a tiered manner. Focusing on key areas such as national-level Specialized, Refined, Differential, and Innovative Enterprises and manufacturing champions, the Bank deepens service connections, with the cooperation coverage rate continuously improving, accumulating momentum for the sustained growth of the Technology Finance business. By the end of 2025, the Bank's service coverage rate for the first six batches of national-level Specialized, Refined, Differential, and Innovative Enterprises[12] reached 98.48%.

In the future, the Bank will further increase support for the Technology Finance field through product innovation and ecosystem synergy, further expanding the service coverage and support for technology enterprises, injecting new momentum into the development of new quality productive forces.

4.3 Impact, Risk and Opportunity Management

4.3.1 Multi-Dimensional Product Innovation, Precise Matching of the Entire Cycle

The Bank adheres to the business philosophy of specialization, distinctiveness, ecosystem, and scenario-based operations, building a comprehensive, multi-level, and widely covered full-life-cycle service matrix to effectively respond to market demand changes with diversified product offerings. In 2025, the Bank iteratively upgraded the Science and Technology Enterprise Points Card model; strengthened the promotion of specialized products such as "Technology Achievement Transformation Loan," science and technology fixed loans, and intellectual property rights pledge financing; and achieved leading breakthroughs in areas such as technology enterprise M&A loans and technology innovation bonds, precisely empowering the growth of science and technology enterprises.

Empowering Early-stage Innovation Transformation with the "Technology Achievement Transformation Loan" — Case

To thoroughly implement the decisions and plans of the Central Committee of the Communist Party of China on promoting the transformation and application of scientific and technological achievements, the Bank has launched the "Technology Achievement Conversion Loans". This initiative effectively addresses the financing bottlenecks in the incubation and transformation stages and actively builds a deeply integrated service ecosystem of "Technology-Industry-Finance".

As the main force in basic research and the source of major technological breakthroughs, universities and research institutions have leveraged their rich scientific resources and technological clusters to bring a number of cutting-edge technologies to fruition. They play a vital role in enhancing original innovation capabilities and solving critical core technology challenges. The Bank's "Technology Achievement Conversion Loans" focus on leading universities and research institutions, precisely serving the crucial stages of transforming scientific achievements from the laboratory to industrialization. This effectively bridges the "last mile" of technology conversion and helps turn original innovation into real productive forces. Currently, the Bank has advanced cooperation with several universities and research institutions, enabling the large-scale implementation of projects in cutting-edge technology fields such as solid-state batteries, drones, semiconductor materials, and quantum magnetoencephalography, thereby injecting financial momentum into building China's strength in science and technology.

[12] According to the latest statistics regarding the national list of Specialized, Refined, Differential, and Innovative Enterprises, the baseline figures for the beginning of the year have been adjusted accordingly.

4.3.2 Deepening the Technology Finance Ecosystem, Building a New Service Paradigm

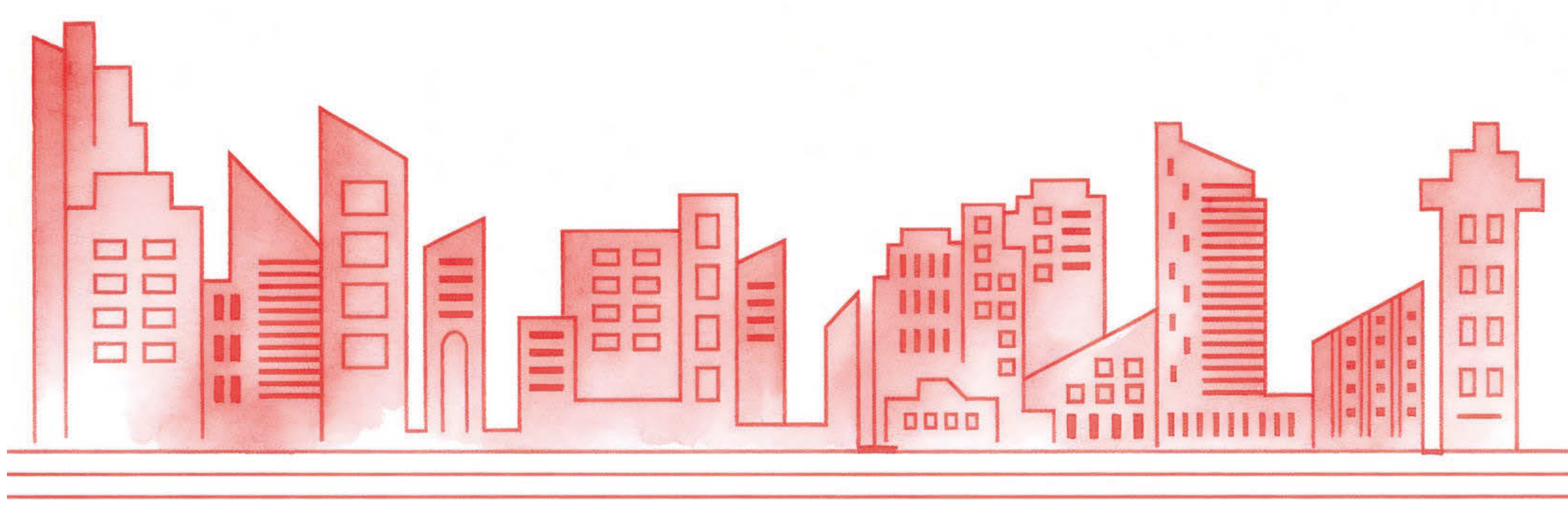
The Bank deepens its collaborative advantages with CITIC Group Corporation Limited, constructing an ecosystem that combines internal collaboration with external links to create diversified, sequential CITIC comprehensive services for science and technology enterprises.

Leveraging the Group's Collaborative Advantages to Strengthen "Patient Capital"

Leveraging the CITIC Equity Investment Alliance, the Bank accelerates the release of synergistic efficiency, achieving seamless connectivity in "investment-lending linkage." By the end of 2025, the alliance manages funds exceeding RMB 340.0 billion, investing in and supporting over 1,200 technology enterprises, providing strong support for the long-term development of technology firms.

Aggregating External Ecological Resources and Expanding Service Boundaries

The Bank leverages its synergistic advantages to expand and elevate external cooperation by organizing a series of ecological partner forums, technology enterprise roadshows, and over 100 regional connection activities, building bridges for industrial-financial connectivity. By the end of 2025, the Bank connects with over 1,300 ecological partners, creating a "Five Circles" service system integrating government, parks, venture capital, research institutions, and universities.



5 Inclusive Finance

Adhering to the mission of delivering timely assistance and serving public livelihood, the Bank profoundly escalates financial support for micro and small enterprises, private enterprises, agriculture related operating entities, and key assisted demographics. The Bank continuously enhances the accessibility and convenience of its financial services. By providing highly compassionate financial services, the Bank fulfills the aspirations of the public for a superior quality of life and assists in elevating common prosperity to a new stage.

In 2025, the Bank maintained a leading position among peers in the regulatory evaluation of financial services for micro and small enterprises conducted by the National Financial Regulatory Administration for five consecutive years. For the fourth consecutive year, it was rated in the Excellent category during the assessment of financial institutions serving rural revitalization by the People's Bank of China and the National Financial Regulatory Administration. Furthermore, the CITIC Easy Loan Digital and Intelligent Service project secured first place in the financial services track of the Beijing regional contest and the second prize in the financial services track of the national finals at the Data Elements × competition, which was hosted by authorities including the National Data Administration.

5.1 Governance

In 2025, the Board of Directors of the Bank reviewed and approved the annual inclusive finance development report. This report encompasses business development performance, the analysis of current opportunities and challenges, and work plans for the subsequent phase, establishing explicit deployments for executing inclusive finance operations with high quality.

The Bank established the Inclusive Finance and Rural Revitalization Leading Group, with the Chairman serving as the group leader. This leading group is responsible for constructing and refining the institutional mechanisms for inclusive finance and rural revitalization, formulating and reviewing strategic development plans, and comprehensively propelling business development. In 2025, the leading group convened one special meeting to review work reports and deploy pivotal initiatives.

5.2 Strategy

5.2.1 Analysis of Risks and Opportunities

The Bank identified and evaluated the risks and opportunities facing inclusive finance, alongside their potential impacts across various time horizons. These insights serve as a crucial foundation for strategic adjustments.

	Description of Risks / Opportunities and Their Potential Impacts on the Bank	Time Horizon of Impact
Risks	**Credit risk triggered by target customer traits:** Micro and small enterprises, as well as individual industrial and commercial households, typically exhibit weak risk resistance and low financial information transparency. They are more susceptible to capital chain constraints, posing significant challenges to the risk identification and dynamic management capabilities of the Bank. By optimizing and iterating risk control strategies and management tools, the Bank proactively addresses potential risks, prevents fluctuations in the non-performing loan ratio induced by customer risk characteristics, and ensures the stability of asset quality and the long-term sustainable development of the inclusive finance business.	Short-term
	Customer structure risk induced by intensified market competition: As diverse financial institutions accelerate their footprint in the inclusive finance sector, market competition intensifies. The pressure of premium customer diversion increases, and the qualifications of newly acquired customers exhibit a downward sinking trend. This shift in customer structure demands superior risk pricing capabilities from the Bank. The Bank must remain vigilant against potential asset quality fluctuations triggered by excessive competition or the relaxation of customer onboarding standards.	
Opportunities	**Opportunities from policy support:** The Party and the state place paramount importance on the development of inclusive finance. Financial regulatory authorities, including the People's Bank of China and the National Financial Regulatory Administration, have successively introduced supporting policies to guide commercial banks in actively expanding inclusive finance operations. The Bank proactively capitalizes on these policy directives. While effectively serving the real economy, the Bank continuously broadens the coverage of its inclusive finance business, fostering the growth of its proprietary asset scale and operating income.	Medium-term
	Opportunities from technological advancement: The widespread application of emerging technologies, such as artificial intelligence, provides robust support for elevating inclusive finance service capabilities and reducing operational costs. Leveraging its proprietary technology and data infrastructure, the Bank intensifies service innovation, which accelerates the construction of a cost affordable and commercially sustainable development model for inclusive finance.	Long-term

5.2.2 Impact on Strategy and Decision Making

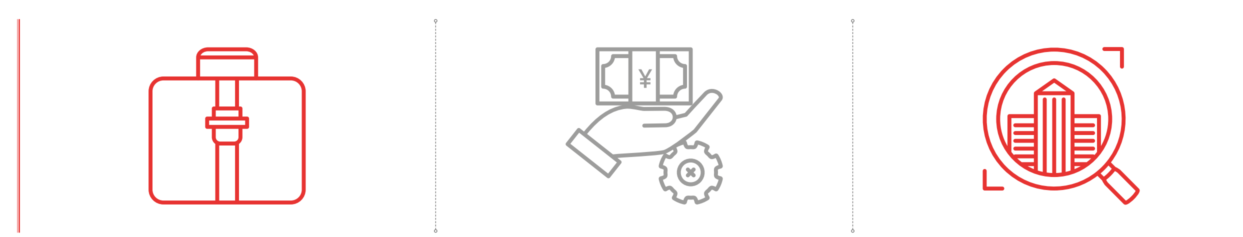
Proactively responding to national policy directives, the Bank positions inclusive finance as a vital component of its overarching development blueprint. The Bank fully leverages the coordination advantages of the Inclusive Finance and Rural Revitalization Leading Group and its working groups to comprehensively advance all initiatives. The Bank formulated and executed the *China CITIC Bank Special Action Plan for Advancing the Major Article of Inclusive Finance* and the *China CITIC Bank Implementation Plan on Supporting Financing for Micro and Small Enterprises*. Furthermore, it established the Five Specials and Five Enhancements[13] model to implement the coordination working mechanism for supporting the financing of micro and small enterprises, striving to drive the high-quality development of inclusive finance.

The Bank implements a dedicated management mechanism for the inclusive finance business. Regarding planning and assessment, the Bank establishes distinct credit plans for inclusive micro and small enterprises and agriculture related sectors, cascading these targets down to all tier one branches. Relevant inclusive finance indicators are integrated into the performance assessment system for branch executives, consistently carrying a weight of over 10% in the comprehensive performance evaluations of the branches. Regarding policies and resources, the Bank reinforces credit policy guidance, explicitly defines risk tolerance, and refines the loan renewal management and due diligence liability exemption systems for micro and small enterprises. The Bank continuously standardizes service fees, actively implements policies for fee reduction and profit concession for micro and small enterprises, and allocates resources such as assessment profit subsidies and marketing budgets to fully galvanize the enthusiasm of branch institutions.

5.2.3 Current and Expected Financial Impacts

From the perspective of risk prevention and control, the Bank will continuously fortify risk control management to effectively balance business expansion against risk costs. From the perspective of development opportunities, the continuous realization of fiscal and financial support policies, coupled with technological dividends, will propel the scale expansion of the inclusive finance business and foster steady growth in the customer base. This trajectory will assist in reducing customer concentration, consolidating the client foundation, and optimizing the credit structure.

Looking forward, as collaborative relationships deepen, the provision of "Credit +" comprehensive financial services to enterprises will serve as a potent catalyst for driving the operating income growth of the Bank.



[13] The Five Specials refer to establishing dedicated working groups, formulating specialized plans, optimizing exclusive products, organizing thematic activities, and providing supporting policies. The Five Enhancements refer to strengthening overall coordination and promotion, enhancing communication and alignment, bolstering implementation and execution, intensifying publicity and promotion, and reinforcing continuous service.

5.3 Impact, Risk and Opportunity Management

5.3.1 Serving Micro and Small Enterprises

In 2025, adhering to a customer centric philosophy, the Bank **continuously refined its "Credit +" comprehensive service system**. Closely tracking market development trends, the Bank reviewed and optimized its product strategies, thereby standardizing the full life cycle management of both products and systems. The Bank launched the "Hui Rong e Tong" initiative, driving the digitalization and self-service capabilities of critical processes such as credit inquiry authorization, contract signing, and loan drawdown. While strictly upholding the baseline of compliant operations, this initiative effectively balanced business expansion with risk control. Concurrently, the Bank **proactively deployed intelligent technologies to elevate service quality and efficiency**. By constructing AI driven marketing channels and promoting digital operational tools such as the "Inclusive Finance Digital Human", the Bank delivered intelligent and highly convenient services to clients. This approach significantly reduced manual operational costs and substantially accelerated service response times.

By the end of 2025, the Bank's outstanding loans to micro and small enterprises reached[14] RMB 1,790.018 billion, an increase of RMB 134.155 billion from the previous year. The number of clients with outstanding loan balances stood at 331,900, an increase of 3,300 compared to the previous year. The outstanding balance of inclusive loans to micro and small enterprises[15] amounted to RMB 644.306 billion, up by RMB 44.482 billion from the previous year, with a growth rate higher than the average growth rate of all loans. The number of clients with inclusive loan balances was 313,900, an increase of 3,500 from the previous year. Throughout 2025, the interest rate on newly disbursed inclusive loans to micro and small enterprises decreased by 0.52 percentage points year on year, effectively driving a steady reduction in the comprehensive financing costs for micro and small enterprises at the Bank.

Promoting the Implementation and Effectiveness of the Micro and Small Enterprise Financing Coordination Mechanism — Case

The Bank's Suzhou Branch established a dedicated task force to implement the micro and small enterprise financing coordination mechanism. The task force developed an action plan for the branch's financing coordination mechanism, tracked and implemented the micro and small enterprise application and recommendation lists pushed by the government, and assigned staff to participate in the municipal government's micro financing coordination task force. They actively cooperated with the creation of government refinancing schemes and the organization of visits and coordination with micro and small enterprises. By the end of 2025, the Bank had visited over 26,000 micro and small enterprises, resulting in 1,815 loans disbursed, with a total credit amount of RMB 15.5 billion. Additionally, 44 refinancing transactions under the Su-run refinancing scheme were completed, totaling RMB 313 million, significantly improving the accessibility and convenience of loans for micro and small enterprises.

Bank and Guarantor Collaborating on Entrepreneurship Guarantee Loans to Secure Employment for Key Demographics — Case

The Bank's Shenzhen Branch proactively fulfilled its social responsibility of stabilizing employment. Serving as a designated bank for the Entrepreneurship Guarantee Loan program in Shenzhen, the Branch actively engaged with micro and small enterprises that absorb employment from key demographics, such as college graduates. Specifically addressing an e-commerce startup that hired multiple college graduates, the Branch collaborated with municipal state-owned guarantee institutions to disburse a RMB 3 million working capital loan at an annualized interest rate as low as 2.5%. This transaction effectively lowered the financing costs for the startup, supporting its expansion in both operations and recruitment, thereby utilizing the power of inclusive finance to secure employment driven by entrepreneurship.

CITIC aiBank Empowering the Development of Micro and Small Enterprises Through Digital Intelligence — Case

In 2025, the Bank's affiliated institution, CITIC aiBank, leveraged its core capabilities in digital technology to systematically support the development of micro and small enterprises via product innovation, service optimization, and ecosystem co creation. By the end of 2025, the outstanding balance of inclusive micro and small loans at CITIC aiBank stood at RMB 12.768 billion, representing a year-on-year growth of 40.29%.

Innovating credit products to resolve financing pain points

CITIC aiBank launched the Entrepreneurship Guarantee Loan product for micro and small enterprises. By analyzing corporate credit and taxation data, it enabled collateral free credit approvals, thereby lowering the financing threshold. Through its online Business Loan product, the Bank integrated multidimensional dynamic data to accurately match the capital requirements of micro and small enterprises, characterized by short cycles, high frequency, and urgent needs. This improved capital turnover efficiency and tangibly resolved the pressing needs of these enterprises.

Expanding service boundaries to build a service ecosystem

Breaking away from traditional credit models, CITIC aiBank partnered with authoritative media outlets to initiate the Seeing the Direction of One Hundred Confidences inclusive finance public welfare promotion program. This initiative provided micro and small enterprises with comprehensive solutions encompassing policy support, resource matching, financial backing, and brand traffic generation. Through the tripartite synergy of government, bank, and media, the program took concrete actions to bolster the developmental confidence of micro and small enterprises.

[14] Loans to small enterprises, loans to micro enterprises, self-employed individuals, and operational loans to micro and small business owners.

[15] Defining micro and small enterprise loans with a total credit line per customer of up to RMB 10 million (inclusive), including loans to micro and small enterprises, self-employed individuals, and business owners of micro and small enterprises for operational purposes.

5.3.2 Supporting Rural Revitalization

In 2025, the Bank deeply advanced five major initiatives, protecting, prospering, strengthening, and enriching agriculture, alongside advancing smart agriculture. It amplified support in critical areas including food security, rural industries, rural infrastructure, farmer income growth, and agricultural science and technology, thereby enhancing the precision of rural revitalization financial services. The Bank extensively cultivated five emerging sectors: the marine economy, the county economy, new agricultural productive forces, agricultural supply chains, and the new farmer demographic, fostering fresh momentum for the growth of its rural revitalization business. By synergizing with CITIC Group subsidiaries such as CITIC Construction, CITIC Consulting, and CITIC Agriculture, the Bank jointly established five synergistic models[16]: integrating financing, intellectual support, industrial development, infrastructure construction, and sales channels. This approach satisfied the diversified demands of agriculture related operating entities and forged a novel model for rural revitalization financial services. Utilizing the integration of five policies as a strategic anchor, the Bank conducted research on the seed industry and other sectors, continually incorporating rural revitalization operations into the scope of its credit policy support, thereby driving new achievements in rural revitalization financial services. During the reporting period, the Bank's "Five-in-One Collaboration for Revitalization" case was awarded the "Outstanding Practice Case" title in the 2025 Financial Services for Rural Revitalization Case Collection Campaign organized by China Urban and Rural Finance Newspaper.

The Five Integrations Synergistic Service System

Category	Target Audience	Service Content
Financing	Planting and breeding enterprises	Equity debt loan investment etc.
Intelligence Integration	Agricultural industry planning	Think tank consulting etc.
Industry Integration	Agricultural leading enterprises	Industrial transition etc.
Construction Integration	Agricultural industrial parks	Engineering construction etc.
Sales Integration	Agricultural product sales	Online and offline promotion

By the end of 2025, the outstanding balance of agriculture related loans of the Bank was RMB 512.894 billion, representing an increase of RMB 66.976 billion from the beginning of the year. The number of agriculture related loan clients reached 67,800, up by 3,925 from the beginning of the year. Furthermore, the outstanding balance of inclusive agriculture related loans was RMB 48.801 billion, an increase of RMB 7.380 billion from the beginning of the year, with a loan growth rate exceeding the average growth rate of total loans

the outstanding balance of agriculture related loans of the Bank was	the number of agriculture related loan clients reached	the outstanding balance of inclusive agriculture related loans was
512.894 billion	**67,800**	**48.801** billion

[16] Refers to industry research, credit policies, review and approval criteria (guidelines), marketing guidelines, and performance evaluation and resource allocation.

5.3.3 Precision Financial Assistance

The Bank steadfastly fulfilled the political and social responsibilities inherent to a state-owned financial enterprise. It maintained the overall stability of its assistance policies without diminishing its support intensity, continuously consolidating and expanding the achievements of poverty alleviation, and assisting in safeguarding the baseline against large scale relapses into poverty.

In 2025, the Bank proactively collaborated with local agricultural and rural bureaus and other departments to conduct research and evaluations on assistance projects. It escalated cooperation with government compensation funds and agricultural guarantee companies to precisely address the demands for precision financial assistance. Focusing on the resource endowments and characteristic industries of areas emerging from poverty, the Bank tailored financing solutions, granting policy support such as dedicated quotas, green approval channels, and preferential interest rates. The Bank fortified the empowerment of financial technology, intensified support for online product services, and utilized high quality, efficient financial services to foster the development of enterprises and populations emerging from poverty.

By the end of 2025, the outstanding balance of precision financial assistance loans of the Bank stood at RMB 39.607 billion, an increase of RMB 1.187 billion from the previous year end, serving 1.0120 million clients with outstanding loan balances. During the reporting period, the risk interest rate of newly disbursed loans essentially achieved an equilibrium.

the outstanding balance of precision financial assistance loans of the Bank stood at

39.607 billion

serving clients with outstanding loan balances

1.0120 million

Channeling Financial Capital to Support Black Soil Granaries

Case

Focusing on critical areas of rural revitalization such as food security, the Bank steadily explored new paradigms for financial services in rural revitalization. In synergy with Beidahuang Agritech Group Co., Ltd., and aligning with the modernized agricultural operation systems and business scenarios of the reclamation areas, the Bank launched specialized products targeting farmers, including the Grain Farmer Scenario Loan and the Agricultural Machinery Scenario Loan.

In 2025, these specialized products attracted 2,562 newly contracted farmers. By the end of 2025, the Bank had cumulatively provided credit support to 4,742 farmers, extending a total credit facility of RMB 2.265 billion and cumulatively disbursing loans amounting to RMB 2.218 billion. This initiative fulfilled the capital requirements of farmers in key grain producing regions for activities such as planting and purchasing agricultural machinery, thereby robustly supporting the stable production and income growth of national grain production bases.

Column Where Finance Reaches, Service Has Temperature

Expanding the Breadth of Service Coverage

By the end of 2025, the Bank had established 1,484 business outlets across 153 large and medium sized cities in the Chinese mainland. This represents an increase of 14 outlets from the end of the previous year, or a growth rate of 0.95%. Having achieved full coverage across all provincial administrative regions, the Bank optimized and supplemented local financial ecosystems, met the financial requirements of local community residents, and stimulated regional economic development. Concurrently, the Bank deployed mobile smart teller machines to further broaden its service coverage footprint.

Outlet Relocation and Optimization

Guided by the principle of staying close to customers and communities to deliver convenient services, the Bank is dedicated to enhancing service accessibility through the strategic optimization of its outlet layout. In 2025, leveraging the Hui Ju big data site selection platform, the Bank scientifically relocated 61 outlets. This process incorporated a comprehensive evaluation of regional economic and financial resources, customer demographic distribution, traffic infrastructure, and peer competitor distribution, thereby driving a more rational and highly efficient allocation of outlet resources.

Outlet Coverage in County and Remote Areas

By the end of 2025, the Bank operated 73 outlets across five ethnic minority regions, namely Inner Mongolia, Xinjiang, Ningxia, Tibet, and Guangxi. It also maintained 68 outlets in four remote regions including Qinghai, Yunnan, Guizhou, and Gansu, alongside 161 county level outlets across six eastern and central provinces including Zhejiang, Jiangsu, Fujian, Shandong, Hebei, and Henan. In 2025, the Bank inaugurated the Xining Nanshan Road Green Sub-branch, the Horgos International Border Cooperation Center Technology Sub-branch, and the Guangxi Pilot Free Trade Zone Nanning Area Liangqing Sub-branch, significantly enhancing the accessibility of financial services in remote geographies.

To address rural areas where physical branch presence is challenging, the Bank proactively capitalized on the advancements in national information infrastructure. By effectively extending its service radius through online channels such as the mobile banking application, the Bank established a robust complement to its physical outlet network.

Service Coverage in Unbanked Areas

Through process innovation and digital empowerment, the Bank transcended physical spatial limitations to guarantee that no service gaps exist in uncovered regions.

Extending offline service workflows: The Bank upgraded its Four Specials service mechanism, tailored for special periods, special customers, special businesses, and special scenarios. For clients experiencing mobility challenges or residing in remote areas unable to visit a physical counter, the Bank provided customized door-to-door services. Executed under the strict prerequisites of compliance and risk management, this initiative bridged the last mile of financial service delivery.

Enhancing online service substitution: Relying on the China CITIC Bank App and the Mobile Card Space App, the Bank dismantled the constraints of physical outlets to construct an integrated customer service framework combining intelligent systems with human assistance. Through the China CITIC Bank App, users can seamlessly access services including asset and account inquiries, transfers and remittances, investment and wealth management, utility payments, mobile payments, credit card management, personal loans, cross border finance, lifestyle services, and security management. Furthermore, the Mobile Card Space App facilitates entirely online processing for credit card applications, activations, bill inquiries, and installment repayments. Additionally, the Mobile Card Space App integrates convenient lifestyle scenarios such as mobile top ups and utility payments, empowering users in unbanked areas to equally enjoy one-stop digital services bridging finance and daily life.

A Six-Hour Journey Across the Countryside to Resolve a Ten-Year Certificate of Deposit Dilemma for an Octogenarian

Case

In September 2025, a client sought assistance at the business department of the Xiangtan Branch under the Bank's Changsha Branch. The parents of the client, both octogenarians residing in a rural village, urgently needed to liquidate multiple ten-year-old certificates of deposit but were physically unable to visit the bank counter. Upon verification, the standard procedures proved inadequate, as certain certificate operations mandated in person processing and the existing customer information was incomplete.

Recognizing the tangible hardships faced by the family, the Sub-branch immediately initiated the Four Specials service protocol, dispatching a two-person verification team to the rural residence of the elderly couple. The round trip, encompassing both driving and walking, exceeded six hours as the staff navigated deep into the countryside to execute identity verification and business authorization for the seniors. Upon their return, the counter personnel at the sub-branch extended their service hours, efficiently concluding the liquidation process for the certificates of deposit.

Focusing on the Needs of Key Groups

The Bank upholds the humanized care philosophy of "popularizing the public and benefiting people" and "simple, caring, exclusive, and safe", takes age friendly and barrier free modifications as the key grasp to enhance service temperature, focuses on the needs of groups such as the elderly and persons with disabilities, and extends the service tentacles to customer groups such as foreign nationals coming to China and new urban residents, dedicating itself to providing comprehensive and warm inclusive financial services.

Optimizing Offline Service Outlets

- **Perfecting age friendly and disability assistance facilities:** Continuously optimize the "Happiness +" age friendly construction standards for outlets, and add "Happiness Station" and "Family and Parent Child" construction modules. All business outlets are uniformly equipped with the "six piece set of age friendly infrastructure" including caring windows, caring seats, reading glasses, magnifying glasses, convenient service boxes, and wheelchairs, as well as barrier free calling services. Some business outlets have added characteristic facilities such as barrier free counters, exclusive service areas for middle aged and elderly customers, low style form filling counters and experience counters, and blood pressure monitors.
- **Standardizing services for key groups:** Formulated and followed the standard requirements for special customer service processes in the *China CITIC Bank Service Quality Standard Manual*. Aiming at customers with disabilities, employees proactively provide auxiliary tools such as Braille cards and blind password input devices; the lobby manager fully accompanies customers arriving alone at the counter, provides guidance during the signature link, and records audio and video of the entire business processing process; promotes sign language service standards, and at the same time, implements flexible business processing rules to tangibly meet the personalized needs of customers. Aiming at elderly customers with limited mobility, it provides door-to-door financial services.

Refining the Digital Service Ecosystem

The Bank is committed to eliminating the digital divide. Through the age friendly and barrier free modifications of the China CITIC Bank App and the Mobile Card Space App, it allows different groups to equally enjoy digital financial convenience.

- **Elderly group:** In the "Senior Edition" of the China CITIC Bank App, it integrates redundant pages, reduces marketing interference, and provides convenient services such as one click manual customer service and one click asset inquiry. At the same time, it launches the asset authorization sharing service for elderly customers to assist elderly customers in safely planning family wealth. By the end of 2025, the large font version page covers 26 core scenarios including registration and login, asset overview, account transfer, rights and interests' activities, and order messages. Simplifies the operation process of the "Elder Edition" of the credit card Mobile Card Space App and highlights key information. By the end of 2025, the large font version page of the "Elder Edition" of the Mobile Card Space App newly added 7 service scenarios adapting to installments, points, and annual fees, realizing 100% coverage of core financial scenarios. In addition, the Bank launches the "Years of Happiness Credit Card" to build a characteristic service system covering family accounts, health guardianship, life consumption, and whole area travel, providing comprehensive rights and interests such as transaction cash back, insurance guarantee, tourism instant discount, and health management, to meet the full life cycle needs of middle aged and elderly customer groups. In 2025, the Bank was honored with the "Financial Consumer Protection and Service Innovation—Excellent Case of Age-Friendly Services" award by China Financial Media. Additionally, its "Years of Happiness" Credit Card received the "Annual Pension Financial Service Award" from the Southern Metropolis Daily.

Caption: JThe Years of Happiness Credit Card of the Bank.

- **Group with disabilities:** The China CITIC Bank App supports the barrier free screen reading function, assisting persons with disabilities to smoothly use online services through technical means.
- **Minor group:** The China CITIC Bank App newly added a "Parent Child Service" exclusive area. Guardians can hold valid identity documents and guardianship relationship proof materials, sign up through offline outlets, and use the account binding function to manage bound accounts and query bound account assets and transaction details and other parent child wealth management services.
- **Foreign nationals:** The Bank provides an English version of its China CITIC Bank App, covering the financial service scenarios most frequently utilized by expatriates and visitors. Inbound foreign nationals holding valid identification, locally issued bank cards, and domestic mobile numbers can register at physical outlets or online to activate and access online services via the mobile banking application.

Upgrading the Remote Interaction System

The Bank actively applies financial technology to build a "manual + AI" multi modal remote service model, lowering the threshold for customer service.

- **Intelligent customer service hotline:** Powered by large model capabilities, the Bank upgraded its 95558, 10105558, and 4008895588 service hotlines to establish a 24-hour dual language service system in Chinese and English. This infrastructure guarantees equitable, convenient, and highly efficient intelligent services for clients.
- **Exclusive care channels:** The Bank configured the "85" shortcut key within the 95558 voice menu. The system accurately identifies elderly clients and provides one click routing to the Happiness Hotline for human assistance. Throughout the year, this dedicated line served 906,500 senior clients. The Bank also established a green service channel exclusively for the elderly. By the end of 2025, this channel had cumulatively handled 1.3549 million client interactions.
- **Video services:** The Bank provides sign language guidance for individuals with hearing impairments via video services. In 2025, this initiative served 16 hearing impaired clients, assisting them to efficiently solve business processing pain points.
- **Enterprise WeChat services:** Utilizing Enterprise WeChat, the Bank delivers remote, exclusive services to its clients. Relationship managers address inquiries and assist with transactions online, utilizing multimedia service messages to clearly articulate service details. This approach not only elevates customer service efficiency and user experience but also eliminates the travel costs associated with visiting physical branches.

Video Services Resolve a Communication Deadlock for a Hearing-Impaired Client

Case

In 2025, the VIP service hotline at the remote customer operation and service center of the Bank received an urgent call from a hotel front desk. Mr. Jin, a hearing-impaired client, had inadvertently locked his account by entering the incorrect transaction password multiple times while attempting to settle his bill using the debit card of the Bank. This situation resulted in an immediate communication deadlock on site.

After securing the consent of Mr. Jin, the customer service representative swiftly routed the interaction to the video customer service platform of the Bank. Utilizing professional sign language and real time text communication, the video service representative patiently guided Mr. Jin through online identity verification and password unlocking procedures, ultimately enabling him to complete his checkout smoothly.

Focusing on Seniors and Minors to Deliver Compassionate Financial Services

Case

In 2025, leveraging the exclusive relationship manager model on Enterprise WeChat, the Bank prioritized the core needs of both seniors and minors to deliver highly targeted financial services. **For the middle aged and elderly demographic,** the Bank provided thoughtful services such as health care reminders and card usage tips. This transition from basic information broadcasting to sustained emotional companionship significantly assisted elderly clients in enjoying a fulfilling retirement. **For the minor demographic,** the Bank concentrated on growth escort initiatives, offering financial support tailored to overseas education and leisure travel. By extending its services into the educational and daily life scenarios of the youth, the Bank cultivated a long-term, dependable, and accompanying service relationship.

Accurately Enhancing the Financial Literacy of Key Groups

The Bank focuses on key service targets such as "the elderly, the youth and new urban residents" and rural residents, fully respects their differentiated needs, and continuously carries out targeted financial education and publicity activities through easy to understand and close to reality methods.

Group	Form of Educational Campaign
Elderly Group	Silver Age Joyful Learning Plan • In collaboration with Hualing Press, the Bank launched the Senior Reader initiative, established the Joyful Age Bookshelf across 53 elderly focused outlets nationwide, and progressively hosted Joyful Age Reading Club events within branches, communities, and senior universities. • The Bank organized the Mom and Dad Talent Contest and introduced the Silver Age Consumer Protection Guardian Award. By soliciting original creative works that integrate themes of financial consumer rights protection, the Bank stimulated the proactive engagement of the elderly demographic in acquiring financial knowledge.  Caption: Joyful Age Reading Club.
Youth Group	Escorting the Future Plan • The Bank conducted Little Banker activities at its branch outlets. Concurrently, various branches advanced structured courses such as Children Financial Quotient and Fun Financial Mini Classroom within local schools. In Changchun, the financial quotient courses for children have reached 21 schools. • In cities including Shanghai, Zhuhai, Hohhot, Hefei, and Harbin, the Bank partnered with McDonald's restaurants to co-establish Financial Knowledge Restaurants, thereby creating novel scenarios for immersive children financial science popularization.  Caption: The McDonald's financial knowledge themed restaurant in Pudong, Shanghai.
New Urban Resident Group	Guarding Happiness Plan • Closely aligning with the daily routines of new urban residents, the Bank broadly deployed public welfare awareness advertisements across everyday settings such as public transit systems, landmark buildings, and community bulletin boards. • The Bank conducted initiatives including the Financial Knowledge Express Classroom and Face to Face Financial Symposium. These efforts assisted new urban residents in making rational selections of financial products while enhancing their capabilities to prevent risks associated with false advertising, illegal intermediaries, and telecommunication fraud.  Caption: Delivering financial knowledge education and awareness to food delivery riders at a dispatch station in Fuzhou.
Rural Residents	Consumer Protection County Tour • The Bank established an awareness matrix anchored by county level outlets, rural education bases, and stationed village service points, normalizing the delivery of financial knowledge to the countryside. • Penetrating rural marketplaces, the Bank launched activities such as the Financial Knowledge Market. Furthermore, it mobilized stationed village cadres to integrate financial education into daily services via broadcasts and residential visits, effectively expanding the reach of financial education across rural areas.
Special Populations	Barrier Free Companionship • The Dalian Branch partnered with the Dalian Disabled Persons Federation and the Dalian Accessibility Construction Promotion Association to host a series of financial education and awareness events tailored for persons with disabilities. • The Qingdao Branch visited the Qingdao Center School for the Deaf. Through sign language interpretation, visual and textual displays, and interactive games, the Branch effectively dismantled the barriers preventing hearing impaired individuals from acquiring financial knowledge.

6 Pension Finance

The Bank implements the national strategy of actively responding to population aging. Relying on CITIC Group's full-license and resource synergy advantages in pension finance, it is building a comprehensive elderly care service ecosystem to meet customers' diversified elderly care needs in all aspects, contributing to the high-quality development of the silver economy and effectively delivering on the major task of pension finance.

6.1 Governance

At the CITIC Group level

The Bank serves as a lead member of the Pension Finance Office of the Wealth Management Committee under China CITIC Financial Holdings. Through financial-integrated and industrial-financial synergy, it collaborates with the Group's elderly care-related subsidiaries to jointly build a comprehensive pension finance service ecosystem, creating strong synergies to drive the development of the pension finance business.

At the Bank level

The Bank has established a Pension Finance Special Working Group, led by the Vice President, with member departments covering retail finance, corporate finance, financial markets, risk management, and other areas, coordinating the advancement of three major business areas: pension finance, elderly care finance, and the elderly industry finance. In October 2025, the Bank held the 2025 Annual Pension Finance Leadership Meeting, which reviewed the overall progress of the pension finance business and outlined key tasks for the next phase.

6.2 Strategy

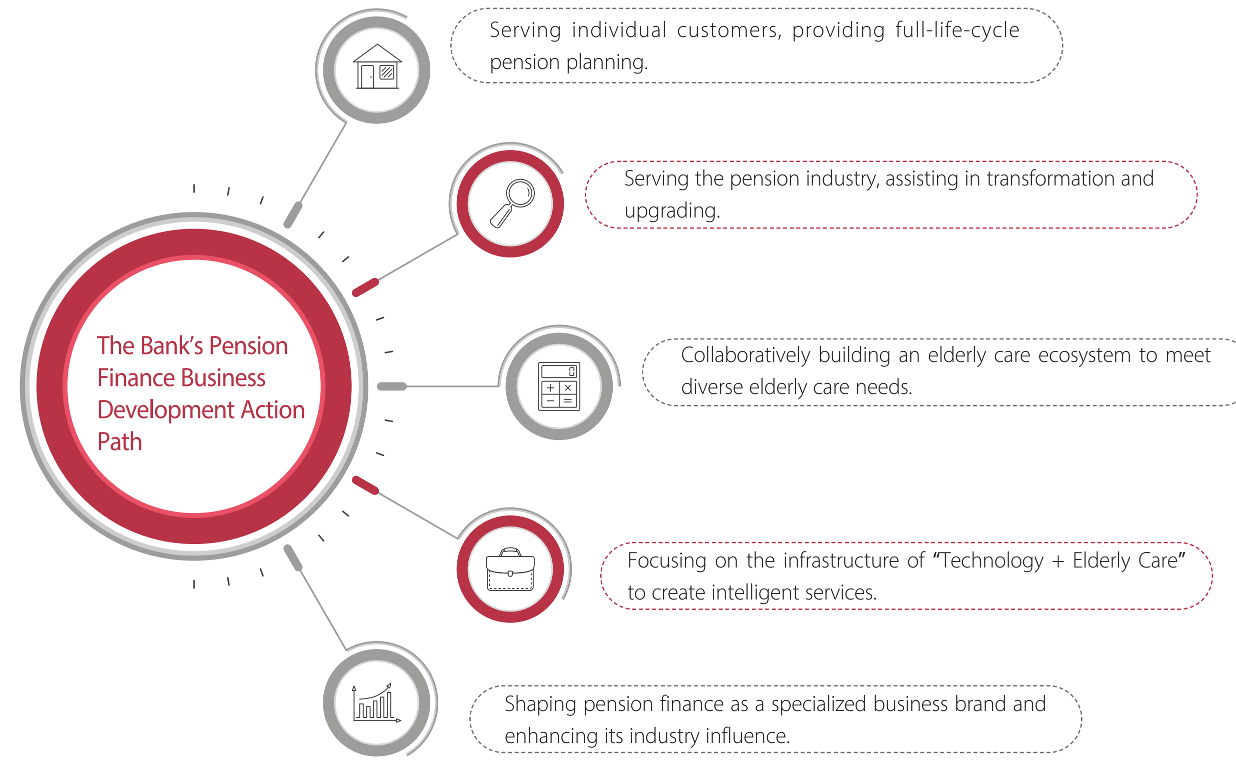
6.2.1 Analysis of Risks and Opportunities

The Bank identified and assessed the risks and opportunities faced by pension finance, as well as their potential impacts within different time frames, serving as an important basis for strategic adjustments.

	Description of Risks / Opportunities and Their Potential Impacts on the Bank	Time Horizon of Impact
Risks	**Reputational Risk:** The elderly customer group generally lacks financial knowledge reserves and has weak risk identification and tolerance capabilities. In 2025, the Bank continued to strengthen age-friendly services and financial literacy, strictly implementing investor appropriateness management to prevent potential disputes and reputational risk.	Long-term
Opportunities	**Policy Opportunities:** The country is accelerating the development of a multi-tiered, multi-pillar pension system. Commercial banks can provide diversified financial services for the "three pillars" of the pension system, meeting the retirement savings needs of individual customers while also providing long-term stable funds for the capital market, which helps commercial banks better manage their asset-liability maturity structure and promotes the healthy development of the financial market. • Regulatory bodies have clearly stated that the development of annuities should improve quality and expand coverage. Leveraging its licenses for annuity custody and account management, the Bank is expanding the scale of its second pillar pension business through customer cultivation and brand building, driving the growth of its pension finance business. • With the full implementation of the personal pension system and the expansion of the pilot program, the Bank is actively capitalizing on policy incentives and responding to regulatory guidance. In 2025, the pilot program of pension wealth management products was expanded nationwide, and government bonds were included in personal pension accounts. These policies further meet residents' needs for retirement asset allocation.	Short-term
	Market Opportunities: In response to the national strategy to actively address population aging, commercial banks can provide life-cycle services to customers of different ages, meeting their diverse needs. • The Bank focuses on the differentiated pension needs of different age groups, iterating and upgrading the "Happiness+" pension finance service system, effectively driving the growth of the number of personal customers and the scale of assets under management through precise pension fund savings and wealth planning services.	Medium-term
	Market Opportunities: The vigorous development of the pension industry has created new demands and possibilities for investment and financing businesses in commercial banks, with high commercial potential.	Long-term

6.2.2 Impact on Strategy and Decision Making

The Bank integrates the pension finance major task into the overall development strategy, taking the *China CITIC Bank Action Plan for Advancing the Major Task of Pension Finance* as the guiding document to clarify the Bank's pension finance development goals and action paths.



6.2.3 Current and Expected Financial Impacts

The Bank's layout in the pension finance field has already had a positive impact on financial performance.

In terms of assets	The increased lending to the pension-related industry directly contributes to the Bank's net interest income. By the end of 2025, the loan balance in the pension-related industry reached RMB 2.47 billion, an increase of 146.58% compared to the previous year-end.
In terms of fee-based income	Benefiting from the national pension finance policy and the Bank's comprehensive promotion of the annuity "quality improvement and expansion", the Bank's pension finance custody business scale has achieved significant growth. By the end of 2025, the pension finance custody scale reached RMB 592.743 billion, an increase of 16.75% compared with the end of last year, effectively driving the increase in custody fees, account management fees, and other fee-based income.

Given the huge market potential of pension finance, the Bank will continue to allocate resources in this field in line with its business management objectives to sustain long-term and stable financial returns.

6.3 Impact, Risk and Opportunity Management

The Bank has formulated the *China CITIC Bank Action Plan for Advancing the Major Task of Pension Finance*, the *China CITIC Bank Work Plan for Pension Industry Finance*, the *China CITIC Bank Statistical Management Measures for Pension Industry Loans (Version 1.0, 2025)*, and the *China CITIC Bank Implementing Rules for Due Diligence Exemption in Pension Industry Credit Business (Version 1.0, 2025)*, committed to providing customers with comprehensive pension finance services throughout their lifecycle.

The Development History and Characteristics of the Bank's Pension Finance

Early Start, Continuously Leading Industry Innovation

As one of the earliest commercial banks to pursue pension finance in China, the Bank has, after years of exploration, achieved a highly refined pension finance service system.

2009	2019	2022	2023	2024	2025
Launched the first senior customer-exclusive "Years of Happiness Debit Card" in China.	Signed a strategic cooperation agreement with the China National Association of the Aged, and launched the first senior customer-exclusive credit card "As You Wish Card" in China, extending the applicant age limit to 70.	Introduced the "Happiness +" pension finance service system, pioneered the "Happiness +" one-stop pension planning platform, and created the industry's first team of pension finance planners.	Pioneered the "Three Parts, Four Steps" full-life financial planning methodology, and pension finance was recognized as a service model case at the CIFTIS (China International Fair for Trade in Services).	Hosted the China Pension Industry Forum, published the industry's first novel-style pension finance knowledge reader, and released the industry's first elderly care community white paper.	Upgraded the "Happiness +" pension finance service system, and jointly compiled the "Knowledge Reader for Wealth Management of Elderly Customers" with the China National Research Center for Gerontology, which was included in the "Series of National Education Books on Population Aging."

Comprehensive Qualifications, Covering the Entire Pension Chain

The Bank's services cover diverse pension needs across the first, second, and third pillars of the pension system, with key qualifications or licenses for second-pillar custody, account management, and for operating third-pillar personal pension business

Excellent System, Deeply Cultivating Full-Life Services

Around the full-life pension finance needs of customers, the Bank created and continuously upgraded the "Happiness+" pension finance service system in 2022, forming six major supporting pillars including accounts, ledgers, products, services, teams, and research platforms.

Excellent System, Deeply Cultivating Full-Life Services

- A multi-channel, multi-functional, multi-scenario personal pension fund account.
- A one-stop retirement planning tool for a "Happiness +" pension ledger that is calculable, controllable, and investable.
- A comprehensive pension finance product system with a wide range of categories, full functions, and high quality.
- A "Happiness + " Club service covering "wealth, health, benefits, academy, stage, travel, and health care".
- A team of pension finance planners who are professionally certified, experienced in practical application, and provide excellent service.
- A forward-looking, professional, and insightful CITIC pension finance research platform.

6.3.1 Pension Finance

The Bank actively promotes the construction of a multi-level and multi-pillar pension security system, builds a rich pension finance product and service system, builds the pension finance business chain, and drives the high-quality development of the first, second, and third pillars of the pensions system.

The First Pillar of the Pension System

The Bank handles social security account management, social security fund deposit, and social security benefit distribution. By the end of 2025, it has obtained qualifications for issuing social security cards in over 80 prefecture-level cities and above, with a steady increase in card issuance volume.

The Second Pillar of the Pension System

Strengthen the main base to achieve double growth in scale and efficiency. The Bank focuses on comprehensive services for annuity clients, taking multiple measures to improve the pension finance custody operation model, and implements requirements for quality improvement and expansion of annuities through customer cultivation, training promotion, and brand publicity. In 2025, the Pension Finance custody scale reached RMB 592.743 billion, ranking among the top in the industry, with a year-on-year growth of 16.75%. Serves over 3,700 corporate and institutional clients.

The Third Pillar of the Pension System

The Bank optimizes the functions of the personal pension system, expands the pension product offerings, supports the purchase of various product categories such as fixed-term deposits, commercial pension insurance, pension wealth management products, pension funds, and index funds, and improves withdrawal options for personal pensions, enhancing the end-to-end customer experience of "account opening, contribution, allocation, and withdrawal.". By the end of 2025, the Bank's personal pension accounts reached 2.9339 million openings, a year-on-year increase of 34.08%.

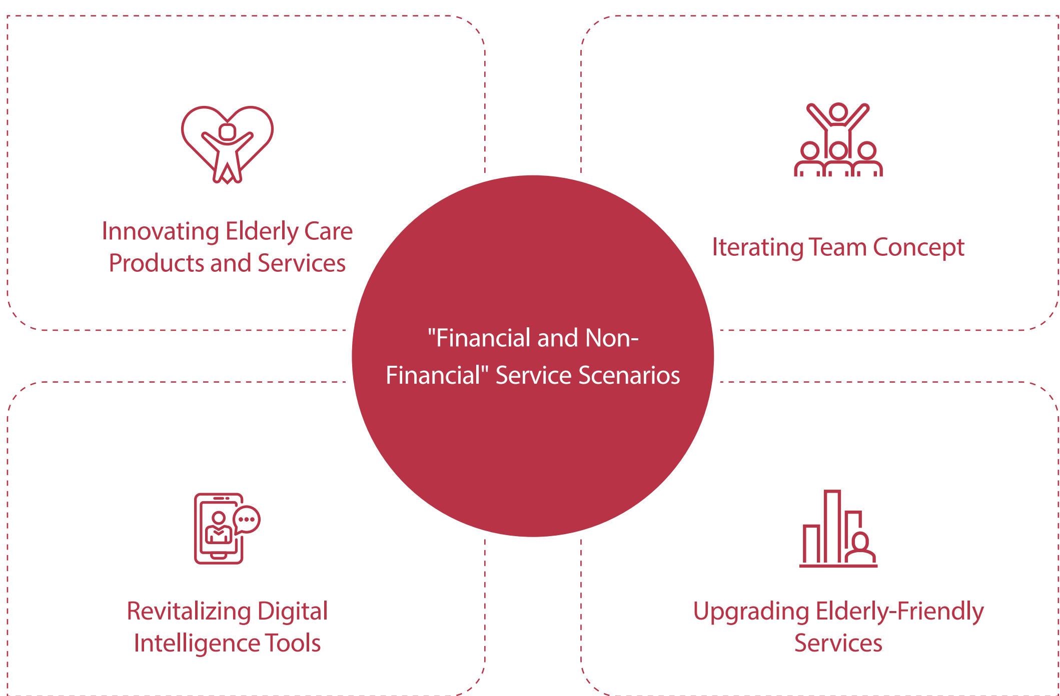
Technology Empowering Annuity Custody, Building an Intelligent Service Ecosystem

Case

The Bank's Beijing Branch drives the upgrade of pension finance service with technological innovation, developing its own strategy layer valuation system and intelligent tax filing procedures to address the pain points of annuity clients in valuation and tax declaration. The system achieves daily precise valuation for fixed-income and equity-inclusive dual strategy layers of annuity products, fully automates the tax filing process, and increases work efficiency by over 60%. While significantly reducing operational costs, it practically safeguards people's pension money through refined and intelligent custody services.

6.3.2 Financial Services for Elderly Care

The Bank further upgrades the "Happiness +" pension finance service system, creating a dual circulation comprehensive service ecosystem for pension finance around the financial + non-financial service scenarios for elderly care.



Innovating Elderly Care Products and Services

- **Launched the Years of Happiness Credit Card**, offering comprehensive benefits such as transaction discounts, travel insurance, travel savings, and health management to meet the full-life-cycle pension needs of the middle-aged and elderly groups.
- **Introduced a trust-based elderly care service integrating "banking + insurance + trust + industry"**, providing clients with a one-stop comprehensive pension care solution for asset management, wealth inheritance, and elderly consumption.
- **Built the "Top 10 Selected" pension finance product system** to cater to the pension care needs of "Generation Z, middle generation, and silver-haired generation" clients.

Revitalizing Digital Intelligence Tools

- Following the introduction of the "Happiness+" pension ledger as a one-stop pension planning platform in the China CITIC Bank App in 2022, the Bank innovatively launched the "Pension Ledger 3.0: Enjoying Retirement Version," helping elderly clients manage their pension expenses according to different needs such as daily expenses, health management, quality enhancement, and care for younger family members.
- Upgraded the Medical and Health 2.0 service, established special zones for "institutional elderly care, traveling elderly care, and home-based elderly care," and introduced features such as the "retirement age" and "pension investment" calculators.

Iterating Team Concept

- Addressed the diversified pension needs of customers, solved their pain points in wealth and health aspects, **launched "Social Security +, Medical Insurance +" pension planning solutions** to help customers make financial and health plans for the era of longevity, and jointly trained nearly 3,000 pension finance planners with Tsinghua University.

Upgrading Elderly-Friendly Services

- Deepened strategic cooperation with the China National Association of the Aged, and jointly wrote the **"Knowledge Reader on Wealth Management for Elderly Customers"** with the China National Research Center for Gerontology, which was included in the "Series of National Education Books on Population Aging."
- For the fourth consecutive year, **released the "Development Report on Elderly Wealth Management of Chinese Residents,"** conducted in-depth research and analysis on the elderly wealth management behavior and non-financial service needs of residents, explored the integration model of financial product innovation and elderly care services, and proposed the China CITIC solution for the era of longevity.
- Implemented the national strategy of "national reading campaign," jointly **launched the "Silver Age Reader Program"** with Hualing Press, and created the Bank's "Leisure Age Reading Club" salon activities.
- Launched systematic elderly financial video courses on the "Happiness +" Club in the China CITIC Bank App and official WeChat account to create a sample of elderly-friendly financial education.
- Carried out the **Pension Finance themed activity** "Time Has a Message · Health Season", strengthen the publicity and education of "Finance + Medical Health Care" knowledge.

Scan the QR Code to read the Bank's "Development Report on Elderly Wealth Management of Chinese Residents (2025)"

Innovatively Launching the "Four-in-One" Trust Pension Service

Case

Relying on the collaborative advantages of CITIC Group, the Bank has jointly created the "Bank + Insurance + Trust + Industry" four-in-one trust pension service business model with insurance, trust, and elderly care subsidiaries within the Group. Under this model, clients establish an insurance trust using the beneficiary rights of their China CITIC Prudential Life insurance policies and choose China CITIC Trust as the trustee. Based on the actual needs of the beneficiaries, they select service providers from a pre-set list of elderly care institutions. Finally, the trust account directly transfers funds to the elderly care institutions to pay for related expenses, achieving seamless integration of capital flow and service flow.

This model not only provides precise services for clients' pension planning needs but also offers professional care solutions for elderly groups with special care requirements, such as those who are disabled or cognitively impaired. In 2025, the first transaction of this service was implemented at the Bank's Shanghai Branch, marking an important step in the Bank's efforts to advance the major task of pension finance.

6.3.3 Pension Industry Finance

The Bank continues to strengthen financial support for the elderly care industry. In 2025, the Bank completed the transformation of the credit system and the connection with the regulatory system, achieving online management of elderly care industry tags and data. Elderly care industry loans have been included in the special field subsidy scope, and business expansion has been promoted through marketing competitions, case evaluations, and other methods. By the end of 2025, the Bank's elderly care industry loan balance reached RMB 2.470 billion, an increase of 146.58% year-on-year. At the same time, actively responding to regulatory requirements, the Bank completed the system integration with the Ministry of Civil Affairs. By the end of 2025, the Bank obtained pre-payment supervision qualifications for elderly care institutions in over 30 prefecture-level and above regions, with the number of elderly care institutions covered by its services continuing to grow.

Issuing Special Loans for the Elderly Care Industry to Create a New Service Model of Medical Care and Home Care Integration

Case

The Bank's Fuzhou Branch focused on the elderly care service needs in counties and issued special loans for the elderly care industry to the Urban-Rural Integrated Medical and Elderly Care Project in Xianyou County, Fujian Province. This funding precisely addressed the financial gaps in the early stages of the project's operation, such as medical device procurement, consumable reserves, and professional staff salaries, promoting the rapid implementation of the project. With the support of financial resources, the project established a home-based elderly care model of "phone/Mini program order - unified dispatch - home service," providing professional and convenient "six-assists-one-household"[17] services for urban and rural elderly people in the area, and exploring a replicable new path for elderly care services combining "finance + medical care + home care."

"In the past, when sick, children had to take time off to accompany their parents to the hospital. Now, just a phone call, and doctors and nurses come, even delivering medicine to the door."

—Elderly people benefiting from the Urban-Rural Integrated Medical and Elderly Care Project in Xianyou County.

[17] "Six-Assists-One-Household" refers to high-quality services including: medical assistance, meal assistance, cleaning assistance, bathing assistance, emergency assistance, mobility assistance, and nursing care.

7 Digital Finance

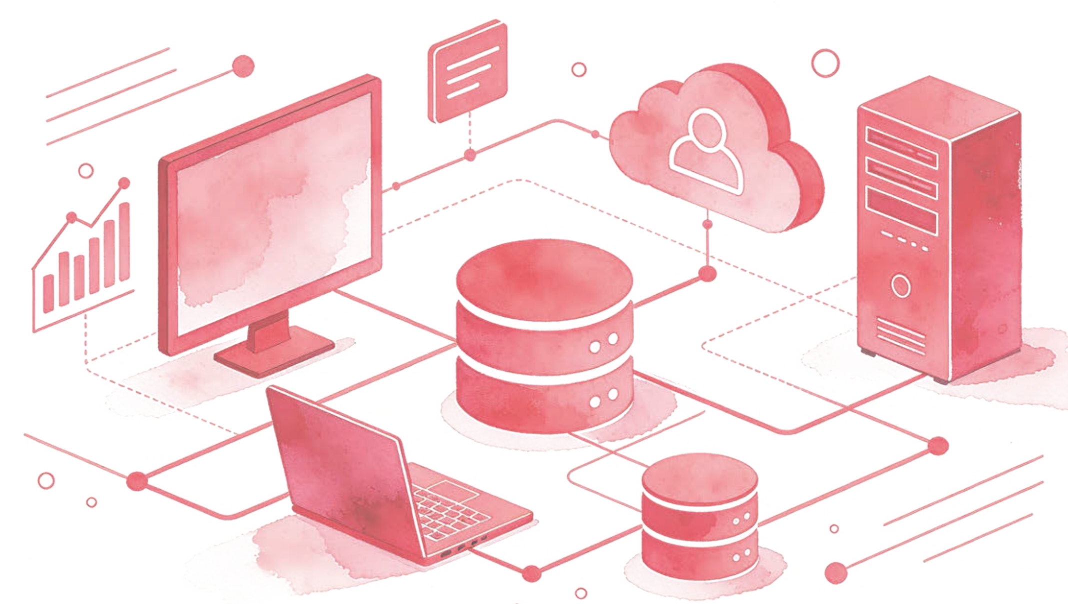
The Bank implements the national digital economy development strategy, actively integrates into the Digital China initiative, aims to comprehensively build Digital CITIC, adheres to the principles of "innovation development, digital empowerment, open cooperation, and security control," vigorously develops new quality productive forces, focuses on efficiency and security, promotes the development of Digital Finance, and strives to form a new business development model with comparative advantages.

7.1 Governance

The Bank relies on the **Digital Transformation Committee** to coordinate the implementation of the Digital Finance major strategic initiative. The Digital Transformation Committee is the highest decision-making body for the Bank's digital transformation efforts, chaired by the Chairman. It is responsible for reviewing and making decisions on digital transformation and Digital Finance-related matters, as well as the top-level design, overall management, and implementation of relevant strategies. In 2025, the Digital Transformation Committee held 1 meeting, reviewing 3 agenda items including the implementation framework for the "Leading Digital Bank" strategy and the work progress.

The Digital Transformation Committee has established eight specialized committees, namely **retail, corporate, financial markets, risk management, operations management, treasury, data governance, and technology digital transformation, as well as a Digital Talent Development Center.** These bodies are responsible for leading the digital transformation of various business segments, including reviewing plans and work programs, and managing projects end-to-end. In 2025, the specialized committees of each business line strengthened the integrated coordination mechanism between headquarters and branches, deeply integrating business strategic goals with the Bank's overall digital transformation objectives. A total of 206 task items were formed throughout the year and implemented solidly according to plan.

At the same time, the **Digital Transformation Committee has established an office** to oversee the implementation of various tasks under the guidance of the committee. In 2025, the Bank further strengthened the responsibilities of the office, establishing mechanisms for strategic initiative tracking and resource management to achieve a closed-loop, efficient management of digital transformation work from planning to implementation.



7.2 Strategy

7.2.1 Analysis of Risks and Opportunities

The Bank has identified and assessed the risks and opportunities facing Digital Finance, as well as their potential impacts within different timeframes, serving as an important basis for strategic adjustments.

	Description of Risks / Opportunities and Their Potential Impacts on the Bank	Time Horizon of Impact
Risks	**Organizational coordination and mechanism challenges:** Digital Finance is a systematic project, and the Bank faces cross-domain collaboration challenges in its advancement. If the business model cannot keep pace with technological advancements and transformation, and collaboration between the business, technology, and data departments is not smooth, it may hinder the innovation of Digital Finance. **Technology application and talent shortage:** The adaptability and maturity of cutting-edge technologies such as artificial intelligence and quantum computing are uncertain. If a specialized composite talent team with expertise in both finance and digital technology cannot be established or nurtured, it may limit the Bank's innovative applications in core areas.	Long-term
Opportunities	**Enhancing development momentum:** By upgrading the digital and intelligent transformation system and building a large model support system with multi-capability collaboration and multi-scenario linkage, solid technological support can be provided for the high-quality development of the Bank's business. **Improving service quality and efficiency:** Creating an AI service system centered around CITIC Brain and Cangjie Large Model, and constructing a development model of "digital and intelligent transformation + serving the real economy" can significantly enhance the Bank's customer service capabilities and operational efficiency.	Medium-term

7.2.2 Impact on Strategy and Decision Making

The Bank has fully considered the risks and opportunities mentioned above and adjusts its business development strategy and plans accordingly. In 2025, the Bank revised and formulated the *China CITIC Bank Action Plan for Advancing the Major Task of Digital Finance (Version 2.0, 2025)*, clearly stating "By the end of 2027, a new paradigm of Digital Finance with CITIC characteristics and comparative advantages will be basically established, effectively supporting the development of the digital economy" as the development goal. It proposes actionable measures from five aspects: comprehensively optimizing data governance mechanisms, promoting the high-quality development of Digital Finance services, accelerating the implementation of "Artificial Intelligence +" innovative support and leadership, fully stimulating the multiplier effect of data elements, and upholding the bottom line of risk and security.

7.2.3 Current and Expected Financial Impacts

In terms of technology and human resources investment, in 2025, the Group's information technology investment was RMB 9.641 billion, accounting for 4.53% of operating income. The Group had 5,807 science and technology personnel, accounting for 8.79%. In the future, the Bank will steadily and orderly increase resource investment based on the implementation progress of the Digital Finance development strategy and plan.

In terms of business scale and operating income, in 2025, the Bank's the balance of loans to core industries of the digital economy reached RMB 246.782 billion, an increase of 18.92%. In the future, the Bank will continue to enhance its service capabilities by supporting the development of the digital economy industry, actively expanding new business growth poles, and providing strong support for revenue growth.

7.3 Impact, Risk and Opportunity Management

2025 is a key year for the Bank to implement the Digital Finance strategic plan. The Bank has achieved phased results in promoting the empowerment of the real economy through Digital Finance and strengthening the Digital Finance capability foundation, among other key areas, thereby promoting high-quality development of Digital Finance services.

7.3.1 Accelerating the Empowerment of the Real Economy with Digital Technology

The Bank adheres to using digital technology to deepen financial services for the real economy, continuously improving digital support capabilities in areas such as Technology Finance, Green Finance, Inclusive Finance, Pension Finance, and digital-real integration[18].

Technology Finance

- Adopts stratified and classified management of science and technology enterprises, develops differentiated credit products for different types of technology enterprises, creates an intelligent ecosystem platform, helping enterprises achieve optimal allocation of ecosystem resources.
- Expands the "Private Equity Ecosystem," builds private equity fund matchmaking and management functions, strengthens cross-branch and cross-regional collaboration through data sharing, and improves the efficiency of matchmaking in fundraising, investment, and customer referrals.

Green Finance

- Enhances the comprehensive services of Carbon Finance by leveraging the Bank's innovative "Xin Tan Tong" platform to provide online certification services such as carbon emission measurement and carbon footprint accounting, with multiple certification companies onboarded throughout the year.
- Integrates internal and external environmental data into the "three checks" process of pre-loan investigation, during-loan review, and post-loan inspection in credit, achieving full-process monitoring of environmental penalty information, and enhancing the quality and efficiency of green finance risk management.

Inclusive Finance

- Establishes the "China CITIC Easy Loan" product system, which includes over 20 standardized products such as "Order e-Loan" and "Innovation e-Loan", and creates new products like "Logistics e-Loan — Vehicle Insurance Installment". In 2025, the financing volume of online products exceeded RMB 66.0 billion, serving 14,400 customers.
- Optimizes the inclusive digital risk control system, builds an intelligent risk control platform, and promotes the integration of intelligent risk control models into the full process and full cycle management of customer pre-loan, during-loan, and post-loan services, continuously improving the efficiency of intelligent decision-making.

Pension Finance

- Iterates the "Happiness +" pension finance service system, innovates and upgrades the "Pension Ledger 3.0", launches distinctive services such as "Social Security +" financial planning, "Medical Insurance +" health planning, and the "Enjoying Old Age" version, and establishes special zones for "institutional elderly care, travel elderly care, and home-based elderly care", continuously enriching the elderly care product shelf, with the pension finance brand influence continuously improving.

[18] Refers to the integration of the digital economy and the real economy.

7.3.2 Continuously Strengthening the Digital Finance Capability Foundation

The Bank comprehensively strengthens the Digital Finance capability foundation around core dimensions such as enterprise architecture, technology platform, and intelligent services, supporting the release of business value.

Restructuring the Business Architecture

- Accelerates the construction and promotion of enterprise-level public capabilities, with the successful commissioning of the corporate business credit system cluster (Galaxy), achieving the restructuring of business processes and service models; completes the enterprise architecture planning in the retail sector and successfully pilots it; upgrades and optimizes the "One Horizontal" business strategy management platform capabilities.

Building the Technology Middle Platform

- Establishes an industry-leading cloud-native technology middle platform, creating a new R&D model that is modular and reusable, effectively supporting flexible business expansion and rapid innovation, achieving multiple domestic firsts in technology and application fields, and providing replicable and scalable practical cases for the industry.

Developing the AI service system

- Builds an AI service system driven by the dual engines of CITIC Brain and Cangjie Large Model, creating a new generation of big data base (Kunlun) with "Lake and Warehouse Integration" and a unified data platform for the entire bank (Zhishu), significantly improving the quality and efficiency of digital services across the Bank.

7.3.3 Empowering Business Value Acceleration Release

The Bank comprehensively upgrades its digital service system, promoting the integration of the development achievements of Digital Finance into business areas such as retail, corporate, and financial markets.

Retail Business

- The new generation of order acceptance platform (Xingyun) achieves full-process online and digital operation of business, supporting a 7-fold increase in merchant application efficiency and a 75% improvement in operational efficiency.
- Continuously builds the "One Horizontal" business strategy management platform, achieving customer management alignment in the retail line by 2025, and by the end of 2025, the platform had reached 35.00 million customers.

Corporate Business

- "Little Tianyuan" platform empowers the full process of digital business operations for enterprises, implementing solutions in industries such as automotive and launching a new version of cost control business travel services. By the end of 2025, the platform had onboarded over 260,000 enterprises.
- "Tianyuan Treasury Management System" provides full-chain treasury management technical services for the Asset Supervision and Administration Commission of Chaoyang District, Beijing, forming a replicable digital benchmark solution for state-owned asset supervision, while the "Tianyuan Smart Link" multi-bank independent service solution has been successfully implemented in multiple major projects.
- Launched "Enterprise Mobile Banking 4.0", expanding non-financial services around enterprise customer needs to build a one-stop mobile financial ecosystem service platform for all customer groups, integrating "finance + office + scenarios".

Financial Market Business

- Provides a comprehensive "product + service" solution package, adding 23 new products such as bond sales throughout the year, building a proprietary ecosystem, connecting to industry ecosystems to serve customers, and seamlessly integrating into customer business scenarios.
- Introduces AI large model technology to drive the research and development upgrade of quantitative strategies, transforming the trading process from "human-driven tools" to "AI Agent-driven processes", effectively enhancing the automation and intelligence level of transactions.

7.3.4 Strengthening the Innovation System Construction and Achievement Transformation

The Bank upholds the innovation-driven development strategy, establishes and improves an innovation ecosystem, strengthens the implementation and application of innovation achievements, continuously enhances innovation capabilities and competitiveness, and promotes the development of new quality productive forces. In 2025, the Bank's innovation projects won 5 People's Bank of China Financial Technology Development Awards.

Innovation System

- Continuously improves research and innovation management systems and mechanisms, unifies the layout and construction of an integrated artificial intelligence ecosystem, builds a policy tree for technological innovation and an artificial intelligence policy tree, providing institutional guarantees for technology R&D and achievement transformation.
- Clarifies the key focus areas for annual innovation investment, establishes major innovation evaluation standards and project evaluation systems around strategic directions such as large models and quantum technology, screens and forms annual key pilot projects and benchmark projects, and promotes precise allocation of resources.

Innovation Application

In 2025, focusing on cutting-edge technology fields such as large models, blockchain, and quantum computing, multiple innovative digital application achievements were implemented.

- **Key breakthroughs in quantum technology:** As a major participating unit, selected for the "Quantum + Technology Finance" project under the Ministry of Industry and Information Technology 2025 Future Industry Innovation Task Unveiling and Selection; the National Key R&D Program for Quantum-Resistant Cryptography passed the mid-term acceptance with high standards; preliminarily constructed a quantum security platform, integrating three quantum-resistant cryptography algorithm standards, and completed the design and implementation of core processes such as key management, certificates, signature verification, and encryption/decryption calls.
- **Blockchain ecosystem construction and large-scale application:** The "Blockchain + Finance" ecosystem continued to expand, with the number of cooperative institutions increasing to 88; the self-built fund supervision blockchain system added one group customer in 2025 and completed system integration testing and launch with several state-owned banks, achieving an upgrade in cross-institutional collaborative supervision capabilities.

7.3.5 Effectively Preventing Technological Ethical Risks

The Bank implements the relevant management requirements of the state and regulatory bodies regarding technological ethics, proactively strengthening technological ethical management in financial technological activities such as new technology research and information system development, effectively preventing technological ethical risks. In 2025, the Bank actively practices financial technology ethical principles, strengthens the prevention and control of financial technology ethical risks, and has not experienced any incidents violating technological ethics.

Policy Requirements

- Formulated the internal regulations such as the *China CITIC Bank Measures for the Administration of Information Technology Projects*, the *China CITIC Bank Measures for Data Security Management*, and the *China CITIC Bank Corporation Limited Information Technology Risk Management Measures*, clarifying value concepts such as adhering to principles and innovation, data security, inclusiveness and universal benefit, and openness and transparency, to strengthen ethical constraints on technological activities.
- In 2025, the Bank focused on the potential technological ethical risks that algorithm models in the field of artificial intelligence may bring, formulating and implementing the *China CITIC Bank Internet Information Service Algorithm Security Management Technical Specification* and the *China CITIC Bank Artificial Intelligence Model and Application Management Technical Specification*. For the access, development, testing, and launch of artificial intelligence applications, specific security management requirements were clearly stated, standardizing data usage during model training and reasoning to avoid risks such as value biases, discrimination, and customer privacy leaks.

Management Mechanism

- Strengthens the awareness of bottom lines and responsibilities, strictly abides by laws, regulations, and policy requirements, rigorously prevents the abuse and misuse of new technologies and data, and prevents and resolves ethical risks in financial technology activities.
- For AI algorithm models, constructs a collaborative protection mechanism covering the application layer, service layer, and model layer. Through security protection from data, models to applications, detect and filter AI application output content to ensure that technology applications comply with the ethical principles of fairness and benevolence in science and technology.

Training and Promotion

- Actively popularizes the advanced practices of the Bank in the fields of AI and customer information protection to the public, enhancing public awareness of financial technology risks and personal privacy protection.
- Conducts science and technology ethics interpretation and compliance warning education and training for employees, guiding employees to consciously practice financial technology ethics principles and resist actions that violate financial technology ethics requirements.

8 Consumer Rights Protection

The Bank consistently upholds the "people-centered" development thought, adheres to customer first, integrates consumer rights protection into the whole process of business development, continuously deepens the capacity building of the consumer rights protection system, and tangibly safeguards the legitimate rights and interests of financial consumers.

8.1 Governance

The Bank established a top-down consumer rights protection work management system covering the Board of Directors, senior management, and working level, with each performing its own duties.

Board of Directors

- The Board of Directors serves as the highest decision-making authority for consumer rights protection. Bearing ultimate responsibility in this domain, it provides overarching strategic planning and guidance. The Consumer Rights Protection Committee of the Board reports to the Board of Directors, undertaking the functions of guiding and supervising both the senior management and the dedicated consumer rights protection departments.
- In 2025, the Board of Directors and its Consumer Rights Protection Committee reviewed interpretations of pivotal policies, including the *Administrative Measures for Product Suitability of Financial Institutions* and the *Regulatory Evaluation Measures for Consumer Rights Protection of Financial Institutions*. Furthermore, they deliberated on key proposals such as the Report on the *2024 Annual Consumer Rights Protection Work Summary* and the *2025 Annual Work Plan*, the *Report on the Consumer Rights Protection Work Summary for the First Half of 2025 and the Work Plan for the Second Half of the Year*, and the *Report on Issues Discovered in the 2024 Consumer Rights Protection Special Audit and Subsequent Rectification Situations*.

Senior Management

- The senior management operates a Consumer Rights Protection Working Committee. Acting as the paramount leadership body for consumer rights protection across the Bank, this committee ensures the effective execution of relevant strategic objectives and policies.
- In 2025, the Consumer Rights Protection Working Committee convened two meetings and reviewed eight reports.

Operational Level

- The Consumer Rights Protection Office at the Head Office acts as the leading management department for the consumer rights protection work of the Bank. Various branches establish branch Consumer Rights Protection Working Committees in accordance with the Head Office structure to implement the main responsibility of consumer rights protection management work.

8.2 Strategy

8.2.1 Analysis of Risks and Opportunities

The Bank identified and evaluated the risks and opportunities associated with consumer rights protection, alongside their potential impacts across various time horizons. This analysis serves as a crucial foundation for strategic adjustments.

	Description of Risks / Opportunities and Their Potential Impacts on the Bank	Time Horizon of Impact
Risk	**Reputational risk:** Failure to handle consumer complaints promptly, opaque information disclosure, or non-compliant marketing practices may trigger regulatory penalties and adverse public opinion events. Such incidents can impair corporate brand reputation and result in potential financial losses. The Bank continuously elevates the quality and efficiency of consumer complaint resolution to proactively prevent the erosion of reputational value.	Short-term, Medium-term, Long-term
Opportunity	**Differentiated competition opportunities:** Robust consumer rights protection management fosters consumer trust, which is instrumental in enhancing customer retention and business conversion rates, ultimately generating expanded business opportunities.	Short-term, Medium-term, Long-term

8.2.2 Impact on Strategy and Decision Making

In 2025, the Bank embedded consumer rights protection into its overarching business development strategy, explicitly incorporating it into the *China CITIC Bank 2024 - 2026 Development Plan*. The Bank is dedicated to forging a highly compassionate consumer rights protection system by fortifying its cultural framework, responsibility management structures, deep integration within business scenarios, talent pipeline development, and digital capabilities.

Strictly adhering to regulatory mandates, the Bank continuously refines its policy management framework for consumer rights protection. During the reporting period, the Bank formulated or revised multiple policy documents, including the *China CITIC Bank Administrative Measures for Product Suitability*, the *China CITIC Bank Administrative Measures for Consumer Rights Protection Work*, the *China CITIC Bank Administrative Measures for Financial Marketing and Publicity Work*, the *China CITIC Bank Assessment and Evaluation Administrative Measures for Consumer Rights Protection Work*, and the *China CITIC Bank Rules of Procedure for the Consumer Rights Protection Working Committee*. Consequently, the Bank solidified a "1+16+2" policy management system, comprising one overarching programmatic system, 16 specialized systems, and two rules of procedure. Notably, the specialized systems govern critical domains such as consumer rights protection review, complaint management, consumer financial information protection, and financial marketing and publicity.

8.2.3 Current and Expected Financial Impacts

In terms of operating costs, the occurrence of non-compliant marketing incidents, such as misleading sales tactics or opaque information practices, may precipitate non-operating expenses including regulatory fines and litigation compensations. Concurrently, operational costs associated with customer service and legal affairs will escalate in order to manage complaints and disputes.

In terms of brand equity appreciation, The Bank consistently channels augmented resources and financial support into consumer rights protection. In 2025, the Bank executed in depth special initiatives for financial knowledge popularization, comprehensively engaging consumers via diversified educational and awareness channels. These preventive financial investments are projected to translate into long term positive impacts, effectively mitigating future dispute resolution costs and securing the preservation and appreciation of brand equity.

Looking ahead, the Bank will sustain its robust investment in consumer rights protection. While tangibly safeguarding the legitimate rights and interests of financial consumers, the Bank will effectively mitigate reputational risks and compliance costs, thereby cementing a foundation of profound trust for the sustainable development of its business.

8.3 Impact, Risk and Opportunity Management

8.3.1 Product and Service Review

The Consumer Rights Protection Committee of the Board of Directors of the Bank assumes responsibility for supervising and guiding initiatives related to the consumer rights protection review of products and services. It embeds consumer rights protection reviews into the joint prevention and control mechanism of the three lines of defense, thereby reinforcing the collaborative management across business self-assessment, consumer protection review, risk inspection, and audit supervision. The Bank prohibits the market launch of new products or new businesses that have not passed the consumer rights protection review, ensuring that all market facing products and operations comply with industry regulatory requirements and internal institutional norms of the Bank.

Board of Directors	Conducts overarching planning and guidance for related initiatives, and supervises the duty performance of the senior management.
Consumer Rights Protection Committee of the Board of Directors	Guides and urges the establishment and refinement of the management system framework for related initiatives.
Consumer Rights Protection Working Committee under the Senior Management	Implements the mandates of the senior management regarding related initiatives, advances the institutionalization of these initiatives, and effectively propels their execution.
Consumer Rights Protection Functional Departments of Institutions at All Levels	Assume responsibility for the corresponding review operations within their respective institutional tiers.

The consumer rights protection product review process of the Bank adheres to the principles of graded responsibilities and two-tier review:

Graded responsibilities

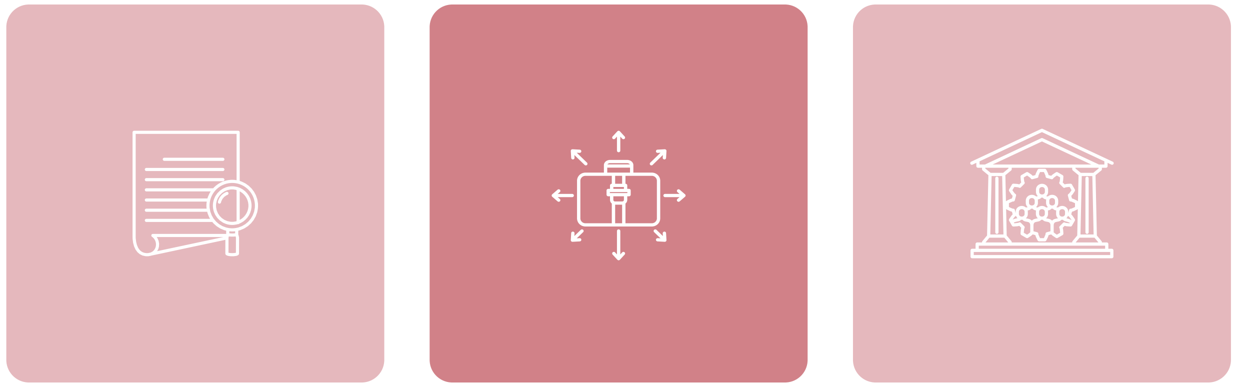
The consumer rights protection functional department at the Head Office centrally manages the review operations across the Bank. The Credit Card Center and the consumer rights protection functional departments of various branches assume responsibility for the review operations within their respective institutional tiers.

Two-tier review

The Bank implements a mechanism comprising a preliminary review by the initiating department and a secondary review (final review) by the consumer rights protection department. Products or services involving consumers across institutions at all levels must initially pass the preliminary review by the initiating department before submission to the consumer rights protection functional department at the corresponding tier for secondary review (final review).

Strict Policy Norms

- **Perfecting management measures:** The Bank formulated and promulgated the *Administrative Measures of CITIC Bank for Consumer Rights Protection Review of Products and Services*. This document explicitly delineates the primary responsibilities, division of duties, and full process management standards for consumer rights protection reviews.
- **Refining review guidelines:** The Bank revised the *Guidelines for Key Points of Consumer Rights Protection Review of Products and Services of CITIC Bank (Version 3.0, 2025)* and formulated the *Operation Manual for Key Points of Consumer Rights Protection Review of Products and Services of CITIC Bank*. Focusing on 10 major review domains, the Bank established nearly 230 review checkpoints tailored to key business scenarios, thereby elevating review efficacy through standardized tools.
- **Establishing negative lists:** The Bank compiled the *Keyword Library and Typical Negative List for Consumer Protection Review of CITIC Bank*. By executing multi-dimensional training and propagation, the Bank assisted business departments in preempting typical risks.
- **Unifying review standards:** The Bank supervised the corporate banking line in formulating specialized working guidelines. This effort unified the review criteria across the retail, corporate, and legal lines of the Bank, ensuring consistency and rigor in institutional execution.



Strengthening Process Management

- **Review process:** This encompasses five phases: input by the business department, preliminary review by the business department, acceptance and secondary review by the consumer rights protection office, rectification and implementation by the business department, and negotiation and feedback.
- **Review scope:** Institutions and departments at all levels establish consumer rights protection review mechanisms and perfect their review operational systems.
- **Service review:** In compliance with regulatory mandates and legal requirements, consumer rights protection functional departments conduct reviews on products and services provided to consumers. These reviews cover phases including design and development, pricing management, agreement formulation, marketing and publicity, and sales, particularly when material changes occur in content affecting the legitimate rights and interests of consumers regarding new or existing products and services. The departments evaluate and review policies, systems, business rules, fee pricing, agreement clauses, and promotional texts that may impact consumers. By identifying and highlighting relevant risks, the Bank prevents behaviors that infringe upon the legitimate rights and interests of consumers at the source.
- **Focus areas:** During the review process, paramount attention is directed toward material changes involving consumer rights and interests. The Bank strictly adheres to the principles of equality, voluntariness, and good faith, resolutely prohibiting any forced transaction behaviors. Furthermore, the Bank strengthens the predictive assessment of potential risks and damage severity, refines supporting emergency response plans, standardizes information disclosure criteria, and comprehensively safeguards the legitimate rights and interests of consumers.

Executing System Control

- The Bank upgraded its consumer rights protection review platform to further intensify the review and control over the customer engagement system. Should a consumer rights protection review yield a disagree opinion, the relevant departments of the Head Office and various branches must ensure itemized rectification and implementation. The consumer rights protection review must then be resubmitted until the opinion is registered as agree and the review status reflects completed prior to any dispatch.

Strengthening Supervision and Management

- The Bank revised the assessment and evaluation management measures for consumer rights protection work at the Head Office and branch levels, alongside associated accountability measures. Consequently, the quality of consumer rights protection reviews has been incorporated into the annual assessment and accountability scope for relevant departments under the Consumer Rights Protection Committee of the Head Office and various branches.
- The Bank distributed the *Key Points Prompt of Consumer Protection Policies* on a monthly basis. This publication encompasses the latest regulatory policies and focal points regarding consumer rights protection, risk prompts derived from typical cases, and operational recommendations. It explicitly highlights consumer rights protection risks associated with financial products and services across all phases of business management.
- The Bank conducted irregular spot checks on the quality and efficiency of consumer rights protection reviews and issued monthly reports detailing the review performance across the Bank. By timely highlighting issues and risk indicators exposed during these reviews, the Bank strictly supervised all departments and branches in implementing necessary rectifications. Furthermore, consumer rights protection reviews were designated as a focal inspection component during broader consumer rights protection audits in key areas.

The Bank executed consumer rights protection reviews with strictness and meticulous attention to detail. By continuously reinforcing the identification, highlighting, supervision, and resolution of consumer rights protection risks, the Bank effectively elevated the professionalism and authority of these reviews across its entire network. In 2025, the Bank processed 27,730 consumer rights protection reviews, marking a year-on-year increase of 13.66%. The volume of review opinions issued reached 10,083, representing a year-on-year increase of 26.88%. The adoption rate of consumer rights protection review opinions achieved 100%, and the review coverage rate for products and services attained 100%. During the reporting period, the Bank experienced zero material safety or quality liability incidents related to its products and services.

8.3.2 Product Marketing Norms

In accordance with the *China CITIC Bank Administrative Measures for Financial Marketing and Publicity Work (2025)*, the Bank delineates the responsibilities and behavioral norms for various departments engaged in financial marketing and publicity. It mandates relevant departments to formulate detailed implementation rules tailored to actual business operations or to embed these management requirements directly into line specific systems. Concurrently, through institutional documents such as the *China CITIC Bank Administrative Measures for Handling Employee Violations*, the *China CITIC Bank Key Points Prompt for Marketing and Publicity*, and the *Key Points Prompt for Marketing and Publicity Compliance Business Exhibition*, the Bank establishes strict red lines for business marketing and publicity, explicitly outlining full process management requirements for product marketing within the detailed rules of all business lines.

The Bank respects the true will of consumers, and strictly prohibit the occurrence of situations where consumers are forced or disguisedly forced to accept financial products or services.

The Bank implements standardized management of terminology. The Head Office formulates uniform terminology templates that have passed the consumer rights protection review, requires all institutions to strictly follow the templates to carry out customer promotion, and strictly prohibits employees from using inductive or misleading language. In the double recording (audio and video recording) process, it introduces the AI broadcast function. Through the system automatically broadcasting standard scripts, it effectively avoids the risks of important information omission or sales misleading that sales personnel may generate.

The Bank Strengthens the ex-ante review of marketing and publicity texts, and strictly prohibit the occurrence of violation situations.

- Wealth management products

Review whether the promotional page marks the product risk rating, establishment date and calculation basis of the performance comparison benchmark; strictly implement risk prompts, and significantly state "The past performance of wealth management does not indicate its future performance, is not equal to the actual return of the wealth management product, and investment needs to be cautious," etc.

- Fund products

Review whether the establishment date and calculation explanation of the performance comparison benchmark are indicated; for those publishing past performance, it must significantly state "The past performance of the fund does not indicate its future performance, and the performance of other funds managed by the fund manager does not constitute a guarantee for the fund's performance;" strictly prohibit promising future returns through explicit or implicit means, ensuring that risk prompts are fully in place.

- Insurance products

Review whether information such as operating entities, exemption clauses, insurance prompts, and claim settlement processes are significantly identified in insurance clauses; according to the characteristics of the insurance type, strictly implement risk and cooling off period prompts, such as explicitly prompting for participating insurance "What you are insuring is participating insurance, and dividend distribution is uncertain," etc.

- Deposit products

Review whether the deposit insurance logo and description are used standardly, explicitly state "This institution has participated in deposit insurance according to national regulations, and your domestic and foreign currency deposits are protected in accordance with the *Deposit Insurance Regulations*," and publicize customer service channels.

The Bank strictly prohibits marketing and publicizing financial products and services in a fraudulent or misleading manner.

- Marketing activity management

Explicitly require the publicizing of activity dates, target reaching conditions, quantity of rights and interests, and exemption clauses, ensuring that marketing terms are true, accurate, and unambiguous.

- Value-added service management

When introducing value-added services, strictly check the consistency between the promotional content and the actual obligations undertaken by the Bank, ensure that proper nouns are clearly explained, and indicate customer service channels.

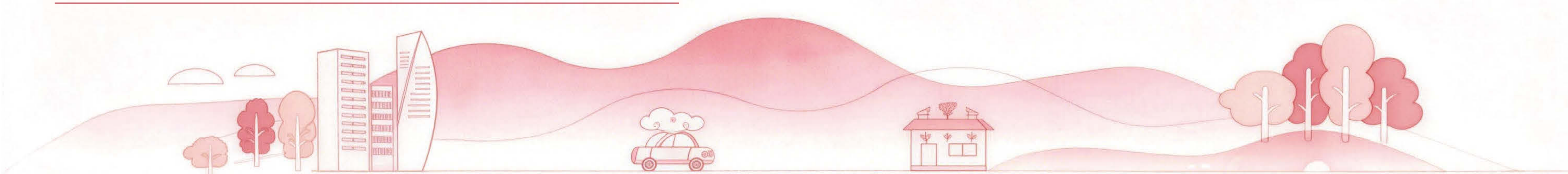
- Suitability management

In the product promotion link, the trading system implements strong matching verification of customer risk rating and product risk rating, and does not allow over risk purchasing behaviors to occur. At the same time, in various business compliance inspections and consumer rights protection supervision and inspections, mainly check whether sales personnel guide or mislead financial consumers to provide risk assessment results that do not match reality, and thereby purchase products that do not have suitability. Mainly focus on whether the product risk rating is disclosed, and explicitly prompt the range of investors suitable for product sales in sales documents.

- Insurance marketing norms

When reviewing insurance business marketing and promotional materials and standard clauses, focus on reviewing whether means such as promotional misleading and reducing surrender fees stipulated in the contract are used to induce consumers to terminate the insurance contract in advance; whether important situations related to the insurance contract, such as clauses exempting the insurer from liability and potential losses caused by early termination of the insurance contract, are concealed. Require insurance sales practitioners to comprehensively and objectively introduce important matters such as insurance liability, liability exemption, surrender fees and cooling off periods, and clearly define the legal liability boundary between the Bank and the insurance company.

For more information regarding the fair advertising policies[19] of the Bank, please visit the ESG section on the official website of the Bank.



[19] Key Points of China CITIC Bank on Financial Marketing and Promotion: www.citicbank.com/esgzqen/sy/

Agency Product Sales Management

Wealth Agency Sales

The Bank established a full life cycle control system for the wealth agency sales business, forming a relatively complete institutional system covering aspects such as cooperative institution management, product admission and duration management, sales compliance and sales qualification management, suitability and traceability management.

Consolidating the Foundation of Suitability Management

- The Bank strictly adheres to the principle of selling suitable products to suitable customers. During the product onboarding phase, the Bank executes independent and prudent risk ratings, adopting the principle of the higher rating to determine the final risk classification. Throughout the product duration, a dynamic review mechanism is established to promptly adjust product ratings based on performance and the latest evaluations from product management institutions. The Bank also compels cooperative institutions to fulfill their information disclosure obligations in a timely, accurate, and comprehensive manner.
- Leveraging rigid system controls combined with intelligent monitoring callbacks, the Bank constructs a closed-loop suitability management system covering all clients. For special demographics such as minors and the elderly, the Bank deploys differentiated protective measures, implementing assessment frequency controls that surpass regulatory requirements. This ensures that risk assessments remain authentic and effective, product matching is precise and prudent, and sales behaviors are completely traceable.

Standardizing Marketing and Promotional Behaviors

- The Bank cultivated a marketing and publicity management closed-loop defined by inspection, notification, and rectification. Utilizing manual spot checks, telephone quality assurance, and targeted inspections, the Bank established a routine, penetrative supervisory mechanism covering channels including dual recording (audio and video), Enterprise WeChat, and telemarketing. Sensitive keyword libraries and violation monitoring models are deployed to detect and rectify non-compliant marketing behaviors in real time.
- The marketing compliance performance across various channels is integrated into the performance assessment framework for relevant managerial personnel, thereby reinforcing the execution of management responsibilities.

Fulfilling the Obligation to Inform

- The Bank truthfully, accurately, and promptly discloses information regarding wealth agency sales products across online and offline channels, including physical outlets, mobile banking, and online banking.
- The Bank applied the intelligent wealth advisor digital human Xiao Xin to provide 7 by 24-hour full process investment accompanying services for the wealth manager team and customers, improving the accessibility of information.

Private Banking Agency Sales

The Bank established a full process management mechanism governing product onboarding, sales, and duration, while continuously fortifying the marketing compliance awareness of employees through ongoing training initiatives.

Product Onboarding

- Strictly adhering to regulatory directives and governed by frameworks such as the *China CITIC Bank Administrative Measures for Private Banking Agency Sales of Wealth Management Products (Version 2.0, 2025)* and the *China CITIC Bank Administrative Measures for Private Banking Agency Sales of Standardized Products (Version 5.0, 2025),* the Bank conducts exhaustive due diligence on cooperative institutions and products, ensuring rigorous gatekeeping via professional review committees.

Product Sales

- Private equity products distributed via private banking agency sales are exclusively available to qualified and professional investors. The system stringently enforces dual recording (audio and video) requirements, mandating compulsory audio and video documentation for every sales transaction.

Product Duration

- The Bank established a multi-dimensional evaluation system to regularly appraise the qualifications and operational product performance of cooperative institutions, underpinning a robust tracking and exit management mechanism.

Employee Marketing Behavior Management

- By executing targeted agency sales inspections, focal consumer protection audits, and internal compliance controls, the Bank compels client facing employees to conduct marketing operations strictly in accordance with standardized procedures and regulatory mandates.

8.3.3 Customer Loan Management and Collection Policies

Loan Modification Management

The Bank established a flexible and efficient post lending modification response mechanism. During the life cycle of a loan, clients may encounter circumstances such as account changes, payroll date adjustments, or income fluctuations. Upon receiving a modification request from a client, the Bank comprehensively evaluates factors including the rationale for the request, the financial capacity of the client, and their credit status. Contingent upon strict adherence to compliance and risk management prerequisites, the Bank subsequently delivers streamlined services for modifying loan elements.

Loan Modification Options

- To accommodate client requirements such as payroll date changes, the Bank provides services for the negotiated adjustment of the monthly repayment date.
- To address needs involving repayment account updates, the Bank offers repayment account modification services.
- For mortgage clients who qualify under the pricing adjustment mechanism for existing mortgage loan interest rates, the Bank provides services such as adjusting the interest rate basis point value and the repricing cycle.
- For clients demonstrating robust credit profiles, the Bank devises solutions including repayment method modifications and loan tenor adjustments.
- For eligible clients, the Bank facilitates modification services such as the addition of co-borrowers and supplementary guarantees.

Scope of Credit Modification

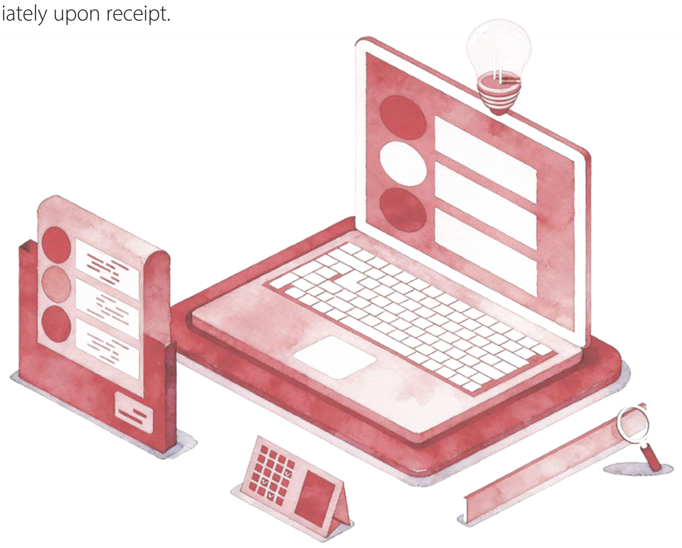
- Credit modification: Adjustments to credit limit information, encompassing credit limit expiration and credit limit guarantee modifications.
- Loan modification: Adjustments to specific loan details, including repayment accounts, repayment dates, interest rate adjustments, and repayment method modifications.

Post Lending Modification Channels

- Tailored to the diverse loan elements and the inherent risk levels of post lending modifications, the Bank established two distinct channel categories: online self-service and offline approval. Post-lending clients may initiate applications via the self-service channel on the China CITIC Bank App, where the system executes automated approvals for immediate effect. Alternatively, clients may apply via offline channels, where modifications take effect upon the completion of the manual approval process.

Timeliness of Loan Modifications

- The Bank enforces differentiated processing timelines contingent upon the specific risk rating of the loan modification. Should a modification fail to conclude within the designated processing timeframe, clients are encouraged to contact their respective lending branch or the customer service hotline to provide feedback. The Bank commits to addressing such feedback immediately upon receipt.



Debt Collection Policies

Personal Credit Business

- Coverage scope

  In alignment with regulatory mandates and business operational imperatives, the Bank formulated policy frameworks including the *China CITIC Bank Administrative Measures for Personal Loan Recovery*, the *China CITIC Bank Operating Details for Personal Loan Recovery*, and the *China CITIC Bank Administrative Measures for Outsourced Collection Institutions of Personal Loans*. Spanning dimensions such as collection strategy management, operational protocols, cooperative institution management, and quality control, the Bank constructed exhaustive business management workflows and supervisory mechanisms. These frameworks are applicable across all personal loan product categories, including residential mortgages, housing pledge loans, and unsecured personal loans.

- Debt collection

  For personal loans approaching maturity or upcoming repayment deadlines, the Bank delivers repayment reminder services via short message service, telephone calls, and artificial intelligence voice prompts prior to the due date. During the initial phases of delinquency, the Bank predominantly relies on short message service, artificial intelligence voice, and telephonic collection. Should the delinquency persist over an extended period, the Bank initiates either proprietary or outsourced collection activities tailored to the specific circumstances. Through supervisory methodologies such as quality inspections, the Bank guarantees that collection practices remain legal and compliant.

- Training requirements

  The Bank regularly conducts a minimum of one online or offline training session annually for all post lending collection personnel. The curriculum covers policies, business workflows, and system applications.

Credit Card Business

- Coverage scope

  The Bank formulated guidelines including the *China CITIC Bank Administrative Measures Credit Card Center for Collection Business*, which are applicable to credit card loans.

- Debt collection

  For credit card loans that are impending delinquency or actively delinquent, the Bank conducts differentiated repayment reminder operations based on risk profiles, such as the historical repayment behavior of the client. This approach utilizes a diverse array of channels, encompassing short message service, artificial intelligence, multimedia platforms, telephone calls, correspondence, field visits, reporting to public security authorities, and legal litigation.

- Training requirements

  The Bank administers both scheduled and ad hoc training programs for post lending practitioners, perpetually intensifying the depth of education and the overall rigor of the training initiatives.

For more information regarding the debt collection policies[20] of the Bank, please visit the ESG section on the official website of the Bank.

8.3.4 Customer Complaint Management

In accordance with regulatory requirements and market shifts, the **Consumer Rights Protection Committee of the Board of Directors** of the Bank guides and urges initiatives related to consumer complaint management. It supervises the comprehensiveness, timeliness, and effectiveness of the complaint management operations executed by the senior management and the dedicated consumer rights protection departments. Holding regular Consumer Rights Protection Committee meetings annually, the committee listens to and deliberates on related work plan reports, including complaint management. It inquiries into matters concerning complaint processing, urges branches exhibiting higher complaint volumes to conduct substantive root cause analyses, and monitors the subsequent rectification and implementation outcomes.

The Bank established a complaint policy management framework comprising six specific systems, including the *China CITIC Bank Administrative Measures for Consumer Complaint Management* and the *China CITIC Bank Administrative Measures for Diversified Resolution of Financial Consumer Complaints*. This framework guides the orderly execution of customer complaint management operations.

[20] Key Points of China CITIC Bank on Personal Loan Collection, Key Points of China CITIC Bank on Credit Card Loan Collection: www.citicbank.com/esgzqen/sy/

Complaint Channels and Process

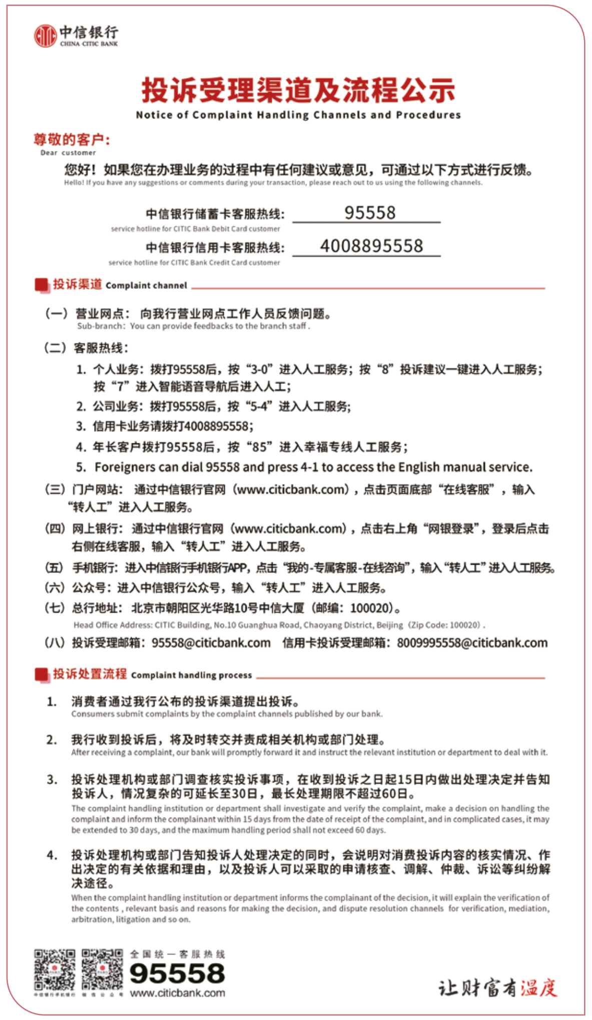
Complaint Channels

Complaints can be lodged via online and offline channels, including the national customer service hotline 95558, internet banking, the China CITIC Bank App, the CITIC Bank official account, email, postal letters, and business outlets.

Complaint Processing Workflow

- Consumers submit complaints through the channels publicized by the Bank;
- Upon receipt, the Bank timely routes and assigns the complaint to the relevant institutions or departments for processing;
- The complaint processing institution or department investigates and verifies the issues raised. A processing decision is formulated and communicated to the complainant within 15 days from the receipt date. For complex cases, this period may be extended to 30 days, with the maximum processing duration not exceeding 60 days;
- While notifying the complainant of the decision, the complaint processing institution or department explains the verification details regarding the consumer complaint, the relevant basis and rationale for the decision, and the dispute resolution avenues available to the complainant, such as applying for verification, mediation, arbitration, and litigation.

Publicity of Complaint Acceptance Channels and Process of the Bank



中信银行
CHINA CITIC BANK

投诉受理渠道及流程公示
Notice of Complaint Handling Channels and Procedures

尊敬的客户：
Dear customer

您好！如果您在办理业务的过程中有任何建议或意见，可通过以下方式进行反馈。
Hello! If you have any suggestions or comments during your transaction, please reach out to us using the following channels.

中信银行储蓄卡客服热线：95558
service hotline for CITIC Bank Debit Card customer

中信银行信用卡客服热线：4008895558
service hotline for CITIC Bank Credit Card customer

投诉渠道 Complaint channel

（一）营业网点：向我行营业网点工作人员反馈问题。
Sub-branch：You can provide feedbacks to the branch staff .

（二）客服热线：
1. 个人业务：拨打95558后，按“3-0”进入人工服务；按“8”投诉建议一键进入人工服务；按“7”进入智能语音导航后进入人工；
2. 公司业务：拨打95558后，按“5-4”进入人工服务；
3. 信用卡业务请拨打4008895558；
4. 年长客户拨打95558后，按“85”进入幸福专线人工服务；
5. Foreigners can dial 95558 and press 4-1 to access the English manual service.

（三）门户网站：通过中信银行官网（www.citicbank.com），点击页面底部“在线客服”，输入“转人工”进入人工服务。

（四）网上银行：通过中信银行官网（www.citicbank.com），点击右上角“网银登录”，登录后点击右侧在线客服，输入“转人工”进入人工服务。

（五）手机银行：进入中信银行手机银行APP，点击“我的-专属客服-在线咨询”，输入“转人工”进入人工服务。

（六）公众号：进入中信银行公众号，输入“转人工”进入人工服务。

（七）总行地址：北京市朝阳区光华路10号中信大厦（邮编：100020）。
Head Office Address: CITIC Building, No.10 Guanghua Road, Chaoyang District, Beijing（Zip Code: 100020）.

（八）投诉受理邮箱：95558@citicbank.com 信用卡投诉受理邮箱：8009995558@citicbank.com

投诉处置流程 Complaint handling process

1. 消费者通过我行公布的投诉渠道提出投诉。
Consumers submit complaints by the complaint channels published by our bank.

2. 我行收到投诉后，将及时转交并责成相关机构或部门处理。
After receiving a complaint, our bank will promptly forward it and instruct the relevant institution or department to deal with it.

3. 投诉处理机构或部门调查核实投诉事项，在收到投诉之日起15日内做出处理决定并告知投诉人，情况复杂的可延长至30日，最长处理期限不超过60日。
The complaint handling institution or department shall investigate and verify the complaint, make a decision on handling the complaint and inform the complainant within 15 days from the date of receipt of the complaint, and in complicated cases, it may be extended to 30 days, and the maximum handling period shall not exceed 60 days.

4. 投诉处理机构或部门告知投诉人处理决定的同时，会说明对消费投诉内容的核实情况、作出决定的有关依据和理由，以及投诉人可以采取的申请核查、调解、仲裁、诉讼等纠纷解决途径。
When the complaint handling institution or department informs the complainant of the decision, it will explain the verification of the contents , relevant basis and reasons for making the decision, and dispute resolution channels for verification, mediation, arbitration, litigation and so on.

全国统一客服热线
95558
www.citicbank.com

让财富有温度

For complaints that cannot be resolved online via customer service channels, the Bank established a standardized work order processing mechanism, followed up and managed by complaint processing specialists. An expert team was assembled within the customer service center to handle complaints originating from the 95558 proprietary channel and the 12378[21] one click transfer channel across the Bank. Should processing require branch coordination, the specialist transfers the work order to the respective branch. Based on the complexity, urgency, and processing timeliness requirements of the raised issues, complaints are classified into three tiers: extra urgent, urgent, and general. These are managed and processed within one to three working days, respectively. The Bank established a closed-loop complaint management mechanism, configuring system functions such as timeout early warnings for work order tracking to guarantee traceability throughout the complaint workflow. In 2025, the Bank continuously deepened the functional development of the relevant system, launching the upgraded complaint probability model to provide support for tiered processing and risk pre judgment.

[21] Refers to the unified rights protection service hotline established by the National Financial Regulatory Administration.

Complaint Supervision and Management

- Dispute resolution mechanism

  It is specified that institutions at all levels must not refuse mediation without justifiable reasons. For mediation agreements brokered by mediation organizations, institutions at all levels must not refuse implementation. Branches may dynamically authorize mediation participants with compensation limits within a specified threshold. For mediation agreements reached, internal financial authority approval should be finalized within five working days.

- Complaint supervision

  The Bank elevates the processing tier for key complaints transferred by regulatory authorities. These are routed to the corresponding business departments or branches for processing on the day of receipt, requiring the principal heads of relevant Head Office departments and branch executives to lead the deployment of processing work. Following verification of facts through multiple channels such as investigations and inquiries, relevant Head Office departments and branches formulate processing decisions within the stipulated timeframe and synchronously notify the complainant. Subsequently, investigation and processing reports, along with other materials, are submitted to regulatory agencies via official documents. In 2025, the Bank reported its complaint status to the Board of Directors through formats such as meetings and reference documents.

- Complaint emergency mechanism

  The Bank investigates major hidden risks related to complaints and formulates emergency response plans for sudden complaint incidents.

Complaint Online Management

- Perfecting data governance

  The Bank integrates multi-channel complaint detail labels, constructing a four-dimensional integrated data management framework that encompasses complaint data monitoring and analysis, regulatory reporting, evaluation quantitative indicator management, and complaint assessment management.

- Promoting intelligent processing

  The Bank introduces large model technology within the customer service center, presetting over 200 standardized service templates tailored for high frequency complaint scenarios. The 95558 customer service hotline is integrated with the branch consumer rights protection dedicated lines, and a service plus complaint scenario terminology library is embedded within the Enterprise WeChat terminal, empowering frontline staff to elevate processing efficiency.

Complaint Source Tracing and Rectification

- Formulating the *China CITIC Bank Notice on Further Clarifying the Source Tracing and Rectification Work Mechanism for Consumer Protection Issues*, the Bank established a systematic working mechanism encompassing initiation, management, and supervision. The department accountable for the issue must provide feedback on rectification measures, deliverables, and completion timelines within five working days following the issuance of each category of rectification issue. Departments failing to complete tasks on schedule are subject to point deductions and accountability measures.
- Holding branch consumer rights protection regular meetings on a monthly basis, the Bank analyzes issues and continuously drives the effective implementation of source tracing and rectification measures.
- Establishing sub line litigation source labels within the work order system, the Bank developed source tracing and rectification functions. It identifies the causes of litigation source work orders on a case-by-case basis and analyzes the rectifications, achieving a closed-loop workflow of data driving, process control, and rectification tracing.

The complaint management system of the Bank achieved one-stop management of multi-channel complaints, including internal bank complaints, 12378 one-click transfer complaints, the financial consumer service platform, and regulatory transferred complaints. This covers the entire workflow of input, transfer, approval, completion, and quality inspection. In 2025, the system integrated new functionalities such as litigation source rectification, diversified dispute resolution management, reporting of repeated complaints, and approaching deadline early warnings for the 15-day work order completion. In 2025, the first contact timeliness rate for work orders stood at 99.68%, and the 15-day completion rate for complaint work orders achieved 100%.

In 2025, the Bank received an aggregate of 259,290 complaints[22] transferred from regulatory channels, 95558 channel complaints, Credit Card Center channel complaints, and other channel complaints. Among these, 12,792 regulatory transferred complaints[23] were accepted, marking a year-on-year decrease of 33.77%. The top three categories by proportion of complaint volume were credit card business, debit card opening and closing and usage related business, and personal loan business, accounting for 53.92%, 15.09%, and 12.01%, respectively. The regional distribution is detailed in the table below.

The Complaint Situation by Region of This Bank

Region	Complaint Volume	Region	Complaint Volume	Region	Complaint Volume
Guangzhou	18,995	Shenyang	6,130	Nanchang	2,692
Beijing[24]	15,932	Fuzhou	6,018	Dalian	2,507
Zhengzhou	14,575	Hefei	5,618	Guiyang	2,232
Jinan	13,838	Chongqing	5,169	Ningbo	2,046
Nanjing	12,914	Changsha	4,942	Urumqi	1,799
Hangzhou	12,726	Suzhou	4,649	Xiamen	1,769
Shijiazhuang	12,253	Tianjin	4,436	Lanzhou	1,674
Shanghai	9,912	Changchun	4,346	Yinchuan	1,441
Shenzhen	9,313	Taiyuan	4,151	Haikou	1,299
Wuhan	8,025	Hohhot	3,527	Nanning	511
Qingdao	7,705	Harbin	3,397	Lhasa	186
Chengdu	7,087	Nanjing	3,282	-	-
Xi'an	6,296	Kunming	3,109	-	-

[22] Excludes repeated complaints, as well as complaints accepted via internal channels of the Bank concerning account management and control, credit reports, charging standards, and debt negotiation.

[23] Refers to complaint data lodged via regulatory channels and transmitted to the Bank for processing (excluding repeated complaints).

[24] Excludes Head Office level complaint data.

8.3.5 Customer Satisfaction Management

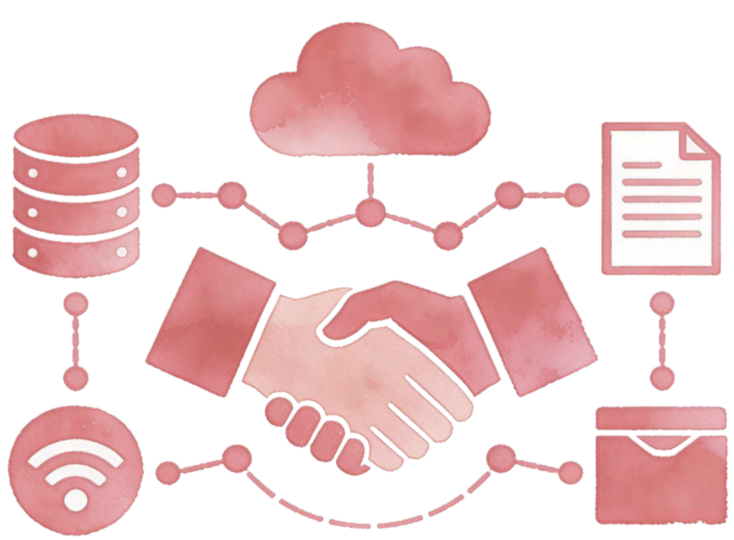
The Bank attaches great importance to customer feedback, establishing customer satisfaction investigation mechanism that consolidates a five-level service evaluation system across all channels, including offline outlets, customer service hotlines, and the China CITIC Bank App. Leveraging system development and large model technology, the Bank gains precise insights into customer demands. By utilizing a customer experience management mechanism, the Bank centrally addresses pain points along the customer journey, thereby elevating service quality and overall customer satisfaction. In 2025, the customer satisfaction rate for the debit card service channels of the Bank stood at 98.76%, while the satisfaction rate for inbound credit card callers reached 98.80%, reflecting a steady enhancement in the customer service experience.

8.3.6 Customer Safety Management

Personal Safety

The Bank is dedicated to providing safe and comfortable business premises for its customers. It established security management frameworks, including the *China CITIC Bank Construction and Management Norms for Security and Prevention Facilities of Business and Office Premises* and the *China CITIC Bank Fire Safety Management Measures*. These frameworks standardize safe operations across all outlets, supported by regular safety inspections as well as the identification and remediation of hidden risks during daily management.

- All business outlets have secured fire safety certifications following inspections by fire protection authorities. The Bank effectively mitigates fire risks by displaying safety signage, deploying standardized fire protection facilities and equipment, and conducting regular maintenance and inspections.
- All business outlets, including self-service banking areas, are equipped with video surveillance systems networked to higher level monitoring centers. This facilitates 24-hour remote surveillance, ensuring comprehensive coverage with no blind spots. The Bank conducts regular on-site and off-site patrols. Upon detecting suspicious individuals, equipment, or activities, the Bank promptly activates emergency response plans for effective resolution and coordinates with local public security authorities.
- All business outlets feature intrusion alarm systems networked with the local 110 emergency dispatch center, enabling one-click distress signaling. Furthermore, these locations are supplied with anti-terrorism and riot control protective gear for emergency defense.
- All business premises are staffed with security personnel and maintain emergency response plans addressing various contingencies, such as incidents involving personal injury to customers or public disturbances. The Bank routinely organizes emergency drills as part of its daily management protocols.
- All office and business premises strictly enforce access control and safety management for vehicles and personnel, providing robust on-site security for customers.



Customer Fund Safety

The Bank comprehensively implements operational directives for preventing telecommunications and network fraud. Leveraging a collaborative mechanism between business and technology, the Bank continuously refines the Sentinel retail anti-fraud risk control system and successfully applies it in analyzing telecommunications fraud cases. This approach comprehensively elevates the capacity to monitor, intercept, and resolve telecommunications fraud incidents, thereby safeguarding the financial assets of customers. In 2025, the Bank intercepted and dissuaded 1,890 targeted customers, protecting funds totaling RMB 442 million.

Sentinel Retail Anti-Fraud Risk Control System

Monitoring capability
- The Bank optimized its monitoring and early warning framework for high-risk scenarios, increasing the accuracy of risk identification.

Resolution capability
- The Bank developed tiered transaction control functionalities, reinforcing the interception and recovery of defrauded funds.

Intervention capability
- The Bank established a full process online intervention mechanism for telecommunications fraud incidents, enhancing the effectiveness of alerting and awakening defrauded customers.

AI Driven Models Iterate Rapidly to Ensure Stable, Accurate, and Swift Sentinel Anti-Fraud Operations

Case

In 2025, the Bank actively collaborated with academic institutions to explore innovative applications of large model artificial intelligence in preventing and controlling telecommunications fraud. By deeply integrating Retrieval Augmented Generation knowledge enhancement and collaborative inference technologies across both large and small models into critical processes such as intelligent case analysis, automated clue extraction, and rapid strategy iteration, the Bank achieved significant advancements. This approach substantially accelerated the iteration cycle of risk control models while effectively driving down operational costs, comprehensively elevating the precision of telecommunications fraud prevention.

Upon detecting emerging fraud threats, the Bank formulates a rapid response via the Sentinel anti-fraud system. It immediately deploys preventive models, initiates artificial intelligence outbound verification calls, and intercepts risky transactions using measures such as delayed crediting, firmly protecting the financial security of customers.

Building a Human Machine Collaborative Anti-Fraud Model to Precisely Intercept Funds Involved in Cases

Case

Confronting the increasingly severe landscape of telecommunications and network fraud, the Bank's Suzhou Branch established a precise prevention and control system characterized by digital and intelligent integration alongside human machine collaboration. The Branch developed an eight-factor dynamic limit model and a localized real time interception model. These models accurately identify suspicious behaviors, such as abnormal nocturnal cash withdrawals and unfamiliar large amount rapid transfers. In 2025, this system achieved a fund interception rate of 37.74%, intercepting RMB 16.79 million in suspicious funds at physical counters. Furthermore, through police-bank collaboration, it recovered RMB 1.65 million in losses for victims, effectively fortifying the digital defense line for financial anti-fraud operations.

Precise Payment Suspension via Police Bank Collaboration to Intercept Massive Fraud Involved Funds | Case

Relying on intelligent risk control systems and police-bank collaboration mechanisms, the Bank tangibly safeguards the financial security of its customers. In 2025, the Bank's Nanning Branch identified a telecommunications fraud incident where perpetrators posed as customer service representatives to induce a fund transfer. Upon detecting the anomaly, staff members promptly interrupted the operations of the customer and initiated emergency payment suspension procedures, intercepting RMB 3.18 million in defrauded funds. Similarly, through a rapid response mechanism and a green channel for cross border fund interception, the Bank's Changchun Branch recovered USD 47,000 for a customer who had been manipulated into purchasing foreign exchange. These actions fully demonstrate the professional capability and steadfast responsibility of the Bank on the front lines of anti-fraud efforts.

"I am deeply grateful for the sharp vigilance and timely assistance of the CITIC Bank staff, who helped safeguard the security of my funds!"

— A customer whose fraud involved funds were intercepted with the assistance of the Bank's Nanning Branch.

8.3.7 Special Training

In 2025, the Bank constructed a tiered and categorized consumer rights protection training framework covering all employees. Tailored to the distinct characteristics of various roles, the Bank focused on deepening training in core domains such as suitability management, personal information protection, and complaint governance. Over the year, the Bank conducted 38 specialized training sessions targeted at middle and senior management, frontline business staff, dedicated consumer protection personnel, and new hires. These sessions recorded 115,446 attendances across pivotal business lines including wealth management, personal credit, private banking, operations, and technology, effectively enhancing the capacity of the entire Bank to fulfill consumer protection duties.

Middle and Senior Management Personnel

- Through specialized training, experience sharing sessions, and thematic briefings, the Bank delivered three training programs for middle and senior management, including Head Office and branch executives as well as department general managers.

Grassroots Business Personnel

- Key departments at the Head Office integrated consumer rights protection knowledge into specialized training for respective business lines. A total of nine training sessions for frontline employees were held during the year, driving the profound integration of consumer protection principles with daily business operations.

Consumer Rights Protection Position Personnel

- For two consecutive years, the Bank incorporated consumer protection management roles into its overarching employee role qualification and certification system. It augmented the professional competencies of dedicated consumer protection staff through offline specialized training and interactive workshops.
- In 2025, over 4,000 employees holding consumer protection roles across the Head Office, branches, and sub branches participated in specialized examinations.

Newly Onboarded Personnel

- Content relating to consumer rights protection was integrated into the mandatory curriculum for new employee orientation across all business lines, with nine such induction sessions conducted throughout the year.

8.3.8 Special Audit

The Bank conducts regular special audits on consumer rights protection annually. These audits focus on critical areas such as the operation of systems and mechanisms, the execution of suitability management, marketing and promotional compliance, diversified dispute resolution, financial literacy education, and personal information protection. The Bank ensures that any issues identified during the audit process are promptly addressed, driving relevant audited entities to implement necessary rectifications.

In 2025, the scope of the special audit on consumer rights protection encompassed 30 member departments of the Consumer Rights Protection Working Committee at the Head Office and all domestic branches. The audit revealed no material deficiencies that might have or had already severely infringed upon consumer rights and interests.

8.3.9 Popularization of Knowledge Related to Rights and Interests Protection

Tailored to its operational characteristics and the distinct traits of target customer demographics, the Bank widely conducted financial knowledge education and awareness campaigns. In 2025, actively responding to regulatory directives, the Bank participated in centralized education and publicity initiatives, including the March 15 Financial Consumer Rights Protection Education and Publicity Activity, the Preventing Illegal Financial Activities Publicity Month, the Popularizing Financial Knowledge Ten Thousand Miles Journey, and the September Financial Education and Publicity Week. The Bank executed an aggregate of 12,447 activities, reaching consumers 666 million times. Creatively structuring its financial education campaigns around the four seasons, the Bank focused on four major themes: Spring Escort, Summer Anti-fraud, Autumn Guarding, and Winter Peace. This strategy ensured that financial education remained uninterrupted throughout the year while maintaining sustained focal points.

Online Dimensional Expansion

- Through formats such as videos, extensive graphic articles, and thematic posters, the Bank synthesized common consumer focal points, social hotspots, and public cognitive blind spots. It transformed these insights into accessible and memorable educational content, which was subsequently disseminated widely across various social media and digital platforms.

Offline Grassroots Integration

- The Bank strengthened the development of Public Education Zones within its outlets, continuously enriching diverse publicity materials to normalize financial education and awareness activities. By penetrating rural areas, communities, school campuses, enterprises, and commercial districts, the Bank delivered risk warnings and beneficial policies directly to the public, constructing a solid last mile defense line for financial security.

Building upon this foundation, the Bank continuously strengthened coordination with cooperative institutions such as universities and community organizations. In partnership with the China Association of Universities for the Aged, the Bank launched the Keeping Temperature campus public welfare series across senior universities nationwide. This initiative brought financial knowledge lectures, anti-fraud awareness, and financial services directly to senior university students. Furthermore, the Bank established financial education and publicity bases at the Guizhou University for the Aged and the Huai'an University for the Aged, allowing financial knowledge to seamlessly integrate into the daily lives of the public.

Creating a New Paradigm for Age Suitable Financial Education with the Official Release of the First Batch of Financial Video Courses for the Elderly | Case

In 2025, in collaboration with the China Association of Universities for the Aged and the Central University of Finance and Economics, the Bank customized and developed the first domestic batch of financial video courses for the elderly. This initiative was grounded in profound research into the financial needs, learning habits, and comprehension capabilities of the senior customer demographic, integrating real life scenarios and practical case studies. Comprising 47 sessions, the curriculum covers six major modules: family financial planning, consumption and money management, investment and wealth management, wealth inheritance, mobile banking, and fraud prevention. The content is more systematic, comprehensive, and targeted. The courses are available free of charge to the elderly demographic through multiple channels, including the China CITIC Bank App and nationwide branch outlets.

The "Happiness +" Club elderly financial online video courses of the Bank.

Creating Diversified Characteristic Education and Publicity to Build a Solid Nationwide Consumer Protection Defense Line | Case

"Guarding financial rights and interests, assisting a better life" anti-fraud financial live broadcast.

Addressing the distinct financial knowledge requirements of various customer demographics, the Bank's Lanzhou Branch established a tiered, classified, and diversified consumer protection education and publicity framework. Partnering with the Lanzhou University for the Aged, the Branch organized an Anti-fraud Knowledge Training and Intelligent AI Practical Teaching event, enhancing both risk prevention capabilities and proficiency in utilizing smart financial tools among the elderly. In collaboration with the Lanzhou Anti Telecommunications Fraud Center and peer institutions, the Branch cohosted four live broadcasts focusing on financial knowledge popularization and anti-fraud awareness. Viewership for a single broadcast exceeded 500,000, achieving a scaled and widespread dissemination of anti-fraud and consumer protection knowledge. Additionally, the Branch pioneered a cross-boundary integration model spanning consumer protection and medical care, consumer protection and public welfare, and consumer protection and culture. Teaming up with institutions such as the First Hospital of Lanzhou University, the Special Education Center, and local nursing homes, the Branch conducted a series of events, including Door to Door Medical Free Clinic Services, Financial Temperature Lighting Up Earthly Starlight, and the Affectionate Double Ninth Festival Art Performance. These initiatives thoroughly executed the service philosophy of consumer protection with temperature.

9 Data Security and Customer Privacy Protection

The Bank highly values information security management and the protection of customer personal privacy, adhering to and actively implementing national laws and regulations and financial industry standards such as the *Cybersecurity Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, the *Personal Information Protection Law of the People's Republic of China*, the *Regulations on the Administration of Network Data Security*, and the *Technical Specifications for the Protection of Personal Financial Information*. The Bank internalizes regulatory compliance requirements as the bottom line and red line of business management, continuously improving its data security management system, and strictly protecting customer privacy. In 2025, the Bank's information system operated stably overall, with no major cybersecurity, information security, data security, or customer information leakage incidents occurring.

9.1 Governance

The Bank has established a top-down data security and customer privacy protection governance framework to solidify the foundation of governance.

Board of Directors

Perform data security-related functions, responsible for incorporating data security into the Bank's corporate governance, corporate culture construction, and business development strategy; supervise and evaluate the comprehensiveness, timeliness, and effectiveness of data security management work, as well as management's performance; review important information technology risk matters annually, and guide and urge the implementation of data security-related work.

In 2025, the Board of Directors reviewed resolutions such as the *CITIC Bank 2024 Information Technology Risk Management Report,* heard the annual work report on data security, conducted in-depth communication with the management on key risk control measures and subsequent work plans, and strictly fulfilled its governance-related responsibilities.

Senior Management

Responsible for approving data security management objectives and strategies, organizing emergency responses to major data security incidents, and ensuring the allocation of human, financial, and material resources required for data security work.

- **Establishes the Information Technology Committee**, responsible for reviewing the Bank's information technology construction plan, risk policies, and objectives and strategies for network and information security, approving the Bank's main information technology work systems, and coordinating the resolution of major network and information security issues.
- In 2025, Information Technology Committee held 6 meetings, heard reports on the China CITIC Bank Key Points of Information Technology Work for 2025, and reviewed important matters such as the China CITIC Bank 2024 Information Security Management Work Report.

9.2 Strategy

9.2.1 Analysis of Risks and Opportunities

The Bank has identified and assessed the risks and opportunities faced by data security and customer privacy protection, as well as their potential impacts within different timeframes, serving as an important basis for strategic adjustments.

	Description of Risks / Opportunities and Their Potential Impacts on the Bank	Time Horizon of Impact
Risks	**Legal and compliance risk:** Violating relevant laws and regulations on data security and privacy protection may lead to regulatory penalties and legal lawsuits, requiring the Bank to pay regulatory fines.	Long-term
	Operational risk: Data breaches, system vulnerabilities, and internal process flaws may lead to business disruptions, requiring the Bank to compensate for customer losses.	
	Reputational risk: Data security incidents may trigger negative public opinion, affect the Bank's brand image and cause a crisis of customer trust.	
Opportunities	**Market competitiveness enhancement:** A sound data security and privacy protection system can form differentiated competitive advantages, becoming the core strength of the Bank in attracting customers and expanding its market.	Long-term
	Business innovation empowerment: A secure and controllable data environment is the prerequisite for carrying out data compliance applications and expanding innovative scenarios, which helps the Bank attract partners.	

9.2.2 Impact on Strategy and Decision Making

The Bank focuses on the impact of risks and opportunities related to data security on its business, and under the strategic framework of "Leading Digital Bank", Data Security and Customer Privacy Protection has been established as a core pillar of digital transformation.

The Bank has formulated the *China CITIC Bank Information Security Management Measures*, the *China CITIC Bank Measures for Data Security Management*, the *China CITIC Bank Measures for the Protection of Customer Information* and other institutional norms, forming a relatively complete data security management system. These measures apply to all business lines of the group, and it is explicitly stated that overseas branches and subsidiaries should also comply with local laws and regulatory requirements, with stricter requirements taking precedence. In 2025, the Bank revised the *China CITIC Bank Information Security Management Measures*, the *China CITIC Bank Measures for Data Security Management*, focusing on supplementing the information security management responsibilities of subsidiaries and improving the security management requirements for each data processing stage.

To ensure the effective implementation of the data security strategic objectives, the Bank has clearly defined the security management requirements for each stage of the data lifecycle in the regulations, standardized the management measures for the collection and use of customer information, and provided a solid security foundation for business innovation.

For more information regarding the data security and customer privacy protection[25] of the Bank, please visit the ESG section on the official website of the Bank.

[25] Key Points of China CITIC Bank on Privacy and Data Security Management: www.citicbank.com/esgzqen/sy/

9.2.3 Current and Expected Financial Impacts

The Bank's continuous investment and capability building in the data security and customer privacy protection field have had a significant positive impact on financial performance.

In terms of risk mitigation and cost savings, by establishing a comprehensive data security management system and a proactive customer privacy protection mechanism, the Bank can effectively reduce direct financial losses (such as regulatory fines, customer compensation) and indirect losses (such as litigation costs, crisis management costs) that may be caused by events like data breaches and information misuse. In 2025, the Bank did not experience any data breaches, information misuse, or other security incidents.

In terms of revenue retention and trust enhancement, strong data security and privacy protection capabilities can enhance customer trust and brand reputation, contributing to the stability and expansion of core business operations and supporting the market development of emerging businesses.

In the future, the Bank will continuously improve its proactive defense and risk management capabilities, reducing potential financial losses and operational costs brought by potential Data Security and Customer Privacy Protection domain risk events, creating long-term and sustainable value returns for the entire bank.

9.3 Impact, Risk and Opportunity Management

9.3.1 Data Security Protection

The Bank has established a comprehensive data security protection mechanism. In 2025, the Bank aligned with new regulatory requirements, combining internal security needs, to deepen data security tier management and further strengthen the construction of data security protection capabilities.

Data Classification and Tiering

- Based on the sensitivity of customer information and data, security levels are categorized, with enhanced protection for highly sensitive data. Standards for data classification and tiering are improved, along with differentiated management requirements, to enhance refined control capabilities.

Data Lifecycle Management

- Data collection
  Adhering to the principles of "legal, legitimate, necessary, and trustworthy", clearly defines the purpose, methods, scope, and rules of data collection, primarily collects data through information systems within the scope of consent from data subjects, limits or reduces data collection from other channels and temporary sources, and ensures data security during the collection process.
- Data usage
  Restricts the scope of data usage or the data storage media accessible according to the "minimum scope" principle; standardizes permission approval processes, grants data access permissions based on the principle of "work necessity"; establishes account management and recovery mechanisms to prevent risks of data misuse beyond its validity period.
- Data flow
  Establishes a data deletion mechanism, immediately delete sensitive data confirmed as no longer in use, except for cases requiring archiving due to regulatory requirements, case analysis, or customer dispute resolution, and generally prohibit long-term retention.
- Data deletion
  Continuously refines data flow management requirements, with customer authorization or as permitted by laws or regulations, provides customer information to third parties according to the principle of "minimum necessary".

Data Protection Technology

- Adopts measures such as data encryption, anonymization, permission management, access control, and log auditing to strengthen data security protection across data resources, data users, and data transmission links.
- Strictly implements data security protection measures in the information system's requirements, design, development, testing, and release phases; conducts security testing and evaluation to ensure data security protection throughout the entire information system development process.

Emergency Response Mechanism

- Establishes a network security defense-in-depth system, through security control measures covering areas such as terminals, hosts, networks, and data, to detect and address in real-time various abnormal behaviors and external attack risks involving counterfeit apps, phishing websites, and sensitive information leaks related to the Bank.
- To address potential risk events and ensure the secure and stable operation of critical information systems, the Bank has formulated the *China CITIC Bank Emergency Security Management System for IT Continuity of Information System* and the *China CITIC Bank Detailed Rules for Information Security Event Management* and other emergency security management policies. It has also obtained the Business Continuity Management System (ISO 22301) certification, covering the scope of services provided by China CITIC Bank, including information system operation and maintenance support services, technical support services, and information security assurance services. At the same time, emergency plans and event reporting mechanisms covering scenarios such as information system networks, computer rooms, security, and data have been established, clarifying responsibilities, handling procedures, and coordination methods to ensure the timeliness and effectiveness of data security event handling.
- Conducts data security vulnerability checks and analyses, and improves the response, traceability, and evidence collection mechanisms for customer financial information leakage incidents.
- Develops exercise plans covering typical cybersecurity threat scenarios such as external attacks, malicious emails, and data breaches, and regularly conducts internal and external cyber defense exercises. In 2025, the Bank conducted emergency drills simulating scenarios such as ransomware attacks, data breaches, data tampering, data destruction, and data loss to effectively test the Bank's data security event response capabilities.

Outsourcing Risk Management

- In line with regulatory requirements, a relatively comprehensive technology outsourcing policy and supervision, inspection, and management mechanisms have been established. Strengthens the response and handling capabilities for outsourcing information technology risk management and related data security risks through regular execution of outsourcing risk assessments, on-site inspections, and conducting outsourcing-related emergency drills.

9.3.2 Financial Consumer Privacy Data Protection

The Bank highly values and effectively protects customer information rights, continuously strengthens the protection of consumer financial information, and has formulated the *China CITIC Bank Measures for the Protection of Consumer Financial Information*. This framework primarily covers the basic principles, division of responsibilities, management mechanisms, and implementation measures for protecting consumer financial information. It applies to all units of the Bank involved in the processing of consumer financial information and explicitly states that overseas branches should comply with local laws and regulatory requirements, adhering to the stricter requirements.

- Before information collection
  Strictly adheres to the "Notification-Consent" process, explaining the purpose, methods, and scope of information collection and use to customers in a prominent manner and in language as simple and understandable as possible.
- During information collection and use
  Follows the principle of "Necessity for business, minimum scope", and based on laws, regulations, and regulatory requirements, only collect and use personal information necessary for providing customer services. Stop collecting customers' personal information when the service is cancelled. Clearly states that consumer financial information unrelated to the business shall not be collected, and that improper methods such as disguised coercion or illegal purchases shall not be used to collect or use consumer personal information.

- Information retention and destruction

Strictly complies with national archival management and electronic data management regulations, taking necessary measures to properly store and use the collected consumer financial information to prevent loss, damage, leakage, or tampering. For electronic and paper data or documents involving sensitive consumer financial information (such as names, identification numbers, bank card numbers, etc.), strict compliance with national laws, regulations, and relevant requirements of industry regulatory authorities is followed during storage. Paper documents are stored in dedicated cabinets by authorized personnel and are immediately deleted and destroyed after the shortest time required by the consumer's authorization for use.

- Information transmission and encryption

Continuously strengthens the management of consumer financial information transmission and use, anonymizing required data through methods such as anonymization, and encrypting sensitive information that must be used for storage and transmission. Enhances the security management of electronic data transmission and storage, including encrypted transmission, using dedicated encrypted storage computers, immediate clearing and deletion after use, and strengthening the password strength of computers and systems with regular updates. Illegal processing, transmission, trading, provision, or disclosure of customer information is prohibited.

9.3.3 Customer Control over Personal Information

The Bank provides convenient and fast services to ensure customers' control over their personal information, including: accessing and updating, deleting, changing the scope of authorization consent, deactivating users, obtaining copies of personal information, etc.

Right to Access and Update

Customers can access, correct, and update their personal information through channels such as the Bank's website, online banking, China CITIC Bank App, WeChat banking, and counter services (except as otherwise specified by laws and regulations). When consumers request the correction or supplementation of personal information to the Bank, the Bank will verify and promptly correct or supplement it after verification.

Right to Delete

Customers can directly clear or delete personal information on the Bank's product or service pages, including bound bank cards, message records, cache records, search records, etc.

In the following circumstances, the Bank will give high priority and promptly process requests from customers to delete personal information:

- If the Bank's processing of personal information violates laws, administrative regulations, or agreements with customers;
- If the customer withdraws consent based on which the Bank processes their information;
- If the purpose of processing the customer's personal information has been achieved, cannot be achieved, or is no longer necessary for achieving the processing purpose;
- If the Bank stops providing products or services, or the customer no longer uses the products or services of the Bank, or the customer cancels the relevant account;
- The storage period of personal information has expired;
- Other cases stipulated by laws and regulations.

Changing the Scope of Authorization Consent

Customers can open or close location service permissions, microphone permissions, camera permissions, storage permissions, device information permissions, reading contact permissions, calendar permissions through the China CITIC Bank App, and grant or revoke authorization consent at any time. After the customer revokes consent, the Bank will no longer process the corresponding personal information.

Closure

After the customer cancels the bank card or electronic channel user of the Bank, the Bank will no longer collect the customer's personal information through electronic channels such as the China CITIC Bank App, personal online banking, WeChat banking, and the portal, and will delete the information related to the customer's account (except where laws and regulations or regulatory authorities have other provisions on the storage time of personal information).

Obtaining a Copy of Personal Information

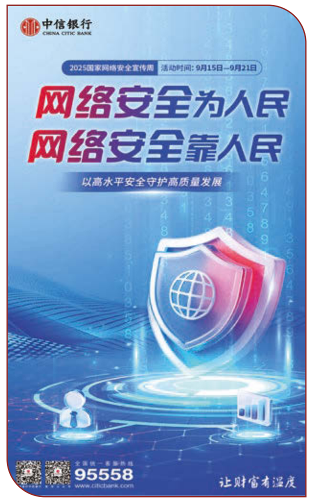
Customers can obtain proof of personal information such as deposits, assets, and transaction records through online channels, or they can consult at branches to obtain other clear proof of personal information.

9.3.4 Training and Publicity

In 2025, the Bank continues to carry out information security training and publicity activities that cover different groups and various forms. **For the professional employees in the technology sector**, compliance warning education training and special technical training are conducted. The training content covers network security, personnel behavior standards, and customer information protection, and requires professionals to regularly participate in cybersecurity training activities mandated by regulatory authorities to improve their security skills. **For all employees**, security awareness education is conducted through online courses, case promotion, simulation exercises, and online courses. The content involves data security and privacy protection management requirements, specific processes, etc. Additionally, a simulated malicious email exercise is conducted quarterly to enhance security awareness education and comprehensively improve the security prevention capabilities of employees. For suppliers and their deployed personnel, specialized training is launched to promote personnel behavior and office security management requirements, and suppliers are required to sign a code of conduct commitment letter. **For branch and affiliated institutions**, practical cybersecurity confrontation and anti-ransom theme training are implemented to enhance the security defense and practical confrontation level of branch and affiliated institutions. **For the general public**, cybersecurity knowledge is promoted. In 2025, more than 580 online and offline cybersecurity publicity activities were held, covering over 130,000 people, effectively helping the public improve their awareness of preventing online fraud and protecting personal financial information.

Participating in the National Cybersecurity Publicity Week | Case

During the National Cybersecurity Publicity Week in September 2025, the Bank fully utilized online and offline channels to carry out legal popularization work, with a focus on analyzing common tactics of network phishing and telecommunication fraud, and providing risk prevention reminders, effectively enhancing the public's ability to identify risks and resist fraud.



The Bank releasing the cybersecurity publicity poster.

9.3.5 Internal Audit

The Bank **conducts an annual information security audit and achieves full coverage of branch and subsidiary audits every three years.** In 2025, data security and personal information protection management matters were deeply integrated into audit projects such as information technology special audits and internet application special audits. The focus was placed on the security protection of all life cycle stages of customer information collection, transmission, storage, use, deletion, and destruction, and targeted audit procedures were implemented for identity and access management, physical and environmental security, and external personnel security. During the year, the Bank did not experience any major defects that may have caused or could cause large-scale leakage of customer information.

9.3.6 External Evaluation and Certification

The Bank continuously introduces external authoritative evaluations and management system certifications to ensure the maintenance of a high level of data security protection.

Network Security Level Protection Evaluation

The Bank highly values the work of network security level protection and strictly fulfills the relevant responsibilities and obligations under the *Cybersecurity Law of the People's Republic of China* and the *Information Security Level Protection Management Measures*, effectively implementing the classification, filing, evaluation, and rectification of important information systems. In 2025, the Bank's Level-4 protected core business systems, production cloud platform, as well as Level-3 protected online banking systems and counter systems, all important information systems, have passed network security level protection evaluations without identifying major risk hazards, indicating that the Bank's important information systems meet the corresponding network security level security requirements and possess mature and robust network security management and technical capabilities.

Commercial Cryptography Application Security Assessment

In 2025, the Bank conducted commercial cryptography application security assessments for information systems with level 3 and above protection levels. This assessment covers areas such as physical, network, and application domains, primarily evaluating the security and compliance of cryptography algorithms, cryptography services, and the use of cryptography devices. By the end of 2025, five information systems, including the Bank's core business system and counter system, have passed the commercial cryptography application security assessment.

App Certification and Filing

In 2025, the Bank's China CITIC Bank App and credit card Mobile Card Space App passed the filing with the Beijing National Financial Technology Certification Center under "Financial Technology Product Certification (Client Software)" and the China Internet Finance Association under "Mobile Financial Client Application Software". Among them, the China CITIC Bank App (Harmony version) and the Mobile Card Space App (Harmony version) passed certification and filing for the first time, representing the Bank's self-developed mobile financial client receiving recognition from authoritative institutions, achieving quality standards and controllable outcomes in client software security, bar code payment security, and customer personal information protection.

ISO 27001 Certification

The Bank's Credit card business has passed the Information Security Management System certification (ISO 27001), with the certification scope including the Bank's credit card center's credit reference issuance, authorization, account statements, collection and deduction, as well as system development and system operation aspects.

Online Banking System Information Security Assessment

The Bank hires third-party institutions annually to conduct security assessments for its online banking-related business systems, covering security policies, internal control systems, risk management, and system security aspects. In 2025, a professional institution with a National Information Security Evaluation Center's National Information Security Evaluation Information Security Service Qualification Certificate was employed to implement a comprehensive security assessment of the Bank's security management, security technology, and business operation security. The assessment found that the Bank's security policy documents are relatively complete, information security technical protection measures and actions are relatively perfect, business continuity assurance measures are comprehensive and effective, and the information security assurance capabilities meet the requirements of People's Bank of China's *General Specification for Information Security of Online Banking Systems* regarding the security of online banking information systems.

10 Employees

10.1 Talent Development Strategy

10.1.1 Talent Development Plan

The Bank adheres to the concept of "talent as the first resource" and deeply implements the talent philosophy of "gathering achievers, motivating practitioners, and fostering capable individuals". It fully implements the concluding phase of the *China CITIC Bank 14th Five-Year Plan for Talent Development*, continuously improves the talent management mechanism that combines centralization and decentralization, facilitates top-down and bottom-up coordination, ensures efficient coordination, and promotes overall advancement. It continuously optimizes the structure of the talent team, effectively safeguards the legitimate rights and interests of employees, motivates the growth and development of employees, and focuses on cultivating a talent team that supports the high-quality sustainable development of the Bank.

10.1.2 Human Capital Analysis

The Bank closely aligns with its development strategy and operational goals, continuously establishing and improving the human capital analysis system. It relies on digital platforms such as the human resources management system to build an indicator system and regularly conducts human capital analysis.

Total Analysis

In line with the Bank's overall strategic plan and operational goals, fully fulfilling the requirements of pursuing the five priorities of technology finance, green finance, inclusive finance, pension finance, and digital finance, it focuses on supporting the implementation of the "Five Leading" strategy, tracks and monitors the number of employees, analyzes and plans personnel needs, and implements a talent allocation strategy centered on value, integrating quantity, quality, structure, and efficiency. This ensures an overall sufficient supply of human capital and scientific and rational allocation.

Structural Analysis

In line with strategic development and business needs, it conducts dynamic analysis and evaluation of the age hierarchy, professional background, qualifications, and other dimensions of the employee cadre team. It establishes a talent inventory mechanism covering all employees, using mature classification tools such as the "Performance-Ability" nine-grid to quantitatively assess the capabilities and qualities of the Bank's employee cadre team, the match between people and jobs, etc. It regularly updates the talent map to proactively optimize the layout of human capital.

Operational Analysis

It implements full-process control over the "selection, cultivation, management, and utilization" of human resources. Through the recruitment system, it intelligently analyzes key information such as applicants' experience, qualifications, and abilities, improving the match between job positions and hiring efficiency. Through the talent management system modules, it provides companion-style, refined analysis of talent in the system, enhancing the quality and effectiveness of team tracking and cultivation. Through the e-enterprise learning online learning system, it strengthens self-learning and knowledge training for talents, continuously improving employee capabilities. Through the human resources system, it monitors the turnover rate of employees, tracks and analyzes employee resignation situations, conducts exit interviews with employees, and continuously optimizes human resources service support measures.

Efficiency Analysis

It establishes and continuously improves a fusion analysis system that integrates human resources data with financial and business data. This system enables horizontal and vertical comparisons of the operational output and per capita efficiency of business units, and analyzes the value relevance between human capital and core operational results. The findings serve as a reference for evaluating management policies and predicting future human capital allocation directions, thereby continuously improving the efficiency of human capital input and output.

10.1.3 Talent Reserve Plan

The Bank continuously selects internal talent and recruits external talent, steadily enriching its pool of outstanding professionals. In line with the Bank's overall development plan, it upgrades the Bank-wide talent system, emphasizing practical training to enhance the quality and efficiency of talent development. In 2025, the Bank continued to promote exemplary talent programs such as the "Hundred Boats and Thousand Sails," "Initial Heart Plan," and "Inspiring Heart Plan," completing the selection, centralized training, online learning, and on-the-job development of over 750 individuals. By the end of 2025, the Bank's exemplary talent programs had selected and trained over 7,700 individuals at various levels, including management personnel, technical professionals, management trainees, Party-building professionals, and tellers.

Management Trainee Program

Continues to promote the "Sailing Plan" for management trainees, following a structured "6-year, 3-stage"[26] development pathway. Through progressive learning and practical experience, trainees are guided to unlock their potential, clarify career paths, and accelerate their growth as part of the Bank's next-generation talent pipeline.

Internship Program

In line with its operational needs, the Bank releases internship position information through channels such as its official recruitment website. It deepens cooperation with key universities in areas such as recruitment and employment, and talent cultivation. Through school-enterprise exchanges, corporate open days, and other activities, it provides students with platforms to gain insights into banking operations and participate in hands-on practices.

10.2 Recruitment and Employment

The Bank's recruitment is closely aligned with its overall development strategy and operational goals, adhering to the principles of "comprehensive planning, demand orientation, job-person match, openness and fairness, and legal compliance." It attracts outstanding talent through campus and social recruitment.

The Bank has formulated the *China CITIC Bank Measures for the Administration of Employee Recruitment*, which clearly stipulates that recruitment must strictly comply with national laws and regulations such as the *Labor Law of the People's Republic of China* and the *Labor Contract Law of the People's Republic of China*, without setting discriminatory recruitment terms based on ethnicity, race, gender, or religious belief, and without hiring prohibited personnel such as child laborers. In case of potential violations of recruitment laws and regulations, the Bank handles them in accordance with internal regulations such as the *China CITIC Bank Measures for the Handling of Employee Violations*. In 2025, the Bank strictly adhered to recruitment management regulations and carried out recruitment in accordance with laws and regulations, without discriminating against candidates based on gender, ethnicity, or religious belief. No violations such as hiring child laborers or forced labor were found.

The Bank has established and continuously optimizes its internal talent mobility mechanism, strengthening the analysis of data such as resume submissions and applicant information to improve person-job matching and provide employees with diverse job opportunities.

As of the end of 2025, the Group had 67,674[27] employees, with female employees accounting for 55.00% and ethnic minority employees accounting for 4.70%.

[26] The management trainee program insists on integrating and simultaneously advancing the three components of "political quality, professional competence, and comprehensive ability". The first stage involves "grassroots training" at sub-branches, the second stage involves "business honing" at branch offices, and the third stage involves returning to the head office for "specialized development"

[27] The Group's employees include contract employees, dispatched employees, and employment agreement employees.

10.3 Compensation and Performance Evaluation

The Bank continuously improves its compensation and benefits system, sharing development achievements with employees, and continuously explores and optimizes multi-dimensional incentive and constraint mechanisms to better meet the different needs of employees at different stages of development, actively creating a positive environment for recognizing, valuing, respecting, and utilizing talent.

Salary and Benefits

- The Bank has formulated compensation regulations such as the *China CITIC Bank Basic Provisions for Salary Distribution* and other compensation systems, implementing a salary distribution mechanism based on jobs and position systems, with performance contributions and ability demonstration as the evaluation standards. Meanwhile, it continuously improves the internal income distribution structure, with clear requirements that compensation resources are tilted towards front-line employees and grassroots employees.
- The Bank's employee compensation consists of basic salary and performance-based pay. The basic salary is comprehensively determined by employee positions and ranks, while the performance-based pay is linked to the Bank's overall operational performance, employee individual performance completion, and job performance capabilities.
- The Bank's compensation system adheres to the principle of equal pay for equal work, fully ensuring that employees of different genders and ethnicities receive equal treatment in terms of compensation and benefits.

Performance Appraisal and Feedback

- The Bank conducts an annual performance appraisal for all employees (including labor-dispatched employees). Head offices and branches independently conduct semi-annual and quarterly performance appraisals based on actual conditions.
- The Bank emphasizes the positive role of performance coaching and feedback, continuously deepening full-process performance management. It optimizes the coaching and feedback process, guiding line managers to promptly help employees analyze achievements and gaps, and supporting employees in improving work quality and efficiency. The Bank has established a performance appraisal appeal mechanism. Employees who have objections to their appraisal results may submit a written appeal. The Human Resources Department will handle the appeal and provide a response to the appellant in accordance with procedures, fully protecting the legitimate rights and interests of employees.

10.4 Career Development and Promotion Paths

The Bank continuously improves its value-oriented human resource management system, focusing on building a sustainable career development system and a position management mechanism that adapts to its organizational structure, business processes, and personnel allocation. It establishes an orientation toward capabilities and value contributions, creating a clear and transparent growth map for employees.

In 2025, the Bank established a new position system based on elements such as staff level, position sequence, rank, and grade. It fully implemented an integrated human resource management reform plan covering position management, performance appraisal, salary distribution, and agile organization. It systematically advanced the selection and appointment of cadres based on the new position system and employee career development, and implemented a term-based management system for high-rank employees.

Horizontal Expansion of Career Paths

Established three career development sequences: management, professional technology, and operational support, and opened up cross-sequence transfer mechanisms to support employees' ability to move flexibly across different professional fields, achieving diversified career development.

Vertical Refinement of Promotion Ladders

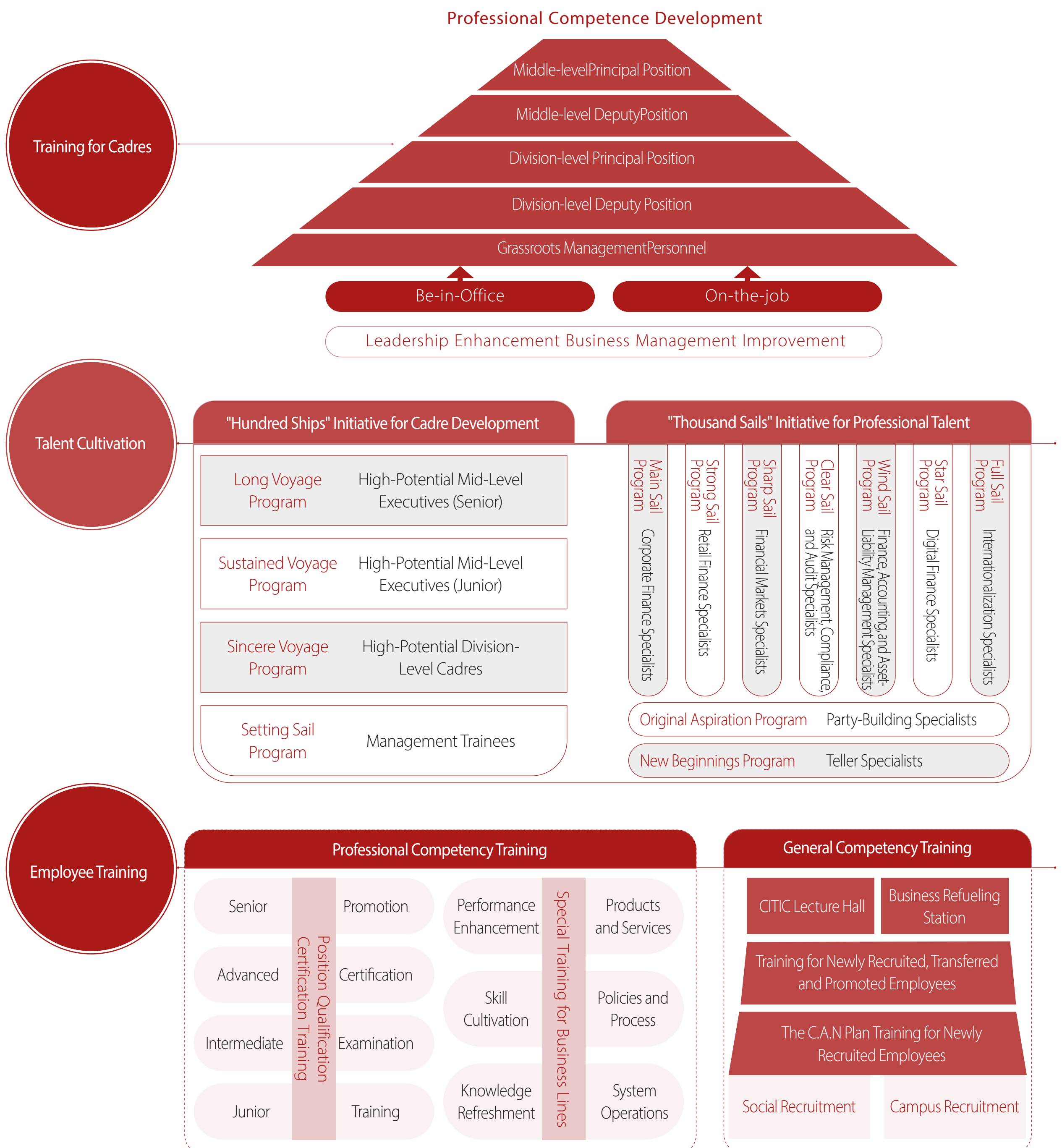
Constructed a position system of "rank – staff level – grade." By further refining staff levels under ranks and setting grades within staff levels, it further refined the growth path and fully released the growth space for employees. At the same time, the Bank strengthened the link between promotion and performance appraisal results, incentivizing high-performing talent to accelerate their growth.

Additionally, the Bank continuously broadened the scope of talent selection and appointment by advancing potential talent cultivation and conducting open selections for deputy divisional assistant positions, providing broad promotion platforms for more outstanding young professionals.

10.5 Training and Support

The Bank is dedicated to building a comprehensive training system. It continuously improves a tiered and categorized training system for cadres and employees to meet the development needs of personnel at different career stages. Centered on the concepts of "role-based and on-the-job development," it focuses on strengthening the political literacy, leadership, and operational management capabilities of managers at all levels. By integrating various methods such as centralized training, action learning, mentorship, and research projects, it organizes and implements exemplary talent development programs. Through initiatives like the "CITIC Lecture Hall," "Business Refueling Station," position qualification certification, and development programs for "New Employees, New Roles, and Newly Promoted Staff," the Bank promotes the coordinated enhancement of professional skills and general competencies across its entire workforce.

The Bank's Training Planning Panorama



10.5.1 New Employees Training

Based on needs assessment results of new hires, the Bank reasonably designs and continuously refines its training curriculum, covering topics such as development strategy, business fundamentals, compliance practices, and internal regulations. In 2025, the Bank continued to roll out the "C.A.N" new employee training program across the organization, using a structured approach that includes online learning, offline intensive sessions, pre-job training, and mentorship. This helped new employees accelerate cultural integration and role transition and enhanced their capabilities.

The Bank comprehensive onboarding training system for new campus recruits, called the "C.A.N" Program (Version 2.0)

Campus Recruitment New Employee Onboarding

Training Arrangement	Online Learning	Offline Centralized Training	Pre-Job Training	Mentorship Program
Training Objectives	Establish fundamental understanding of banking operations	Enhance organizational belonging, and strengthen professional literacy	Acquire necessary knowledge and skills for the job, initially meeting job requirements	Continuously improve job competency & performance
Main Content	Study courses on political awareness, development planning, business general knowledge, compliant practice, management norms, etc.	Conduct training in aspects such as political literacy, development strategy, business knowledge, professional competence, and team integration	For positions like financial managers and tellers, learn basic knowledge of systems, products, services, etc.	Carry out mentorship guidance, providing business coaching, skill transfer, performance tracking feedback, etc.
Implementation Responsibility	Human Resources Departments of Each Branch	Human Resources Departments of Each Branch	Human Resources Departments of Each Branch, Business Lines	Human Resources Departments of Each Branch, Employing Units

10.5.2 Leadership Training

The Bank continuously improves its "position-based + on-the-job" training system for cadres, aiming to build a highly competent and professional financial talent team that is loyal, ethical, and accountable. In 2025, the Bank focused on enhancing strategic leadership, business innovation, and comprehensive management skills. It organized five position-based training sessions for newly appointed middle-level cadres and branch managers, emphasizing financial risk control, internal compliance management, and business operation strategies. It also held eight on-the-job training sessions for key roles such as heads of corporate/retail banking, risk directors, and second-level branch managers, focusing on expanding their vision and capabilities in macroeconomic policy, artificial intelligence applications, and customer operations. Throughout the year, various centralized rotations and thematic training programs covered over 5,000 participants, providing differentiated empowerment for the growth and development of cadres and employees.

The Bank places strong emphasis on cadre team building, strengthening the systematic planning and promotion of leadership team composition and talent team construction. It continuously improves succession mechanisms for key positions, intensifies efforts to cultivate, identify, and deploy outstanding young cadres, and ensures a continuous flow of talent to sustain the organization's future. The Hundred Boats and Thousand Sails talent program serves as a flagship initiative, encompassing the Voyage Plan potential talent development program for heads of departments, the Endurance Plan for deputy heads of departments, and the Sincere Voyage Plan for section-level cadres. These programs set clear quantitative and qualitative goals for selection and cultivation, comprehensively optimizing and upgrading team selection methods, training programs, and deployment directions. A number of outstanding cadres and talents cultivated through these programs have already advanced to higher-level management positions, continuously consolidating and strengthening the Bank's cadre and talent pipeline.

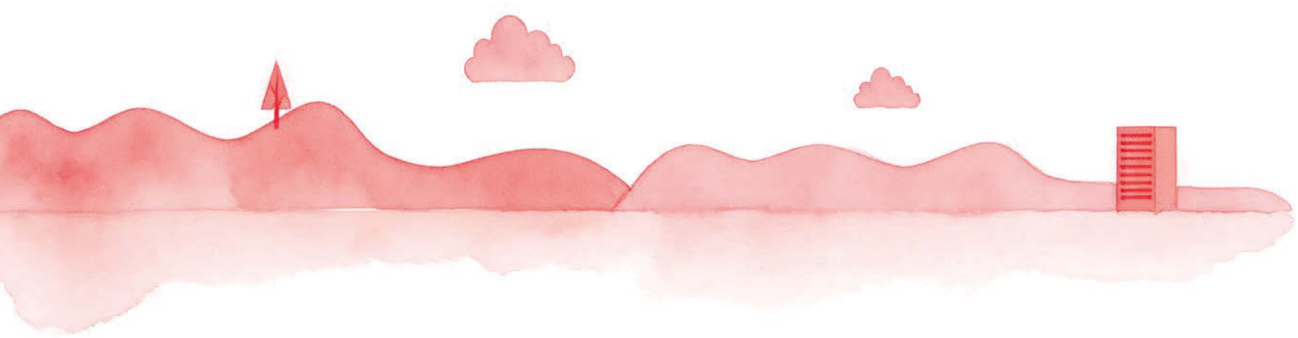
10.5.3 Digital Capability Training

In 2025, the Bank innovatively constructed a "Three Levels and Three Transformations" digital capability training and certification system, establishing "three levels" of certification standards (beginner, intermediate, and advanced) and building a "three transformations" content system (informatization, datafication, and intelligence). Guided by certification and oriented toward practical application, it promoted the digital mindset and capabilities of all employees. The beginner certification was open to all employees, with two rounds of training and certification exams conducted throughout the year. This promoted learning through exams and transformation through learning, encouraging all employees to actively develop a digital mindset. The intermediate certification focused on key transformation positions, with four business data analysis training camps and one data governance training camp held throughout the year. Adopting an integrated model of "teaching, learning, practice, and examination," it helped participants master practical digital skills.

At the same time, the Bank organized a special training program on digital transformation for middle-level cadres and openly selected 150 "Star Sail Plan" digital talents across the Bank for specialized training, continuously strengthening the talent foundation for the Bank's digital transformation.

10.5.4 Internal Position Qualification Certification Training

The Bank continuously improves the internal position qualification certification training and examination system covering all employees, with certification scope including ten major sections and 65 categories such as corporate business, retail business, financial market, risk management, and information technology. The Bank clearly defines the specific requirements for employees to obtain position certifications at the institutional level and relies on the internal "e-enterprise learning" platform to release exam syllabi and offer certification-specific online courses, guiding employees in autonomous learning and systematically enhancing their job performance capabilities. In 2025, the Bank implemented two sessions of position qualification certification training and examinations, covering 14,600 attendances.



10.5.5 Professional Qualification Certification

The Bank advocates the concept of "lifelong learning" and supports employees in enhancing their professional competence during their spare time. It encourages employees to participate in professional title evaluations, external professional qualification certifications, and academic degree education relevant to their positions.

Professional Title Review

In 2025, following evaluation by the CITIC Group Senior Professional Title Evaluation Committee, 29 employees of the Bank obtained senior professional titles, including 9 at the senior professional level and 20 at the associate senior professional level.

External Professional Qualification Certification

The Bank has established a clear management policy for external professional qualification examinations applicable to all employees (including labor dispatched employees). It includes 68 qualifications such as the Chartered Financial Analyst (CFA), Financial Risk Manager (FRM), and Certified Public Accountant (CPA) in its directory, and provides expense reimbursement for employees who obtain certificates for qualifications included in the directory. In 2025, the Bank supported a total of 1,775 attendances in obtaining relevant professional qualification certificates.

10.5.6 University Joint Training

The Bank makes full use of high-quality external educational resources and continuously deepens its cooperation with 25 top-tier domestic universities such as Peking University and Tsinghua University. In 2025, the Bank, in collaboration with partner universities, organized 73 training programs for head office and branch professionals, with a total of 4,010 attendances, providing employees with diverse and high-quality learning and growth opportunities.

10.6 Sound and Listening

The Bank values democratic management and continuously improves two-way communication mechanisms. Through well-established and diversified feedback channels, it listens closely to the voices of employees and takes their demands as an important basis for optimizing internal operations and enhancing management quality and efficiency.

10.6.1 Employee Congress

The Bank has established an Employee Congress system covering the head office, branches, and subsidiaries, formulated the *China CITIC Bank Implementation Measures for the Employee Congress*, and improved the enterprise democratic management mechanism with the Employee Congress as its basic form. The Bank fully guarantees employee representatives' rights to know, participate, express, and supervise. It invites them to attend the Bank's quarterly business situation analysis meetings across the board, enabling them to play a substantive role in democratic decision-making and supervision.

In 2025, the Bank held the second session of the fifth Employee Congress, reviewed and approved 10 rules and measures related to ranks, salaries, and women employees' hygiene fees, among others, that directly affect the interests of employees, and answered the hot proposals of employee representatives on the spot. The meeting collected 59 proposals from employee representatives, with a case resolution rate of 77.50%.

10.6.2 Employees Communication Channels

The Bank has established a variety of communication platforms, including the President's mailbox, Department General Manager mailbox, the "Work Connection" column of the intranet, and the "Love to Speak" platform, providing multiple channels for employees to report issues and propose suggestions.

President's Mailbox

- All employees can directly submit emails to the President's mailbox. The Bank values the content received in the President's mailbox, and some suggestions have been assigned to relevant departments for implementation.

"Love to Speak" Platform

The Bank's "Love to Speak" platform has established a full-process response mechanism with "suggestions must be responded to, processes must be visible, results must be traceable, and services must be evaluated."

- The platform offers various ways to submit suggestions, such as anonymous, nickname, and real-name options, strictly protecting the privacy and information security of employees, ensuring that frontline employees "can speak, dare to speak, and are willing to speak."
- Each department of the headquarters has established an operational team to publicly display the entire process of request circulation, the handling personnel, and their responses. The platform grants the decision-making power to end the process to the person who raised the question. If the issue is not resolved, the person can return it for resubmission until satisfied, and can also evaluate the service process.
- The platform has established a supervision and publicity mechanism, publicly displaying data such as satisfaction levels and operational efficiency of each department of the headquarters, and forming operational reports and hot topic reports to be submitted to the Bank's senior management. Senior management has made important comments on relevant reports and held symposiums to listen to suggestions from the grassroots.
- By the end of 2025, the "Love to Speak" platform had accumulated a total of 6.5 million visits and received over 35,900 grassroots issues and suggestions. Through timely resolving doubts and issues, and addressing urgent and pressing needs, the platform has become an effective management tool for optimizing business processes and enhancing operational efficiency.

10.6.3 Employees Satisfaction Survey

The Bank views employee satisfaction as a key indicator of organizational health, conducting an annual satisfaction survey covering all employees. During the reporting period, the Bank used online questionnaires to comprehensively understand employees' perceptions and expectations regarding personnel management, talent development, incentive mechanisms, training effectiveness, and human resources services. The survey results have become an important basis for the Bank to formulate targeted human resources strategies. In 2025, 94.53% of employee participants rated their satisfaction as "satisfied."

10.7 Non-Salary Benefits

10.7.1 Basic Rights Protection

The Bank strictly adheres to national laws and regulations, paying social insurance and housing fund contributions on time and in full for **all employees (including labor dispatched employees),** and providing supplementary medical insurance and enterprise annuity benefits for employees under labor contract systems

Pension

Formulated the *China CITIC Bank Implementation Rules for Enterprise Annuity*. In addition to basic pension insurance, and under the principle of voluntary and equal negotiation, employees under labor contract systems who have completed their probation period may voluntarily join the Bank's enterprise annuity plan.

Medical

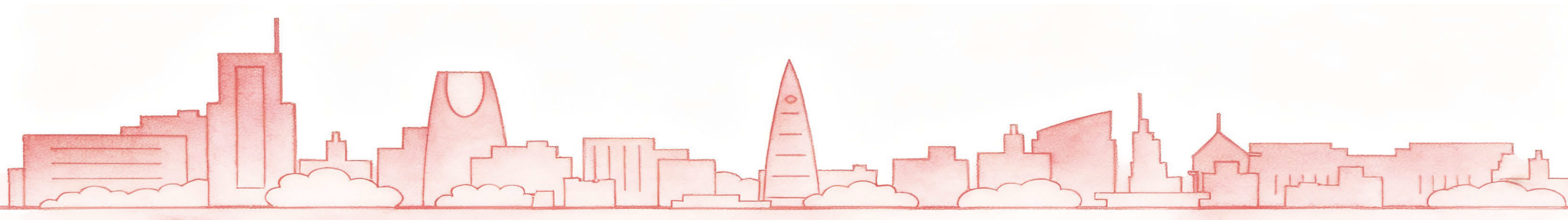
Formulated the *China CITIC Bank Management Measures for Supplementary Medical Insurance*. In addition to basic medical insurance, supplementary medical insurance is provided for employees under labor contract systems who have completed their probation period. The coverage mainly includes medical services such as outpatient, inpatient, and critical illness insurance for employees at designated medical institutions in China, with the premium borne by the Bank.

Leave

Formulated the *China CITIC Bank Measures for Employee Attendance Management* to ensure that all employees enjoy rights to various types of leave, including annual leave, personal leave, maternity leave, parental leave, and care leave. Provides female employees with paid maternity leave not less than the legal minimum wage, and offers maternity allowances to employees on maternity leave.

10.7.2 Occupational Health and Safety

The Bank strives to create a safe working environment for employees, and in 2025, no safety liability accidents or incidents occurred. The Bank holds quarterly safety committee meetings to deploy key tasks, implements a comprehensive safety responsibility system, integrates safety responsibilities into departments, and fosters a positive atmosphere where "everyone speaks of safety and everyone knows how to respond to emergencies." Regularly organizes fire evacuation drills and emergency response drills for security personnel, and invites the Beijing Red Cross to conduct emergency first aid training to help employees obtain a "First Aid Skills Certificate" and enhance self-rescue and mutual rescue capabilities. Establishes daily inspections, monthly checks, and special inspection and security duty mechanisms during important periods and holidays, continuously maintains and repairs security and fire protection facilities in the office area, and takes effective measures to prevent various safety risks from impacting the health and safety of employees.



10.7.3 Physical and Mental Health of Employees

The Bank actively practices the concept of "National Health", genuinely integrating health management principles into the daily work and life of employees, and providing solid support for their physical and mental well-being.

Focusing on Physical Health

- Optimizing physical examination configuration
  Designed a multi-category physical examination package covering seven major categories and 43 subcategories, tailored to the age structure of employees, and implemented tiered configurations to meet personalized health monitoring needs.
- Strengthening health management
  Invited medical experts to regularly hold health knowledge lectures to raise employees' awareness of disease prevention and healthy living; launched the "Health Walk" series of activities at the Head Office, including nutritional knowledge lectures, weight loss training camps, home visits for free medical consultations, and expert tours, to promote employees' health improvement.
- Organizing sports activities
  Regularly held sports events such as employee sports meets, brisk walking, and table tennis competitions to inspire enthusiasm for sports and improve physical fitness.

Providing Psychological Support

- Implementing special programs
  Promoted the "Psychological Care Five-Year Plan", organized its Beijing-based institutions to complete the deployment of the first phase of EAP services, and provided professional psychological counseling and guidance to over 2,000 employees cumulatively.

Implementing a Health Management Order System to Provide Precise Care for the Physical and Mental Health of Employees Case

The Bank's Nanning Branch adheres to the principle of "people-oriented", innovates the health management model for employees, and introduces a "1+X" order-based physical examination plan. Employees can independently choose personalized examination items based on their age, health status, and family medical history, in addition to the basic package, and enjoy the right to choose from a variety of physical examination institutions. At the same time, the Branch extends care to the families of employees by providing discounted physical examination packages for family members, effectively enhancing their sense of gain and happiness.

CITIC Bank International Building a Family-friendly Culture, Enriching Diverse Parent-child Activities Case

In 2025, the Bank's subsidiary, CITIC Bank International, continued to deepen the construction of a family-friendly culture by successively holding a series of themed parent-child care activities, including the "Easter Macaron Parent-Child Class", "Mother's Day Pearl Farming Parent-Child Experience Day", "LEGO Exploration Center Father's Day Parent-Child Activity Day", "Bowling Parent-Child Experience Day", and "National Day Fireworks Parent-Child Fun Day". These activities attracted over 200 employee families to participate throughout the year, enriching the work and life of employees, promoting harmonious parent-child relationships, and effectively enhancing their sense of belonging and cohesion.

The series of parent-child care activities for family-friendly culture construction by the Bank's subsidiary, CITIC Bank International.

10.7.4 Employees Comfort and Support

The Bank continuously carries out employee care and support work to enhance their sense of happiness and belonging. In 2025, it comprehensively carried out routine care for employees such as marriage, childbirth, illness, hardship, retirement, and bereavement. It comforted 207 employees facing difficulties, supporting cadres, hardworking model workers and their families, with a total comfort amount of RMB 1.3350 million. It regularly carried out special activities for festivals such as New Year's blessings, cultural fairs, Lantern Festival Garden parties, Dragon Boat Festival exchanges, autumn learning aid, and youth matchmaking. More than 500 comfort and support activities were conducted by trade unions at all levels of the Bank.

CNCB Investment Responding Promptly to Aid Disaster-stricken Employees Case

After the "11·26 Hong Kong Tapo Fire Accident", the Bank's subsidiary, CNCB Investment immediately established a special working group and formulated a safety prevention plan. On the night of the fire, through departmental coordination and multi-channel investigations, it conducted a thorough check of the residential addresses, physical conditions, and property safety of all employees in Hong Kong, and conducted a second round of reviews the next day to fully ensure personal and property safety.

10.7.5 Caring for Female Employees

The Bank emphasizes the care and protection of the rights of female employees, committed to creating a workplace environment that is equal, friendly, and respectful. In the terms of the *China CITIC Bank Collective Contract for the Special Protection of Female Employee Rights*, it explicitly requires the prevention and prohibition of workplace violence and sexual harassment targeting female employees, and outlines provisions for work-related injury assistance, mental health intervention, emergency leave, and menopausal protection. At the same time, the Bank strictly implements national and local laws and regulations to ensure the rest and leave rights of female employees, including maternity leave, prenatal check-up leave, breastfeeding leave, and child-rearing leave, ensuring that female employees receive maternity allowances during their maternity leave and enjoy a half-day leave on International Women's Day.

In 2025, the Bank reviewed and approved the *China CITIC Bank Work Plan for the Distribution of Sanitary Fees to Female Employees*, providing sanitary fees at a standard of RMB 200/month/person to further effectively protect the legitimate and special rights of female employees.

CITIC Bank International Constructing and Maintaining High-Standard Breastfeeding-friendly Workspaces Case

The Bank's subsidiary, CITIC Bank International, genuinely cares for breastfeeding female employees, continuously maintaining high-standard lactation rooms at its core office locations, providing a private, comfortable, and well-equipped breastfeeding environment. The Bank has been awarded the "Breastfeeding-Friendly Workspace" commendation by the Hong Kong Committee of the United Nations Children's Fund for five consecutive years, demonstrating its firm commitment to the care of female employees and social responsibility.

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11 Social Contribution

The Bank is deeply committed to diversified assistance, public welfare and charity, and volunteer services, with focus on supporting vulnerable groups. While driving social development through financial resources, it actively fulfills its corporate citizenship, shaping a responsible and empathetic brand image. In 2025, the Bank received 66 awards in the fields of public welfare and charity, including Best Responsible Corporate Brand at the 9th CSR China Education List and Charity Brand Project of the Year issued by China Charity Federation.

11.1 Diversified Assistance

In 2025, the Bank built multi-level and broad assistance system focusing on four major areas: paired assistance, medical assistance, educational assistance, and consumption assistance.

Paired Assistance

In 2025, the Bank formulated the *China CITIC Bank Guidelines for Paired Assistance Work*, in which specified 14 key tasks and established comprehensive institutional system covering the entire process of assistance site identification, registration of officer stationed in village, project management and implementation, fund usage supervision, and assessment evaluation and incentives, strengthening support for village cadres and forming a layered and categorized management mechanism, as well as differentiated assistance strategies for 55 assisted villages. The Bank organized 20 branches to conduct precise profiling research on assisted villages, establishing 291 indicators and collecting over 16,000 feedback entries. This initiative comprehensively reviewed the shortcomings in rural industries, construction, and governance, providing a basis for decision-making to ensure the orderly development of precise assistance work. Meanwhile, the Bank convened the paired assistance work exchange meeting, summarizing assistance experiences of "Eight Adherences"[28] for continuously improving the effectiveness of assistance.

The Bank has made steadfast progress in its paired assistance across 55 designated villages and townships nationwide, including Akesu City in Xinjiang, Tanchang County in Gansu, Lingqiu County in Shanxi, Huaian County in Hebei, and Liangshan Prefecture in Sichuan. By the end of 2025, the Bank has implemented 145 assistance projects, donated RMB 6.0122 million of gratuitous funds, introduced other assistance funds totaling RMB 109 million, dispatched 80 village-based officials (including 32 First Secretaries) to assisted villages, and helped train 831 instances of rural grassroots cadres and technical personnel, with approximately 402,400 residents benefited throughout the year.

The Bank has diligently executed its paired assistance mandates as part of the CITIC Group initiative, signing and implementing the *2025 Assistance Agreement* covering capital donations, financial support, paired collaboration, and education and training. By the end of 2025, it has directly invested RMB 400 thousand in non-repayable funds and RMB 763 million in repayable funds in Yuanyang County and Pingbian County of Yunnan Province, Qianjiang District of Chongqing, and Shenzha County of Tibet. Additionally, the Bank facilitated RMB 57.3415 million in consumption-based assistance through the procurement of agricultural products.

Medical Assistance

In 2025 the Bank continued to implement the "China CITIC Bank Ay You Children's Heart" Medical Assistance Program in central and western regions and areas under the "three Regions and Three Prefectures", providing free surgical and rehabilitation treatments for children with congenital heart disease (CHD) from formerly registered impoverished households and other financially disadvantaged families in rural areas. By the end of 2025, the Bank has donated RMB 1 million, supporting medical interventions for 61 children with CHD.

[28] Eight Adherences refer to adhere to Party-building leadership; adhere to coordinated advancement; adhere to local conditions; adhere to people's well-being; adhere to long-term mechanisms; adhere to refined management; adhere to compliance with laws and regulations; and adhere to through culture.

Educational Assistance

The Bank focuses on empowering both knowledge and aspirations by implementing educational (talent) assistance projects nationwide that aim to improve the conditions of rural (township) primary and secondary schools, to provide financial aid to students from disadvantaged families, and to offer vocational education and skills training for farmers. In 2025, it invested RMB 2.9464 million in gratuitous educational assistance, directly and indirectly benefiting 359,946 student person-times.

Among these initiatives, the Bank launched the "CITIC Bank New Great Wall High School Self-Strengthening Class" in 20 rural secondary schools across 19 provinces, donating RMB 2 million to support 1,000 financially challenged high school students in completing their third year of studies. The Bank carried out public welfare projects for educational assistance and teacher support at institutions including Beijing Jiaotong University, Central University of Finance and Economics, and primary and middle schools in numerous locations such as Chongqing, Beijing, and Sichuan, benefiting 1,140 students and faculty members. Furthermore, the Bank dispatched three young employees to join CITIC Group's fifth batch of educational support teams, providing teaching assistance in Yuanyang County and Pingbian County, Yunnan.

Consumption Assistance

In 2025, the Bank has continued to purchase agricultural products from key assistance areas and national poverty-alleviation counties through channels such as trade union welfare procurement, administrative procurement, and business promotion. By the end of 2025, the Bank directly purchased agricultural products worth RMB 57.3415 million.

At the same time, it extensively mobilized employees, customers, and partners to participate through "purchase-over-donation" and other initiatives. In 2025, the Head Office held the Spring Festival Consumption Assistance Action agricultural products fair, helping 18 villages solve the problem of unsold inventory of 34 agricultural products.

Empowering Rural Revitalization through E-Commerce and Creating New Pathways for Agricultural Upward Mobility Case

The village work team of the Bank's Kunming Branch pioneered an "Internet + Consumption Assistance" model. By leveraging digital channels, it introduced specialty agricultural products including lychee and passion fruit from remote mountainous areas to the national market. It also coordinated logistics resources to optimize transport costs. In 2025, this model generated over RMB 220 thousand for the village collective economy, directly increasing villagers' income, diversifying sales channels, and stimulating the endogenous driving force for rural development.

11.2 Spreading Compassion

11.2.1 Public Welfare Platform

In 2009, the Bank pioneered the "Love Trust Together" credit cardholder public welfare platform in China, focusing on three pillars: customer service, inclusive finance, and rural education. Through credit card point donations by cardholders, the platform supports the development of education career in economically underdeveloped and remote mountainous regions. By the end of 2025, the platform attracted 1.7-million-point donations, funding the establishment of 260 "Dream Center" multimedia classrooms across 28 provinces, cities, counties, and autonomous regions, 45 of which are located in boarder area. The Bank has organized over 1,200 employee volunteers to take part in public teaching and volunteer services, with cumulative teaching journeys exceeding 160,000 kilometers, volunteer service hours surpassing 7,800 hours, and benefiting 310,000 teachers and students in total, including 40,000 teachers and students in border area schools. In 2025, the "Love·Trust·Gather" public welfare platform project of the Bank's credit card was awarded the "Excellent Social Responsibility Case" by the Shenzhen Banking Association.

11.2.2 Charitable Donations

The Bank complies with legal and regulatory requirements, including the *Charity Law of the People's Republic of China* and the *Public Welfare Donation Law of the People's Republic of China*, to make active contribution to society and ensure that funds flow to areas of urgent social need. In 2025, the total donation amount by the Group is RMB 10.8944 million with a social contribution value per share of RMB 5.10.

The Bank actively advocates "Public Welfare for All" culture and provides platform for employees to participate in charitable activities. In 2025, the Head Office hosted two sessions of "Gathering Love, Passing Warmth" charity event. Raising more than RMB 80,000 and 10,900 pieces of clothing and daily necessities for underprivileged students and disadvantaged people in the areas supported by the Bank through charity sales, auctions, and other activities, The Bank mobilized Beijing-based units to participate in voluntary tree-planting activities, engaging 2,172 employees who contributed RMB 155,000, equivalent to planting 8,039 trees.

11.2.3 Volunteer Services

In 2014, the Bank established the Youth Volunteers Association with the mission of "practicing the spirit of volunteerism, spreading advanced culture, and contributing to a harmonious society characterized by unity, mutual assistance, equality, fraternity, and collective progress." In 2025, the Association organized 1,679 volunteer activities, including "Sunshine Mutual Aid, CITIC Together" and "Learning from Lei Feng - Civilized Practice in Action", covering diverse fields such as rural education support, elderly care, assistance for sick children and vulnerable groups, environmental protection, blood donation drives, charity sales, and financial literacy popularization. These efforts involved 13,400 employee participations with over 7,700 hours of service.

volunteer activities	service over	employee participations
1,697	**7,700** hours	**13,400**

Demonstrating Commitment in Earthquake Relief and Helping the Vulnerable to Overcome Difficulties — Case

In January 2025, following a 6.8-magnitude earthquake in Tingri County, Shigatse, Tibet, the Bank's Lhasa Branch promptly activated emergency response to fully ensure the continuity of financial services in the disaster area. Employees of the Branch voluntarily donated funds to purchase urgently needed supplies such as first aid kits and oxygen generators, and coordinated with the CITIC Industrial Investment affiliated hospital to organize a professional medical team to travel to the disaster area for treatment. At the same time, the Branch opened green credit channel, focusing on supporting post-disaster reconstruction work and standing together with the people in the disaster-stricken areas.

12 Supply Chain Management

The Bank always upholds the principles of transparency, fairness and justice and insists on conducting procurement activities with commitment to political integrity, compliance, and independence. It has established an end-to-end management system underpinned by the *China CITIC Bank Centralized Procurement Supplier Management Measures*, the *China CITIC Bank Centralized Procurement Work Procedures*, and other policies.

In 2025, the Bank has continued to optimize the procurement risk management mechanism, promoted the digital and intelligent transformation of procurement, and constantly improved green procurement standards.

12.1 Procurement Risk Management

The Bank develops a comprehensive management framework and closed-loop accountability system with clearly delineated responsibilities, spanning the full pre-, mid-, and post-procurement phases.

Governance Structure for Procurement Risk Management of the Bank

Board of Directors	Responsible for approving strategies and policies, and supervising Senior Management. Specifically, it includes determining the objectives, principles, and overall framework for procurement risk management, as well as supervising the effectiveness of procurement risk management through specialized committees such as the Audit Committee under the Board of Directors.
Senior Management	Responsible for enforcing procurement risk management and policies to ensure procurement operations remain compliant, efficient, and well-controlled. Specifically, it includes implementing decisions of the Board of Directors, formulating detailed procurement risk management policies, establishing organizational structure for procurement risk management, standardizing procurement processes, optimizing the supplier management system, and handling major procurement risks, etc.
Financial department and requesting departments	Responsible for concrete execution and risk control to ensure standardized operations at each stage. Specifically, it includes procurement planning and budget execution, procurement implementation, supplier management, contract management, acceptance and payment management, risk identification and daily monitoring, etc.

The Bank strengthens procurement personnel management to prevent ethical and compliance risks. It builds robust internal controls and continuous inspection mechanisms to prevent operational errors and fraud, ensuring standardized processes. Procurement personnel are required to operate in accordance with laws and regulations, due diligence, and integrity, with professional ethics and behavioral norms into their responsibilities.

Key Points of the Bank's Full Process of Procurement Risk Management

Pre-procurement Process

- Extensive supplier sourcing

  To promote the inclusion of high-quality suppliers and enrich supplier pool, the Bank adopts open solicitation, internal and external recommendations, and self-recommendations by suppliers. For projects requiring evaluation testing, the requesting department is responsible for assessing suppliers' professional competence and their alignment with procurement needs, in strict accordance with the principles of fairness, impartiality, and transparency.

- Rigorous supplier qualification review

  Suppliers must meet the following criteria to be included in the database: possess the capacity to assume corresponding civil liabilities; have records of lawfully paying taxes and social security contributions; having not been listed on the Bank's supplier exclusion list over the past three years; submit basic information about management personnel and demonstrate corporate social responsibility performance; strictly comply with national laws and regulations on anti-money laundering, anti-unfair competition, anti-commercial bribery, as well as the Bank's internal policies, and commit to abiding by bidding and green procurement of both the national laws and regulations and the Bank's requirement to ensure zero tolerance for any illegal or non-compliant practices.

Procurement Process

- Candidate qualification confirmation

  Prudently confirm candidate supplier information, and classify any significant administrative penalties concerning environmental and social issues over the last three years as key risk indicators. These indicators form an essential part of qualification assessment.

- Intelligent-assisted review

  Upgrade the relationship analysis model to precisely identify and prevent bid rigging and collusion. Utilize intelligent public opinion monitoring tools to dynamically identify and monitor risks, enhancing the efficiency of risk review during evaluation.

Post-procurement Process

- Quantitative performance evaluation

  Contract execution departments and financial department evaluate suppliers' regular performance, commercial cooperation, business collaboration, and compliance behaviors according to established rules. The centralized procurement center of the Head Office regularly compiles scores and assigns ratings, providing data support for supplier management.

- Dynamic risk monitoring

  Using an intelligent risk monitoring system to conduct real-time monitoring of suppliers' environmental-related administrative penalties, negative public opinion, and other risks. If the procurement department identifies a risk, after reporting it to the centralized procurement center and suggesting a handling proposal, the centralized procurement center will, in accordance with regulations, issue warnings, disable, or remove the supplier, and include them in the abnormal list management.

12.2 Procurement Digital Transformation

The Bank continues to deepen online procurement and intelligent digital management. In 2025, the Bank implemented 1,378 online procurement projects, and the Digital Procurement Sharing Platform was honored with the 2025 Leading Enterprise Award for Technical Architecture of Central SOE E-Commerce Platform presented by the China State-owned Industry Innovation Alliance.

Building Intelligent Platform

- Fully promote the application of the electronic bidding system to realize the full-process online operation from demand submission, bidding evaluation to contract signing, maintaining procurement process agile and efficient. In 2025, the Bank integrated its procurement management, e-bidding, and fulfillment systems to drive highly efficient operational synergy.
- Promptly remind of contract expiration through the procurement system, effectively prevent business continuity risks caused by business gaps, supply interruptions, or service lapses.

Deepening the Integration of Business and Finance Systems

- Promote the interconnection of the procurement system with the financial system to optimize payment process, significantly improving efficiency and reducing suppliers' funding costs.

Establishing Standardized Work System

- Establish standardized work system covering the entire procurement process, introduce unified templates for demand requesting, scoring, bidding, and tender documents, along with operational guidelines and Q&A manuals, significantly lowering the operational threshold for branch procurement.

12.3 Transparent and Compliant Procurement

The Bank has established standardized procurement information disclosure mechanism to ensure transparency and compliance throughout the entire procurement process.

Enhancing Transparency of Information Disclosure

- Use public solicitation as one of the important channels for supplier inclusion, and lawfully, timely, accurately, and truthfully disclose bidding and non-confidential private procurement information via the Bank's official website, procurement agency platforms or other public channels
- Establish open call for demand solicitation mechanism, and disclose procurement intentions of departments on both internal and external platforms by relying on the Head Office's annual procurement plan.

Prioritizing Open Bidding

- In compliance with laws and regulations, public bidding is prioritized for centralized procurement projects. If a non-public method is adopted, the requesting department is required to state the reasons in the procurement plan and to follow the prescribed internal approval procedures.
- Include the proportion of public bidding and single-source procurement methods into the annual performance assessment of the financial line to strengthen the management constraints on procurement methods.

Conducting Supplier Responsibility Assessments

- Maintain regular communication with suppliers through on-site inspections and offline exchanges. Focus on evaluating and inspecting IT-related suppliers' production bases, as well as their ESG-related management practices.

Requiring Suppliers to Make Anti-bribery Commitment

- Require suppliers who seek cooperation with the Bank to comply with relevant national laws and regulations, assume social and environmental responsibilities, and provide a letter of commitment covering anti-bribery provisions, committing to unconditionally accept the Bank's sanctions or remedial actions should any bribery-related violations occur during the course of the cooperation.
- For more information regarding the anti-corruption policies for suppliers[29] of the Bank, please visit the ESG section on the official website of the Bank.

[29] Key Points of China CITIC Bank on Anti-Bribery and Anti-Corruption in Procurement: www.citicbank.com/esgzqen/sy/

12.4 Green and Environmentally Friendly Procurement

By adhering to the principle of environmental protection first, the Bank incorporates energy-saving and low-carbon requirements into the entire procurement process. It explicitly includes environmental protection indicators in evaluation criteria, and designates major administrative penalties for environmental or social responsibility violations within the past three years as key risk indicators. Suppliers failing to meet environmental requirements will be disqualified from the evaluation process or subject to score deduction, in accordance with tender documents. The Bank clearly stipulates environmental standards for packaging materials in procurement contracts.

To promote the green and low-carbon transformation of supply chain, the Bank has innovatively established Xin Tan Tong Platform, providing suppliers with free carbon emission calculation services to support them generate greenhouse gas emission reports and product carbon footprint report in a convenient way. This initiative guides suppliers to jointly participate in carbon reduction campaign, further enhance greenhouse gas emissions management capabilities of value chain.

12.5 Equal Treatment for Small and Medium Enterprises

The Bank is committed to eliminating procurement barriers and ensuring fair participation as well as competition for small, medium, and micro enterprises. In the qualification access and requirement setting stages, the Bank requires that no unreasonable conditions be set to limit or exclude potential suppliers.

By the end of 2025, the outstanding accounts payable (including notes payable) of the Bank represented well below 50% of its total assets. The Bank and its subsidiaries have disclosed information on overdue payments to small and medium enterprises in accordance with national regulations through the National Enterprise Credit Information Publicity System, and there were no cases of overdue unpaid amounts to small and medium enterprises in 2025.

GOVERNANCE CHAPTER

13 Corporate Governance

The Bank conscientiously implements national decisions and arrangements as well as regulatory requirements, and remains committed to organically integrating the strengthening of Party leadership into all aspects of corporate governance. It continuously improves its corporate governance framework and constantly enhances the modernization level of its governance capabilities, thereby driving the Bank's high-quality development through highly effective governance.

13.1 Party Leadership

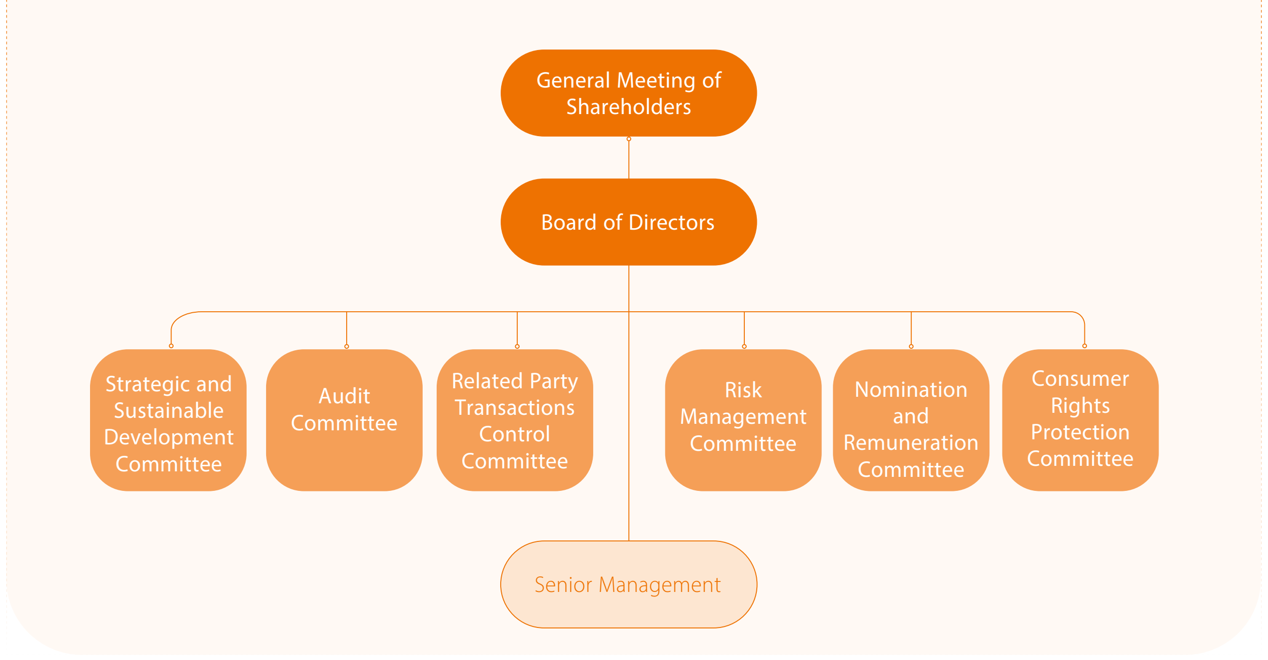
The Bank continuously strengthens the overall leadership of the Party while improving its corporate governance mechanism. It adheres to the leadership system of "two-way entry and cross-appointment", strictly implements the preliminary study procedure by the Party Committee, and effectively promotes the organic integration of the Party Committee's leadership role with modern corporate governance mechanisms. This fully leverages the functional roles of the Party Committee in "charting the course, overseeing the broader picture, and ensuring implementation"; the Board of Directors in "setting strategies, making decisions, and preventing risks"; and the Management in "managing operations, driving execution, and strengthening management".

13.2 Corporate Governance Architecture

In 2025, the Bank strictly adhered to legal and regulatory requirements, including the *Company Law of the People's Republic of China*, the *Commercial Bank Law of the People's Republic of China*, the *Banking Supervision and Administration Law of the People's Republic of China*, the *Corporate Governance Code for Listed Companies*, and the *Corporate Governance Guidelines for Banking and Insurance Institutions*. It continuously improved its institutional system mainly comprising the *China CITIC Bank Corporation Limited Articles of Association*, the *China CITIC Bank Corporation Limited Rules of Procedure for the Shareholders' Meeting*, and the *China CITIC Bank Corporation Limited Rules of Procedure for the Board of Directors*, thereby consolidating the foundation for compliant operations.

In accordance with the *China CITIC Bank Corporation Limited Articles of Association* approved and rendered effective by the National Financial Regulatory Administration, starting from December 16, 2025, the Bank no longer maintains a Board of Supervisors, and the Audit Committee of the Board of Directors exercises the functions and powers of the Board of Supervisors as stipulated by the *Company Law of the People's Republic of China* and regulatory rules. On this basis, the Bank has established a corporate governance framework comprising the Shareholders' Meeting, the Board of Directors, and Senior Management. The "Two Meetings and One Management" perform their respective duties, assume their respective responsibilities, operate in coordination, and maintain effective checks and balances, thereby promoting the continuous enhancement of corporate governance effectiveness.

The Bank's Corporate Governance Structure



13.3 Duty Execution and Responsibilities

13.3.1 Shareholders' Meeting

As the Bank's governing body, the Shareholders' Meeting exercises the decision-making power on major issues in accordance with the law. In 2025, the Bank held 1 annual general meeting, 3 extraordinary general meetings, 3 A-share category shareholders' meetings, and 3 H-share category shareholders' meetings. The meetings approved 27 resolutions, including the profit distribution plan for 2024 and the midterm profit distribution plan for 2025, and heard 6 reports, such as the independent directors' annual report for 2024.

13.3.2 Board of Directors

In 2025, the Bank convened 14 Board meetings to review 108 proposals and receive 42 briefings. Additionally, 36 specialized committee meetings and independent director sessions were held to review 106 proposals and receive 37 briefings. The Board of Directors and its specialized committees deeply participated in ESG governance, considered and reviewed ESG -related proposals and reports in areas such as green finance, inclusive finance, consumer rights protection, internal control compliance, anti-money laundering, related-party transactions, and shareholder rights protection.

Composition of the Board of Directors

The Board has six Special Committees: Strategic and Sustainable Development Committee, Risk Management Committee, Audit Committee, Related Party Transactions Control Committee, Nomination and Remuneration Committee, and Consumer Rights Protection Committee. By the end of 2025, the Board comprises 9 members, including 2 executive directors, 3 non-executive directors and 4 independent non-executive directors.

Composition of the Bank's Board Special Committees

Board Special Committee	Number of Directors	Number of Independent Directors	Chairman and Committee Members of the Special Committee
Strategic and Sustainable Development Committee	3	1	The Chairman is Mr. Fang Heying, Non-independent Director. The members are Mr. Wei Qiang and Mr. Zhou Bowen. Independent directors account for 33% of the Committee.
Risk Management Committee	3	2	The members are Mr. Hu Gang, Mr. Liu Tsz Bun Bennett, and Mr. Wang Huacheng. The proportion of independent directors in the Committee is 67%.
Audit Committee	3	3	The Chairman is Mr. Liu Tsz Bun Bennett. The members are Mr. Wang Huacheng and Ms. Song Fangxiu. Independent directors account for 100% of the Committee. Mr. Liu Tsz Bun Bennett is an accounting professional and audit expert, familiar with the accounting and corporate laws and regulations of mainland China and Hong Kong. Mr. Wang Huacheng and Ms, Song Fangxiu are both professors at renowned Chinese universities, possessing extensive academic research experience in the field of finance, as well as professional knowledge and work experience in finance, audit, and accounting-related areas.
Related Party Transactions Control Committee	3	3	The Chairman is Ms. Song Xiufang, Independent Director. The members are Mr. Liu Tsz Bun Bennett and Mr. Wang Huacheng. Independent directors account for 100% of the Committee.
Nomination and Remuneration Committee	4	4	The Chairman is Mr. Wang Huacheng, Independent Director. The members are Mr. Liu Tsz Bun Bennett, Mr. Zhou bowen, and Ms. Song Xiufang. Independent directors account for 100% of the Committee.
Consumer Rights Protection Committee	4	2	The Chairman is Mr. Wang Yankang. The members are Mr. Fu Yamin, Mr. Zhou Bowen, and Ms. Song Fangxiu. Independent directors account for 50% of the Committee.

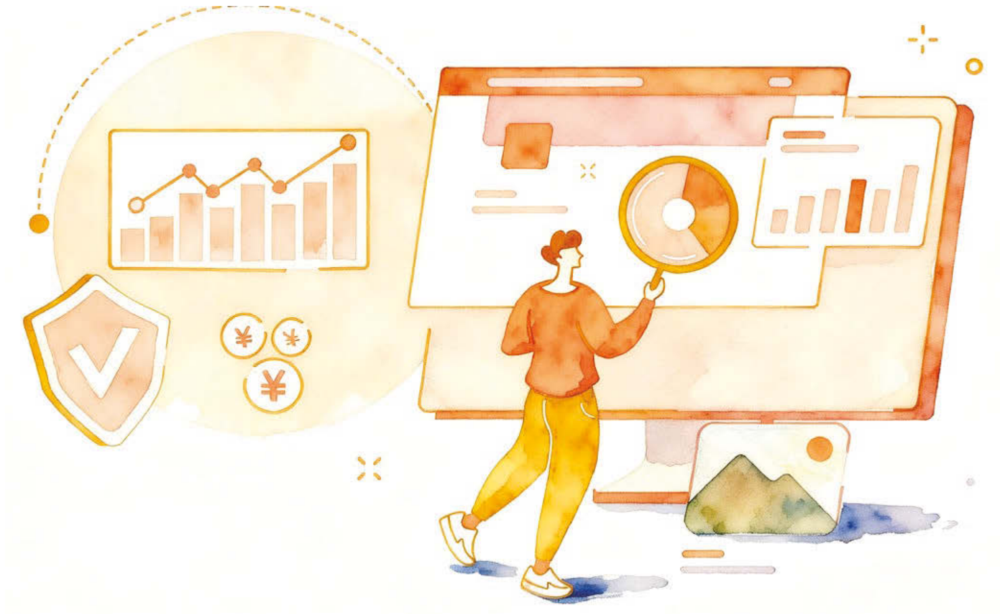
Performance of the Board

The Bank strictly complies with the provisions regarding the attendance rate of directors and the duty performance of independent directors stipulated in the *Code of Corporate Governance of Banking and Insurance Institutions* and the *Measures for the Administration of Independent Directors of Listed Companies*. In 2025, the in-person attendance of the Bank's directors at meetings met regulatory requirements, and there were no instances of any independent director being absent for two consecutive meetings without appointing a proxy.

Sustainability-related Performance of Board Special Committees

Special Committee	Sustainability-related Performance of 2025
Strategic and Sustainable Development Committee	• Conducted in-depth discussions on sustainability-related topics, promoting the deep integration of ESG concepts with the Bank's strategic decision-making.
	• Reviewed and approved multiple proposals, including the 2024 Sustainability Report, the 2024 profit distribution plan, and the 2025 interim profit distribution plan, and heard the report on the work of inclusive finance.
Risk Management Committee	• Incorporated climate risks into risk appetite, gradually advanced the identification, assessment, and management of climate risks, and put forward suggestions for improvement in aspects such as strengthening information technology governance, continuously fortifying the information security barrier.
	• Reviewed and approved the 2025 risk appetite statement and the quarterly comprehensive risk management report, and heard reports on the 2024 information technology risk management report and the work report of 2024 reputational risks management.
Audit Committee	• Fully exercised its supervisory duties to urge the strengthening of internal control, and enhanced the standardization of corporate governance.
	• Reviewed proposals on internal control evaluation and the engagement of accounting firm, and heard reports on the rectification of audit findings in 2024, the annual internal control, compliance, and anti-money laundering work of 2024 and of the half year of 2025, and the business plan of 2025.
Related Party Transactions Control Committee	• Reviewed Proposals regarding related party transactions to safeguard shareholders' rights and interests.
Nomination and Remuneration Committee	• Provided recommendations on the selection and appointment of directors and senior management members, and promoted the professionalism and diversity in the composition of the Board of Directors and Senior Management.
	• Approved proposals including the nomination of Directors, the appointment of Senior Management members, and the 2024 final settlement plan for employee remuneration.
Consumer Rights Protection Committee	• Reviewed and approved proposals including the report on findings and rectifications of the 2024 special audit of consumer rights protection, the summary of consumer rights protection work for 2024, and the work plan for 2025. It supervised and guided the Bank in conducting consumer rights protection related reviews and operational mechanisms, complaint handling, and other work, to enhance the quality and efficiency of consumer rights protection work.

For more information on the performance of the Special Committees of the Board of Directors, please refer to the *China CITIC Bank 2025 Annual Report*.



Independence of Directors

As of the date of this report, the Bank's Board of Directors includes 4 independent directors, accounting for 44% of the total Board membership. As to the Board's special committees, the Audit Committee, the Nomination and Remuneration Committee, as well as the Related Party Transactions Control Committee are composed entirely of independent directors. The qualifications, number, and proportion of the Bank's independent directors comply with relevant regulations of the National Financial Regulatory Administration, the China Securities Regulatory Commission, the Shanghai Stock Exchange and the Hong Kong Stock Exchange, among others. There are no instances of any independent director serving in more than 3 domestic listed companies or 5 domestic and overseas enterprises as independent director, or concurrently serving as independent director in more than 2 commercial banks.

Expertise of Directors

The Bank's Board members possess strong professional expertise in their respective fields. Among the **2 Executive Directors**, Mr. Fang Heying has over 30 years of experience in the banking industry, and Mr. Hu Gang has extensive expertise in banking risk management. The **3 Non-Executive Directors** (excluding independent non-executive directors) include Mr. Wei Qiang, who has rich working experience in organization management, human resources management, and commercial supervision of the Ministry of Commerce; and Mr. Wang Yankang, an accounting professional with extensive experience in accounting, auditing, and state-owned asset management at large state-owned enterprises. The **4 Independent Directors** include Mr. Liu Tsz Bun Bennett, an accounting and auditing expert familiar with Chinese mainland and Hong Kong accounting standards, corporate laws and business practices; Mr. Zhou Bowen, a professor at a leading Chinese university and IT professional with expertise in artificial intelligence theory and cutting-edge technology research; Mr. Wang Huacheng, a professor at a leading Chinese university and an accounting specialist with academic experience in finance, accounting, and financial markets, as well as independent director experience in listed companies and financial institutions; and Ms. Song Fangxiu, a professor at a leading Chinese university specializing in monetary theory and policy, international finance, and asset pricing.

Director Diversity

The Bank is committed to building a diverse and complementary Board structure, with members of different genders, ages, cultures and professional backgrounds. During the nomination stage, the Bank reviews the candidates' educational background, work experience, concurrent positions and other information. As of the date of this report, the Board includes 1 female director. The chairman of the Board's special committees is held by different directors.

13.4 Compensation Management

13.4.1 Clawback Mechanism for Compensation

The Bank has established a relatively comprehensive clawback mechanism for compensation and performance evaluation system. It strictly implements the *China CITIC Bank's Clawback Procedures for Performance-Based Compensation* which applies to the Bank and its subsidiaries at all levels, covering all senior management members, as well as directors and supervisors who receive performance-based compensation. In alignment with accountability decisions, the Bank shall claw back all or part of the performance-based remuneration of personnel for the relevant period in the event of violations of laws or discipline, or failure to perform duties effectively.

Management Structure

The Human Resources Department of the Head Office leads the clawback process, with support from the Risk Management, Financial Accounting, Asset-Liability Management and Internal Control & Compliance Departments who implement clawback actions within their respective responsibilities.

Policy Requirements

The Policy explicitly stipulates that the Bank shall strictly implement the clawback of performance-based remuneration for accountable persons who cause abnormal risk exposure within their scope of responsibility due to gross negligence or failure to fulfill prudent management obligations, or who are involved in violations of laws, regulations, or discipline.

Implementation Process

In response to triggering events, the Bank initiates clawback procedures based on the results of accountability determination. The scope of clawback includes monthly or annual performance-based remuneration, as well as unvested deferred performance-based remuneration.

13.4.2 Linking Compensation to Sustainability

During the reporting period, the Bank continued to refine the Board of Supervisors' performance evaluation system for directors, supervisors, and senior management by integrating quantitative and qualitative sustainability metrics, optimizing the linkage between compensation and sustainable development outcomes.

Indicators

- **Qualitative indicators:** Assess directors, supervisors and senior management's implementation of sustainability principles, promotion of business growth, enhancement of corporate governance, protection of shareholder rights and fulfillment of social responsibilities.
- **Quantitative Indicators:** Measure performance in pursuing the five priorities of technology finance, green finance, inclusive finance, pension finance, and digital finance, their performance in establishing and implementing correct perspectives on business operations, performance, and risk, as well as contributions to rural revitalization, anti-money laundering, internal control and compliance, case prevention, and consumer rights protection.

Implementation

- Link the performance evaluation results directly to the compensation of independent directors, external supervisors, and senior management personnel. In 2025, relevant personnel have performed well in achieving the set targets and tasks related to sustainable development.

13.5 Performance Training

The Bank attaches importance to the capacity building of board members and actively organizes and participates in various training programs organized by regulatory authorities, industry associations, etc., to support board members in promptly grasping the latest laws, regulations, and regulatory policies. In 2025, all directors participated in training, covering topics such as anti-money laundering, anti-fraud, regulatory policies and key points for listed companies, corporate governance and director performance, changes in the legal responsibilities of independent directors in the new context, investor relations management, market value management, information disclosure, ESG and sustainable development and AI technology applications, further enhancing performance capabilities and decision-making proficiency.

13.6 Shareholder Rights

13.6.1 Protection of Small and Medium Shareholders' Rights

The Bank places high priority on safeguarding shareholders' lawful rights. In accordance with laws, regulations, supervisory requirements and the Bank's Articles of Association, Shareholders' Meetings are convened to ensure shareholders exercise their rights and participate in voting.

The Bank particularly emphasizes the protection of small and medium shareholders' rights and adheres to the *Company Law of the People's Republic of China*, further enhancing the protection of small and medium shareholders.

Right to be informed

The *Article of Association* clearly define the shareholders' right to information. In accordance with the new *Company Law*, the scope of this right has been expanded to ensure that small and medium shareholders can obtain accurate information regarding the Bank's business operations.

Right to vote

The Bank strictly adheres to the "one share, one vote" policy for ordinary shares. The *Articles of Association* explicitly stipulate that when voting at a Shareholders' Meeting, ordinary shareholders shall exercise their voting rights based on the number of voting shares they represent, with each share carrying one vote. In 2025, attending shareholders exercised their voting rights in strict compliance with regulatory requirements and the Articles of Association. Resolutions were passed in a fair and transparent manner, with Directors and Supervisors attending all General Meetings and Class Meetings. For small and medium shareholders, the Bank has formulated the *China CITIC Bank's Implementation Rules for Cumulative Voting System*. When the Shareholders' Meeting deliberates on major matters affecting the interests of minority investors, votes cast by small and medium investors are counted separately to fully protect the interests of all shareholders, including small and medium investors.

Right to receive asset returns

The *Articles of Association* explicitly state that the Bank must complete profit distribution within two months after the Shareholders' Meeting approves the profit distribution plan, ensuring that shareholders' dividend rights are implemented.

13.6.2 Compensation Decision-Making Authority

The Bank's Articles of Association explicitly grant the Shareholder' Meeting has the authority to determine compensation for directors, ensuring shareholders' decision-making power over executive remuneration. On August 26, 2025, the Bank held the 2025 Second Temporary Shareholders' General Meeting to deliberate and pass the *Proposal on Adjusting the Compensation Policy for Directors of the Seventh Board of Directors*. For details of the proposal, please refer to the Bank's *Meeting Materials for the 2025 Second Temporary Shareholders' General Meeting, 2025 Third A-share Class Shareholders' Meeting, and 2025 Third H-share Class Shareholders' Meeting*. The results of the deliberation are detailed in the Bank's *Announcement of Resolutions for the 2025 Second Temporary Shareholders' General Meeting, 2025 Third A-share Class Shareholders' Meeting, and 2025 Third H-share Class Shareholders' Meeting*.

13.6.3 Communication and Engagement

Performance Briefings

In 2025, the Bank actively maintained efficient communication with investors through results briefings. The Bank successively held the 2024 Annual Results Briefing, the 2025 Interim Results Briefing, and the 2025 Third Quarter Results Briefing to provide investors with a comprehensive overview of the Bank's operating performance, strategic layout, and development outlook, while providing timely and transparent responses to market concerns.

To ensure that all investors have equal access to information, the Bank broadened participation channels prior to the meetings by announcing meeting links and publicly soliciting questions. Among these, the annual and interim results briefings were held via a combination of "live webcasting and onsite meetings," with cumulative views per session exceeding 10,000. Following the meetings, Q&A transcripts were promptly released on the Bank's official website for the convenience of investors.

Leveraging its high-quality investor relations management, the Bank was honored with "Best Practice for Annual Report Results Briefings of Listed Companies" and "Best Practice for Investor Relations Management of Listed Companies" awarded by China Association of Public Companies.

Information Disclosure

In 2025, the Bank strictly adhered to the principles of truthfulness, accuracy, completeness, timeliness, and fairness, and took laws and regulations as its benchmark and investors' information needs as its guide to disclose a total of 400 documents, including periodic reports and extraordinary announcements, on the Shanghai Stock Exchange and the Hong Kong Stock Exchange. The Bank promptly internalized external regulations into internal policies and completed the revision of supporting systems for information disclosure management. In response to capital market hot topics, the Bank continuously optimized the framework and content of its periodic reports, demonstrating the effectiveness of its strategic implementation and differentiated competitive advantages through multiple perspectives. This provided investors with timely, sufficient, and effective information, safeguarding their rights to information. The quality of the Bank's information disclosure was recognized by the Shanghai Stock Exchange, receiving the highest "Grade A" rating for its annual information disclosure work for the ninth consecutive year.

Daily Communication

In 2025, the Bank continued to engage in in-depth communication with investors through diversified channels. Throughout the year, the Bank organized and participated in over 120 investor exchange activities, including results roadshows, onsite surveys, and brokerage strategy conferences. The Bank responded to investor concerns in a timely manner through the investor relations hotline, dedicated email, and the SSE E-interactive platform to maintain smooth communication. In daily exchanges, the Bank focused on systematically introducing its strategic priorities and business progress, guiding investors to a more comprehensive and rational understanding of the Bank's performance, and continuously enhancing market awareness and recognition of the Bank's investment value.

14 Risk Management

The Bank continuously refines its risk management system, clarifies the responsibilities across all levels of the three lines of defense, consolidates risk management accountability, and implements multiple measures to forestall systemic risks.

14.1 Governance

The Board of Directors of the Bank bears the ultimate responsibility for comprehensive risk management. Under the authorization of the Board of Directors, the Risk Management Committee performs its designated duties pertaining to comprehensive risk management. In 2025, the Risk Management Committee convened eight meetings. It deliberated and approved 36 proposals, including the 2024 Capital Adequacy Ratio Management Report of the Bank, the 2025 Risk Appetite Statement, the 2025 Annual Work Plan of the Risk Management Committee of the Board of Directors, matters concerning the Supplementary Materials for the Application for Assessment of Advanced Capital Measurement Approaches, matters regarding the implementation of the Expected Credit Loss methodology, and the Comprehensive Risk Management Reports for the first half and the third quarter of 2025. Furthermore, the Committee received 21 reports, encompassing the Comprehensive Risk Management Reports of the Bank for 2024 and the first quarter of 2025, the 2024 Internal Rating System Report for Credit Risk, the 2024 Non-Performing Asset Disposal Work Report, the 2024 Report on Issues Notified by Regulators and Rectification Status, and the Report on the Implementation Preparation of Advanced Capital Measurement Approaches for 2025.

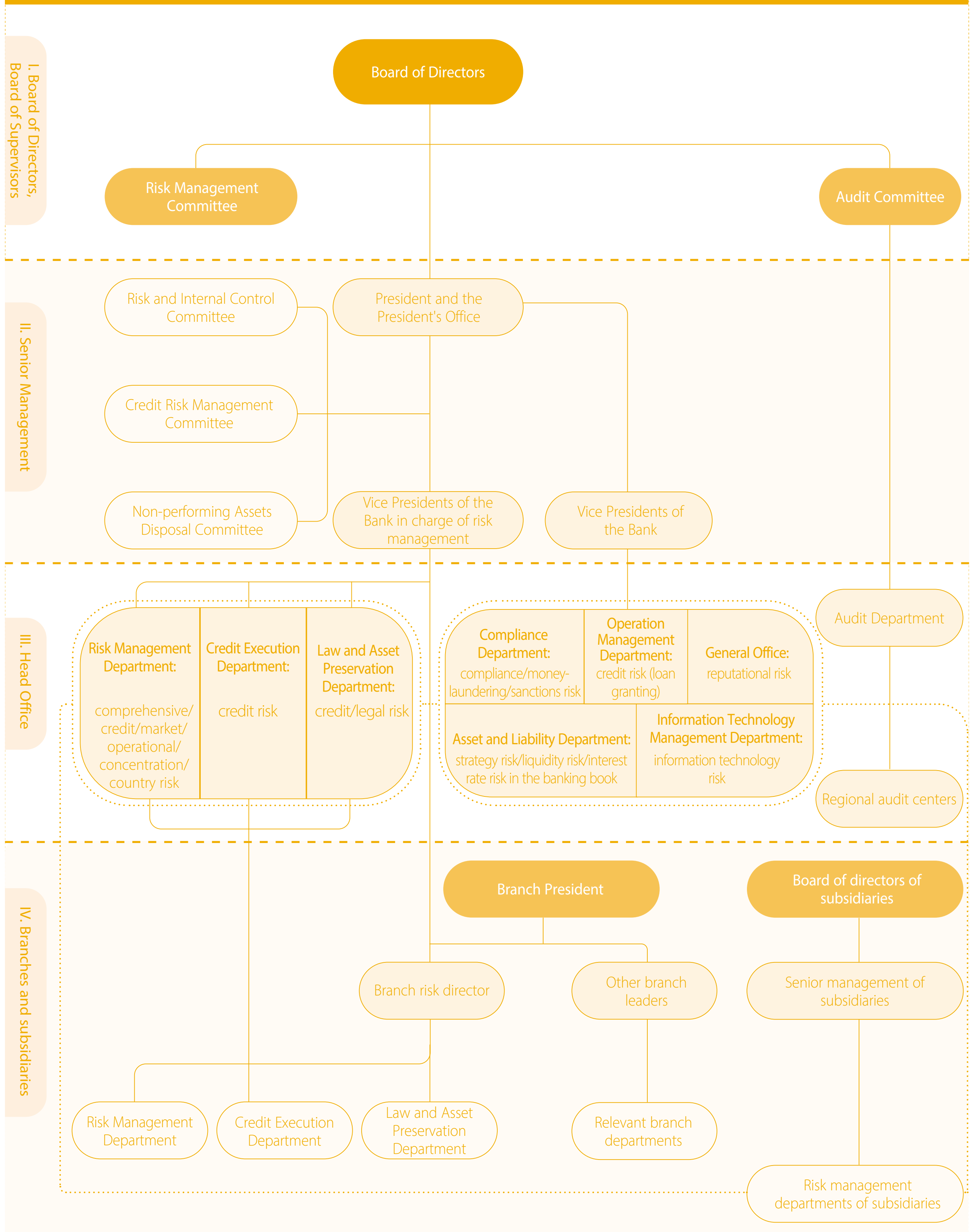
The Senior Management bears the implementation responsibility for comprehensive risk management and executes the relevant resolutions passed by the Board of Directors. The **Risk and Internal Control Committee**, established under the senior management and directed by the President as the chairman, convenes regularly to study, deliberate, and decide upon matters concerning risk management and internal control compliance. It also conducts preliminary reviews of major risk management matters submitted to the Board of Directors. The committee regularly receives professional reports on risk management, stays abreast of the progress in achieving risk management objectives, and supervises relevant institutions to ensure the effective implementation of the risk management requirements of the Bank. In 2025, the Risk and Internal Control Committee held nine meetings, deliberating on 24 topics, receiving 33 reports, and reviewing nine reference topics.

In 2025

the Risk and Internal Control Committee held meetings	9
deliberating on topics	24
receiving reports	33
reviewing reference topics	9

The Bank established three lines of defense for risk management. **Business operating institutions at all levels and business management departments at the Head Office and branches** constitute the first line of defense, bearing the corresponding direct responsibility for risk management. **Risk management departments at all levels** form the second line of defense, assuming the responsibility for formulating policies and processes, as well as monitoring and managing risks. Among them, the Risk Management Department of the Head Office serves as the principal department for comprehensive risk management, responsible for the daily administration of comprehensive risks and the construction of the comprehensive risk management framework. **Audit and supervision departments** operate as the third line of defense, bearing the responsibility for auditing the duty performance of the first and second lines of defense and enforcing accountability. The three lines of defense fulfill their respective duties, jointly bear risk management responsibilities, and are accountable for the risk management outcomes.

The Bank's Risk Management Governance Structure



14.2 Strategy

14.2.1 Analysis of Risks and Opportunities

The Bank identified and evaluated the risks and opportunities facing its risk management, alongside their potential impacts across different time horizons, utilizing this analysis as a crucial foundation for strategic adjustments.

	Description of Risks / Opportunities and Their Potential Impacts on the Bank	Time Horizon of Impact
Risk	Failure to effectively coordinate and balance the relationship between risk prevention and business development may constrain the expansion of business operations and markets, hinder the enhancement of operating efficiency, and generate negative impacts on the continuous steady operation and high-quality development of the entire Bank.	Short-term, Medium-term, Long-term
Opportunity	Continuously refining the risk management system and elevating the proficiency of forward-looking risk assessment and refined management can effectively bolster the resilience of the Bank to withstand macroeconomic fluctuations and external uncertainties, thereby facilitating the high-quality development of the entire Bank.	Short-term, Medium-term, Long-term

14.2.2 Impact on Strategy and Decision Making

Guided by the overarching development plan of the Bank, the Bank comprehensively analyzed the challenges posed by external landscape changes to its risk management from dimensions encompassing the macro environment, policy orientations, regulatory requirements, and risk trends. It formulated a medium- and long-term risk management strategy, delineated the fundamental principles and focal tasks of risk management, and established quantitative targets for the conclusion of the planning period, comprehensively covering all major risks faced. The risk management strategy of the Bank fully considers business strategies and proposes risk management initiatives tailored to align with the strategy of the Bank. It places high importance on the current realities of escalating external disturbances and accelerated transition development, emphasizing systemic risk prevention and operational resilience. By integrating elements such as climate risks into the risk management strategy, the Bank drives the realization of highly efficient growth that maximizes risk returns, steady growth under capital constraints, and cross cycle sustainable growth.

14.2.3 Current and Expected Financial Impacts

The Bank has improved its comprehensive risk management system characterized by "effective risk control and robust development promotion", adheres to a prudent risk compliance culture and risk appetite, and focuses on pursuing the five priorities of technology finance, green finance, inclusive finance, pension finance, and digital finance to guide increased credit allocation to key sectors. The Bank actively strengthened asset quality control, promoting the coordinated development of quality, efficiency, and scale.

For more specific details regarding the risk management practices of the Bank, please refer to the *2025 Annual Report of the Bank*.

14.3 Impact, Risk and Opportunity Management

14.3.1 Comprehensive Risk Management

The Bank established a full process risk management framework. At both the group and legal entity levels, the Bank employs a combination of qualitative and quantitative methodologies to identify, measure, assess, monitor, report, control, or mitigate the diverse risks inherent in its on-balance sheet and off-balance sheet, domestic and overseas, and local and foreign currency operations across all affiliated institutions, branch networks, and business lines.

Risk Identification

- Combining the internal operating environment and external macro environment, identify various risks existing in operating activities and the specific factors causing the risks. By establishing risk aggregation policies and procedures, and selecting reasonable and feasible aggregation methods, fully consider concentration risks and the mutual impact situations between risks, ensuring timely identification of risks at different levels and overall.

Risk Assessment

- According to risk appetite and risk status, timely assess the capital and liquidity adequacy situations, ensuring that capital and liquidity can withstand risks. Clarify the weights of various risks needing assessment in the overall evaluation, comprehensively assess the risk status and risk management level, timely discover hidden risk dangers and management loopholes, and continuously improve the effectiveness of risk management. At the same time, conduct self-assessment on the comprehensive risk management system, and perfect the self-restraint mechanism.

Risk Measurement

- For risks that can be quantified, under the premise of complying with relevant regulatory requirements, develop and continuously perfect risk measurement tools, ensure the consistency, objectivity and accuracy of risk measurement, and use them as the foundation for strengthening risk mitigation, control and management.

Risk Monitoring

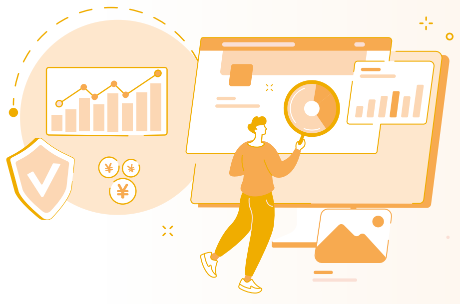
- Set and perfect monitoring indicators, and use appropriate monitoring tools and systems to monitor and analyze the changes and development trends of various quantifiable key risk indicators and unquantifiable risk factors, as well as the implementation quality and effects of risk management measures.

Risk Reporting

- Establish a comprehensive risk management reporting system framework, and clarify the report content, frequency and routing. By establishing a bottom-up risk reporting mechanism across the whole bank and a horizontal risk reporting mechanism and risk information sharing mechanism among Head Office departments, compile risk reports of different levels and types, standardize the distribution scope, procedures and frequency of reports, and satisfy the diverse needs for risk status of different risk levels and different departments.
- According to the requirements of banking supervision and administration institutions, submit risk management strategies, risk appetites, and major risk management policies and procedures to regulatory institutions, and regularly submit comprehensive risk management reports and major event reports according to regulatory requirements. At the same time, disclose risk information to investors and the public.

Risk Control

- Through means such as risk assessment and monitoring, comprehensively considering costs and returns, adopt means such as diversification, hedging, transfer, avoidance, compensation or mitigation to control different risk characteristics.



14.3.2 Risk Prevention in Key Areas

The Bank continuously and effectively implements the urban real estate financing coordination mechanism, fostering the stable and healthy development of the real estate market. It deepens the execution of national strategic decisions and deployments aimed at preventing and resolving local debt risks, providing orderly and robust support for local debt resolution.

During the reporting period, the Bank resolutely executed the strategic decisions and deployments of the Party Central Committee regarding financial support for the resolution of financing platform debt risks. Seizing the opportunities presented by the package of debt resolution policies, the Bank steadily and systematically scaled down its hidden debt operations. By the end of 2025, the outstanding balance of hidden debt loans at the Bank had decreased by RMB 62.539 billion compared to the end of the last year. Capitalizing on the momentum of financing platform reform and transition, the Bank staunchly maintained its baseline of compliance and prudence, deploying a multi-pronged strategy to resolve the operational debt risks of these platforms. Insisting on a return to the fundamental tenets of credit, the Bank strictly adhered to market oriented and rule of law principles. It reinforced the analysis and control of primary repayment sources and continuously optimized its credit structure to tangibly forestall credit risks.

Regarding real estate financing, the Bank aligned its strategies with policy encouraged trajectories, executing city specific policies. It selectively supported government subsidized housing and upgraded residential projects that meet the criteria for good housing, thereby facilitating the establishment of a new real estate development paradigm. In addressing existing risks, the Bank proactively implemented the 16 Financial Measures and the policy directives of the real estate financing coordination mechanism, driving forward the fulfillment of the national mandate of ensuring the delivery of housing projects. The Bank took proactive steps to defuse risks by employing strategies such as one policy for one enterprise and leveraging group synergies. Through this multi-pronged approach, it steadily and methodically advanced the resolution of existing risk projects, preserving overall stability in its real estate asset quality.

14.3.3 Digital Risk Control Construction

Driven by the objective of achieving a panoramic view, comprehensive control, and full volume remediation, the Bank accelerated the modernization and upgrading of its digital risk control framework. By continuously refining its suite of risk management systems, the Bank comprehensively deployed a unified risk view across the Group and advanced the construction of an enterprise level risk control middle office. The Bank persistently refined its risk control modeling tools, intensified its exploration of artificial intelligence integrated risk management, and continually elevated the online, standardized, and intelligent capabilities across critical touchpoints of the full process of risk management.

14.3.4 Risk Culture Cultivation

In 2025, adhering to a orientation of high-quality development, the Bank deeply advanced the integration of the five policies. While vigorously supporting the pursuit of the five priorities of technology finance, green finance, inclusive finance, pension finance, and digital finance, it continuously optimized its credit structure. The Bank perfected its unified credit management system alongside the full process management mechanism for its credit operations. It executed rigorous risk controls in critical domains such as real estate, local debt, and retail, advanced the resolution of risk projects, and sustained robust asset quality. The Bank deepened comprehensive risk penetration management across its subsidiaries, strengthened targeted guidance through a one policy for one company approach, and elevated the overall risk management proficiency of the Bank. The Bank continuously propelled digital risk control construction, enhancing its capabilities in technical prevention and intelligent control.

15 Business Ethics and Compliance

The Bank strictly adheres to national laws, regulations, and regulatory requirements. It proactively promotes the compliance culture concept of rectifying oneself and following the right path. Guided by the principle of top level leading, middle level driving, and grassroots based, the Bank continuously refines its compliance governance mechanisms and management workflows. It facilitates the effective integration of compliance culture into policy frameworks, business rules, and operational procedures, thereby safeguarding steady operations and high-quality development.

15.1 Employee Behavior Management

15.1.1 Organizational Structure

The Board of Directors of the Bank assumes ultimate responsibility for the behavior management of practitioners, drives the implementation of this management, and routinely receives reports regarding case risk prevention and control alongside the practitioner behavior management of the entire Bank. The Senior Management bears the implementation responsibility for practitioner behavior management and executes the resolutions of the Board of Directors. The Compliance Department of the Head Office spearheads practitioner behavior management across the Bank, undertaking responsibilities for coordination, guidance, and supervision. The management departments of various business lines assume responsibility for managing the behavior of practitioners within their respective domains, tasked with implementing the continuous monitoring, identification, recording, handling, reporting, and evaluation of behavioral risks among practitioners under their jurisdiction. The principal executives of various branches and subsidiaries serve as the primary responsible persons for the behavior management of practitioners within their jurisdictions, bearing the foremost accountability for such management.

15.1.2 Abnormal Behavior Monitoring and Investigation

The Bank strictly complies with the requirements of laws, regulations, and regulatory normative documents, including the *Law of the People's Republic of China on Commercial Banks* and the *Guidelines for the Behavior Management of Practitioners in Banking Financial Institutions*. It formulated and enforces the *Administrative Measures of CITIC Bank for the Prevention and Control of Criminal Case Risks* and the *China CITIC Bank Administrative Measures for the Behavior Management of Practitioners*. By establishing employee behavioral norms at the Bank level alongside detailed behavioral rules for various business sectors, the Bank constructed an employee behavior management system characterized by clear responsibilities, complete processes, and collaborative governance.

The Bank continuously perfects its grid-based supervision and management framework for employee behavior. It established over 3,800 grids featuring the integration of grids and domains alongside collaborative supervision, covering the Head Office, branches, and sub-branches. The Bank also promoted the three checks and four visits working mechanism, namely checking credit records, checking business registrations, and checking judicial records, combined with visiting clients, visiting families, visiting employees, and managing petition complaints. This achieves full coverage of supervision over all cadres and employees. The Bank focuses on monitoring compliance violations such as employees engaging in business or running enterprises, involvement in criminal cases or litigation, and improper financial transactions with clients, adhering to the principle of addressing issues early and while they are minor to prevent gradual deterioration.

The Bank formulated the *China CITIC Bank Work Plan for Case Prevention and Behavior Management in 2025*, deploying the Three Transformations, Three Focuses, and Three Enhancements30 initiative. This comprehensively elevated the targeted nature and effectiveness of employee behavior and case prevention management. Targeting critical operational areas such as the management of seals, licenses, and physical operational assets, the Bank conducted risk investigations to deeply instill the philosophy that no matter is too small in foundational management. The Bank completed specialized investigations into typical employee compliance violations and executed unannounced inspections at grassroots institutions to eradicate hidden risks.

15.1.3 Employee Conduct Audits

In 2025, the Bank executed a special audit to track the rectification of case prevention and control, examining the establishment and execution of the case risk prevention and control management system of the Bank. The audit scope encompassed dimensions such as the construction of the case prevention management system, risk investigation and disposal, practitioner behavior management, and supporting assessment requirements. It placed specific emphasis on the case prevention management of critical positions and pivotal business areas. Concurrently, within various annual audits, the Bank scrutinized the compliance of employee behaviors underlying abnormal business activities. Key domains including credit admission, credit approval, asset disposal, centralized procurement, and remuneration expenses were incorporated into the audit scope, achieving full audit coverage of domestic branch institutions every three years.

[30] Three Transformations refers to systematization, scenario application, and digitalization; Three Focuses refers to key areas, key domains, and key personnel; Three Enhancements refers to strong measures, strong teams, and strong disposal.

15.1.4 Compliance Culture Development

The Bank constructed a layered and categorized compliance training system covering all employees. Leveraging a four-pronged mechanism of training and examination, lecture and inspection, case warning, and publicity and education, alongside channels such as the Compliance Companionship subscription account, the Bank normalized the delivery of compliance advocacy, system interpretation, and case popularization for all staff. It clarified compliance bottom lines, guided employees to consciously resist illegal activities such as money laundering, commercial bribery, insider trading, and benefit tunneling, and strictly prohibited violations such as exploiting professional positions to misappropriate client or bank funds for illicit gains.

In 2025, the Bank upgraded its Risk and Compliance Culture Season 10th Anniversary characteristic promotional campaign. Guided by a financial culture with Chinese characteristics, the Bank forged the Party Building as the Pilot, Compliance as the Escort brand. Revolving around four pillars: penetrating culture advocacy, investigating and remediating series of risks, gathering strength for critical rectifications, and elevating mechanism effectiveness, the Bank deployed 38 pivotal tasks. Institutional leaders at all levels deeply practiced the philosophy that compliance starts from the top level, taking the lead in conducting over 310 specialized advocacy sessions on risk and compliance culture. Domestic and overseas branches, as well as subsidiaries, conducted 27,500 compliance training and warning education sessions. Through these training initiatives, the Bank strengthened the compliance awareness and bottom line thinking of all personnel, fostering a robust compliance ecosystem.

The Bank conducts annual training covering all group employees (including labor dispatch personnel), interpreting key compliance requirements and typical violations across the Bank to fortify a unified compliance consensus. Tailoring differentiated curriculum systems for distinct employee groups, the Bank utilizes diverse formats including on site presentations, culture walls, electronic screens, and intranets to guide employees in practicing compliance concepts, upholding a clean financial culture, and enhancing their compliance consciousness and duty performance capabilities.

Training Target	Main Training Content
Management cadres at all levels	Through specialized training such as anti-money laundering training for directors and senior executives, onboarding compliance training for newly appointed middle level cadres and newly appointed sub-branch presidents, and capability training for newly appointed compliance department heads—the Bank further elevated the compliance duty performance capabilities and management proficiencies of management cadres at all levels.
Compliance position personnel	The Bank hosted specialized training sessions covering case prevention and control, authorization management, and anti-money laundering. Through formats such as on-the-job training and seminars, the Bank enhanced the professional capabilities and ethical standards of its compliance talent pool. A centralized training program is held annually for branch compliance department heads, covering topics such as employee behavior management, case prevention and control, and accountability for violations.
Three New personnel[31]	The Bank organizes monthly examinations for Three New personnel and strengthens examination management. It solidifies pre-employment education and duty performance training, building a robust ideological defense line regarding risk compliance for Three New personnel.

[31] Three New personnel refer to newly onboarded personnel, newly transferred personnel, and newly promoted cadres.

15.2 Prevention of Money Laundering Risks

15.2.1 Policy Framework Development

The Bank strictly adheres to laws, regulations, and regulatory mandates, including the *Anti Money Laundering Law of the People's Republic of China* and the *Guidelines for the Risk Management of Money Laundering and Terrorist Financing in Corporate Financial Institutions (Trial)*. The Bank revised the *Basic Provisions for Anti-Money Laundering Work of CITIC Bank* and the *Administrative Measures for Anti-Money Laundering Training Work of CITIC Bank*. These initiatives effectively strengthen and standardize anti-money laundering operations, elevate the standards of anti-money laundering internal control management and risk prevention, and enhance the awareness and duty performance capabilities of employees across the Bank.

The Bank established an anti-money laundering management architecture characterized by robust organization, a complete structure, and clear responsibilities, effectively integrating money laundering risks into its risk management framework. The Board of Directors and the senior management bear the ultimate responsibility and the implementation responsibility for anti-money laundering management, respectively. The Audit Committee and the Risk Management Committee, both operating under the Board of Directors, execute specific duties pertaining to anti-money laundering internal controls and money laundering risk management. The Bank authorized the President of the Head Office to spearhead anti-money laundering initiatives across the Bank and established an anti-money laundering leading group at the Head Office.

Establishing a Sound Management Mechanism

The Bank instituted a management mechanism wherein the three lines of defense operate synergistically, and the Head Office, branches, and sub-branches strictly fulfill their respective obligations.

- **First line of defense - Business management departments and operating institutions at all levels:** These entities play a foundational role in identifying risks, understanding clients, and understanding business operations. They execute due diligence, risk rating, and risk control measures adopting a customer centric approach.
- **Second line of defense - Compliance Department:** This department exercises a guiding, coordinating, urging, and supporting role, propelling the Bank to execute diverse anti-money laundering mandates.
- **Third line of defense - Internal Audit Department:** This department leverages its audit and supervision efficacy to independently evaluate and urge the remediation of deficiencies in duty performance.

The subsidiaries of the Bank execute uniform anti-money laundering requirements. Adhering to the principle of applying the stricter standard, they establish anti-money laundering management systems tailored to their specific risk profiles.

Strengthening the Prevention and Control of Money Laundering Risks

In 2025, the Bank deeply integrated a risk-based management philosophy. Focusing on pivotal domains such as customer due diligence, product risk source tracing, and technology empowerment in anti-money laundering, the Bank fortified its money laundering risk prevention capabilities across multiple dimensions.

- **Customer due diligence:** The Bank optimized its due diligence mechanisms and advanced the penetrative mapping of transaction data for key products.
- **Product risk source tracing:** The Bank conducted retrospective governance of anti-money laundering and implemented categorized risk inspections targeting focus areas. It reinforced anti-money laundering reviews and promptly issued money laundering risk alerts.
- **Technology empowered monitoring:** Utilizing novel technologies and advanced algorithms, the Bank added and optimized suspicious transaction monitoring models. It refined the functionalities of its digital anti-money laundering management platform, thereby elevating its capacity to monitor money laundering risks.

Perfecting the Violation Reporting Mechanism

The Bank established reporting mechanism for anti-money laundering violations, clearly defining the reporting channels and handling procedures for illicit and criminal activities related to money laundering. Every employee possesses the right to report illegal activities, including money laundering. Based on the verified findings, the Bank enforces accountability or issues rewards, while ensuring strict confidentiality regarding the identity of the whistleblower and the reported information.

For more information regarding the reporting of anti-money laundering violations[32] of the Bank, please visit the ESG section on the official website of the Bank.

[32] Administrative Measures of China CITIC Bank for Reporting Anti-Money Laundering Violations (Summary): www.citicbank.com/esgzqen/sy/

15.2.2 Anti-Money Laundering Training

In 2025, the Bank conducted 1,731 anti-money laundering training sessions, reaching an audience of over 300,000. These efforts continuously enhance the awareness and proficiency in anti-money laundering across all organizational tiers.

Training Participants	Training Content
Members of the Board of Directors and senior management personnel	• Directors and senior management personnel collectively studied critical anti-money laundering frameworks and regulatory requirements through leading group meetings and executive office meetings. • The Bank invited experts from the People's Bank of China to deliver specialized training titled "Conducting Anti-Money Laundering Work Under the New Situation," focusing on the implications of the new regulatory rules and strategic approaches under these updated paradigms.
All Employees	• Employees utilized channels such as the online academy and the "e-enterprise learning platform" to participate in mandatory anti-money laundering training and examinations. Through channels including the official CITIC Bank Anti-Money Laundering public account, the Bank regularly published highlights of branch level anti- money laundering initiatives to keep employees informed of recent developments. • The Bank encouraged employees to participate in anti-money laundering training and certification exams hosted by the People's Bank of China, and supported them in attaining professional credentials such as the Certified Anti-Money Laundering Specialist and Certified Global Sanctions Specialist certifications.
Anti-money laundering monitoring personnel	• The Bank conducted eight training sessions throughout the year for all personnel tasked with monitoring suspicious transactions, covering topics such as the extraction of suspicious clues and the identification and monitoring of corruption. • The Bank provided seven sessions of job shadowing and one on one coaching for anti-money laundering monitoring personnel in selected branches throughout the year, targeted elevating their professional expertise.
Business line personnel	• The Bank established a monthly departmental joint meeting mechanism for anti-money laundering to communicate regulatory policies and resolve complex issues. • Through independent and collaborative training formats, the Bank enhanced the frontline duty performance awareness of its business lines.
Three New personnel	• The Bank optimized the training content of the First Lesson on Anti-Money Laundering for new employees and refined the examination question bank for the technical sequence of anti-money laundering positions.

The Bank conducts extensive legal awareness campaigns directed at the general public. In 2025, it produced three issues of promotional brochures and educational videos interpreting the new *Anti-Money Laundering Law*. Addressing emerging sectors such as virtual currency and the digital RMB, as well as prevalent illegal financial activities like telecommunications network fraud and illegal fundraising, the Bank produced five issues of specialized promotional brochures and warning videos. These resources employ accessible formats to guide the public in recognizing the true nature of illicit financial activities and to bolster their risk prevention awareness.

15.3 Anti Commercial Bribery and Anti-Corruption

The Bank strictly executes laws, regulations, and regulatory mandates, including the *Constitution of the People's Republic of China*, the *Commercial Bank Law of the People's Republic of China*, the *Company Law of the People's Republic of China*, the *Supervision Law of the People's Republic of China*, the *Implementation Regulations of the Supervision Law of the People's Republic of China*, the *Disciplinary Action Regulations of the Communist Party of China*, alongside the *Administrative Measures for the Prevention and Control of Criminal Case Risks of Banking and Insurance Institutions* and the *Guidelines for the Behavior Management of Practitioners in Banking Financial Institutions*. Abiding by the *Provisions on Implementing the Responsibility System for the Construction of Party Style and Clean Government*, the Bank formulates the *Provisions of CITIC Bank on the Clean Practice of Employees*, the *Administrative Measures of CITIC Bank for the Prevention and Control of Criminal Case Risks*, the *Administrative Measures of CITIC Bank for Criminal Cases*, the *Administrative Measures of CITIC Bank for the Behavior Management of Practitioners*, the *Detailed Rules of CITIC Bank for Prohibited Behaviors of Practitioners*, and implementation measures for operations spanning supervision and discipline execution, petition reporting, and problem clue management. These frameworks clarify the processing measures for employee behaviors including bribery, extortion, fraud, and money laundering, while refining processing methods such as disciplinary actions and economic penalties. The Bank maintains zero tolerance for various issues violating integrity disciplines. Depending upon the severity, consequences, and impact of the violations, and in accordance with relevant provisions, the Bank seriously imposes Party and administrative disciplinary actions, organizational processing, economic penalties, and other measures on the responsible individuals. Concurrently, the Bank reports typical cases utilizing real names to reinforce the deterrent effect.

For more information regarding the anti-bribery and anti-corruption[33] of the Bank, please visit the ESG section on the official website of the Bank.

Management Framework

- The Bank establishes Discipline Inspection Commissions at the Head Office, branches at various levels, subsidiaries including CITIC Financial Leasing, CITIC Wealth Management, and CITIC Financial Asset Investment, as well as the affiliated company CITIC aiBank. These commissions are responsible for supervising and managing issues related to commercial bribery and corruption. Among them, the Discipline Inspection Commission of the Head Office incorporates participation from the senior management.

Whistleblower Protection

The Bank implements strict whistleblower protection measures in accordance with regulations such as the *Rules for Discipline Inspection and Supervision Organs to Handle Accusations and Complaints*, alongside relevant internal measures of the Bank.

- The Bank encourages organizations and individuals to submit real name accusations and complaints to the corresponding discipline inspection institutions of the Bank possessing management authority. Regarding anonymous accusations and complaints, provided they fall within the scope of acceptance, discipline inspection institutions at various levels will accept them according to established procedures.
- The Bank strictly prohibits discipline inspection institutions and their personnel from disclosing whistleblower identities or the content of accusations and complaints. It strictly prohibits the utilization of accusation and complaint materials to seek personal gains or to provide convenience for retaliating against accusers and complainants.
- The Bank seriously handles any retaliatory behaviors perpetrated by the individuals being accused or complained against.
- The Bank enforces confidentiality requirements across various processes and links of accusation and complaint disposal, strictly preventing the occurrence of information leakage and the loss of secrets.

For more information regarding the whistleblower protection[34] of the Bank, please visit the ESG section on the official website of the Bank.

Petition Reporting Mechanism

The Bank strictly executes the *Regulations on Petition Work* and internally formulated petition work measures. It establishes a petition work joint meeting mechanism and maintains open reporting channels, including incoming letters, visits, and telephone calls. In 2025, the Bank recorded one concluded corruption and bribery case, wherein the court sentenced the defendant to fixed term imprisonment and imposed a monetary fine.

- **Clue disposal:** The Bank disposes of discipline inspection and supervision reports in accordance with disciplines and regulations. It analyzes problem clues and conducts disposal through methods including conversational and written inquiries, preliminary verification, temporary suspension for future investigation, and case closure. This ensures clear facts, conclusive evidence, accurate determination of nature, appropriate processing, complete procedures, and compliant protocols.
- **Risk monitoring:** The Bank prevents, assesses, and monitors potential risks of commercial bribery and corruption. It implements precise discipline execution and accountability for the monitored violation events.

Warning Education

- Persisting in utilizing case studies to elucidate disciplines, laws, ethics, and responsibilities, the Bank convened three bank-wide warning education conferences throughout the year. It organized employees to collectively view the warning education film *Late Regret*, reported and analyzed 45 typical cases using real names, formulated the *Confessions of Personnel with Severe Disciplinary and Legal Violations*, organized attendance at relevant court trials, and propagated information on common disciplinary violations, regulatory breaches, illegal acts, and criminal issues within the banking industry.
- Integrating their specific operational realities, various branches and subsidiaries enhanced the ideological and moral defense lines of cadres and employees through diverse warning education activities. These included convening warning education conferences, visiting clean government educational bases, and creating and broadcasting integrity themed works.

[33] Key Points of China CITIC Bank on Anti-Bribery and Anti-Corruption: www.citicbank.com/esgzqen/sy/

[34] Key Points of China CITIC Bank on Whistleblower Protection: www.citicbank.com/esgzqen/sy/

15.4 Anti-Unfair Competition

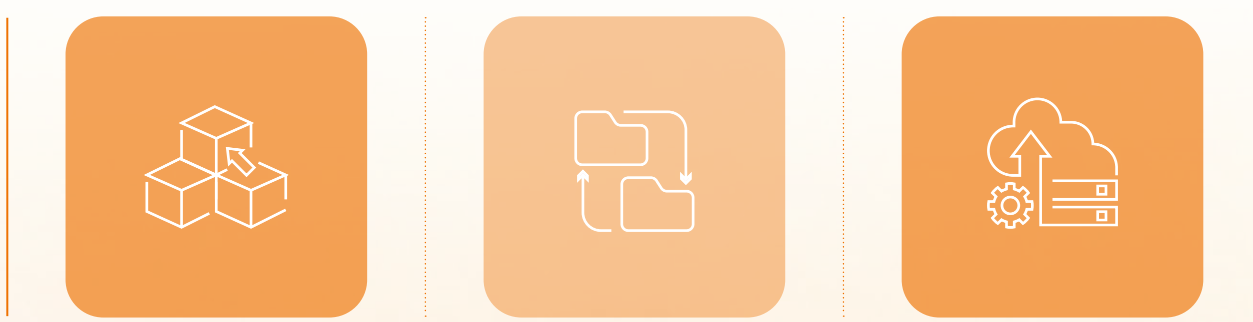
The Bank adheres to the commercial operating principles of fairness, justice, integrity, legality, and compliance. It strictly executes the requirements of relevant laws and regulations, including the *Anti-Monopoly Law of the People's Republic of China* and the *Anti Unfair Competition Law of the People's Republic of China*. Through policy frameworks or documents such as the *Detailed Rules of CITIC Bank for Prohibited Behaviors of Practitioners* and the *Key Points Prompt for Marketing and Publicity Compliance Business Exhibition*, the Bank mandates employees to safeguard commercial secrets, prohibits false publicity, actively cultivates a favorable commercial environment, supports a legitimate commercial competition order, and opposes market transaction behaviors that violate commercial ethics. In 2025, the Bank incurred no litigation or major administrative penalties resulting from unfair competition behaviors.

15.5 Intellectual Property Rights Protection

The Bank advances the refined management of intellectual property rights and optimizes and perfects its management systems. It conducts various operations with high quality and high efficiency, including patent, copyright, and trademark applications, trademark monitoring and objection management, and the safeguarding of intellectual property rights. In 2025, the Bank held 496 patent rights, representing an increase of 36.26% compared to the previous year end. It also held 921 copyrights, reflecting a year-on-year increase of 22.15%.

15.5.1 Brand Management

The Bank strictly complies with the requirements of laws and regulations, including the *Advertising Law of the People's Republic of China*, and formulated the *China CITIC Bank 2025 Brand Construction Plan*. During bank-wide onsite and off-site inspections, the Bank focuses on critical links such as brand identity standards, material management, review workflows, and branch outlet displays. It identifies issues and drives rectifications to enhance the quality and efficiency of brand management. Concurrently, the Bank established a normalized review mechanism for brand materials and card face designs, continuously tracking the execution status of the brand visual identity system across various units.



15.5.2 Patent Protection

The Bank complies with the requirements of intellectual property laws and regulations, including the *Patent Law of the People's Republic of China*. It continuously executes patent management operations in accordance with internal provisions such as the *China CITIC Bank Administrative Measures for Intellectual Property Rights* and the *China CITIC Bank Work Plan for Technology Intellectual Property Rights*.

In 2025, the Bank conducted training on patents in the large model field, effectively elevating the patent technology extraction capabilities of its financial technology personnel. Throughout the year, the Bank submitted 188 patent applications. By the end of 2025, the cumulative number of valid patents reached 496, comprising 373 invention patents, two utility model patents, and 121 design patents.

15.5.3 Software Genuineization

The Bank places high importance on software genuineization initiatives. In 2025, it revised the *China CITIC Bank Administrative Measures for Externally Purchased Software and Genuineization*, detailing the full process standards for software procurement, deployment, utilization, and retirement. This revision clarified the division of duties among various departments and consolidated the primary responsibilities across operational links. Relying on terminal digital control tools, the Bank automatically identifies and addresses unauthorized software installation behaviors, forging a closed-loop management mechanism that encompasses monitoring, early warning, disposal, and review. This effectively forestalls potential compliance risks. On its internal training platform, the Bank updated courses related to software genuineization, disseminating the latest policies and management requirements. In 2025, the training reached over 28,000 attendances, significantly elevating employee awareness regarding the compliant usage of software.

15.6 Corporate Culture Development

In 2025, the Bank implemented the strategic decisions and deployments of the Party Central Committee. Grasping the new tasks and requirements for cultural construction within the financial system, the Bank solidly advanced the implementation and deep integration of a financial culture with Chinese characteristics. The Bank proactively identified and highlighted advanced role models, producing and filming the Cultural Role Models series of promotional videos. By narrating compelling cultural stories through relatable individuals and local events, the Bank inspired personnel to forge ahead proactively and strive for excellence. The Bank solicited cultural practice cases across its network. Notably, a typical case demonstrating the principle of seeking profits through righteousness was selected for inclusion in the cultural practice case compilation of the China Banking Association and was promoted across the broader financial system. The Bank organized characteristic activities such as the Corporate Culture Festival, Bank Anniversary Birthday Celebrations, employee sports meets, and themed essay competitions, continuously cultivating a vibrant cultural atmosphere. It conducted face to face classes for corporate culture key personnel, strengthening the cultural theory and practice training of employees. In conjunction with traditional festivals and significant commemorative dates, the Bank hosted events including delivering blessings for the Spring Festival, the Cultural Forum, and mass reading sessions, thereby carrying forward excellent traditional Chinese culture.

APPENDIXES

ESG Performance

Data scope

In this Report, data marked with ※ is consistent with the Group-wide scope as presented in the Bank's 2025 Annual Report; data marked with ※※ covers the Bank itself and its six subsidiaries; data without special notation are reported on the Bank's own scope (including both domestic and overseas branches). For information on the Bank's subsidiaries and joint ventures, please refer to the "Preparation Explanation" section of this Report.

Economic Performance※

Indicator	Unit	2025	2024	2023
Total assets	RMB 100 million	101,310.28	95,327.22	90,524.84
Operating income	RMB 100 million	2,126.36	2,132.23	2,055.70
Total profit	RMB 100 million	840.43	808.63	748.87
Net profit	RMB 100 million	714.90	694.68	680.62

Environmental Performance

1. Climate Change Response

(1) Greenhouse gas emissions※※

Indicator	Unit	2025	2024	2023
Total greenhouse gas emissions of Scope 1 and Scope 2	**Tons of CO_2 equivalent**	**213,766.08**	**213,832.95**	**203,052.99**
Per capita greenhouse gas emissions of Scope 1 and Scope 2	Tons of CO_2 equivalent / person	3.24	3.27	3.04
Greenhouse gas emission of Scope 1 (divided by source)	**Tons of CO_2 equivalent**	**6,545.99**	**6,777.72**	**7,706.45**
Gasoline	Tons of CO_2 equivalent	2,073.16	2,496.77	3,268.51
Diesel	Tons of CO_2 equivalent	32.19	333.53	4.77
Natural gas	Tons of CO_2 equivalent	4,433.11	3,919.15	4,374.59
Liquefied petroleum gas	Tons of CO_2 equivalent	7.53	28.27	58.58
Greenhouse gas emission of Scope 2 (divided by source)	**Tons of CO_2 equivalent**	**207,220.09**	**207,055.23**	**195,346.54**
Purchased electricity	Tons of CO_2 equivalent	175,153.31	174,050.40	165,158.23
Head office	Tons of CO_2 equivalent	11,811.42	—	—
Data centers	Tons of CO_2 equivalent	13,112.26	—	—
Branches and subsidiaries	Tons of CO_2 equivalent	150,229.64	—	—
Purchased heat	Tons of CO_2 equivalent	32,066.78	33,004.83	30,188.31
Greenhouse gas emission of Scope 3 (divided by source)	**Tons of CO_2 equivalent**	**21,283.42**	**22,080.60**	**—**
Category 1: Purchased goods and services[35]	**Tons of CO_2 equivalent**	**3,570.50**	**4,600.73**	**—**
Paper	Tons of CO_2 equivalent	2,470.21	2,643.85	—
Packaging materials	Tons of CO_2 equivalent	114.61	840.58	—
Others	Tons of CO_2 equivalent	985.68	1,116.29	—
Category 6: Business travel[36]	**Tons of CO_2 equivalent**	**17,712.92**	**17,479.87**	**—**

[35] The indicator includes the greenhouse gas emissions generated by some of the goods (paper, packaging materials, ink cartridges, toner cartridges, toner powder, and ribbons) purchased by the Bank. The relevant emissions are calculated based on the greenhouse gas emission coefficients of China's product life cycle and the factors in the Ecoinvent database.

[36] The indicator covers the Head Office and 37 domestic branches, and the relevant emissions are calculated based on the greenhouse gas emission coefficients of China's product life cycle.

(2) Greenhouse Gas emission reduction※※

Indicator	Unit	2025	2024	2023
Greenhouse gas emission reduction achieved through mitigation measures	**Tons of CO_2 equivalent**	**11,973.35**	—	—
Green energy transformation[37]	Tons of CO_2 equivalent	10,649.59	—	—
Other energy saving measures[38]	Tons of CO_2 equivalent	1,323.76	—	—
Greenhouse gas emission reduction facilitated by carbon reduction loans[39]	**Tons of CO_2 equivalent**	**1,329,769.68**	**1,529,457.87**	**844,380.21**

2. Green Finance

Indicator	Unit	2025	2024	2023
Balance of green loans[40]	RMB 100 million	7,524.62	6,005.65	4,590.22
Amount of green bonds issued domestically	RMB 100 million	50	200	200
Amount of green debt underwritten	RMB 100 million	269.09	144.81	103.10
Amount of green bonds investment	RMB 100 million	214.66	—	—
Balance of green finance leasing	RMB 100 million	301.71	343.40	279.50
Number of CITIC Carbon Accounts	10,000	2,944.02	—	—

[37] This indicator includes emissions reductions achieved through green electricity certificate offsetting and photovoltaic power generation.
[38] This indicator includes emissions reductions achieved through energy-saving retrofits and low-carbon operations.
[39] This indicator represents data as of the end of the third quarter of each year.
[40] This indicator is updated in accordance with the Green Loan Statistical Standards of the People's Bank of China. Data at the beginning of the year is adjusted accordingly, and the data of 2025 is not comparable with data from previous years.

3. Energy and Resource Management

(1) Energy management※※

Indicator	Unit	2025	2024	2023
Total energy consumption[41]	**Tons of standard coal**	**54,172.81**	**54,025.95**	**50,101.25**
Per capita energy consumption	Tons of standard coal /person	0.82	0.83	0.75
Direct energy consumption (divided by source)	**Tons of standard coal**	**3,681.91**	**3,768.34**	**4,279.19**
Gasoline	Tons of standard coal	986.19	1,187.18	1,553.83
Diesel	Tons of standard coal	14.87[42]	154.10	2.20
Natural gas	Tons of standard coal	2,676.43	2,410.66	2,688.85
Liquefied petroleum gas	Tons of standard coal	4.42	16.40	34.32
Indirect energy consumption (divided by source)	**Tons of standard coal**	**50,490.90**	**50,257.61**	**45,822.06**
Purchased electricity	Tons of standard coal	40,538.51	40,019.44	36,458.20
Purchased heat	Tons of standard coal	9,952.39	10,238.17	9,363.86

(2) Water resource management※※

Indicator	Unit	2025	2024	2023
Total water withdrawal	**Tons**	**1,561,925.29**	**1,668,982.31**	**1,660,727.64**
Per capita water withdrawal	Tons / person	23.70	25.49	24.83

[41] The total energy consumption in this report includes direct energy consumption and indirect energy consumption, which are calculated according to the relevant coefficients in the *General Principles for Calculation of Comprehensive Energy Consumption (GB/T 2589-2020)*.
[42] The statistical methodology for this data has been adjusted this year, rendering the 2025 data incomparable with previous years.

(3) Waste management※※

Indicator	Unit	2025	2024	2023
Total waste generated	**Tons**	**1,662.86**	**2,191.27**	**1,281.26**
Total hazardous waste[43]	Tons	84.16	90.76	40.36
Per capita generation of hazardous waste	Tons / person	0.0013	0.0014	0.0006
Total non-hazardous waste[44]	Tons	1,578.71	2,100.51	1,240.90
Per capita generation of non-hazardous waste	Tons / person	0.0240	0.0321	0.0186

(4) Use of paper and materials

Indicator	Unit	2025	2024	2023
Substitution rate for paper statements of credit cards	%	100	100	100
Paper consumption for new credit card inserts and envelopes	Tons	76.81	—	—
Average paper consumption per new credit card inserts and envelope	Gram/ piece	12.00	—	—
Shunting ratio of e-channel for personal business	%	99.75	99.72	99.74

[43] The statistical category of hazardous waste in this report includes ink cartridges, toner cartridges, and toner in 2023; and ink cartridges, toner cartridges, toner, ribbons, lead batteries, and fluorescent tubes in 2024 and 2025.
[44] The statistical category of non-hazardous waste in this report includes paper, keyboards, mice, and batteries in 2023; and paper, packaging materials, keyboards, mice, batteries, lighting equipment (except fluorescent tubes), hard drives, telephones, printers, hard drives for computers, desktop computers, laptops (excluding batteries), monitors, multi-functional devices, projectors, and security consumables in 2024 and 2025.

(5) Exhaust emission※※

Indicator	Unit	2025	2024	2023
Total exhaust emissions[45]	**Tons**	**0.67**	**0.62**	**0.36**
Sulfur dioxide emissions	Tons	0.01	0.02	0.02
Nitrogen oxides emissions	Tons	0.66	0.60	0.34

(6) Circular economy※※

Indicator	Unit	2025	2024	2023
Number of reused furniture items	Units	7,069	18,609	—

(7) Green operational activities※※

Indicator	Unit	2025	2024	2023
Number of green office awareness activities	Units	276	274	—

Social Performance

4. Technology Finance

Indicator	Unit	2025	2024	2023
Balance of technology[46]	RMB 100 million	10,729.02	—	—
Balance of loans to strategic emerging industries	RMB 100 million	7,672.08	6,439.54	5,318.69

[45] The emissions of sulfur dioxide and nitrogen oxides in this report mainly come from the fuel consumption of official vehicles, and the emission data are calculated in accordance with the *Technical Guidelines for Compiling the Atmospheric Pollutant Emission Inventory of Road Motor Vehicles (Trial)* issued by the Ministry of Environmental Protection of China.
[46] This indicator is based on the regulatory statistical standards of the People's Bank of China, and the beginning-of-year base has been adjusted accordingly.

5. Inclusive Finance

(1) Inclusive finance business

Indicator	Unit	2025	2024	2023
Balance of inclusive loans to micro and small businesses	RMB 100 million	6,443.06	5,998.25	5,450.76
Growth rate of inclusive small and micro enterprise loans compared to the end of the previous year[47]	%	7.42	—	—
Number of inclusive small and micro enterprises with outstanding loans	10,000	31.39	31.04	28.36
Increase in the number of inclusive small and micro enterprises with outstanding loans	10,000	0.35	2.68	5.36
Balance of agriculture-related loans[48]	RMB 100 million	5,128.94	4,459.18	5,604.46
Proportion of outstanding agriculture-related loans to total outstanding loans	%	9.04	—	—
Balance of loans to precision financial assistance	RMB 100 million	396.07	384.19	369.82

(2) Access to financial services

Indicator	Unit	2025	2024	2023
Number of outlets	Units	1,484	1,470	1,451
Number of outlets in counties	Units	161	161	158
Number of outlets with barrier-free access	Units	1,266	1,252	1,233
Number of self-service devices	Set	3,053[49]	4,456	4,482
Smart Service Substitution Rate[50]	%	89.32	—	—

[47] This indicator represents the growth rate calculated after adjusting the beginning-of-year balance.
[48] This indicator is adjusted annually in accordance with changes of regulatory statistical standards.
[49] To fulfill the regulatory requirement for 100% compliance with the national standard transformation of self-service cash equipment, certain obsolete devices that do not meet the criteria for modification have been decommissioned, while ensuring the quality and efficiency of customer services.
[50] This indicator measures the diversion efficiency of smart services across customer service channels. It represents the ratio of the total volume of business, comprising tasks directly processed by intelligent systems and the converted volume of tasks handled via human assistance, to the total business volume of the channels.

6. Pension Finance

Indicator	Unit	2025	2024	2023
Scale of pension finance custody[51]	RMB 100 million	5,927.43	5,077.23	4,262.35
Cumulative number of private pension accounts	10,000 accounts	293.39	218.82	92.71
Outstanding loans for elderly care industry	RMB 100 million	24.70	—	—

7. Digital Finance

Indicator	Unit	2025	2024	2023
Outstanding loans for the core industries of the digital economy	RMB 100 million	2,467.82	—	—

(1) Investment in technology[※]

Indicator	Unit	2025	2024	2023
Investment in information technology	RMB 100 million	96.41	109.45	121.53
Proportion of investment in information technology to operating income	%	4.53	5.13	5.90
Proportion of technology personnel	Persons	5,807	5,832	5,626
Proportion of technology personnel	%	8.79	8.91	8.41

(2) Innovation-driven development

Indicator	Unit	2025	2024	2023
Number of invention patents applied to core business	Items	373	259	113
Number of invention patent applications	Items	188	346	242
Number of invention patents granted	Items	132	147	71
Cumulative valid patents	Items	496	364	168

[51] This indicator is adjusted annually in accordance with changes of regulatory statistical standards.

8. Consumer Rights Protection

Indicator	Unit	2025	2024	2023
Customer service satisfaction with debit card through all channels	%	98.48	98.41	98.54
Customer satisfaction with credit card in calls	%	98.80	98.76	98.56
Initial contact timeliness rate for work tickets[52]	%	99.68	98.84	—
Complaint ticket 15-day resolution rate	%	100.00	99.92	—
Number of customer complaints received through all channels[53]	Units	259,290	256,486	267,424
Number of financial education and publicity activities	Times	12,447	12,432	12,570

9. Data Security and Customer Privacy Protection

Indicator	Unit	2025	2024	2023
Number of annual data security risk assessment	Units	1	1	—

10. Employees

(1) Basic Employee Profile®

Indicator	Unit	2025	2024	2023
Total number of employees	**Persons**	**67,674**	**65,466**	**66,891**
Number of employees by gender				
Total number of female employees	Persons	37,218	35,910	36,269
Total number of male employees	Persons	30,456	29,556	30,622

[52] The ticket categories covered by this indicator include both complaints and task-based work orders.
[53] This indicator excludes duplicate complaints as well as those related to account control, credit reporting, billing standards, and debt negotiation handled through the Bank's internal channels.

Indicator	Unit	2025	2024	2023
Number of employees by age				
Total number of employees aged 30 and below	Persons	13,078	13,908	16,219
Total number of employees aged 31-50	Persons	49,791	47,153	46,605
Total number of employees aged 51 and above	Persons	4,805	4,405	4,067
Number of employees by region				
Total number of domestic employees	**Persons**	**64,380**	**62,799**	**64,233**
Employees in the Bohai Rim region	Persons	18,626	17,548	18,058
Employees in the Yangtze River Delta region	Persons	13,398	13,123	13,155
Employees in the Pearl River Delta and West Strait region	Persons	13,262	13,253	13,502
Employees in central China	Persons	8,586	8,483	8,404
Employees in western China	Persons	8,099	7,993	8,619
Employees in northeast China	Persons	2,409	2,399	2,495
Total number of overseas employees	**Persons**	**3,294**	**2,667**	**2,658**
Number of employees by type				
Total number of management cadres[54]	Persons	6,143	7,089	7,244
Total number of frontline employees	Persons	61,531	58,377	59,647
New employees profile				
Number of new employees	**Persons**	**3,749**	**4,005**	**8,587**
Number of new female employees	Persons	1,938	1,912	4,881
Number of new male employees	Persons	1,811	2,093	3,706
Employee localization				
Ratio of localized executives at the Head Office	%	100	100	100

[54] This indicator refers to personnel at or above the rank of Deputy Division Chief at the Head Office, Deputy General Manager of Departments at first - tier subsidiaries/first - tier branches, Deputy Sub-branch Manager, and equivalent positions.

(2) Employee rights and interests protection

Indicator	Unit	2025	2024	2023
Labor contract signing rate	%	100	100	100
Social insurance coverage rate	%	100	100	100
Trade union coverage rate※※	%	100	—	—

(3) Employee diversity※

Indicator	Unit	2025	2024	2023
Proportion of female employees	%	55.00	54.85	54.22
Total number of ethnic minority employees	Persons	3,184	3,073	3,204
Proportion of ethnic minority employees	%	4.70	4.69	4.79

(4) Employee turnover

Indicator	Unit	2025	2024	2023
Employee turnover rate	**%**	**2.23**	**2.14**	**2.58**
Employee turnover rate by gender				
Female employee turnover rate	%	2.12	2.12	2.40
Male employee turnover rate	%	2.37	2.16	2.81
Employee turnover rate by age				
Turnover rate of employees aged 30 and below	%	4.77	4.53	4.47
Turnover rate of employees aged 31 -50	%	1.71	1.55	2.12
Turnover rate of employees aged 51 and above	%	0.36	0.32	0.29

Indicator	Unit	2025	2024	2023
Employee turnover rate by region				
Turnover rate in the Bohai Rim region	%	1.27	1.09	1.42
Turnover rate in the Yangtze River Delta region	%	3.01	2.80	3.12
Turnover rate in the Pearl River Delta and West Strait region	%	2.85	3.19	3.64
Turnover rate in central China	%	1.69	1.57	2.06
Turnover rate in western China	%	2.60	2.33	3.29
Turnover rate in northeast China	%	2.21	2.45	1.53

(5) Occupational health and safety

Indicator	Unit	2025	2024	2023
Number of work-related deaths at the Head Office	Persons	0	1	0
Work-related death rate at the Head Office	%	0	0.0016	0
Number of work-related injuries at the Head Office	Persons	10	13	9
Work hours lost due to work-related injuries at the Head Office	Days	232.50	391.00	84.50
Investment in work-related injury insurance for the Head Office employees	RMB 10,000	478.64	457.72	—
Coverage rate of work-related injury insurance for the Head Office employees	%	100	100	—

(6) Employee training

Indicator	Unit	2025	2024	2023
Total training cost	RMB 10,000	11,682.36	17,342.47	17,038.55
Per capita training cost	RMB	1,886.32	2,833.32	2,854.36
Number of training programmes	Units	4,078	—	—
Total number of training participants	Person-Times	859,588	1,190,752	796,795
Per capita number of training participants	Times	13.88	19.45	13.35
Employee training coverage rate	%	100	—	—
By gender				
Duration of training per female employee	Days/person	18	20	10
Percentage of female employees participating in training	%	100	100	100
Duration of training per male employee	Days/person	18	20	9
Percentage of male employees participating in training	%	100	100	100
By employee type				
Duration of training per management employee	Days/person	21	23	6
Percentage of management employees participating in training	%	100	100	100
Duration of training per non-management employee	Days/person	17	20	20
Percentage of non-management employees participating in training	%	100	100	100

11. Social Contribution

Indicator	Unit	2025	2024	2023
Total donations※	RMB 10,000	1,089.44	954.51	1,173.51

(1) Diversified assistance

Indicator	Unit	2025	2024	2023
Total gratuity-based assistance funds allocated to paired-up counties	RMB 10,000	601.22	—	—
Number of beneficiaries in paired-up counties benefited	10,000 persons	40.24	—	—
Total amount of consumption-based assistance purchases	RMB 10,000	5,734.15※※	5,948.10	5,299.93

(2) Public welfare and charitable activities

Indicator	Unit	2025	2024	2023
Number of philanthropic projects and related activities	Units	643※※	253	219
Number of beneficiaries of philanthropy and related activities	10,000 Person-Times	4,020.83※※	64.15	30.10

(3) Voluntary services※※

Indicator	Unit	2025	2024	2023
Number of volunteer participation[55]	Person-Times	13,360	13,014	8,292
Volunteer service hours	Hours	7,705.80	—	—

[55] This indicator refers to the total number of participation in volunteer service activities organized by all volunteer organizations across the Bank during the year. It is calculated as the cumulative sum of participants in each individual activity.

12. Supply Chain Management

Indicator	Unit	2025	2024	2023
Total number of suppliers	**Units**	**19,681**	**19,200**	**18,463**
Number of suppliers in Chinese mainland	Units	19,614	19,135	18,402
Number of suppliers in Hong Kong, Macao, and Taiwan	Units	47	45	41
Number of overseas suppliers	Units	20	20	20
Supplier review coverage rate	**%**	**100**	**100**	**100**
Social responsibility training sessions held for suppliers	**Units**	**26**	—	—
On-time payment rate for SME suppliers※※	**%**	**100**	—	—

Governance Performance

13. Corporate Governance

Indicator	Unit	2025	2024	2023
Number of directors	**Persons**	**9**	**9**	**9**
By gender				
Number of female directors	Persons	1	2	2
Percentage of female directors	%	11	22	22
By type				
Number of executive directors	Persons	2	2	2
Percentage of executive directors	%	22	22	22
Number of non-executive directors	Persons	3	3	3
Percentage of non-executive directors	%	33	33	33
Number of independent directors	Persons	4	4	4
Percentage of independent directors	%	44	44	44

14. Risk Management※

Indicator	Unit	2025	2024	2023
Non-performing loan ratio	%	1.15	1.16	1.18
Allowance coverage ratio	%	203.61	209.43	207.59

15. Business Ethics and Compliance Operation

(1) Training related to anti-bribery and anti-corruption

Indicator	Unit	2025	2024	2023
Number of trainees				
Senior management personnel	Persons	10	9	—
Management cadres at the Head Office	Persons	＞370	＞360	—
Frontline employees at the Head Office	Persons	＞6,300	＞6,000	—
Percentage of trainees				
Senior management personnel	%	100	100	—
Management cadres at the Head Office	%	100	100	—
Frontline employees at the Head Office	%	100	100	—

(2) Training related to compliant operation

Indicator	Unit	2025	2024	2023
Number of compliance training	Units	20,563	—	—
Employee coverage rate of compliance training	%	100	—	—
Number of anti-money laundering training	Times	1,731	1,122	1,256
Participation in anti-money laundering training	10,000 Person-Times	30	—	—

(3) Case resolution status※※

Indicator	Unit	2025	2024	2023
Number of concluded cases regarding corruption	Units	1	2	—

Comparison Table of Sustainability Issues

Number	Issue	Corresponding Issue Names of *Guidelines No.14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies — Sustainability Report (Trial)*	Corresponding Sections of *Appendix C2 Environmental, Social, and Governance (ESG) Reporting Code* of the Stock Exchange of Hong Kong	United Nations Sustainable Development Goals(SDGs)
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[56] This topic has been disclosed in accordance with the International Financial Reporting Standard S2 — Climate-related Disclosures (IFRS S2) and the recommended framework of the Task Force on Climate-related Financial Disclosures (TCFD).

Content Retrieval

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Environmental	3	Waste disposal	Article 31	Environmental - 3 Energy and Resource Management - 3.2 Green Office - 3.2.3 Waste Management Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management - (3) Waste Management
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Social	17	Employees	Article 50	Social - 10 Employees Appendixes - ESG Performance - Social Performance - 10. Employees
Sustainability-related governance	18	Due diligence	Article 52	Sustainability Governance - Governance Structure Environmental - 1 Responding to Climate Change Social - 8 Consumer Rights Protection - 8.3 Impact, Risk and Opportunity Management - 8.3.2 Product Marketing Norms Social - 12 Supply Chain Management - 12.1 Procurement Risk Management Governance - 15 Business Ethics and Compliance
Sustainability-related governance	19	Stakeholder engagement	Article 53	Sustainability Management - Engagement and Interaction with Stakeholders Governance - 13 Corporate Governance - 13.6 Shareholder Rights - 13.6.3 Communication and Engagement
Sustainability-related governance	20	Anti-commercial bribery and anti-corruption	Article 55	Governance - 13 Corporate Governance - 13.5 Performance Training Governance - 15 Business Ethics and Compliance - 15.3 Anti-Bribery and Anti-Corruption
Sustainability-related governance	21	Combat unfair competition	Article 56	Governance - 15 Business Ethics and Compliance - 15.4 Anti-Unfair Competition

Index to the Hong Kong Stock *Exchange's Environmental, Social and Governance Reporting Code*

Mandatory Disclosure Requirements

	Content	Location
Governance Structure	A statement from the board containing the following elements: (i) a disclosure of the board's oversight of ESG issues; (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritize and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the Board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	Sustainability Governance - Governance Structure: Vertical Implementation of ESG Concepts from Strategy to Action
Reporting Principles	A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report. **Materiality**: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement. **Quantitative**: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed. **Consistency**: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.	Preparation Explanation
Reporting Boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	Preparation Explanation

"Comply or Explain" Provisions

Category	Issues	KPI	Location
Environmental	A1 Emissions	General Disclosure: Information on: relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Environmental - 3 Energy and Resource Management
		A1.1 The types of emissions and respective emissions data.	Appendixes - ESG Performance - Environmental Performance - 1. Responding to Climate Change-(1) Greenhouse gas emissions Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management-(5) Exhaust emission
		A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management - (3) Waste Management
		A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management - (3) Waste Management
		A1.5 Description of emission target(s) set and steps taken to achieve them.	Environmental - 3 Energy and Resource Management
		A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Environmental - 3 Energy and Resource Management - 3.2 Green Office - 3.2.4 Waste Management
	A2 Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental - 3 Energy and Resource Management
		A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource
		A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management - (2) Water Management
		A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental - 3 Energy and Resource Management
		A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Environmental - 3 Energy and Resource Management
		A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not Applicable
	A3 The Environment and Natural Resources	General Disclosure: Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Environmental - 1 Responding to Climate Change Environmental - 3 Energy and Resource Management
		A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental - 1 Responding to Climate Change Environmental - 3 Energy and Resource Management
Social	B1 Employment	General Disclosure: Information on: relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Social - 10 Employees
		B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Appendixes - ESG Performance - Social Performance - 10. Employees - (1) Basic Employee Profile
		B1.2 Employee turnover rate by gender, age group and geographical region.	Appendixes - ESG Performance - Social Performance - 10. Employees - (4) Employee Turnover

Category	Issues	KPI	Location
Social	B2 Health and Safety	General Disclosure: Information on: relating to providing a safe working environment and protecting employees from occupational hazards. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Social - 10 Employees - 10.7 Non-Salary Benefits
		B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Appendixes - ESG Performance - Social Performance - 10. Employees - (5) Occupational Health and Safety
		B2.2 Lost days due to work injury.	Appendixes - ESG Performance - Social Performance - 10. Employees - (5) Occupational Health and Safety
		B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Social - 10 Employees - 10.7 Non-Salary Benefits
	B3 Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Social - 10 Employees - 10.5 Training and Support
		B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Appendixes - ESG Performance - Social Performance - 10. Employees - (6) Employee Training
		B3.2 The average training hours completed per employee by gender and employee category.	Appendixes - ESG Performance - Social Performance - 10. Employees - (6) Employee Training
	B4 Labor Standards	General Disclosure: Information on: relating to preventing child and forced labor. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Social - 10 Employees - 10.2 Recruitment and Employment
		B4.1 Description of measures to review employment practices to avoid child and forced labor.	Social - 10 Employees - 10.2 Recruitment and Employment
		B4.2 Description of steps taken to eliminate such practices when discovered.	Social - 10 Employees - 10.2 Recruitment and Employment
	B5 Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	Social - 12 Supply Chain Management
		B5.1 Number of suppliers by geographical region.	Appendixes - ESG Performance - Social Performance – 12. Supply Chain Management
		B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Social - 12 Supply Chain Management Appendixes - ESG Performance - Social Performance – 12. Supply Chain Management
		B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Social - 12 Supply Chain Management
		B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Social - 12 Supply Chain Management - 12.4 Green and Environmentally Friendly Procurement

Category	Issues	KPI	Location
Social	B6 Product Responsibility	General Disclosure: Information on: relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Social - 8 Consumer Rights Protection Social - 9 Data Security and Customer Privacy Protection
		B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not Applicable
		B6.2 Number of products and service-related complaints received and how they are dealt with.	Social - 8 Consumer Rights Protection - 8.3 Impact, Risk and Opportunity Management – 8.3.4 Customer Complaint Management
		B6.3 Description of practices relating to observing and protecting intellectual property rights.	Governance - 15 Business Ethics and Compliance - 15.5 Intellectual Property Rights Protection
		B6.4 Description of quality assurance process and recall procedures.	Not Applicable
		B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored	Social - 9 Data Security and Customer Privacy Protection
	B7 Anti-corruption	General Disclosure: Information on: relating to bribery, extortion, fraud and money laundering. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Governance - 15 Business Ethics and Compliance
		B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Governance - 15 Business Ethics and Compliance - 15.3 Anti-Bribery and Anti-Corruption
		B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Governance - 15 Business Ethics and Compliance
		B7.3 Description of anti-corruption training provided to directors and staff.	Governance - 15 Business Ethics and Compliance - 15.1 Employee Behavior Management – 15.1.4 Compliance Culture Development Governance - 15 Business Ethics and Compliance - 15.3 Anti-Bribery and Anti-Corruption
	B8 Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Social - 11 Social Contribution
		B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Social - 11 Social Contribution
		B8.2 Resources contributed (e.g. money or time) to the focus area.	Social - 11 Social Contribution Appendixes - ESG Performance - Social Performance - 11. Social Contribution

GRI content index

Statement of use	China CITIC Bank Corporation Limited has reported the information cited in this GRI content index for the period from January 1st, 2025 to December 31st, 2025 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI Standard	Disclosure	Location
General Disclosures		
GRI 2: General Disclosures2021	2-1 Organizational details	About Us
	2-2 Entities included in the organization's sustainability reporting	Preparation Explanation
	2-3 Reporting period, frequency and contact point	Preparation Explanation
	2-4 Restatements of information	Appendixes - ESG Performance - Environmental Performance - 1. Responding to Climate Change - (1) Greenhouse Gas Emissions
	2-5 External assurance	Appendixes - Independent Assurance Report
	2-6 Activities, value chain and other business relationships	About Us
	2-7 Employees	Appendixes - ESG Performance - Social Performance - 10. Employees
	2-8 Workers who are not employees	Appendixes - ESG Performance - Social Performance - 10. Employees
	2-9 Governance structure and composition	Sustainability Governance - Governance Structure Governance - 13 Corporate Governance
	2-10 Nomination and selection of the highest governance body	Sustainability Governance - Governance Structure Governance - 13 Corporate Governance e
	2-11 Chair of the highest governance body	Sustainability Governance - Governance Structure Governance - 13 Corporate Governance
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability Governance - Sustainable development governance framework Governance - 13 Corporate Governance
	2-13 Delegation of responsibility for managing impacts	Sustainability Governance - Governance Structure Governance - 13 Corporate Governance
GRI 2: General Disclosures2021	2-14 Role of the highest governance body in sustainability reporting	Sustainability Governance - Governance Structure Governance - 13 Corporate Governance
	2-15 Conflicts of interest	Governance - 13 Corporate Governance - 13.6 Shareholder Rights
	2-16 Communication of critical concerns	Sustainability Management - Engagement and Interaction with Stakeholders Governance - 13 Corporate Governance - 13.6 Shareholder Rights - 13.6.3 Communication and Engagement
	2-17 Collective knowledge of the highest governance body	Sustainability Management - Engagement and Interaction with Stakeholders Governance - 13 Corporate Governance - 13.5 Performance Training Governance - 13 Corporate Governance - 13.6 Shareholder Rights - 13.6.3 Communication and Engagement
	2-18 Evaluation of the Performance of the highest governance body	Governance - 13 Corporate Governance - 13.4 Compensation Management
	2-19 Remuneration policies	Governance - 13 Corporate Governance - 13.4 Compensation Management
	2-20 Process to determine remuneration	Governance - 13 Corporate Governance - 13.4 Compensation Management
	2-21 Annual total compensation ratio	Not Applicable
	2-22 Statement on sustainable development strategy	Statement of the Board of Directors Sustainability Governance
	2-23 Policy commitments	Social - 10 Employees
	2-24 Embedding policy commitments	Sustainability Governance
	2-25 Processes to remediate negative impacts	Social - 8 Consumer Rights Protection - 8.3 Impact, Risk and Opportunity Management – 8.3.4 Customer Complaint Management Social - 10 Employees - 10.4 Career Development and Promotion Paths Social - 10 Employees - 10.6 Sound and Listening - 10.6.2 Employees Communication Channels
	2-26 Mechanisms for seeking advice and raising concerns	Sustainability Management - Engagement and Interaction with Stakeholders
	2-27 Compliance with laws and regulations	Governance - 15 Business Ethics and Compliance
	2-28 Membership associations	Environmental - 1 Responding to Climate Change - 1.2 Greenhouse Gas Emission Management - 1.2.2 Greenhouse Gas Emission Reduction Measures - Financing and Investment Business

GRI Standard	Disclosure	Location
GRI 2: General Disclosures2021	2-29 Approach to stakeholder engagement	Sustainability Management - Engagement and Interaction with Stakeholders
	2-30 Collective bargaining agreements	Social - 10 Employees - 10.6 Sound and Listening
Material Topics		
GRI 3: Material Topics2021	3-1 Process to determine material topics	Sustainability Management - Issue Identification and Materiality Assessment
	3-2 List of material topics	Sustainability Management - Issue Identification and Materiality Assessment
	3-3 Management of material topics	Sustainability Management
Biodiversity		
GRI 3: Material Topics 2021	3-3 Management of material topics	Environmental - 1 Responding to Climate Change-1.1 ESG Risk Management-1.1.5 Credit Policies for Key Industries Environmental - 2 Green Finance – 2.8 Ecological Environment and Biodiversity Conservation
GRI 101: Biodiversity 2024	101-1 Policies to halt and reverse biodiversity loss	Environmental - 1 Responding to Climate Change-1.1 ESG Risk Management-1.1.5 Credit Policies for Key Industries
	101-2 Management of biodiversity impacts	Environmental - 1 Responding to Climate Change-1.1 ESG Risk Management-1.1.5 Credit Policies for Key Industries Environmental - 2 Green Finance – 2.8 Ecological Environment and Biodiversity Conservation
Economic Performance		
GRI 3: Material Topics2021	3-3 Management of material topics	Feature: Supporting Domestic Demand Expansion and Boosting Consumption Environmental - 1 Responding to Climate ChangeSocial - 10 Employees
GRI 201: Economic Performance2016	201-1 Direct economic value generated and distributed	Appendixes - ESG Performance - Economic Performance
	201-2 Financial implications and other risks and opportunities due to climate change	Environmental - Environmental-Related Strategy
	201-3 Defined benefit plan obligations and other retirement plans	Social - 10 Employees – 10.7 Non-Salary Benefits
	201-4 Financial assistance received from government	Not Applicable
Market presence		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 10 Employees
GRI 202: Market Presence2016	202-2 Proportion of senior management hired from the local community	Environmental - Environmental-Related Strategy

GRI Standard	Disclosure	Location
Indirect economic impacts		
GRI 3: Material Topics2021	3-3 Management of material topics	Environmental - 2 Green Finance Social - 4 Technology Finance Social - 5 Inclusive Finance Social - 6 Pension Finance Social - 7 Digital Finance
GRI 203: Indirect Economic Impacts2016	203-1 Infrastructure investments and services supported	Environmental - 2 Green Finance Social - 4 Technology Finance Social - 5 Inclusive Finance Social - 6 Pension Finance Social - 7 Digital Finance
	203-2 Significant indirect economic impacts	Environmental - 2 Green Finance Social - 4 Technology Finance Social - 5 Inclusive Finance Social - 6 Pension Finance Social - 7 Digital Finance
Procurement Practices		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 12 Supply Chain Management Appendixes - ESG Performance - Social Performance - 12. Supply Chain Management
GRI 204: Procurement Practices2016	204-1 Proportion of spending on local suppliers	Social - 12 Supply Chain Management Appendixes - ESG Performance - Social Performance - 12. Supply Chain Management
Anti-corruption		
GRI 3: Material Topics2021	3-3 Management of material topics	Governance - 15 Business Ethics and Compliance - 15.3 Anti Commercial Bribery and Anti-Corruption
GRI 205: Anti-corruption2016	205-1 Operations assessed for risks related to corruption	Governance - 15 Business Ethics and Compliance - 15.3 Anti Commercial Bribery and Anti-Corruption
	205-2 Communication and training about anti-corruption policies and procedures	Governance - 15 Business Ethics and Compliance - 15.3 Anti Commercial Bribery and Anti-Corruption
	205-3 Confirmed incidents of corruption and actions taken	Governance - 15 Business Ethics and Compliance - 15.3 Anti Commercial Bribery and Anti-Corruption

GRI Standard	Disclosure	Location
Anti-competitive Behavior		
GRI 3: Material Topics2021	3-3 Management of material topics	Governance - 15 Business Ethics and Compliance - 15.4 Anti-Unfair Competition
GRI 206: Anti-competitive Behavior2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Governance - 15 Business Ethics and Compliance - 15.4 Anti-Unfair Competition
Materials		
GRI 3: Material Topics2021	3-3 Management of material topics	Environmental - 3 Energy and Resource Management - 3.2 Green Office
GRI 301: Materials2016	301-1 Materials used by weight or volume	Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management
	301-2 Recycled input materials used	Environmental - 3 Energy and Resource Management - 3.2 Green Office - 3.2.3 Waste Management
	301-3 Reclaimed products and their packaging materials	Environmental - 3 Energy and Resource Management - 3.2 Green Office - 3.2.3 Waste Management
Energy		
GRI 3: Material Topics2021	3-3 Management of material topics	Environmental - 3 Energy and Resource Management
GRI 302: Energy2016	302-1 Energy consumption within the organization	Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management
	302-2 Energy consumption outside of the organization	Not Applicable
	302-3 Energy intensity	Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management
	302-4 Reduction of energy consumption	Environmental - 3 Energy and Resource Management Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management
	302-5 Reductions in energy requirements of products and services	Environmental - 3 Energy and Resource Management - 3.3 Green Branches
Water and Effluents		
GRI 3: Material Topics2021	3-3 Management of material topics	Environmental - 3 Energy and Resource Management - 3.2 Green Office - 3.2.2 Water Resource Management

GRI Standard	Disclosure	Location
GRI 303: Water and Effluents2018	303-1 Interactions with water as a shared resource	Environmental - 3 Energy and Resource Management - 3.2 Green Office - 3.2.2 Water Resource Management
	303-2 Management of water discharge-related impacts	Environmental - 3 Energy and Resource Management - 3.2 Green Office - 3.2.2 Water Resource Management
	303-3 Water withdrawal	Environmental - 3 Energy and Resource Management - 3.2 Green Office - 3.2.2 Water Resource Management
	303-4 Water discharge	Environmental - 3 Energy and Resource Management - 3.2 Green Office - 3.2.2 Water Resource Management
	303-5 Water consumption	Environmental - 3 Energy and Resource Management - 3.2 Green Office Practices - 3.2.2 Water Resource Management Appendixes - ESG Performance - Environmental Performance – 3. Energy and Resource Management - (2) Water Resource Management
Emissions		
GRI 3: Material Topics2021	3-3 Management of material topics	Environmental - 3 Energy and Resource Management - 3.2 Green Office - 3.2.4 Emission and Pollutant Discharge Management
GRI 305: Emissions2016	305-1 Direct (Scope 1) GHG emissions	Appendixes - ESG Performance - Environmental Performance - 1. Climate Change Response - (1) Greenhouse Gas Emissions
	305-2 Energy indirect (Scope 2) GHG emissions	Appendixes - ESG Performance - Environmental Performance - 1. Climate Change Response - (1) Greenhouse Gas Emissions
	305-3 Other indirect (Scope 3) GHG emissions	Appendixes - ESG Performance - Environmental Performance - 1. Climate Change Response - (1) Greenhouse Gas Emissions
	305-4 GHG emissions intensity	Appendixes - ESG Performance - Environmental Performance - 1. Climate Change Response - (1) Greenhouse Gas Emissions
	305-5 Reduction of GHG emissions	Appendixes - ESG Performance - Environmental Performance - 1. Climate Change Response - (1) Greenhouse Gas Emissions
	305-6 Emissions of ozone-depleting substances (ODS)	Not Applicable
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management - (5) Exhaust Emissions

GRI Standard	Disclosure	Location
Waste		
GRI 3: Material Topics2021	3-3 Management of material topics	Environmental - 3 Energy and Resource Management - 3.2 Green Office Practices - 3.2.3 Waste Management
GRI 306: Waste2020	306-1 Waste generation and significant waste-related impacts	Environmental - 3 Energy and Resource Management - 3.2 Green Office Practices - 3.2.3 Waste Management
	306-2 Management of significant waste-related impacts	Environmental - 3 Energy and Resource Management - 3.2 Green Office Practices - 3.2.3 Waste Management
	306-3 Waste generated	Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management - (3) Waste Management
	306-4 Waste diverted from disposal	Not Applicable
	306-5 Waste directed to disposal	Not Applicable
Supplier Environmental Assessment		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 12 Supply Chain Management
GRI 308: Supplier Environmental Assessment2016	308-1 New suppliers that were screened using environmental criteria	Social - 12 Supply Chain Management Appendixes - ESG Performance - Social Performance - 12. Supply Chain Management
	308-2 Negative environmental impacts in the supply chain and actions taken	Social - 12 Supply Chain Management Appendixes - ESG Performance - Social Performance - 12. Supply Chain Management
Employment		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 10 Employees
GRI 401: Employment2016	401-1 New employee hires and employee turnover	Appendixes - ESG Performance - Social Performance - 10. Employees
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Social - 10 Employees - 10.3 Compensation and Performance Evaluation Social - 10 Employees - 10.7 Non-Salary Benefits
	401-3 Parental leave	Social - 10 Employees - 10.3 Compensation and Performance Evaluation

GRI Standard	Disclosure	Location
Occupational Health and Safety		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 10 Employees - 10.7 Non-Salary Benefits
GRI 403: Occupational Health and Safety2018	403-1 Occupational health and safety management system	Social - 10 Employees - 10.7 Non-Salary Benefits
	403-2 Hazard identification, risk assessment, and incident investigation	Social - 10 Employees - 10.7 Non-Salary Benefits
	403-3 Occupational health services	Social - 10 Employees - 10.7 Non-Salary Benefits
	403-4 Worker participation, consultation, and communication on occupational health and safety	Social - 10 Employees - 10.7 Non-Salary Benefits
	403-5 Worker training on occupational health and safety	Social - 10 Employees - 10.7 Non-Salary Benefits
	403-6 Promotion of worker health	Social - 10 Employees - 10.7 Non-Salary Benefits
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Social - 10 Employees - 10.7 Non-Salary Benefits
	403-8 Workers covered by an occupational health and safety management system	Social - 10 Employees - 10.7 Non-Salary Benefits
	403-9 Work-related injuries	Appendixes - ESG Performance - Social Performance - 10. Employees - (5) Occupational health and safety
	403-10 Work-related ill health	Social - 10 Employees - 10.7 Non-Salary Benefits Appendixes - ESG Performance - Social Performance - 10. Employees - (5) Occupational health and safety
Training and Education		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 10 Employees - 10.5 Training and Support
GRI 404: Training and Education2016	404-1 Average hours of training per year per employee	Appendixes - ESG Performance - Social Performance - 10. Employees - (6) Employee Training
	404-2 Programs for upgrading employee skills and transition assistance programs	Social - 10 Employees - 10.5 Training and Support
	404-3 Percentage of employees receiving regular Performance and career development reviews	Appendixes - ESG Performance - Social Performance - 10. Employees - (6) Employee Training

GRI Standard	Disclosure	Location
Diversity and Equal Opportunity		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 10 Employees - 10.2 Recruitment and Employment Governance - 13 Corporate Governance - 13.3 Duty Execution and Responsibilities - 13.3.2 Board of Directors
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	Social - 10 Employees - 10.2 Recruitment and Employment Governance - 13 Corporate Governance - 13.3 Duty Execution and Responsibilities - 13.3.2 Board of Directors
Non-discrimination		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 10 Employees - 10.2 Recruitment and Employment
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Social - 10 Employees - 10.2 Recruitment and Employment
Child Labor		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 10 Employees - 10.1 Recruitment and Employment
GRI 408: Child Labor2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Not Applicable
Forced or Compulsory Labor		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 10 Employees
GRI 409: Forced or Compulsory Labor2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Not Applicable
Local Communities		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 5 Inclusive Finance Social - 11 Social Contribution
GRI 413: Local Communities2016	413-1 Operations with local community engagement, impact assessments, and development programs	Social - 5 Inclusive Finance Social - 11 Social Contribution
	413-2 Operations with significant actual and potential negative impacts on local communities	Social - 5 Inclusive Finance Social - 11 Social Contribution
Supplier Social Assessment		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 12 Supply Chain Management
GRI 414: Supplier Social Assessment2016	414-1 New suppliers that were screened using social criteria	Social - 12 Supply Chain Management Appendixes - ESG Performance - Social Performance - 12. Supply Chain Management
	414-2 Negative social impacts in the supply chain and actions taken	Social - 12 Supply Chain Management Appendixes - ESG Performance - Social Performance - 12. Supply Chain Management

GRI Standard	Disclosure	Location
Customer Health and Safety		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 8 Consumer Rights Protection
GRI 416: Customer Health and Safety2016	416-1 Assessment of the health and safety impacts of product and service categories	Social - 8 Consumer Rights Protection - 8.3 Impact, Risk and Opportunity Management - 8.3.6 Customer Safety Management
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Social - 8 Consumer Rights Protection - 8.3 Impact, Risk and Opportunity Management - 8.3.8 Special Audit
Marketing and Labeling		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 8 Consumer Rights Protection - 8.3 Impact, Risk and Opportunity Management - 8.3.1 Product and Service Review Social - 8 Consumer Rights Protection - 8.3 Impact, Risk and Opportunity Management - 8.3.2 Product Marketing Norms Governance - 15 Business Ethics and Compliance - 15.5 Intellectual Property Rights Protection
GRI 417: Marketing and Labeling2016	417-1 Requirements for product and service information and labeling	Social - 8 Consumer Rights Protection - 8.3 Impact, Risk and Opportunity Management - 8.3.1 Product and Service Review Social - 8 Consumer Rights Protection - 8.3 Impact, Risk and Opportunity Management - 8.3.2 Product Marketing Norms Governance - 15 Business Ethics and Compliance - 15.5 Intellectual Property Rights Protection
	417-2 Incidents of non-compliance concerning product and service information and labeling	Social - 8 Consumer Rights Protection - 8.3 Impact, Risk and Opportunity Management - 8.3.8 Special Audit
	417-3 Incidents of non-compliance concerning marketing communications	Social - 8 Consumer Rights Protection - 8.3 Impact, Risk and Opportunity Management - 8.3.8 Special Audit
Customer Privacy		
GRI 3: Material Topics2021	3-3 Management of material topics	Social - 9 Data Security and Customer Privacy Protection
GRI 418: Customer Privacy2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Social - 9 Data Security and Customer Privacy Protection - 9.3 Impact, Risk and Opportunity Management - 9.3.5 Internal Audit

Index of Indicators for the *Guidelines on Environmental Information Disclosure for Financial Institutions* of the People's Bank of China[57]

Content of Indicator		Location
Overview of the Year		Sustainability Governance - Goals and Progress
Environmental-related governance structures of financial institution	Information about green finance committees set up at the board level, their environment-related strategic goals for the institution, analysis and judgment of environment-related risks and opportunities, and management, supervision and discussion of environment-related issues.	Environmental - Environment-Related Governance
	Information about the management positions or internal organizations related to green finance set up at the executive level, and the main responsibilities and reporting routes of the management positions or internal organizations.	Environmental - Environment-Related Governance
	Information and Performance of the implementation of green finance related work within the scope of departmental responsibilities at the professional department level.	Environmental - Environment-Related Governance
Environmental-related policies and systems of financial institution	Environment-related internal management systems developed by the financial institution, especially new policies and measures implemented during the reporting year.	Environmental - Environmental-Related Strategy Environmental - 1 Responding to Climate Change Environmental - 3 Energy and Resource Management
	Implementation of environmental policies, regulations and standards of relevant countries and regions by the financial institution.	Environmental - 1 Responding to Climate Change - 1.1 ESG Risk Management
	The compliance with and adoption of relevant international climate and environment conventions, frameworks and initiatives of the financial institution.	Environmental - 2 Green Finance - 2.8 Ecological Environment and Biodiversity Protection
Environmental-related products and services innovation of the financial institution	Information on innovative green finance products and services developed by the financial institution.	Environmental - 2 Green Finance
	Environmental and social benefits of the financial institution's green product innovation.	Environmental - 2 Green Finance
Environmental risk management process for financial institution	Processes for identifying and evaluating environment-related risks.	Environmental - Environmental-Related Strategy - Analysis of Climate-Related Risks and Opportunities
	Processes for managing and controlling environment-related risks.	Environmental - 1 Responding to Climate Change - 1.1 ESG Risk Management
Impacts of environmental factors on financial institution	Environmental risks and opportunities of the financial institution.	Environmental - Environmental-Related Strategy - Analysis of Climate-Related Risks and Opportunities
	Quantitative analysis of environmental risks of the financial institution	Environmental - Environmental-Related Strategy - Analysis of Climate-Related Risks and Opportunities

[57] The indicator index of this Report is constructed based on the *Guidelines for Environmental Information Disclosure of Financial Institutions of the People's Bank of China*. To actively respond to regulatory trends and play a pioneering and pilot role, this Report has also prospectively referenced the relevant requirements of the *Guidelines for Sustainable Information Disclosure of Financial Institutions (Trial Use Draft) of the People's Bank of China* during its preparation

Content of Indicator		Location
Environmental impacts of the investment and financing activities of financial institution	Environmental impacts of the investment and financing of commercial banks.	Environmental - 2 Green Finance - 2.1 Green Loans Environmental - 2 Green Finance - 2.2 Green Bonds Environmental - 2 Green Finance - 2.4 Green Leasing
	Calculation and expression of impacts of environmental risks on investment and financing of the financial institution.	Environmental - 2 Green Finance
Environmental impacts of operation activities of the financial institution	Direct greenhouse gas emissions and natural resource consumption from the operation activities of the financial institution.	Environmental - 3 Energy and Resource Management Appendixes - ESG Performance - Environmental Performance - 1. Responding to Climate Change
	Indirect greenhouse gas emissions and indirect natural resource consumption from products or services procured by the financial institution.	Environmental - 3 Energy and Resource Management Appendixes - ESG Performance - Environmental Performance - 3. Energy and Resource Management
	Environmental benefits of environmental protection measures taken by the financial institution.	Environmental - 3 Energy and Resource Management
	Quantitative measurement of environmental impact from operational activities.	Appendixes - ESG Performance - Environmental Performance - 1. Responding to Climate Change

Content of Indicator		Location
Data sorting, verification and protection	Regularly sort and verify the quality of environment-related statistical data of the institution, establish a data management system and process, and further improve the quality of relevant basic data to ensure the timeliness and accuracy of data and external information disclosure.	Social - 9 Data Security and Customer Privacy Protection
	Adopt corresponding technical means to ensure data security and the rights and interests of data subjects.	Social - 9 Data Security and Customer Privacy Protection - 9.3 Impact, Risk and Opportunity Management - 9.3.1 Data Security Protection Social - 9 Data Security and Customer Privacy Protection - 9.3 Impact, Risk and Opportunity Management - 9.3.2 Financial Consumer Privacy Data Protection Social - 9 Data Security and Customer Privacy Protection - 9.3 Impact, Risk and Opportunity Management - 9.3.3 Customer Control over Personal Information
	Establish emergency plans and take timely measures for potential data security incidents or data security accidents.	Social - 9 Data Security and Customer Privacy Protection - 9.3 Impact, Risk and Opportunity Management - 9.3.1 Data Security Protection Social - 9 Data Security and Customer Privacy Protection - 9.3 Impact, Risk and Opportunity Management - 9.3.2 Financial Consumer Privacy Data Protection Social - 9 Data Security and Customer Privacy Protection - 9.3 Impact, Risk and Opportunity Management - 9.3.3 Customer Control over Personal Information
Innovation and research achievements of green finance	The cases of innovative practice of green finance.	Environmental - 2 Green Finance
	Various domestic and foreign researches on green finance and environmental risk analysis and their achievements and future outlook.	Environmental - 1 Responding to Climate Change - 1.1 ESG Risk Management
Other environmental-related information		Environmental

Index of the Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD)

Content of Indicator		Location
Governance	a. Describe the board's oversight of climate-related risks and opportunities.	Environment-Related Governance
	b. Describe management's role in assessing and managing climate-related risks and opportunities.	Environment-Related Governance
Strategy	a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Environmental-Related Strategy
	b. Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	Environmental-Related Strategy
	c. Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Environmental-Related Strategy
Risk management	a. Describe the organization's processes for identifying and assessing climate-related risks.	Environmental-Related Strategy
	b. Describe the organization's processes for managing climate-related risks.	Environmental-Related Strategy
	c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	Environmental - 1 Responding to Climate Change - 1.1 ESG Risk Management
Metrics and targets	a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Sustainability Management- Goals and Progress
	b. Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	Appendixes - ESG Performance - Environmental Performance - 1. Responding to Climate Change - (1) Greenhouse Gas Emissions
	c. Describe the targets used by the organization to manage climate-related risks and opportunities and Performance against targets.	Sustainability Management- Goals and Progress Environmental - 3 Energy and Resource Management - 3.1 Green Operational Goals

In addition, the climate-related information disclosure in this report also refers to the requirements of the *Enterprise Sustainability Disclosure Standard No. 1 — Climate (Trial)* issued by the Ministry of Finance and IFRS S2 Climate-related Disclosures.

Independent Assurance Report

Independent Certified Public Accountant's Limited Assurance Report

To the Board of Directors of China CITIC Bank Corporation Limited

Report on selected information in China CITIC Bank Corporation Limited's (hereafter referred to as "CITIC Bank") Sustainability Report for 2025

Conclusion

We have performed a limited assurance on the indicators (see Appendix I) in the CITIC Bank's *Sustainability Report for 2025* (hereafter referred to as "the assured sustainability information").

.Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that CITIC Bank's assured sustainability information is not prepared, in all material respects, according to the preparation criteria (hereinafter referred to "Preparation Basis") for 2025 Sustainability Report.

This report is compiled in accordance with the *Guidelines No.14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial)* , the *Guidelines No.4 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Preparation of Sustainability Report (Trial)* , in addition to the *Appendix C2 Environmental, Social and Governance Reporting Code* of the *Main Board Listing Rules* of the Stock Exchange of Hong Kong.

Our conclusion on the assured sustainability information does not extend to any other information that accompanies or contains the *assured sustainability information and our assurance report* (hereafter referred to as "other information"). We have not performed any procedures as part of this engagement with respect to the other information.

Basis for conclusion

We conducted our engagement in accordance with *International Standard on Assurance Engagements (ISAE) 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information*, our responsibilities under this standard are further described in the "Our responsibilities" section of our report.

We have complied with the independence and other ethical requirements of the *International Code of Ethics for Professional Accountants* (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies *International Standard on Quality Management (ISQM) 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, issued by the IAASB. This standard requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Restriction on use

This report is made solely to you, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Our conclusion is not modified in respect of this matter.

Responsibilities for the assured sustainability information

The Management team of CITIC Bank is *responsible for*

- *designing, implementing and maintaining internal control relevant to the preparation of the* assured sustainability information *that is free from material misstatement, whether due to fraud or error*;
- *selecting or developing suitable criteria for preparing the assured sustainability information* and appropriately referring to or describing the criteria used; *and*
- preparing the assured sustainability information in accordance with the criteria.

The corporate governance body of CITIC Bank is *responsible for*

- *supervising* the process of the assurance of sustainability information

Inherent limitations in preparing the assured sustainability information

We remind users that there is no recognized evaluation and measurement standard system for non-financial data, so there are inconsistent measurement methods, which will affect the comparability of data between companies.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the *assured sustainability information* is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to you.

Summary of the work we performed as the basis for our conclusion

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the assured sustainability information that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the assured sustainability information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. Within the work scope, we only work for CITIC Head Office and Zhengzhou Branch. In carrying out our engagement, we:

- Interviews with departments in charge of the Sustainability Report and departments involved in providing performance information for inclusion in the Sustainability Report, to inquire into the design and operation of the Sustainability Report information collection and summary procedures;
- Consistency comparison between key financial performance data in the selected sustainability information with related data in the financial statements;
- Analytical procedures of the selected sustainability information, based on which we carried out sampling and recalculations of selected sustainability information;
- Other procedures deemed necessary.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

KPMG

CHINA Beijing

20 March 2026

Appendix I: The assured sustainability information

Serial Number	Selected Indicators	Point in time or period subject to assurance
1	Total assets	As of December 31, 2025
2	Operating income	For the year ended December 31, 2025
3	Total profit	For the year ended December 31, 2025
4	Net profit	For the year ended December 31, 2025
5	Total greenhouse gas emissions of Scope 1 and Scope 2	For the year ended December 31, 2025、For the year ended December 31, 2024、For the year ended December 31, 2023
6	Per capita greenhouse gas emissions of Scope 1 and Scope 2	For the year ended December 31, 2025、For the year ended December 31, 2024、For the year ended December 31, 2023
7	Greenhouse gas emissions of Scope 1 (divided by source)	For the year ended December 31, 2025、For the year ended December 31, 2024、For the year ended December 31, 2023
8	Greenhouse gas emissions of Scope 2 (divided by source)	For the year ended December 31, 2025、For the year ended December 31, 2024、For the year ended December 31, 2023
9	Category 1: Purchased goods and services	For the year ended December 31, 2025、For the year ended December 31, 2024
10	Category 6: Business travel	For the year ended December 31, 2025、For the year ended December 31, 2024
11	Greenhouse gas emissions reduction achieved through mitigation measures	For the year ended December 31, 2025
12	Greenhouse gas emissions reduction facilitated by carbon reduction loans	For the year ended December 31, 2025、For the year ended December 31, 2024、For the year ended December 31, 2023
13	Balance of green loans	As of December 31, 2025
14	Amount of green bonds issued domestically	For the year ended December 31, 2025
15	Amount of green debt underwritten	For the year ended December 31, 2025
16	Amount of green bonds investment	As of December 31, 2025
17	Balance of green finance leasing	As of December 31, 2025
18	Number of CITIC Carbon Accounts	As of December 31, 2025
19	Total energy consumption	For the year ended December 31, 2025、For the year ended December 31, 2024、For the year ended December 31, 2023
20	Total water withdrawal	For the year ended December 31, 2025、For the year ended December 31, 2024、For the year ended December 31, 2023
21	Total waste generated	For the year ended December 31, 2025、For the year ended December 31, 2024、For the year ended December 31, 2023
22	Total exhaust emissions	For the year ended December 31, 2025
23	Number of reused furniture items	As of December 31, 2025
24	Number of green office awareness activities	For the year ended December 31, 2025
25	Balance of loans to technology	As of December 31, 2025
26	Balance of loans to strategic emerging industries	As of December 31, 2025
27	Balance of inclusive loans to micro and small businesses	As of December 31, 2025
28	Growth rate of inclusive small and micro enterprise loans compared to the end of the previous year	For the year ended December 31, 2025
29	Number of inclusive small and micro enterprises with outstanding loans	As of December 31, 2025、As of December 31, 2024、As of December 31, 2023
30	Increase in the number of inclusive small and micro enterprises with outstanding loans	For the year ended December 31, 2025、For the year ended December 31, 2024、For the year ended December 31, 2023
31	Balance of agriculture-related loan	As of December 31, 2025
32	Proportion of outstanding agriculture-related loans to total outstanding loans	As of December 31, 2025
33	Balance of loans to precision financial assistance	As of December 31, 2025
34	Number of outlets	As of December 31, 2025
35	Number of outlets in counties	As of December 31, 2025
36	Number of outlets with barrier-free access	As of December 31, 2025
37	Smart Service Substitution Rate	As of December 31, 2025
38	Scale of pension finance custody	As of December 31, 2025
39	Cumulative number of private pension accounts	For the year ended December 31, 2025
40	Outstanding loans for elderly care industry	As of December 31, 2025
41	Outstanding loans for the core industries of the digital economy	As of December 31, 2025
42	Investment in information technology	For the year ended December 31, 2025
43	Proportion of investment in information technology to operating income	For the year ended December 31, 2025
44	Proportion of technology personnel	As of December 31, 2025
45	Number of invention patents applied to core business	For the year ended December 31, 2025
46	Cumulative valid patents	As of December 31, 2025
47	Customer satisfaction with credit card in calls	For the year ended December 31, 2025
48	Initial contact timeliness rate for work tickets	As of December 31, 2025、As of December 31, 2024
49	Complaint ticket 15-day resolution rate	As of December 31, 2025、As of December 31, 2024
50	Number of customer complaints received through all channels	For the year ended December 31, 2025

Serial Number	Selected Indicators	Point in time or period subject to assurance
51	Number of annual data security risk assessment	For the year ended December 31, 2025、For the year ended December 31, 2024
52	Total number of employees	As of December 31, 2025
53	Total number of domestic employees	As of December 31, 2025
54	Total number of management cadres	As of December 31, 2025
55	Number of new employees	As of December 31, 2025
56	Ratio of localized executives at the Head Office	As of December 31, 2025
57	Labor contract signing rate	As of December 31, 2025
58	Social insurance coverage rate	As of December 31, 2025
59	Trade union coverage rate	For the year ended December 31, 2025
60	Proportion of female employees	As of December 31, 2025
61	Proportion of ethnic minority employees	As of December 31, 2025
62	Employee turnover rate	For the year ended December 31, 2025
63	Number of work-related deaths at the Head Office	For the year ended December 31, 2025
64	Work-related death rate at the Head Office	For the year ended December 31, 2025
65	Number of work-related injuries at the Head Office	For the year ended December 31, 2025
66	Work hours lost due to work-related injuries at the Head Office	For the year ended December 31, 2025
67	Investment in work-related injury insurance for the Head Office employees	For the year ended December 31, 2025
68	Coverage rate of work-related injury insurance for the Head Office employees	For the year ended December 31, 2025
69	Total training cost	For the year ended December 31, 2025
70	Number of training programmes	For the year ended December 31, 2025
71	Total number of training participants	For the year ended December 31, 2025
72	Employee training coverage rate	For the year ended December 31, 2025
73	Total donations	For the year ended December 31, 2025
74	Total gratuity-based assistance funds allocated to paired-up counties	As of December 31, 2025
75	Number of beneficiaries in paired-up counties benefited	As of December 31, 2025
76	Total amount of consumption-based assistance purchases	As of December 31, 2025
77	Number of philanthropic projects and related activities	For the year ended December 31, 2025
78	Number of beneficiaries of philanthropy and related activities	For the year ended December 31, 2025
79	Number of volunteer participation	For the year ended December 31, 2025
80	Total number of suppliers	As of December 31, 2025
81	Number of overseas suppliers	As of December 31, 2025
82	Supplier review coverage rate	For the year ended December 31, 2025
83	Social responsibility training sessions held for suppliers	As of December 31, 2025
84	On-time payment rate for SME suppliers	For the year ended December 31, 2025
85	Percentage of independent directors	For the year ended December 31, 2025
86	Non-performing loan ratio	As of December 31, 2025
87	Allowance coverage ratio	As of December 31, 2025

Serial Number	Selected Indicators	Point in time or period subject to assurance
88	Percentage of trainees:Senior management personnel	For the year ended December 31, 2025、For the year ended December 31, 2024
89	Percentage of trainees:Management cadres at the Head Office	For the year ended December 31, 2025、For the year ended December 31, 2024
90	Percentage of trainees: Frontline employees at the Head Office	For the year ended December 31, 2025、For the year ended December 31, 2024
91	Number of compliance training	For the year ended December 31, 2025
92	Employee coverage rate of compliance training	As of December 31, 2025
93	Number of anti-money laundering training	For the year ended December 31, 2025
94	Number of concluded cases regarding corruption	As of December 31, 2025、As of December 31, 2024

Feedback Questionnaire

To help us better understand your needs, improve the quality of the sustainability report and provide you and other stakeholders with more valuable information, we would like to invite you to fill in the Feedback Questionnaire and send it back to us either by facsimile or by mail delivery (please kindly indicate "Feedback Questionnaire about China CITIC Bank Sustainability Report" on the envelope if you choose mail delivery).

Tel.: 010-66638188 Email: ir@citicbank.com

Address: Head Office of China CITIC Bank, Yard No. 10 Guanghua Road, Chaoyang District, Beijing

- For China CITIC Bank, your stakeholder category is:

☐ Government/Regulator ☐ Shareholder/Investor ☐ Customer/Consumer ☐ Supplier/Partner

☐ Employee ☐ Community ☐ Media

- Your overall view of the Report is:

☐ Excellent ☐ Good ☐ General

- How do you think about the quality of the sustainability information disclosed in the Report?

☐ Excellent ☐ Good ☐ General

- Do you think that the Report has comprehensively reflected China CITIC Bank's performance of sustainability?

☐ Yes ☐ General ☐ No

- Do you think that the Report can fully meet the expectations and demands of stakeholders of China CITIC Bank?

☐ Yes ☐ General ☐ No

- Which part of the Report are you most interested in?

☐ Responding to Climate Change	☐ Green Finance	☐ Energy and Resource Management
☐ Technology Finance	☐ Inclusive Finance	☐ Pension Finance
☐ Digital Finance	☐ Consumer Rights Protection	☐ Data Security and Customer Privacy Protection
☐ Employees	☐ Social Contribution	☐ Supply Chain Management
☐ Corporate Governance	☐ Risk Management	☐ Business Ethics and Compliance

- Please share with us your valuable comments and suggestions for sustainability report preparation and work of CITIC?

Thank you sincerely for your concern and support for China CITIC Bank!

中信银行
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