



2022

Corporate Social Responsibility Report

China Minsheng Banking Corporation Limited

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CONTENTS

About the Report

About the Report 06

About Us

Company Profile 08

Highlights in 2022 10

Responsibility Management

Social Responsibility Management 11

Substantive Issues Analysis 13

Communication with Stakeholders 14

Feature I

Strengthening the foundation of Party building, seeking new development momentum

Strengthening Party building, consolidating foundation of the Party 16

Taking root in the lives of the people, and paying attention to their concerns 18

Feature II

Promoting Common Prosperity and Revitalization with Financial “Acceleration”

Following a distinctive path through innovative assistance model 22

Taking multiple measures to help farmers expand marketing to alleviate financial difficulties 24

Penetrating in rural areas through promotion of key models 26

1 Staying True to Original Mission, Writing a New Chapter in Response to National Strategy

Revitalizing the real economy 29

Focusing on key areas 33

Promoting regional coordination 37

Serving better life 38

Broadening global layout 41

2 Acting with Integrity and Building a Solid Foundation of Compliance

Standardizing corporate governance 45

Comprehensively preventing and controlling risks 47

Operating with integrity and compliance 49

3 Gathering Wits and Efforts to Create Values by Coordinated Development

Starting the engine of digital intelligence 55

Serving customers considerably 60

Achieving a win-win situation between the Bank and employees 66

4 Pursuing Green Development to Create a Beautiful Low-Carbon Future

Developing green finance 73

Addressing climate risks 78

Implementing green operation 79

5 Caring about People’s Livelihood and Building a Harmonious Community Together

Integrating into community development 83

Devoting to public welfare 86

Prospects

Prospects 89

Appendix

Key Performance Indicators 91

Assurance Report 93

Key Data Preparation & Reporting Basis 96

Suggestions & Feedback 97

Notes on Terms 98

About the Report



Serving the Public, Caring about People's Livelihood

Reporting Period	This report covers the period from January 1 to December 31, 2022. Some contents may exceed the above period.
Release Cycle	The Corporate Social Responsibility Report of China Minsheng Banking Corporation Limited is an annual report.
Reporting Boundary	The disclosure scope of this Report includes the Head Office, the branches and sub-branches of China Minsheng Banking Corporation Limited. In order to facilitate expression, China Minsheng Banking Corporation Limited is also referred to as “Minsheng Bank”, “China Minsheng Bank” or “the Bank” .
Reference Standards	Opinions on Strengthening Social Responsibility of Banking Financial Institutions issued by the former China Banking Regulatory Commission Guidelines on Corporate Social Responsibility for China's Banking Financial Institutions issued by the China Banking Association Guidelines on Preparation of Corporate Social Responsibility Reports issued by the Shanghai Stock Exchange Guidance on Social Responsibility Reporting (GB/T 36001-2015) jointly issued by the General Administration of Quality Supervision, Inspection and Quarantine and the Standardization Administration of China Chinese CSR Preparation Guide (CASS-CSR 4.0) issued by the Chinese Academy of Social Sciences (CASS) Sustainability Reporting Standards issued by Global Reporting Initiative (GRI)
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Contact	Cao Xuan, Executive Office, Head Office, China Minsheng Banking Corporation Limited Email: caoxuan@cmbc.com.cn



About Us

Company Profile

Established on January 12, 1996, China Minsheng Banking Corporation Limited, China's first national joint-stock commercial bank initiated and founded mainly by non-state-owned enterprises (NSOEs), has developed into a banking group with financial licenses for commercial banking, financial leasing, fund management, overseas investment banking and others. Since its establishment 27 years ago, China Minsheng Bank has grown into a large commercial bank with total assets of more than RMB7.25 trillion, 2,608 domestic and offshore branches, sub-branches and outlets, and about 60 thousand¹ employees. Among the 2022 "Top 1000 World Banks" published by the UK-based The Banker magazine, China Minsheng Bank ranked 22. In the 2022 "Fortune Global 500" list published by the U.S.-based Fortune magazine, China Minsheng Bank ranked 273.

In December 2000, China Minsheng Bank was listed on the Shanghai Stock Exchange (A share stock code: 600016). In November 2009, China Minsheng Bank was listed on the Hong Kong Stock Exchange (H share stock code: 01988). Since its IPO, China Minsheng Bank has been continuously improving corporate governance and promoting reforms and transformations, with continuous innovation in business models and product services. In April 2022, China Minsheng Bank signed the Principles for Responsible Banking (PRB), marking that the Bank, as a domestic systemically important bank, is taking one step further on the path of actively participating in and serving the national strategy and pursuing sustainable development.

In 2022, China Minsheng Bank established the core corporate philosophy system with the spirit of the times and its own distinctive characteristics – the Corporate Culture Handbook of China Minsheng Bank – Minsheng DNA 2.0 based on its five-year development goals and strategic positioning. The Handbook clearly put forward the corporate mission of "serving the public, caring about people's livelihood", the corporate vision of "becoming a time-honored bank" and adopted the value proposition of "customer first – integrity, innovation, efficiency, win-win, and stability" as the fundamental principle of the Bank's management. The Bank also issued various documents including the Notice on Further Strengthening the Promotion and Implementation of Core Concept System of Corporate Culture, and carried out special actions in relation to of integrity culture, compliance culture, and service culture in a comprehensive and three-dimensional manner, effectively transforming excellent concepts into conscious actions of employees, and effectively helping the Bank's reform and transformation and strategic development.

Note: 1. The data covers the Head Office and the branches and sub-branches of China Minsheng Banking Corporation Limited.

Corporate Culture

Mission

Serving the public, caring about People's Livelihood

Vision

Becoming a time-honored bank

Values

Customer First--Integrity, Innovation, Efficiency, Win-win and Stability

Development Goal

A first-class commercial bank with distinctive features, continuous innovation, increasing value and steady operation

Strategic Positioning

A bank for NSOEs, an agile and open bank, and a bank with considerate services

Highlights in 2022

- The Bank vigorously promoted reform and transformation, unwaveringly put into practice the strategic arrangements in the Five-Year Development Plan of China Minsheng Bank (2021-2025), and achieved the strategic goal of "consolidating foundation" for phase I.
- The Bank improved the inclusive finance system and furnished micro and small-sized enterprises with better financial support and services. Inclusive loans extended to micro and small-sized enterprises reached RMB625.697 billion cumulatively.
- The Bank leveraged the financial advantages of the banking sector to promote the high-quality development of "the Belt and Road Initiative" and established a well-connected network covering 700 correspondent banks in 67 countries/regions along the Belt and Road. The Bank facilitated the internationalization of RMB, the business volume of cross-border RMB settlement reached RMB 105.267 billion in 2022, up by 24.4% as compared with the corresponding period of the previous year.
- The Bank strengthened anti-money laundering (AML) publicity and education, conducted 5,927 AML training sessions, covering 469,103 attendances, and the AML publicity activities reached 17,774,516 attendances.
- The Bank formulated and issued the 2022 Working Plan on Education and Publicity of Consumer Rights Protection of China Minsheng Bank, actively implemented the regulatory requirements for financial consumer education and publicity, reaching roughly 6.115 billion consumers via various activities throughout the year.
- The Bank took multiple measures to promote rural vitalization, provided free assistance fund of RMB37 million to targeted assistance areas, innovated assistance models, and provided personalized financial products and all-rounded financial services for the implementation of rural vitalization strategies.
- The Bank developed green finance, the balance of investment in green bonds reached RMB42.226 billion, up by RMB12.088 billion as compared with the previous year. The balance of green credit reached RMB179.912 billion, up by RMB 72.595 billion as compared with the previous year.

Responsibility Management

Social Responsibility Management

Concept of Responsibility

The 20th National Congress of the CPC outlined a grand blueprint for comprehensively advancing the national rejuvenation of the Chinese nation on all fronts through a Chinese path to modernization. To blend into the overall economic and social development and carry out the national strategy, the Bank will take on the mission of “serving the public, caring about people’s livelihood” and focus on the strategic positioning of being “a bank for NSOEs, an agile and open bank, and a bank with considerate services”, to resolutely put into practice the strategic planning on reform and transformation and shoulder the financial mission with Chinese path to modernization, strive to maximize the overall economic, environmental and social values, and facilitate the realization of the Chinese dream of national rejuvenation.

Responsibility Governance

The Bank took concrete steps to advance ESG system(including CSR) building, improve ESG governance structure and continuously elevate ESG management level.

The Board of Directors of the Bank deliberated on the ESG and CSR reports on a regular basis, conducted research and discussion on ESG matters, and guided and supervised the management to carry out ESG-related businesses. The Board of Directors has established the Strategic Development and Customer Rights Protection Committee, which is responsible for deliberating matters relating to the performance of social responsibilities in such aspects as economy, environment and social welfare undertakings, providing professional advice and suggestions to the Board, focusing on the implementation of policies and plans, supervising implementation results, and assisting the Board to urge the management team to carry out ESG works. To fully implement the ESG works, the Bank has set up a three-level working mechanism of “decision-making – management – execution”, set up the ESG leadership team with Chairman of the Board as the team leader and President as the deputy team leader, and founded the ESG working group composed of relevant departments, to manage and organize ESG work from three levels of overall planning, coordinated promotion and implementation respectively.

During the reporting period, the Board of Directors deliberated and approved the 2021 Corporate Social Responsibility Report of China Minsheng Bank, the 2021 ESG Report of China Minsheng Bank, and other proposals, formulated the Administrative Measures on Green Finance of China Minsheng Bank and other systems, and received relevant work reports on a regular basis, so as to continuously improve ESG governance efficiency.

Social Responsibility Awards & Honors

 Forbes 2022 China ESG 50 Forbes China	 “ESG Finance Pioneer of the Year” National Business Daily	 “Low-Carbon Role Model of 2022” China News Service	 “Advanced Unit in Green Bank Evaluation” China Banking Association
 “Best Financial Institution Award” Green Finance Forum of 60	 “Green Financial Service Bank of 2022” China Times	 Rated “Excellent” in the Assessment of the Effectiveness of Targeted Assistance by the Central Governments and Organizations People’s Bank of China, National Rural Revitalization Administration	 Reading Room for Workers All-China Federation of Trade Unions
 “2022 Best Employer in China” Research Centre for Corporate Social Responsibility and Employer Brand Communication of Peking University	 “2022 Top 100 Employer Excellence Employer of China for 2022” 51job	 Influential Brands in the Consumer Market Consumer Daily	 “Excellence Certificate” of Hong Kong Investor Relations Association Hong Kong Investor Relations Association
 Best Bank for Micro and Small Enterprises China Business Times	 Bank of Excellent Competitiveness in Small Business Financial Services in the “Selected Cases of Excellent Financial Institutions of 2022” China Business Journal	 2022 “Sci-Tech Innovation China” China Digital Inclusive Finance Innovation Achievements, Fintech and Digital Transformation Innovation Achievements China Association for Science and Technology	 “5G+ Smart Finance” Innovation Achievements 5G+ Smart Finance Forum
 2022 Outstanding Contribution Award for Risk Control Cooperation with China UnionPay Card China UnionPay	 2022 Award for Open Bank Technological Cooperation Contribution China UnionPay	 “2022 China Digital Finance Golden List Award” – “Best Personal Mobile Banking Award” and “Best Open Bank Award” China Financial Certification Authority (CFCA), cebnet.com.cn	 2022 China Financial Innovation Award – Top 10 Risk Management Innovation, Top 10 Banks for Fintech Innovation, and Top 10 Transaction Banking Innovation The Chinese Banker
 Award of “Excellent Participant in Digital Supply Chain Financial Service Platform” People’s Bank of China	 Third Prize of the Fintech Development Awards People’s Bank of China	 “Pacemaker” of Corporate Standards People’s Bank of China	 2022 Industrial Finance Practice Cases Asian Financial Cooperation Association
 Eco-Partner of the Year Huawei Developer Conference 2022	 2022 Leading Bank of China Supply Chain Finance Eco-Innovation Practice 10000link.com	 “2022 Evergreen Award – The Most Digitally Innovative Bank” Caijing	 Excellent Institutional Bond Investor (Self- operated) Outstanding Bond Investment Institution Award Shanghai Stock Exchange
 “Wealth Management Bank Golden Bull Award” “Bank Wealth Management Product Golden Bull Award” China Securities Journal			



Substantive Issues Analysis

During the reporting period, the Bank integrated ESG ideas into business management, studied related national policies, determined industrial development trends and aligned with ESG standards/guides. Taking consideration of the concerns and suggestions of the Board of Directors, the senior management, employees, and key external stakeholders, the Bank identified and assessed 15 material ESG-related topics: “customer service”, “support for NSOEs”, “inclusive finance”, “digital finance”, “operation compliance”, “business ethics”, “information security”, “ESG management of suppliers”, “green finance”, “energy conservation and emission reduction”, “climate change”, “employment”, “employee development”, “rural revitalization”, and “public welfare and charity”.

Communication with Stakeholders

The Bank attached great importance to communication with stakeholders, established a regular communication mechanism to safeguard stakeholders' rights to information and participation, fully understand the demands and expectations of stakeholders, and actively respond to their concerns, and further enhance their understanding and recognition of the Bank.

Major stakeholders, key ESG concern topics and main communication and feedback channels

Major Stakeholders	Government and regulators	Investors/ Shareholders	Customers	Employees	Community and NGOs	Suppliers
Key ESG Concern Topics	Support for NSOEs, operation compliance, green finance, customer service, rural revitalization, and business ethics	Operation compliance, green finance, customer service, employee development, digital finance, and business ethics	Customer service, digital finance, operation compliance, business ethics and information security	Employee development, employment, digital finance, energy conservation and emission reduction and climate change	Support for NSOEs, green finance, inclusive finance, rural revitalization, and public welfare and charity	Supplier ESG management, operation compliance, business ethics, and energy conservation and emission reduction
Major Communication and Response Channels	Policy consultation, work reports, information disclosures, routine inspection, regulatory meetings, carbon verification	Shareholders' general meetings, information disclosures, regular announcements, investor hotline	Customer satisfaction survey, 95568 hotline, complaint at lobby, complaints by letters and visits	Employee representatives congress, employee activities, employee happiness index survey	Volunteer activities, community education, environmental protection actions	Open bidding process, supplier reviews, supplier hotline

Feature I

Strengthening the foundation of Party building, seeking new development momentum

Firmly upholding Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, the Party Committee of China Minsheng Bank deeply understood the decisive significance of the “establishment of both Comrade Xi Jinping’s core position on the Party Central Committee and in the Party as a whole”, became more conscious of the need to “maintain political integrity, think in big-picture terms, follow the leadership core, and keep in alignment with the central Party leadership”, had firm “confidence in the path, theory, system, and culture of socialism with Chinese characteristics”; upheld “Comrade Xi Jinping’s core position on the Party Central Committee and in the Party as a whole”, and bore in mind that “full and rigorous self-governance is an unceasing endeavor and that self-reform is a journey to which there is no end”. The Bank shouldered political responsibility of exercising full and rigorous governance over the Party, with the purpose of cementing the foundation for party building. Making the overall leadership of the Party and the centralized, unified leadership of the CPC Central Committee the starting point and ultimate goal of all efforts, the Bank boosted integration between Party building and business development and guided high-quality development with high-quality Party building. It improved the conduct to provide better public services based on long-term routine working mechanisms of mass services and grassroots, and worked hard to resolve the “pressing concerns of the people”, and took concrete actions to serve the public.

Strengthening Party building, consolidating foundation of the Party

Taking Xi Jinping Thoughts on Socialism with Chinese Characteristics for a New Era as the guideline and strengthening the Party politically as the overarching principle, the Bank further studied, publicized and implemented the spirit of the 20th National Congress of the CPC, with solid progress made in promoting Party building and strengthening the guide of Party building.

Strengthening Party building

In 2022, the Bank released the management measures for the leader team to “take both responsibilities in business development and Party building”, further optimized the rules for antecedent research relating to “major issues, major personnel appointments and dismissals, and investments in major projects, and use of large sums of money” (“three majors and one large”) of the Party committee, and earnestly carried out the “First Topic” system of the Party committee, so as to ensure high consistency with the CPC Central Committee in thought and action, and make the Party committee play a leading part in the Bank’s reform and development. Through centralized training, seminar discussion, collective study, online self-learning and practices, the Bank educated and trained Party members and strengthened the Party members theoretically. In accordance with the three-year work path of “breakthrough-promotion-consolidation”, the Bank staged a campaign of “making five improvements” within the organization, in order to continuously consolidate the achievements of standardization and normalization of the Party organization. With greater effort of improving institutional conduct, the Bank promoted full and strict governance over the CPC and the construction of the Party conduct and clean government in concrete actions, and improved the quality and efficiency of party building.



Case

Party organizations at all levels of the Bank studied and implemented the spirit of the 20th National Congress of the CPC

On October 16, 2022, the 20th National Congress of the CPC opened at the Great Hall of the People. The Bank organized over 2,000 Party organizations, all Party members and employees to listen to or watch the grand occasion by various means. In 2023, the Bank will take education, promotion and implementation of the guiding principles set forth by the 20th National Congress of the CPC as a top political priority, give full play to the political and people-oriented nature of finance, unswervingly follow the path of financial development with Chinese characteristics, and make a financial contribution to advancing the great practice of Chinese path to modernization.

Promoting the integration of Party building and business

The Bank insisted on planning, deploying, promoting and assessing Party building and business operation together, continuously strengthened the integration of Party building and business development in thought and action, focused on and broke new ground in tackling challenging and high-profile concerns in business promotion, reform and development to eliminate the separation of Party building and business development. Combined with the central work of reform and transformation, the Bank organized activities to motivate contributions by all employees, set up Party member pioneer posts and promoted committed duty performance and voluntary services. The Bank set up over 970 role model teams, and guided high-quality development by high-quality Party building.

Case

Head Office of China Minsheng Bank titles “Party member pioneer post”

In 2022, to promote the integration of Party building and business development and contribute to the reform and development, the Party Committee of the Head Office of China Minsheng Bank launched the campaign of “Party member pioneer post”, and 246 employees won the title. They implemented the requirements for “Head Office serving branches, back-office serving front-office and the whole bank serving customers” by the Party Committee of the Head Office, upheld the service commitment of “responsibility, accountability, advancement and synergy”, played the pioneering role as Party members, and served the front-line and the development. Since the inception of the campaign, the winners handled 4.3 consultations per capita per week, and over 90% of cases were closed. Fertile outcomes have been yielded in motivating contribution and exploring agile working mechanisms with continuous efforts. Both the WeChat official account of “No.15 Financial Street” of the CBIRC and China Banking and Insurance News reported the campaign.



Taking root in the lives of the people, and paying attention to their concerns

Under the guiding role of Party building, the Bank implemented the mass line and earnestly improved the mass work, and continued to resolve the pressing concerns of the people. Taking practices of serving the mass and grassroots as the “touchstone” for study and education of the history of the Party and as the “booster” for conducting the mass work, the Bank mounted a stream of practice activities at the Head Office and branches.

Improving the long-term mechanism for benefit of the people

Since the beginning of Party history education, the Bank carefully implemented decisions and deployments of the CPC Central Committee and the regulators, and assessed the outcome with the campaign of “Doing Practical Things for the People”. By summing up experiences and drawing lessons from the practices conducted, the Bank established and improved the long-term routine working mechanisms for doing practical things for the people.

Case

Launch of “campaign of popularization of skills in operating smartphones for the elderly”

Ningbo Branch launched a “campaign of popularization of skills in operating smartphones for the elderly in Ningbo”, one of the city’s top ten public service projects, together with Ningbo Association for Science and Technology and other organizations. A professional team of lecturers was set up to give “Minsheng Enjoyment Elderly Classes” at elderly universities, communities, villages and towns. In 2022, Ningbo Branch further optimized the content and format of the lessons, and provided cloud-based online classes. In the meantime, it hosted the Minsheng Enjoyment Elderly Class Smartphone Photography Contest with the theme of “Love of Ningbo”, with a view of facilitating the education, achievement and recreation of the elderly.



Solidly promoting practical activities for serving the mass and grassroots

Case

Zhengzhou Branch persisted in doing practical things and solving intractable problems throughout the entire process of study and education. It summed up experiences from the long-term practice of “Doing Practical Things for the People”, and established five long-term routine working mechanisms including “primary research, regular meeting, employee discussion, project promotion and homeland culture”. It organized 208 studies and 134 employee discussions, and resolved 982 most pressing concerns of the grassroots organizations and employees, which created a new situation of high-quality development under the guidance of high-quality Party building.



Supporting fruit farmers to harvest fruits to ensure their income

Case

In earlier April 2022, a yellow alert for rainstorm was issued in Banan area of Chongqing, and the cherry base in Baisheng Village encountered difficulties in harvesting cherries. To help cherry farmers harvest cherries in time, Chongqing Banan Sub-branch took actions instantly to set up a “picking team” composed of a dozen of employees, including the management. After reaching out to farmers and working out plans, they went straight to the cherry base to help with cherry harvest. After hours of hard work, they helped farmers successfully pick over 100 kilograms of cherries and ensured the income of over RMB7,000 for cherry farmers.



Taking concrete steps to serve the people

Participating in the development of social undertakings

To make party organizations play a pioneering role and better perform social responsibility, the Bank focused on key projects and facilitated the paired Party building and assistance in targeted regions, and took concrete actions to assist in education, medical assistance and rural revitalization among other social undertakings.

Helping the development of education with paired Party building

Case

In July 2022, Lanzhou Branch organized the paired Party building for assisting reconstruction of playground in the Bogeya Primary School. It was the Bank’s concrete action in response to CBIRC’s call for targeted assistance, and was also a valuable exploration for fulfilling social responsibility and contributing to rural revitalization.



Providing convenient financial services

The Bank consistently cared about the key groups such as teenagers, the elderly, farmers, migrant workers and the disabled. The Bank provided convenient, fast and quality financial services to fuel the healthy growth of teenagers, eliminate the “digital gap” of the elderly, promote the integration of migrant workers into city lives, and give care to the special groups, shouldering its responsibility for the nation, the people and the Party with the readiness to get down to work.

Offering warm financial services to migrant workers

Case

Adhering the “people-centric” principle, Shanghai Luwan Sub-branch and Lin-gang Special Area Sub-branch delivered door-to-door payroll card opening service to migrant workers separately. While opening bank cards, the sub-branch employees introduced the financial products and benefits of the Bank, popularized financial security knowledge on telecom fraud and deposit insurance, deepened migrant workers’ awareness of financial risk prevention, and delivered the warm power of the Bank’s services.



Feature II

Promoting Common Prosperity and Revitalization with Financial “Acceleration”

The year 2022 is a crucial year in the alignment of efforts to consolidate and expand achievements in poverty alleviation with efforts to promote rural revitalization. To earnestly implement guidelines, policies, decisions and deployments of the CPC Central Committee and the State Council on rural revitalization, the Bank established a three-tier rural revitalization management system composed of leading group, execution group and rural work office. In accordance with the overarching objective of “two focuses, three unchanged efforts, and five improvements” during the 5-year transition, the Bank deployed all resources, made overall coordination of internal and external forces, gave full play to strengths of social assistance and characteristics of finance, and strove to turn “responsible field” of targeted assistance into “demonstration field” of rural revitalization.



Following a distinctive path through innovative assistance model

The Bank took the initiative to adapt to new circumstances, study on new requirements, broaden new areas and take new moves. Focused on the industrial development of the targeted assistance counties, the Bank adopted a combination of measures including the “new model of integrated industrial assistance”, “new assistance system of ‘one branch supports one township’”, and “new financial products for assisting and benefiting agricultural development and farmers”, setting a paradigm of “Minsheng practice” with financial characteristics.

In 2022, the Bank invested RMB37 million free assistance funds, introduced RMB32.31 million free assistance funds, provided training for 1,586 grassroots cadres and 866 leaders in getting wealthy, and trained 15,780 technicians. During the reporting period, the Bank granted RMB41.184 billion loans to 832 national-level counties lifted out of poverty nationwide, and provided RMB48.25 million consumption assistance and RMB400 thousand material donation to the areas lifted out of poverty nationwide. Of which, the Head Office alone allocated RMB4.765 million for consumption assistance of rural revitalization.



Wuhan Branch – Party branch of the Zhongnan Sub-branch carried out paired assistance work



Shanghai Branch – Held the “Industrial Investment Introduction Meeting in Fengqiu County, Henan Province” to support rural revitalization



Tianchang Minsheng Rural Bank – The unveiling ceremony of a financial service station for rural revitalization



Chizhou Guichi Minsheng Rural Bank – Cooperated with Luocheng Village of Guichi District and carried out the Party day activities with the theme of “Learning Party history, understanding ideology, doing practical things and promoting development” to facilitate rural revitalization with Party leadership.

Case

The first financial service station for rural revitalization in Guangzhou unveiled

Co-established by Guangzhou Financial Development Service Center and Guangzhou Branch of the Bank, in August 2022, the first financial service station for rural revitalization in Guangzhou was duly inaugurated at Make Village, Dongyong Town, Nansha District. Leveraging instruments of fintech and digital finance, the service station provided service functions of rural financial publicity, rural financial services, rural information collection, and rural Party building liaison. It was a concrete step taken by the People's Government of Guangzhou Municipality to improve rural financial service system and facilitate the full implementation of rural revitalization strategy in Guangzhou with high-quality financial services.



Case

"Village-based credit scheme" obtained government support

In 2022, the "village-based credit scheme" was initiated by the Jinghong Minsheng Rural Bank. Through the model of credit granting before credit use, the Bank simplified loan procedures and reduced financing cost, and improved the service capability to serve rural revitalization. The scheme obtained the support of the Government of the Jinghong County-Level City with the document titled the Implementation Opinion of the Office for the People's Government of Jinghong Prefecture-level City on Supporting "Village-based Credit Scheme" of Minsheng Jinghong Rural Bank for Promoting Rural Revitalization through Inclusive Financial Services.



Taking multiple measures to help farmers expand marketing to alleviate financial difficulties

Through constant communication with local government and assistance to local agriculture, the Bank helped farmers promote and sell their agricultural products and relieve their cash flow pressure. By taking multiple actions at the same time, the Bank helped farmers to increase revenue and share outcomes of common prosperity, and made contribution to the rural revitalization. In 2022, the Bank directly purchased RMB31.79 million agricultural products from poverty-alleviated areas, and helped these areas sell RMB16.46 million agricultural products.

Case

Agricultural product food festival for consumption assistance

In 2022, the Bank hosted an agricultural product food festival in Hua County and Fengqiu County in Henan province. Apart from a dozen types of local agricultural products showcased on the scene, all featured foods were made from agricultural products of the two counties, which helped the marketing and promotion of the products, further demonstrated the Bank's fulfillment of responsibilities in targeted assistance.



Taking multiple measures to innovate financial assistance

Guiyang Branch innovated measures of financial assistance. It provided assistance of RMB490 thousand in the year to purchase 649 black-bone chickens from Wumeng Xuanfeng Smart Hennerly, Zhuchang Town, Bijie City, and 767 cartons of apples from Weining County, Bijie City, and provided financial support to the village cooperatives and farmers in Shuangyan Community, Bijie City, through credit facilities, and ordered customized visualized henhouses at the smart hennerly to carry out order-based farming, so as to help the cooperatives resist farming risks and increase revenue of farmers.

Helping rural revitalization through “plum” marketing

Ziningshan Mountain is known as a place abounding with fruits. Pingqiao Sub-branch of Minsheng Tiantai Rural Bank organized a group of volunteers to help the fruit harvest on the mountains, and worked together with the relevant departments of the Head Office to mobilize all employees of the Bank to expand sales channels and enhance marketing through WeChat moments and groups, and Douyin platform. As a result, the fruit farmers of Ziningshan Mountain successfully sold nearly 500 kilograms of plums in just a few hours. By taking concrete actions, the Bank helped local fruit farmers resolve marketing difficulties and increase production and revenue.



Purchasing and selling of local agricultural products

Since 2016, Lanzhou Branch has overcome the limitations in the layout of outlets at the city and county levels, actively extended its service reach, combined the advantages of financial services with the reality of poverty-stricken areas, and applied comprehensive schemes, such as credit, settlement and non-financial services, to provide farmers with services and care. In 2022, the Branch purchased and helped the selling of over RMB320 thousand local agricultural products of Lintao County and other towns in total.

Penetrating in rural areas through promotion of key models

To further enable channels for serving rural revitalization and fill the gap of financial services in rural areas, the Bank played an important role in the rural revitalization strategy, shouldered the duties relating to “agriculture, rural areas and farmers”, accelerated the promotion of “Photovoltaic Loan”, “Agriculture and Animal Husbandry Loan”, “Agricultural Chain Express”, “Agricultural Loan Express”, “Cotton Grower Loan” and other key models, and provided personalized financial products and all-round financial services for boosting rural revitalization.

Since September 2008, the Bank have cumulatively invested RMB1.395 billion in initiating and founding 29 rural banks. The rural banks are continuously driven to hold fast to their positioning, develop regional markets, improve service level, and keep exploring business models featuring sustainability and high-quality development, and obtained good social and business benefits. As at the end of 2022, the Bank’s rural banks had a total assets of RMB40.367 billion, total deposits of RMB34.255 billion, balance of various loans of RMB25.137 billion, and served 551.5 thousand customers of various kinds.



Helping rural revitalization through “voluntary farmer-benefiting services”

Harbin Branch set up a “working group of finance serving rural revitalization” and carried out field research to the key crop production areas in the province. Focusing the pain points and difficulties of farmers in financing and financial services, it tailored the online credit loan product of “Agricultural Loan Express” for the growers, and issued the “Agricultural Loan Express” debit cards. The Branch provided over RMB1 billion credit facilities to over 5,370 farmers, and placed over RMB800 million loans to over 3,000 farmers, effectively easing the financing difficulties of farmers in financing, which was well acclaimed among local farmers.

Full-chain services for cotton farmers

In February 2022, Urumqi Branch executed the Bank’s first online transaction of the product of “Cotton Grower Loan”. The product was online only and purely credit-based with high credit limit, simple procedures and instant fund arrival, and was highly recognized and acclaimed by the cotton growers. In 2022, the “Cotton Grower Loan” released 720 loans in the amount of RMB89,964,800, effectively meeting the funding requirements of local cotton growers.



01

Staying True to Original Mission, Writing a New Chapter in Response to National Strategy

The nation called

It is noted in the Report to the 20th National Congress of the CPC that in pursuing economic growth, we must continue to focus on the real economy. We will advance new industrialization and move faster to boost China's strength in manufacturing, product quality, aerospace, transportation, cyberspace, and digital development. We will thoroughly implement the coordinated regional development strategy, major regional strategies and promote coordinated regional development and the high-quality development of the Belt and Road Initiative. We must ensure and improve the people's well-being in the course of pursuing development, and encourage everyone to work hard together to meet the people's aspirations for a better life.

We have actions

Adhering to the philosophy of "serving real economy with finance", the Bank gave greater support to the real economy, unswervingly implemented the guiding spirits of the CPC Central Committee and the State Council for "boosting China's strength in manufacturing", focused on high-end manufacturing, and delivered "capital+intelligence+technology" services to the "dedicated, refined, distinctive and innovative (DRDI)" enterprises. The Bank implemented major regional strategies, aligned itself with national and regional development planning and contributed to regional coordinated development. The Bank practiced "finance for the public", and established the retail customer benefits system and ushered in the combination of "financial services + non-financial services" to serve a better life. The Bank also promoted RMB internationalization to facilitate the development of the "Belt and Road Initiative".



Revitalizing the real economy

The Bank took serving the real economy as the starting point of financial work, took the initiative to engage in national strategy, intensified the provision of quality financial services, and offered more support to strengthen key areas and weak links of the real economy with multiple measures, in an aim to bring quality and efficiency of serving real economy with finance to a new level.

Inclusive finance for micro, small and medium enterprises

Micro, small and medium enterprises are the mainstay of national economy and social development, and play an irreplaceable part in expanding employment, promoting technological innovation and improving people's well-being. The Bank has proactively promoted the high-quality development of inclusive finance for micro, small and medium enterprises. In line with the Five-Year Development Plan for Inclusive Finance of China Minsheng Bank (2021-2025), the Bank formulated the 2022 work plan for small business finance and inclusive finance, continued to improve inclusive finance service system and spurred product and service innovation, so as to furnish micro and small enterprises with better financing support and financial services in their production and operation.

In 2022, the Bank carried out the ideas of financial inclusion and upheld the requirements of equality of opportunities and the principle of commercial sustainability to adopt a set of targeted measures tailored for micro and small enterprises, and achieved broader coverage, higher quantity and quality, lower cost in inclusive finance. The Bank reshaped the "1+4" product system (Minsheng Small Business APP + Industrial Loan Express, Agricultural Loan Express, Commercial Loan Express and Online Loan Express), constructed the mechanism of integration and coordination of micro-, small-, medium- and large-sized businesses, and set up the "2+N" policy system framework (2 basic systems+N product management measures). The Bank formulated the preferential moves of "Twenty Provisions of Minsheng" for micro and small enterprises, and launched the Minsheng Small Business App, enhancing sustainability capacity and service quality and efficiency.



Zhuhai Branch – Quickly approved RMB1.38 million small business loans to support medical equipment wholesale enterprises



Shanghai Branch – Set up a temporary lending center in Puxi (Shizhong Sub-branch) to support loan disbursement to micro and small enterprises

In 2022, Balance of inclusive small business loans

5,490.51 RMB100 million

In 2022, Accumulative amount of inclusivesmall business loans

6,256.97 RMB100 million



Case

"1+4" new service pattern taking shape with launch of "Minsheng Small Business" App

In January 2022, the Bank launched the "Minsheng Small Business" App, and released the product system of "Commercial Loan Express", "Agricultural Loan Express", "Industrial Loan Express" and "Online Loan Express". Built on the brand new "four-express" product system, the Bank fully blended into the development supply chains and industry chains, and removed the obstructions for financing of micro and small enterprises for greater availability of loans to them. In the meantime, the Bank provided more comprehensive, efficient, intelligent and exclusive financial services to micro and small enterprises to satisfy their diversified requirements. In 2022, the number of "Minsheng Small Business" App users exceeded 1.03 million, showing stronger support to the development of micro and small enterprises.

Implementation of the preferential measures for micro and small enterprises of "Twenty Provisions of Minsheng"

Based on the "Twenty Provisions of Minsheng" set forth by the Head Office, Kunming Branch adopted 20 financial preferential measures from 5 aspects to help micro and small enterprises get rid of financial difficulty and resume work and production on all fronts. The first was to provide favorable policies to boost confidence. The Branch provided loan renewal and deferred payment of principal and interest for customers in business difficulties, reduced or exempted overdue penalty for customers with overdue repayment and provided credit protection for them, and reduced or exempted interest repayment within a certain period for customers of good qualification. The second was to provide credit facilities to drive growth. The Bank increased the supply of credit loans to micro and small enterprises, raised the credit authority in key regions, enhanced online services for supply chains, expanded loan coverage under all scenarios of businesses and transactions, and increased credit limit to existing quality customers. The third was to reduce or exempt fees to benefit customers. The Bank cut the fees for evaluation, mortgage registration, and compulsory notarization charged for small business loans. The fourth was to facilitate innovation and entrepreneurship. The Bank provided stronger financing services for sci-tech and manufacturing enterprises, gave full support to the financial services for new citizens and rural revitalization, and optimized medium to long-term loan services. The fifth was to extend more online support to fight against difficult times. The Bank continued to optimize the "Minsheng Small Business", created the digital service platform for micro and small enterprises, improved the self-service experience, and optimized the approval process for small businesses to smooth up the green service channel for small business finance.

Focusing on the most pressing concerns of market entities, Nanning Branch fully implemented the beneficial policies of "Twenty Provisions of Minsheng", and took multiple measures to ensure the "hustle and bustle" of Guangxi Province. The Branch granted a total of RMB9.6 billion loans to micro and small enterprises in 2022, up by 25% year on year. The total amount of "Guangxi Loan" released was RMB5.6 billion, up by 33% year on year, saving over RMB100 million financing costs for market entities and effectively helping market entities recover and enhance their vitality.

Xining Branch became the sole custodian bank of funds in the Xining Inclusive Finance Development Demonstration Zone under central financial support

In 2022, Xining Branch became the sole custodian bank of funds in the Xining Inclusive Finance Development Demonstration Zone under central financial support, by virtue of premium and professional integrated financial service capabilities. Pushing forward the implementation and development of differentiated models targeting featured industries, business circles, supply chains and other key areas in Qinghai, the Branch delivered inclusive finance services to enterprises based on the "Qinghai Credit Financing" platform set up by the PBOC Xining Central Sub-branch and the Development and Reform Commission of Qinghai Province, in an aim to connect fund supply and demand parties and give financing support to micro and small enterprises.

Supporting NSOEs

Holding firm to the strategic positioning as “a bank for NSOEs”, the Bank made unremitting effort to build into a bank with NSOE characteristics, facilitate the growth of NSOEs, and construct a sound service system targeting strategic and key NSOEs, supply chain ecosystem NSOEs, micro, SMEs and micro and small enterprises, and fulfill its responsibilities in serving the non-state-owned economies.

In 2022, the Bank formulated and published the Guiding Opinion on Further Strengthening Financial Services for NSOEs, continued to increase support to NSOEs in difficulties. The Bank constantly enhanced classified and segmented services for NSOEs, optimized and improved the internal long-term mechanisms of serving NSOEs, and relieved operation stress of NSOEs and helped them restore capacity and expand production.

Providing integrated financial services for NSOEs engaged in commercial rocket manufacturing

Case

Company X is a NSOE in the field of commercial rocket manufacturing and a state-level DRDI “little giant” enterprise. Since its products were still in the development and testing stage, it was in urgent need of large fund support. After knowing this situation, Beijing Branch granted the company with a credit limit of RMB80 million via the “Easy Innovation” series of products, and realized loan placement of RMB50 million to the company, effectively broadened its financing channel and promoted its healthy development.

Developing supply chain finance

In 2022, the Bank secured, stabilized and improved supply chains by financial means, kept enriching the scenario-based financial products of supply chain e-series, and achieved for the first time the supply chain data-based credit enhancement. The Bank launched the products of E-Procurement -data-based credit enhancement model, E-Order, E-Credit Finance 2.0 and Cotton Growing Express, built the “Minsheng E-chain” series of supply chain finance brands, and satisfied the needs of on-chain trading parties for settlement, financing, investment and supply chain management.



Implementation of online supply chain financing business of E-Credit Finance

Case

In November 2022, Hohhot Branch concluded the first online funding transaction via its self-established platform of “E-Credit Finance” (Milk Flower E-Credit Finance Program), which supported the milk supply during special periods. The success of “E-Credit Finance” online financing business was an effective attempt of Hohhot Branch in integration of micro, small, medium and large businesses and a “drill” that complied with reform and transformation, demonstrating the fulfillment of the mission and responsibility in securing supply chains by finance.



“E-Credit Finance” products supported steady development of supply chains

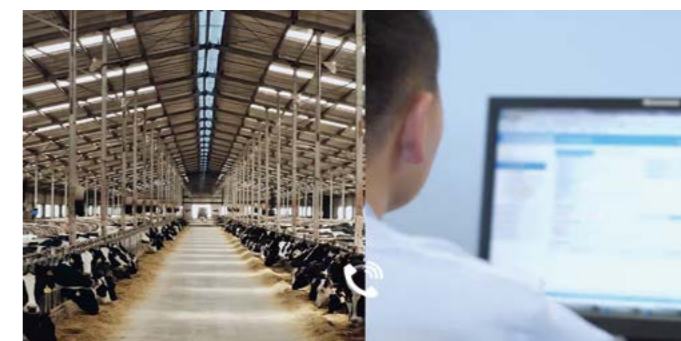
Case

With “E-Credit Finance” product at the core, Nanjing Branch closely followed the needs of core customers in the supply chains, made in-depth researches and helped market entities to consolidate foundations and ensure continuity of key links of supply chains. During the reporting period, the Branch provided supply chain-based credit support to 52 core enterprises, and RMB5 billion funds to over one hundred upstream and downstream enterprises, and has formed the customer service system centering at core enterprises and covering upstream, midstream and downstream enterprises on the supply chain.

Upgrading dairy industry chain service level with continuous iterations of “Dairy Chain Express”

Case

The Bank directly connected its supply chain business system with the ERP systems of core dairy enterprises, evolved from targeted push of business information to automatic capture, enabled real-time and holographic monitoring and oversight of pasture management, and advanced automatic upgrading to full-online operation to continuously iterate the product of “Dairy Chain Express”. During the reporting period, the amount of “Dairy Chain Express” released reached RMB1.492 billion, contributing daily average deposits from core enterprises of RMB27.6 billion, up by 176% YoY. During the reporting period, the Bank replicated and popularized the model with some strategic clients, with a view to boosting development of the dairy industry chain.



Focusing on key areas

The Bank actively responded to policies of the Party and the State, focused on key areas, such as hi-tech manufacturing, strategic emerging industries, basic industries and modern service industries, fostered the implementation of the strategy of building China's strengths in education, technology and culture with financial services, and promoted high-quality economic and social development.

Boosting strength in manufacturing

In the past few years, the Bank has resolutely implemented the spirit of the CPC Central Committee and the State Council on "boosting China's strength in manufacturing", focused on the transformation and upgrading of traditional manufacturing industry and the cultivation of dynamics of advanced manufacturing industry, continuously optimized strategic layout, strengthened resource allocation and increased credit input, in order to support the real economy with financial power and inject stronger financial impetus in boosting strength in manufacturing and high-quality economic and social development. In 2022, the balance of loans of the Bank to the manufacturing industry increased RMB63 billion from the beginning of the year to RMB237 billion.



Case

Supporting a new materials manufacturer in Jiangxi

In June 2022, Nanchang Branch disbursed a syndicated loan to its customer S New Materials Co., Ltd. The total amount of the syndicated loan was RMB600 million and the term was 10 years. As the leading bank and the agency bank, the Bank accomplished the syndication organization, contract signing and loan release in just 7 days, obtaining high recognition of the company, and contributed to the development of the real economy of the manufacturing industry in Jiangxi region.

Promoting development of micro and small DRDI enterprises in the manufacturing industry

Prioritizing to serve the manufacturing industry, Chongqing Branch has successively rolled out the series of products including the "Spark Loan", "Sci-Tech Innovation Loan", "National Guarantee Fund Loan", as an effort to giving greater support to the micro and small DRDI enterprises in the manufacturing industry, driving the growth of loans to the manufacturing industry, and boosting its high-quality development.

Realizing a strong country of education

Building China into a strong country of education is a fundamental project for the great rejuvenation of the Chinese nation. It carries a long-cherished dream of generations of people engaged in education. Seizing the opportunity of deepening education reforms, the Bank implemented the national policy of "easing the burden of excessive homework and off-campus tutoring for students undergoing compulsory education (double reduction policy)", tightened fund supervision, sought for marketing and cooperation with educational customer groups, and advanced the financial services in building China's strengths in education, with a view to stepping up the pace of invigorating China through science and education.

Case

Expanding marketing and cooperation with educational customer groups

The Bank focused on promoting cooperation with leading universities, such as Peking University, Sichuan University, Lanzhou University and University of Science and Technology of China, and strengthened the cooperation with and support to private and higher vocational education institutions by successively commencing the establishment of smart campus platforms for Jiangsu Open University, Shanghai Donghai Vocational and Technical College and Yinchuan Suyin Vocational High School. For elementary education schools, the Bank cooperated with local educational authorities to provide fund supervision services for private elementary and middle schools in Shenzhen, and smart management services for the project of "double reduction policy" in Zhengzhou Airport Economy Zone. In 2022, the Bank approved platform construction funds of RMB20,903,400 for the above projects, strongly promoted win-win outcomes in enterprise-school cooperation.

Implementing the double reduction policy and facilitating fund supervision

In April 2022, the Ministry of Education initiated the construction of a nationally unified platform for the supervision of off-campus tutoring funds. The Bank immediately responded to it by entering into cooperation agreement on fund supervision with the Ministry, and completed the connection with the IT platform of the Ministry, which promoted the supervision of education funds.

Building a strong country of science and technology

In 2022, the Bank actively supported the development of hi-tech enterprises by setting up special service units for sci-tech and innovation enterprises, assigning professional credit officers and innovating relevant loan products, in order to break the financing bottleneck of those enterprises and provide long-term and stable source of R&D funds, so as to enhance financial dynamic in driver to sci-tech development.

Case

Facilitating the IPO of a leading electronic measuring equipment maker on the SSE STAR market

Company N is a leader in China's universal electronic measuring equipment manufacturing industry. It has facilitated the local substitution in the development of cutting-edge technologies and NGIT. In 2021, it filed the application for IPO on the STAR market. In early 2022, Suzhou Branch helped the company open a fundraising account and facilitated its successful IPO on the SSE STAR market, which further improved the quality and efficiency of the Bank's services for sci-tech innovation.

Case

Launching the first product of “Spark Loan” for sci-tech innovation enterprises nationwide

Company X is a hi-tech enterprise integrating new drug development and production, which has been listed into the national memorandum of centralized drug procurement. In daily visits, Hefei Branch was informed of the company’s urgent demand for more working capital for expanding its raw material production base. The Branch introduced to the company the innovative IP pledge product of “Spark Loan”, and instantly commenced the IP rights pledge registration according to business procedures, and released the working capital loan on a timely basis, which ensured the sound development of the company. This was the first “Spark Loan” issued by the Bank and in the national market to support sci-tech innovation enterprises.

Building a strong country of sports

The Bank actively implemented the sports development plans of “The 14th Five-Year Plan”, and supported the construction of major sports projects by taking “sinking to the ground, establishing platforms and improving services” as the core measures. The Bank enhanced the coordinated service capabilities of “sports+finance”, and assisted government sports administrations at all levels in executing national strategies. The Bank supported the Shanghai E-sports Championship, provided new training facilities for the Inner Mongolia Competitive Sports Training Center, and developed customer groups of primary sports associations and private non-enterprise sports organizations, and boosted the development of the sports sector with proactive and effective measures.



Case

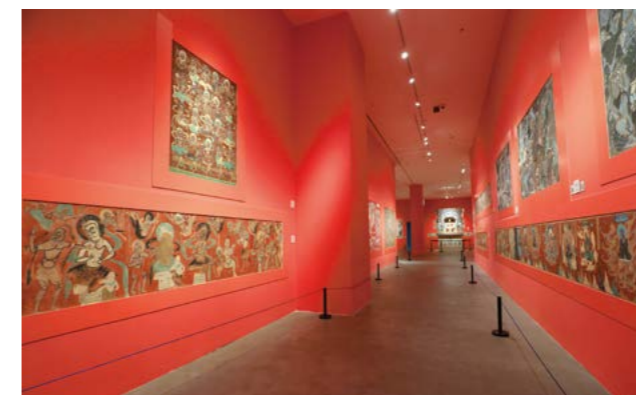
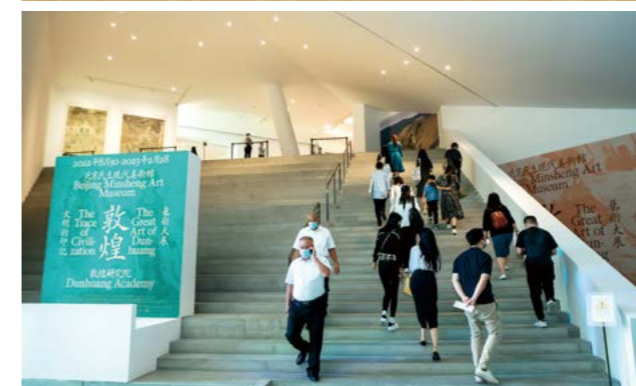
“Minsheng Sports Circle” helped Xi'an's first community sports games

In August 2022, Xi'an held the first community sports games. With the “Service Solution for public fitness by the Minsheng Bank Sports Circle”, Xi'an Branch became the service provider and sponsor of the games, and established good interactions with the sub-district communities under jurisdiction and set a paradigm of serving public games based on digital platform.



Building a strong country of culture

The Bank actively promoted to build the cultural power of the country and expanded marketing cooperation with the cultural and tourism industry to popularize excellent Chinese culture and tourism. In 2022, the Bank continued to explore the customer development path for local tourists, and successfully promoted the provincial culture and tourism platform of Huangshan Tourism Group by providing cash management service and investment in the platform construction project. Meanwhile, the Bank also continued to expand customers in the culture field, and co-organized the art exhibition of “The Trace of Civilization – The Great Art of Dunhuang” with Beijing Minsheng Art Museum and Dunhuang Academy to contribute to the cultural power construction with financial services.



Promoting regional coordination

According to the Report on the Work of the Government in 2022, China will promote balanced and coordinated development among regions and fully implement all major regional development strategies and the strategy for coordinated regional development. In such context, the Bank focused on the development plans of national key areas, highlighted supporting the development of major regions as a strategy of the whole bank, formulated the implementation plan for the business operation in four major regions including the Guangdong-Hong Kong-Macao Greater Bay Area, the Yangtze River Delta Region, the Beijing-Tianjin-Hebei Region and the Chengdu-Chongqing economic zone, and established a series of supporting mechanisms to fully promote the high-quality and coordinated regional development.

Case

Establishing strategic cooperation with State Grid Yingda Yangtze River Delta Financial Center

In January 2022, Shanghai Branch signed a strategic cooperation agreement with State Grid Yingda Yangtze River Delta Financial Center. According to the agreement, the Branch would further provide integrated, professional and comprehensive financial services featuring green finance, supply chain finance, interbank finance and digital finance to support the construction of an innovative and comprehensive financial center that integrating data and technology, and played a leading role as a pilot of comprehensive finance.

Case

Promoting business development of the “Cross-Border Wealth Management Connect” in the Guangdong-Hong Kong-Macao Greater Bay Area

As one of the first pilot banks to carry out “Cross-border Wealth Management Connect” business in the Guangdong-Hong Kong-Macao Greater Bay Area, Hong Kong Branch joined hands with banks in the Mainland to launch the two-way cross-border wealth management service model, and brought the residents there more diversified and flexible options for offshore asset allocation, investment and wealth management. As a result, the account-opening number continued to grow, making the Bank stay at a leading position in the market.



Serving better life

The Bank has been adhering to the principle of serving the people and contributes to a better life. In 2022, the Bank took retail business as the long-term and basic strategic business and gave back to the society with excellent products and services, in a bid to improve people's well-being and help meet their aspiration for a better life. During the reporting period, the Bank had 2,608 domestic and offshore branch-level institutions and outlets, including 42 tier-1 branches (including Hong Kong Branch) and 105 tier-2 branches (including remote sub-branches), covering all domestic provinces, autonomous regions, municipalities directly under the Central Government and municipalities with independent planning status under the national social and economic development. The Bank also had 2,461 sub-branch outlets and community outlets.

Personal financial service

The Bank devoted to building the personal financial service platform integrating the head office, branches and sub-branches. Focusing on customer needs and following their consumption upgrading, the Bank organized various customer-oriented activities to bring retail financial services a new high. In the meantime, the Bank further managed the entrepreneur customer groups, and created the featured and customized service system of “Minsheng Intelligent Butler” by providing comprehensive butler services, promoting resource integration and establishing integrated service teams, which promoted customer growth and improved customer value.

In 2022, the Bank carried out the following actions. Firstly, it improved the service capacity of outlets, delivered key projects including all-round employee services, and upgraded the function and optimized the design of outlets. Secondly, it built up the on-line companion system that realized active reach, personalized content recommendation and intelligent customer service. Thirdly, it further improved the customer benefits system, and launched the marketing activities of Tuesday V+ Member Day to complete the reward point mall system. Fourthly, it created the ecosystem-based cooperation model of “technology + finance” and organized rewarding activities at the JD 618 Shopping Festival and the Double 11 Global Shopping Festival.

In 2022, Number of retail online platform users

103,585.4 thousand

In 2022, Number of corporate online platform users

3,277.4 thousand



Case

Launching the “Minsheng Apex Privileges” VIP benefits system

In 2022, the Bank launched the VIP benefits system of “Minsheng Apex Privileges”, which covered 4 major segments of “Apex Sports”, “Apex Health Care”, “Apex Travel” and “Apex Life” and a total of 38 benefits. The system is featured with multiple highlights, such as distinctive benefits, applicable nationwide, unified and standard process, quick and agile response and the special “Apex Secretary”, and provided customers with non-financial service with great market competitiveness.

Innovative financial products and services

Adhering to the mission of “Serving the Public, Caring About People’s Livelihood”, the Bank has promoted the all-round integration of financial and non-financial services through innovating financial products and optimizing financial services. In the meantime, the Bank provided wealth products and services that were diverse, market-leading, distinctive and with excellent experience, to meet the diversified needs of customers and empower a better life.

In 2022, the personal pension system was formally implemented. As one of the first institution to offer personal pension business, the Bank accelerated the enrichment of product system, organized marketing and promotion activities and carried out publicity and education to highlight the brand image of the Bank regarding pension services. During the reporting period, a total of 396,000 personal pension accounts were opened in the Bank.

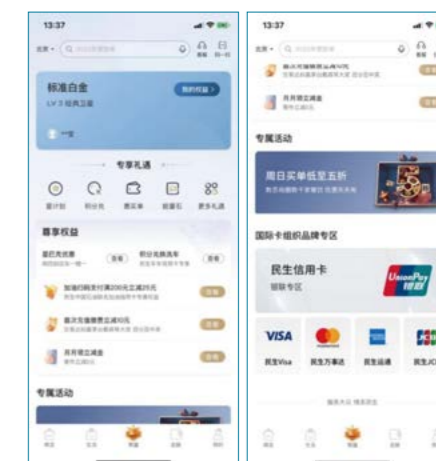


Optimizing the Daily Life App to build the one-stop service platform

The Bank continued to optimize the Daily Life App and launched the intelligent benefit-earning section, which completely integrated the sections of value-added services, card-based benefits, gifts for new users, star dreams, reward points, and “My Benefits”, and provided customers with one-stop benefit services of “gain-use-check” featuring butler reminder and companion services to further improve customer benefit perception and card-using experience. In 2022, the App served a total of about 18.08 million users and had over 700 million visits.

Launching the “E-Corporate Account Opening” to facilitate convenience of financial services

Focusing on the “first link” of corporate account services, the Bank launched the digital, intelligent and visualized product of “E-Corporate Account Opening”. Through systematic management of account opening due diligence and multi-dimensional smart verification of customer information, the product realized more data running and less counter handling, more information sharing and less documents filling, thus contract can be signed with just one visit to the counter. In the meantime, a number of functions, including application for account opening with electronic business licenses, inquiry to the list of law violators and defaulters and customer verification, have been added to further improve the convenience and intelligence of account opening, as well as the quality and efficiency of account opening services and customer experience.



Launching the exclusive credit loan of “Minsheng Marine Fishery Loan” option

Mr. C was engaged in marine fishery production and facing a shortage of funds due to rising oil prices. Quanzhou Branch noticed the situation and introduced the exclusive credit loan of “Minsheng Marine Fishery Loan”, and issued a working capital to him as a solution to his urgent needs, effectively promoting the sustained and healthy development of marine fishery customers.



Launching the “Assured Deposit” products regarding personal pension savings

In December 2022, the Bank officially launched personal pension business and provided customers with convenient and comprehensive personal pension services such as account opening, pension products, value-added services and “Assured Deposit” products. In addition, the Bank has established a “dedicated pension product shelf” for the third-pillar personal pension accounts, covering four major series of pension savings deposits, pension wealth management, pension fund agency sales and pension insurance agency sales, to meet diversified investment needs of customers.

Broadening global layout

The Bank kept up with the trend of economic globalization, broadened its global layout and supported the Belt and Road Initiative, and gave full play to its financial strength to contribute to the high quality development of the Belt and Road Initiative.

In 2022, the Bank accelerated the innovation and optimization of cross-border products and served customers' financial and non-financial needs during the course of "going global", and built multi-dimensional and systematic global financial service network to improve cross-border financial services. In the meantime, the Bank firmly supported and implemented the decisions of the CPC Central Committee and the State Council on RMB internationalization, and formulated comprehensive cross-border RMB-based service solutions with "scenario as the core, online as the orientation and convenience as the target" to improve cross-border RMB payment and settlement, and investment and financing product system. In 2022, the Bank's cross-border RMB settlement amounted to RMB105.267 billion, up by 24.4% year-on-year. The Bank has established a network of 700 correspondent banks in 67 countries/regions along the Belt and Road.

Case

Successfully launching the first FT wealth management product

In February 2022, Shanghai Pilot Free Trade Zone Branch, jointly with relevant departments at the Head Office, successfully launched the first FT wealth management product – China Minsheng Bank Guizhu Global Fixed Income Profit Enhancement 10-Month No.1 FT Wealth Management Product. As the first FT wealth management product among peers in China, the product was issued under the wealth management framework of domestic banks, and targeted at overseas non-resident customers for investment in overseas assets. The successful launch of the product indicated that the Bank has made a new breakthrough in cross-border financial services and contributed in the construction of offshore financial systems by Shanghai Global Asset Management Center and Pudong Pioneer Area.

Case

Organizing the "Southern Fujian Entrepreneur Club & Foreign Exchange Products and Policies Sharing Meeting"

In June 2022, Xiamen Branch organized the "Southern Fujian Entrepreneur Club & Foreign Exchange Products and Policies Sharing Meeting". The Branch introduced the convenient international settlement and financing products for micro, small and medium customers, analyzed the exchange rate trend and hedging products and had in-depth exchanges with entrepreneurs' representatives on the reasons of exchange rate fluctuations and related hedging products. The success of the sharing meeting fully demonstrated the strength of the Bank in cross-border finance and the "customer-centric" service concept.



Case

Yinchuan Branch actively promoted the financial development of the "Belt and Road Initiative"

Actively promoting the innovation of financial products, Yinchuan Branch provided customers with easy and convenient overseas settlement services with its online cross-border settlement products through the "Single Window". It developed the function of online pre-credit financing application, through which customers can initiate online credit application and obtain pre-credit limit in real time. From settlement to financing, those products have promised better financial service experience for customers.

02 | Acting with Integrity and Building a Solid Foundation of Compliance

The nation gives a call

The Report of the 20th National Congress of the CPC proposes that it is necessary to improve the modern corporate system with distinctive Chinese features, encourage entrepreneurship and move faster to help Chinese companies to become world-class outfits; strengthen the Party's leadership in improving corporate governance of state-owned enterprises and financial enterprise; and enhance Party building in mixed-ownership and non-public enterprises.

We respond with actions

The Bank adhered to the principle of putting Party building first, integrated the Party's leadership into all aspects of its operation and development, comprehensively optimized and improved the corporate governance system. The Bank focused on the prevention and tackling of major financial risks and made the corporate culture of legal compliance a core competitiveness.



Standardizing corporate governance

Improving governance structure

The Bank earnestly implemented the decisions and deployment of the CPC Central Committee and the State Council, effectively promoted the deep integration of the Party's leadership and corporate governance in accordance with the basic requirements of the CBIRC's Corporate Governance Standards for Banking or Insurance Institutions, so as to continuously improve the modern corporate governance structure, mechanism and culture, and constantly enhance the performance quality and efficiency of "the shareholders' general meeting, the board of directors, the board of supervisors and the senior management". Following the principles of "performing own duties, taking own responsibilities, coordinated operation, and effective checks and balances", the Shareholders' General Meeting, the Board of Directors, the Board of Supervisors, and the Senior Management performed their statutory duties in accordance with laws and regulations. The corporate governance of the Bank was continuously improved.

The Bank attached great importance to the construction of the Board of Directors and strove to improve its professionalism, independence and diversification. As at the end of the reporting period, the Board of Directors of the Bank had 18 members, including nine shareholder directors, six independent directors, and three executive directors. The number of independent non-executive directors accounted for more than a third of Board members, ensuring the scientific decision-making of the Board.

Indicators	2022
Number of Directors (Nr.)	18
Gender ratio of the Board of Directors (male/female)	18/0

Note: The Board was proactive in seeking female candidates for independent non-executive directors to achieve gender diversity in the Board. The Resolution on Nominating Ms. Wen Qiuju as a Candidate for Independent Director of the Eighth Session of the Board of the Bank was considered and approved at the 28th meeting of the eighth session of the Board on 28 October, 2022 and will be submitted to the shareholders' general meeting for election. After being approved in the election at the shareholders' general meeting, Ms. Wen Qiuju's qualification as a Director will be subject to approval by the CBIRC.

Protecting investors' rights and interests

Adhering to the concept of being highly responsible to investors, the Bank has built platforms and expanded channels externally, rationalized mechanism and promoted coordination internally, and formed a new model for investor communication featuring comprehensive coverage, high efficiency and positive interaction. In 2022, the Bank took the initiative to hold performance announcement meetings, shareholders' general meetings, various strategy meetings, special research and communication meetings, responded to market concerns and demands of small and medium investors with practical actions by actively taking calls of the investor hotline and replying messages left on the e-interaction platform of the SSE.

Indicators	2022
Number of investor visits (visit)	55
Number of visitors (attendances)	350

Improving information disclosure

In 2022, the Bank disclosed its information in a compliant and highly efficient way in strict compliance with the regulations of the SSE and the SEHK and the principle of "authenticity, accuracy, integrity, timeliness and fairness", and published all sorts of regular reports and interim announcements in a timely manner to ensure all shareholders had equal access to information of the Bank. During the Reporting Period, the Bank published four regular reports and 52 interim announcements on the SSE. The Bank also published 106 information disclosure documents on the SEHK, including 48 offshore regulatory announcements.



Comprehensively preventing and controlling risks

Building comprehensive risk management system

Following the risk culture which emphasizes “steadiness, prudence, comprehensiveness and pro-activeness”, the Bank attached greater importance to the proactive prevention and migration of financial risks. The Bank has established a sound risk management structure and set up the “three lines of defense” for comprehensive risk management and optimized risk management policies and procedures, in a bid to strengthen key aspects of risk management, promote the development of risk management talents and teams, improve the risk management system and ensure quality development.

In addition, under the guidance of the Head Office, the construction of risk management in local branches was promoted simultaneously. Chongqing Branch held special meetings on risk policy formulation for rural banks in 2022 to accelerate the optimization and adjustment of asset business structure of rural banks and strengthen the construction of comprehensive risk management. Ningbo Branch strengthened the management of the source of accounts and strengthened risk monitoring and handling of abnormal accounts and suspicious transactions to enhance the sense of security of financial services. Lhasa Branch firmly implemented the concept of “comprehensive risk management” and paid special attention to the construction of the three lines of defense, credit management and compliant operation, strictly observed the bottom line, and prevented financial risks.

Strengthening risk management in key areas

The Bank continued to pay attention to risk management and control in key areas, insisted on full coverage in multiple areas and special management and control in key areas, and improved risk identification, monitoring and control. For interest rate risk prevention and control, the Bank closely followed market fluctuations of interest rates, strengthened the management of bond investment valuation and risk monitoring, timely analyzed, studied, judged and warned of the market risks of bond portfolios. For market risk prevention and control, the Bank strengthened the examination of access to investment and trading products, and the management of market risk limit of wealth management business, continuously monitored and reported the market risks of wealth management business, and actively supported the wealth management subsidiary to carry out risk prevention and control.

Conducting risk management training

The Bank carried out risk management trainings and continued to enhance its risk prevention capability. In 2022, based on the Civil Code of the People’s Republic of China, the Personal Information Protection Law of the People’s Republic of China and the Minutes of the Ninth National Court of Civil and Commercial Trial Work Conference and other laws and regulations, as well as business implementation requirements, the Bank encouraged the Head Office and the branches to hold trainings regarding all links of different business lines, legal risk points of all processes and posts, and risk control measures. The Bank organized and implemented risk identification and evaluation for each business operation, clarified and updated the requirements on compliance and management for all businesses, improved business processes to lay a solid foundation for risk management. During the reporting period, the Bank provided 10 training courses to a total of 7,735 trainees through offline training, live streaming, centralized teaching and other methods. The topics of these courses included risk preference, risk strategy, industry portfolio limit management, implementation of Basel III, effective risk data aggregation and risk reporting, non-retail customer correlation graph analysis platform and external platform risk management. The courses improved the professional level of risk management across the Bank.



Shenzhen Branch – A special meeting of risk management



Taiyuan Branch – A work meeting of legal risk management

Operating with integrity and compliance

Improve the compliance management system

Compliance is the foundation for steady and long-term operation. The Bank strictly abided by the Methods for Case Prevention of Banking Financial Institutions, the Guidelines on Behavior Management of Employees in Banking Financial Institutions and the Guiding Opinions on Preventing Financial Crimes of Employees in Banking and Insurance Industry, strengthened the compliance culture, improved the compliance management system, and constantly raised employees' awareness of compliance management.

In 2022, the Bank continued to promote the “Internal Control and Compliance Management Improvement Year” and insisted on promoting the construction of an internal control and compliance culture in a planned and focused manner, starting from three aspects, including employee participation, platform creation of and mechanism guarantee. The Bank also enhanced its three-dimensional case prevention system” and the “grid-based management system for practitioners” to improve the internal control management and case prevention capability. The Bank strengthened the compliance management and control of employee behavior, initially established the grid-based management system for practitioners, carried out a series of special rectification and warning education activities for employee behavior management and increased the accountability of violations, and promote employees to understand and execute compliance. The Bank actively conducted training courses on the rule of law and compliance for all employees and conducted education activities on the bottom line of employee behavior to ensure that the code of conduct and compliance-related regulations were effectively communicated to all employees, and to continue to foster the culture of compliance.

Indicators	2022
Number of legal training (Nr.)	4,077
Number of employees covered by legal training (attendances)	322,654
Number of compliance training (Nr.)	5,475
Number of employees covered by compliance training (attendances)	326,210



Nanjing Branch – Promoted the work on the rule of law



Hangzhou Branch – The education activities on the bottom line of employee behaviour

Taking anti-money laundering (AML) actions

The Bank thoroughly implemented laws, regulations and regulatory requirements such as the Anti-money Laundering Law of the People's Republic of China, the Provisions on Anti-money Laundering through Financial Institutions, the Guidelines for the Management of Money Laundering and Terrorist Financing Risks of Corporate Financial Institutions (Trial), and the Administrative Measures on Anti-money Laundering and Counter-Terrorist Financing of Banking Financial Institutions, actively practiced the political and people-oriented principles of financial work, improved the investigation system of major money laundering clues, and developed intelligent risk monitoring models. The Bank has made outstanding contributions in safeguarding national economic security, protecting people's property security and the interests of national development. In 2022, the institutions and individuals responsible for the AML monitoring and analysis of the Bank received 68 commendations from regulatory authorities and public security and judicial organs. Among them, the Bank received 6 commendations from China Anti-Money Laundering Monitoring and Analysis Center at corporate level.



Popularizing AML awareness to safeguard personal rights and interests

In April 2022, Nanchang Branch organized and produced the video titled “Stay away from campus loans and don't ruin your future” , which won the third prize of the Douyin Challenge Contest of “Preventing Illegal Fund Raising and Staying Away from Bad Campus Loans” , a campaign jointly organized by Jiangxi Provincial Financial Supervision Administration, the Office for Combating Illegal Fund Raising of Jiangxi Province, and Jiangxi Provincial Committee of the Communist Youth League of China. This publicity campaign has greatly elevated the AML awareness and risk identification ability among college teachers and students, intensified the efforts to curb illegal financial activities, and purified the financial ecosystem and campus environment.



Strengthening the AML internal control system

The Bank has always followed the pace of supervision, strengthened the construction of AML internal control system, consolidated the foundation of AML work, and created a “group-based, professional and intelligent” risk management system against money laundering with unique characteristics.

In 2022, the Bank comprehensively assessed the effectiveness of AML systems, and based on the evaluation results, completed the formulation and revision of the AML special management systems such as job responsibilities, large-sum and suspicious transaction reports, self-assessment of money laundering risk, freezing of terrorism-related assets, emergency treatment, AML information security, and special AML management system of rural banks, so as to further improve the comprehensiveness and effectiveness of the AML internal control system.

Continuously conducting AML training

In order to strengthen the AML awareness of all, the Bank carried out AML trainings, publicity activities and special AML trainings. In June, the Bank invited experts to give special training on “Strategic Thinking on China’s International Anti-Money Laundering Under the Changes Not Seen in a Century” for the senior management; In July and November, special on-site trainings on AML were held for three subsidiaries, i.e. CMBC Wealth Management, Minsheng Financial Leasing and Minsheng Royal Fund Management. In September, special trainings on money laundering risk assessment and AML inspection were held for all subsidiaries. In November, a special bank-wide training on the basic knowledge of financial sanctions was held. The Bank actively practiced the social responsibility as a financial institution, steered the “rudder” of AML publicity promotion, played the “main melody” of AML training, and actively built the brand image of AML publicity and education work.

Indicators	2022
Number of AML trainings (Nr.)	5,927
Number of employees covered by AML trainings (attendances)	469,103
Audience for AML publicity activities (attendances)	17,774,516

Business Ethics and Anti-Corruption

The Bank strictly abided by the Code of Conduct on Moral Integrity and Self-Discipline of the Communist Party of China, the Regulation on Intraparty Supervision of the Communist Party of China, and the Regulations on Disciplinary Actions of the Communist Party of China, and continued to fight against corruption, and improved the construction of anti-corruption system.



Guangzhou Branch – The special review of 2023 anti-money laundering work

Improving the anti-corruption management system

In order to further promote the construction of honest and clean culture in the Bank and create a clean and positive political ecosystem, the Bank formulated and issued the Implementation Measures on Further Promoting the Construction of Honest and Clean Culture in China Minsheng Bank System (Trial). The Bank further fulfilled its responsibilities and helped build a “close” and “clean” relationship and a “simple, practical and efficient” culture. The Bank also simultaneously formulated the Disciplinary Measures of China Minsheng Bank on Staff Violations, and revised the Administrative Measures on Supervision and Management of Abnormal Behaviors of Employees of China Minsheng Bank to effectively strengthen employee guidance, supervision and management, and improve the early warning and prevention mechanism against employees’ moral risks. The Bank deepened the implementation of the Working Measures on Supervision and Discipline by Discipline Inspection and Supervision Institutions of China Minsheng Banking Corporation Limited (Trial) and other relevant regulations, continued to smooth up the channels for complaints by letters and visits, and accepted complain reporting in accordance with the rules and regulations.

Continuing to carry out anti-corruption trainings

In 2022, the Bank strengthened the linkage between the Head Office and the branches, held various campaigns for creating honest and clean culture in a classified and segmented manner, and continued to strengthen the good atmosphere of clean practice, clean performance of duties, clean self-cultivation and clean and harmonious family.

Indicators	2022
Number of anti-corruption training for Directors (Nr.)	1
Number of Directors participated in anti-corruption training (attendances)	18

- The Bank intensified investigation and handling of corruption cases, with a focus on investigation and handling of employees who violated integrity disciplines, misappropriation of duties, among others, and seriously held accountable those responsible for verified violations of disciplines, so as to effectively improve conduct and enforce discipline.
- The Bank intensified investigation and handling of accountabilities. The Bank strengthened the supervision of the Head Office on the accountability management of the whole bank, and promoted the performance of accountability committees at all levels of the whole bank to effectively perform their duties.
- The Bank strengthened the supervision and management over abnormal employee behavior. By tightened monitoring, the Bank identified signs of violations and took educational measures to prevent employees from violating regulations and disciplines.

In addition, the Bank focused on case warning education, and conducted lecture tour on typical cases of non-compliance and discipline throughout the Bank under the theme of “Forging ahead on the new journey, setting foot on the new stage, grasping the new situation, and focusing on the new tasks to promote full and rigorous self-governance of the CPC and the Bank”, which achieved good results. A total of 1,498 sessions of anti-corruption training were conducted, covering 168,552 participants during the year.

03

Gathering Wits and Efforts to Create Values by Coordinated Development



The nation called

It is noted in the Report of the 20th CPC National Congress that we will accelerate the development of the digital economy, further integrate it with the real economy, and build internationally competitive digital industry clusters; we will take pursuing high-quality development as our overarching task, make China's industrial and supply chains more resilient and secure, so as to effectively upgrade and appropriately expand China's economic output; we will strengthen personal information protection and enhance public safety governance; we will continue efforts to cultivate talent for the Party and the country and comprehensively improve our ability to nurture talent at home, so as to produce first-class innovators and attracting the brightest minds from all over the world.

We respond with actions

The Bank vigorously advanced the construction of eco-bank and intelligent bank, comprehensively improved data capabilities and technological capabilities, and continuously promoted digital transformation. The Bank actively revised and improved relevant systems to ensure the security of data and information. It also perfected the selection and appointment mechanism, innovated the talent cultivation mechanism, opened up the channel for talent growth, and constantly improved employees' capabilities in business and management.

Starting the engine of digital intelligence

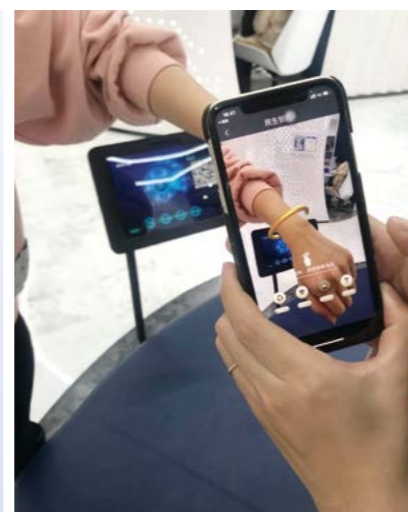
The “14th Five-Year Plan” and the Outline of the Long-Range Objectives Through the Year 2035 pointed out that steadily developing fintech and speeding up the digital transformation of financial institutions were the important strategic tasks for deepening the structural reform from the financial supply side and building a modern economic system. At the beginning of 2022, the People’s Bank of China (the PBOC) issued the Fintech Development Plan (2022–2025). The Plan brought forward the requirements that in the new era, we should strengthen fintech governance, comprehensively shape digital capabilities and deepen the application of digital technology in the financial field. The Bank actively responded to national strategies and the strategic plan for digital finance transformation of the Head Office, promoted the implementation of the digital finance transformation in an all-around and orderly manner, and carried out extensive practice and made breakthroughs in various fields.



Chairman Gao Yingxin visited “Zhang Zhong Digital Innovation Studio” during his visit to the Chengdu Branch. The studio was awarded the “Innovation Studio of Model Workers and Craftsmen Talents in the National Financial System” by the National Committee of Chinese Financial Workers’ Union.



Delivery robot



Gold jewelry try-on with AR

Developing digital finance

Based on the strategic positioning of “an agile and open bank” in the new era, the Bank took the digital finance transformation as the new starting point of deployment for the future, regarded “building itself into an agile and efficient digital bank with ultimate experience and value growth” as the goal, optimized the systems and mechanisms, formulated the implementation plan for digital finance transformation, and strove to build eco-bank and intelligent bank.

In 2022, the Bank continued to boost investment, strengthen platform construction, elevate data capabilities, pooled efforts in digital transformation, and kept empowering targeted marketing, smart risk control and digital operation. The investment in IT and the number of IT personnel of the whole bank grew by 4.44% and 32.36% YoY, respectively.



📁
Case

China Minsheng Bank won the Award of “The Most Digitally Innovative Bank of the Year” by CAIJING

In December 2022, the 5th CAIJING Sustainable Development Summit & CAIJING Awards Ceremony sponsored by CAIJING was held in Beijing. China Minsheng Bank won the honor of “Evergreen Awards – The Most Digitally Innovative Bank of the Year”. In recent years, the Bank continuously improved its “digital base”, “digital service”, “digital ecosystem” and “digital experience”, and carried out innovative practices in digital cloud-based lobby of remote bank, intelligent banking outlets, and Minsheng cloud of open bank and others, and elevated capabilities in IT resource integration, large-scale smart application of data, and joint and open innovation.

Strengthening platform construction

The Bank continued to strengthen platform construction, seized the opportunities arising from payment industry transformation, comprehensively launched integrated payments to build the service system of “Minsheng Payment +”, and promoted payment interconnection. The Bank built comprehensive service scenarios, enriched personal and public wallet functions, and expanded digital application scenarios of e-CNY. The Bank upgraded the open bank platform, expanded the open service ecosystem, and worked jointly to build the open bank brand of “Minsheng Cloud +”.

Case

Launching “Minsheng Cloud” series products to safeguard digital economy

In June 2022, the Bank held the launching event for “Minsheng Cloud” series products in Beijing to introduce seven industrial solutions, including “Minsheng Cloud · Agency Book Keeping”, “Minsheng Cloud · Human Resources”, “Minsheng Cloud · Freight”, “Minsheng Cloud · Easy Payment”, “Minsheng Cloud · Cost Control”, “Minsheng Cloud · Health”, and “Minsheng Cloud · Wallet”. These solutions provided a complete set of financial products and services covering account, payment, wealth and loan for various scenarios of ecosystem, to continuously empower digital economy. The product series won China UnionPay’s “2022 Award for Open Bank Technological Cooperation Contribution”, “Gold Award for Digital Intelligence Platform in 2022 Digital Finance Innovation Competition”, “2022 Best Open Bank Award for Digital Finance” and other awards.

Building an “eco-bank”

The Bank established the Digital Finance Innovation Department as the leading department for digital finance transformation, to carry out several major digital finance innovation projects. The Bank created customized scenario-based transaction banking services with focus on several business scenarios, built an ecosystem of “intelligent government services + convenient resident services” and realized the intelligence sharing and precise connection between financial scenarios and government service scenarios, and constructed the ecosystem of “financial institutions customer group + factor market + custody business” and continued to build “eco-bank”.

Case

Focusing on supply chains to realize industrial ecosystem co-construction

The data-based credit enhancement model of “E-Procurement” is a digital innovative financial product for supply chain finance hatched by the Bank relying on the mechanism of agile and innovative working group mechanism for eco-finance, which focuses on the distribution scenario in the downstream of supply chains. The Bank created the model that the core enterprises could use data to replace traditional guarantees, which raised the loan accessible ratio of micro, small and medium enterprises from 30% under the traditional guarantees of core enterprises to 50%-70%. It also customized the actively adaptive big data-based risk control model of “enterprise + entrepreneur” for the inclusive micro, small and medium enterprises, and provided them with full-process online financing services.

Building an “intelligent bank”

The Bank upgraded digital marketing management platforms to create the digital and intelligent marketing brain. The Bank launched the digital channel service system of “Minsheng Cloud” to elevate comprehensive financial service capability at mobile end, launched the applications including “cloud outlets”, “cloud delivery”, “cloud account opening” and “cloud witness” for the “remote bank”, to provide real-time smart financial services and promote the construction of an “intelligent bank”.

Case

“Intelligent Bank Experience Store” led the new fashion of outlets

In recent years, relying on “intelligent bank experience stores”, the Bank stepped up efforts to help consumers acquire financial knowledge conveniently and build a harmonious financial consumption environment through diversified and immersive financial knowledge publicity campaigns and distribution of financial education products. In September 2022, the Zhongguancun Intelligent Bank Experience Store of Beijing Branch was honored the title of “Financial Education Demonstration Base”. Since its establishment, the Experience Store has been providing digital and smart financial education services by inviting consumers into the smart service area to experience interactive education activities, and organizing remote training and “cloud-based lessons”.



Safeguarding digital security

The Bank fully implemented the Data Security Law of the People's Republic of China and Personal Information Protection Law of the People's Republic of China, published the Administrative Measures on Data Category and Grading of China Minsheng Bank, Administrative Rules for Data Security Grading of China Minsheng Bank and the Administrative Measures on Data Security of China Minsheng Bank, which provided foundation for further optimizing and implementing differentiated data security protection strategies, improved data security management system and enhanced information security management. In 2022, the Bank organized all operating units to carry out training, publicity and education activities on cyber and information security, covering more than 80% of employees and effectively enhancing the awareness of cyber security and data security compliance of all employees. Besides, the Bank actively responded to the call of China Cybersecurity Week, and held safety publicity and education activities for communities and the elderly, which covered more than 20 thousand persons, proactively fulfilling its social responsibilities.

In terms of disaster recovery construction

The Bank kept advancing the disaster recovery construction, and improving system stability. The Bank completed the improvement in intra-city disaster recovery capabilities of 53 systems including antecedent SWIFT, image processing platform and the new generation asset management business module, and expanded the remote disaster recovery capacity of six systems, including unified identity authentication system, unified biometric identification platform and xBank2.0 system, which further optimized the technological architecture of disaster recovery, improved the system of disaster recovery and elevated the switching efficiency of disaster recovery. During the Reporting Period, the Bank has set up a disaster recovery system of "three data centers in two regions", with the server room at Mapo in Beijing as the primary center, the Dr. Peng server room in Beijing as the intra-city backup center and the Telecom server room in Zhengzhou in Henan Province as the remote disaster recovery center, realizing 100% disaster recovery coverage of important information systems.

In terms of cyber security

The Bank continued to improve the construction of information security management system and defense system according to the overall strategic guideline and guarantee framework of cyber security, and ensured the cyber security during key events such as Beijing Olympic Winter (Paralympic) Games and the 20th CPC National Congress, and realized "zero" occurrence of major information security incidents, and further improved cyber and information system security of the Bank.

Indicators	2022
Satisfaction rate of work order service (%)	99.99
Number of drills of cyber security attack and defense of the Bank	3
Number of IT disaster recovery drills	13
Number of staff participated in IT disaster recovery drills	585
Number of IT disaster recovery training session	7

Serving customers considerately

Optimizing customer service

The Bank adhered to the "customer-centric" philosophy, integrated the concept of "creating value for customers" into all operation links, optimized service procedures, elevated service efficiency, and provided customers with professional, distinctive, modern and online financial products and services, in a bid to achieve a win-win situation between the Bank's operation and customers' growth. In 2022, the Bank helped the tier-1 and tier-2 branches to expand to areas without basic offline channels, and added outlets in certain key urban areas, so as to fill the outlet coverage gaps in emerging urban areas, improve offline sales networks and elevate the accessibility of services to customers. Meanwhile, the Bank increased support to online service channels, optimized and upgraded the mobile banking APP, improved services in multi-business channels such as transfer and remittance, deposit and wealth management, and product purchase, facilitated online service processing, released financial products that better met customers' needs in a timely manner, and kept enhancing capabilities in customer service.

Case

Taking multiple measures to help new citizens live and work comfortably

Chongqing Branch strengthened innovation in credit products and services, and made great efforts to meet the financial needs of new citizens regarding entrepreneurship and employment. In Qijiang District, new citizens faced the difficulties in getting guarantees and collaterals, Chongqing Branch signed a cooperation agreement with Chongqing Small and Micro Enterprise Financing Guarantee Co., Ltd., and launched the innovative product of "Minsheng Guarantee for Micro and Small Enterprises (民生小微保)" to elevate guarantee efficiency and loan placement efficiency. In Tongnan District, Chongqing Branch launched a series of rural credit products featuring rapid approval and flexible guarantee methods, including lemon loan, pig loan and pepper loan, to help new citizens get employed and start businesses.



Shantou Branch solved farmers' financing difficulties

Shantou Branch made a breakthrough in the traditional credit business philosophy and explored the pledging process for live poultry, established the value identification system for live poultry pledge through negotiation, formulated the live poultry pledge loan model for lion head goose and successfully launched the first deal. This effectively broke the bottleneck of inadequate credit to support the breeding expansion of livestock and poultry farmers due to insufficient pledges.

Ensuring customer safety

In 2022, the Bank revised the Implementation Rules for Consumer Rights Protection in the Internet Finance Business Line of China Minsheng Bank, and clarified the basic management requirements for all links involving personal financial information, including the collection, use, storage, processing, transmission, provision, disclosure, and deletion, as well as the management of cooperative bodies. Meanwhile, the Bank reviewed financial products or services from consumer protection perspective before their introduction to the market, and updated and publicized personal information processing rules of related products and services to ensure that privacy policies met legal requirements and to protect the safety of customers' information.



Shantou Branch – Financial publicity and education at the door of a sub-branch



Quanzhou Branch— Strengthened linkage between police stations and the Bank

Successful launching of the phase I governance system against the “capital chains” of telecom and internet fraud and cross-border gambling

In December 2022, the Bank successfully launched the functions of the phase I governance system against the “capital chains” of telecom and internet fraud and cross-border gambling, which realized the “six unifications” of governance by establishing “six anti-fraud centers”, and improved the whole life-cycle risk governance capability of the “capital chains” of telecom and internet fraud and cross-border gambling before, during and after the crime.

Taking drastic measures to fight against pension fraud to ensure peaceful later years

Changsha Branch proactively organized all employees to carry out trainings on fights against pension fraud and organized fraud emergency drills, created original works such as “Helping the Elderly Prevent Fraud”, and “Illustrations of Pension Fraud to Keep You Alert”, and popularized financial anti-fraud knowledge to the elderly. The Branch also cooperated with surrounding communities to carry out anti-fraud activities for the elderly, and strengthened the security monitoring on mobile Apps. It took multiple measures to guarantee the happy life of the elderly customer groups.

Intercepting telecom and internet fraud funds and protecting the “wallet” of customers

In April 2022, Xue applied for a bank card at Shenyang Huanghedajie Sub-Branch of the Bank. The staff of the sub-branch handled it and set the daily maximum amount for off-the-counter cash outflow to RMB5,000. It was later verified that Xue was a criminal suspect who committed telecom fraud. As the daily limit was set, the criminal could not make large-amount transfers. Finally over RMB30 thousand in the account involved were intercepted, and customers' “wallet” was secured.

Case

“Interconnected Private Bank Card for Beijing-Tianjin-Hebei Integration (京津冀一体化互联互通私银卡)” wins the ÉLAN Award

In May 2022, the ÉLAN Awards 2022 organized by International Card Manufacturers Association (ICMA) was announced in Tampa, Florida, USA, and the “Interconnected Private Bank Card for Beijing-Tianjin-Hebei Integration” of the Bank was included into the finalist for the Best Secure Payment Card. This award, the highest honor of bank card manufacturing, is reputed as the “Oscar Award” in bank card manufacturing industry. The inclusion reflected the Bank's leading technology to protect customer information security in the field of debit card issuance.



Publicizing financial knowledge

The Bank earnestly implemented the regulatory authorities' requirements for the education and publicity of financial consumers, formulated and issued the 2022 Work Plan of China Minsheng Bank for Education and Publicity of Consumer Rights and Interests Protection, and carried out diversified, omni-channel and high-frequency online and offline financial knowledge popularization campaigns for consumers. In 2022, the Bank's various activities reached about 6,115 million consumers.



Fuzhou Branch – Financial knowledge promotion to consumers



Beijing Branch – Financial knowledge promotion to consumers

Case

The 1st financial education service station opened

Fuzhou Branch donated RMB50 thousand to the “Golden Community – Community-based Financial Education Project” of China Foundation for Development of Financial Education for the construction of financial education service stations. In April 2022, Guoguang Community Financial Education Service station in Gulou District was completed and put into operation. This station was equipped with a reading corner with various financial books, posters and leaflets, and popularized inclusive finance knowledge to residents from time to time to improve financial consumers’ self-protection awareness. Since its establishment, it has held 16 financial knowledge publicity and education campaigns for residents in Guoguang Community throughout the year, benefiting over 2 thousand people.

Case

Providing “worry-free” financial services

In view of the fact that the elderly was vulnerable to telecom and internet fraud, the outlets of Jinan Branch held various anti-fraud publicity and education campaigns for the elderly by distributing leaflets, conducting themed publicity campaigns and showcasing anti-fraud cases, which were aimed at helping the elderly to guarantee their “wallet” and enhance their capability to safeguard their legitimate rights and interests.



Case

Creating the online + offline, centralized + distinctive education and publicity system

Relying on the official WeChat platform, the “Minsheng Video Podcast Room (民生播客厅)” column on mobile banking and other online channels, Wuhan Branch added case study by illustrations, cartoons and short videos, to delivery more interesting publicity contents. Meanwhile, the branch actively held special campaigns for communities, campuses and villages to expanded the width and depth of publicity and education among consumers and help popularize financial knowledge.

Case

Solving the “last mile” problem of promoting financial knowledge

Guiyang Branch integrated the promotion of financial knowledge into its daily work, kept a foothold at its business outlets, and carried out “invitation-based” financial knowledge promotion activities. The branch invited children to experience financial services, learn the skills of distinguishing the authenticity of paper RMB and the knowledge of personal information protection. A total of 87 special financial knowledge popularization campaigns were organized at communities and schools, with participation of over 300 employees, benefiting 200,300 people. In this way, Guiyang Branch solved the “last mile” problem of financial knowledge promotion.

Achieving a win-win situation between the Bank and employees

Protecting employees’ rights and interests

The Bank strictly followed the Labor Law of the People’s Republic of China, the Labor Contract Law of the People’s Republic of China and other relevant laws and regulations, abided by the employment principle of equal employment and equal pay for equal work, and earnestly safeguarded the legitimate rights and interests of employees. The Bank signed labor contracts with employees in a timely manner, earnestly complied with legal procedures and continuously optimized management process in signing, renewing, terminating and dissolving labor relations with employees. The Bank prohibited the employment of child labor and forced labor. It provided all employees with basic social welfare and internal welfare, paid various social insurances in the full amount for basic elderly care, basic medical care, unemployment, work injury, maternity and housing provident fund in a timely manner, and provided supplementary medical insurance, physical examination and other benefits. The Bank also guaranteed employees’ paid annual leaves and other holiday leaves according to national laws and regulations.

Case

Carrying out publicity month campaign on the protection of female employees’ rights and interests

In July 2022, Tianjin Branch held a publicity month campaign on the rights and interests of female employees. By means of posters and online publicity, Tianjin Branch publicized and interpreted the key provisions of laws and regulations concerning the vital interests of female employees, such as the Law of the People’s Republic of China on the Protection of Rights and Interests of Women, the Special Provisions on Labor Protection of Female Employees, and the Civil Code, so as to further enhance the legal sense of female employees and improve their awareness of self-protection.

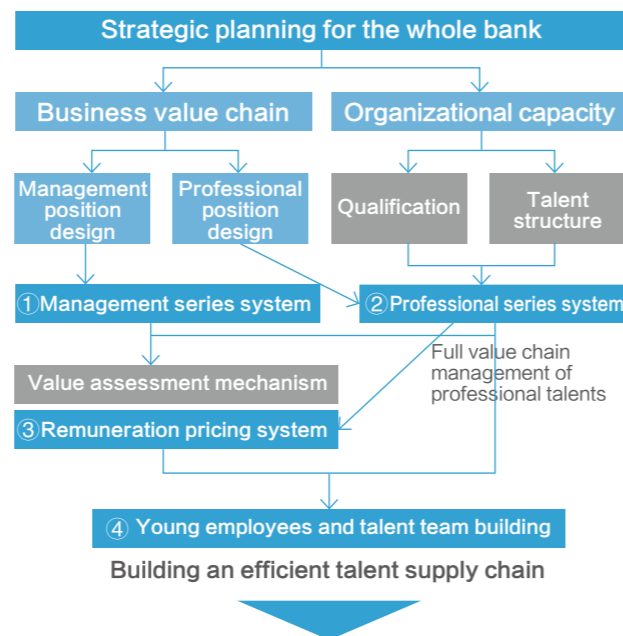
Paying attention to employees’ appeals and operating the “Voice of Minsheng (民声心语)” platform

The Bank has operated the platform of “Voice of Minsheng” for two consecutive years to collect and address business development needs and employees’ appeals on certain issues from the primary-level institutions. The Bank established long-term feedback mechanism for issues brought forward by employees, summarized key issues on a regular basis to report to the management for making decisions, and announced the solutions for problems. To protect privacy and personal information of employees, the platform provided the option of anonymous question submission, follow-up question submission and anonymous commenting, by which employees could submit unlimited subsequent questions after receiving the feedback to ensure that the issue was ultimately and properly solved. The platform operation team was responsible for coordinating, tracing and expediting the problem-solving process, as well as evaluating the quality of outcomes and punctuality of the responding department. The team summarized and reported the key issues to the management for decision-making on a regular basis. The Chairman of the Board and the Senior Management of the Bank paid close attention to the issues and convened a number of special meetings to study and solve the issues raised by the primary-level institutions. During the Reporting Period, nearly 900 issues were collected and solved via the platform, 589 questions with common nature were made public across the bank, and 49 with typical nature were compiled into the “Special Edition of Voice of Minsheng (《民声心语特刊》)” which was circulated to the whole bank, in a bid to make the problem-solving process public across the Bank and brief on the progress in a transparent and open manner.

Promoting employees' development

The Bank smoothed the channels for employees' development

In 2022, the Bank comprehensively pushed forward the development of professional talents. Based on the positioning and characteristics of professional and management positions, the Bank clarified the responsibilities and authorities of professional positions to improve the efficiency of operation and management, and promote the growth and development of professional talents. The Bank established a set of industry-leading talent development system and scientific talent management mechanism through reforms, in a bid to effectively attract, identify, develop, motivate and retain all kinds of professional talents, enable them to gain reputation, benefits, responsibility and promising future, make professional sequence channel the main path for employees' development, and form a sustainable team of professional talents.



① Reform of the system for selecting and appointing middle and senior executives

Establishing a complete, scientific and standardized cadre management system, and building a responsible and competent cadre team

② Professional series reform

Making the professional channel become the employee channel and building a professional talent team that matches the needs of strategy and business development.

③ Position-based remuneration reform

Reshaping the incentive mechanism based on value orientation, adopting position-based remuneration, salary changes upon position changes, in an aim to stimulate the vitality of institutions and the creativity of employees.

④ Autonomous training and incentive of young talents

Establishing a mechanism for accurate identification, scientific training and incentive of young talents, making them "attracted, retained, practiced, and well-used, to create a talent team to support high-quality and sustainable development.

The Bank optimized employee training system

In 2022, the Bank revised and issued a number of policies, such as the Administrative Measures of China Minsheng Bank on Employees' Education and Training. Focusing on employees' development and taking learning map construction as the core traction, the Bank constructed a brand-new hierarchical and classified training system closely related to organizational capacity building needs and employees' career development. Meanwhile, the Bank focused on the core requirements for promoting young talents' development, and constantly selected and cultivated young talents and improved the comprehensive capabilities of reserved talents by means of business training, case analysis, and simulation drills, etc. In 2022, the Bank witnessed a training attendance of 8.19 million, organized 412 qualification attestations within the Bank, and held 492 livestreaming courses, which greatly improved employees' duty performance capabilities.

Case

"Minsheng Voice (全民生音)" Project

In 2022, the Bank organized the reading activities of "Minsheng Voice" on a quarterly basis with the annual theme of "Embracing Changes". A total of 325 internal and external courses were launched, with 1.3 million views in the year. With the help of Internet operation, the project realized the goal of cultivating employees' learning habits by using their fragmented time independently, and explored a new path of self-driven learning.

Internal trainer project of "Creating Trainers (创师纪)"

In June 2022, the Bank launched the internal trainer project of "Creating Trainers". It took the four business lines with the largest headcount, namely, corporate, retail, risk and operation, as a pilot. The 3-month project empowered and selected 300 bronze, 125 silver and 50 gold internal trainers, and produced 733 online courses, 266 experience extraction manuscripts and 102 training manuals. It was the first systematic internal trainer development project since the Bank's establishment, and a key measure to develop a learning-oriented organization.

Safeguarding employees' health

The Bank advocated workplace health culture, actively expanded convenient medical service channels for employees, and set up Minsheng Infirmary and Minsheng Health Room in different workplaces of the Head Office to provide employees with all-round workplace medical and health management services covering general consultation and treatment, chronic disease management, on-site first aid and health lectures.

In 2022, the Bank launched a series of physical and mental health activities such as "Employees Care • Physiotherapy Service", and provided employees with drugs in urgent need and remote consultation services to ensure employees' health safety. Besides, the Bank held cultural entertainment activities and lectures on disease prevention for female employees, and organized professional psychological lectures such as "Caring for Employees' Physical and Mental Health Lecture (员工身心健康关爱大讲堂)". EAP Hotline was opened to provide counseling services for all employees and their families. The total number of EAP hotline services was 1,149, and the length of counselling services provided by EAP Hotline was 1,435.5 hours. In addition, the Bank also conducted the "EAP Health Ambassador Program (EAP 健康大使项目)".

Case

Psychological care + online courses showing care for employees' health

Beijing Branch attached great importance to the physical and mental health of employees, and launched online psychological counseling services and a series of courses of "Physical and Mental Aid Center (身心能量坊)" in a timely manner in the special periods to build a spiritual harbor for employees and draw a heartwarming "Love Circle" together. In order to facilitate employees to get effective psychological counseling at any time, Beijing Branch invited professional psychological consultants to provide one-on-one counseling via online meetings, so as to help employees relieve their pressure of work and life in time and develop positive attitude.

Implementing safe production

Laying great emphasis on safe production, the Bank formulated the Working System for Work Safety Committee of China Minsheng Bank to strengthen the coordinated management of safe production of the whole bank. The Bank intensified the publicity and promotion of the safe production, sorted out the key points of Work Safety Law of the People's Republic of China, and rebuilt the question bank for professional qualification examination for security lines of the Bank. In 2022, the Bank organized 3,585 sessions of special trainings and 1,581 "demonstration classes" on safe production, with a total attendances of 138,097.



Wenzhou Branch – A firefighting and emergency evacuation drill



Urumqi Branch – Injected new safety impetus into high-quality development

Indicators	2022
Number of safety training and education by institutions at all levels of the Bank (in 10 thousand)	3.37
Cumulative number of participants in safety training of institutions at all levels of the Bank (in 10 thousand)	82.35
Number of safety emergency drills (in 10 thousand)	0.79
Number of participants in safety emergency drills (in 10 thousand)	22.46

Safety emergency drills

From July to November 2022, Tianjin Branch organized 33 sub-branches to hold emergency drills. The drills were concentrated in emergency scenarios including armed robbery, fire in office areas, flood, customer cash robbery, suspected telecom fraud, etc. During the drills, the emergency response personnel had a clear division of responsibilities, quick response and tacit cooperation, achieving good drilling results. The drills helped further elevate employees' awareness of risk early-warning and case prevention, and improve their capabilities to respond to emergencies.

Ensuring work-life balance

The Bank advocated the concept of "Happy Work and Healthy Life" and actively organized various cultural and sports activities. From September to October 2022, the Trade Union of the Head Office carried out the fifth employee happiness index survey, with a total of 57,500 participants. According to the survey, the employee's happiness index scored at 72.62 points, a sharp increase as compared with previous years.

Cultural and sports activities of "Happy Work and Healthy Life"

Guangzhou Branch held small-scale but high-quality cultural and sports activities with its trade union staff clubs and staff families as the starting point. The branch set up ten staff clubs covering basketball, football, yoga, tennis, badminton, table tennis, billiard, swimming, hot dance and calligraphy, recruited enthusiasts to establish member talent pool to cultivate cultural and sports talents, and contributed a large number of talents to participate in major events and competitions of the branch. In 2022, the branch held more than 600 events, which covered more than 14 thousand participants, and helped employees re-balance their work and life, release pressure and foster driving forces for reform.



Organizing E-sports to show the style of young employees and facilitate coordinated development

In September 2022, Hangzhou Branch held the Yangtze River Delta E-sports League with the theme of "On the Way to Reform, We Are All Champions". Eight teams from the Yangtze River Delta gathered in Hangzhou LGD E-sports Club to attend the League. This activity strengthened the ties among young employees in the Yangtze River Delta, stimulated young employees to transfer their competitive spirit into work spirit of hard-working and unity, greatly boosted their vitality, and helped them promote work-life balance.



04 Pursuing Green Development to Create a Beautiful Low-Carbon Future

The nation called

The report of the 20th CPC National Congress stressed that we must firmly uphold and act on the concept that lucid waters and lush mountains are invaluable assets, remember to maintain harmony between humanity and nature when planning our development. We will advance the Beautiful China Initiative and take a holistic and systematic approach to the conservation and improvement of mountains, waters, forests, farmlands, grasslands, and deserts, carry out coordinated industrial restructuring, pollution control, ecological conservation, and climate response, promote concerted efforts to cut carbon emissions, reduce pollution, expand green development, and pursue economic growth, prioritize ecological protection, conserve resources and use them efficiently, and pursue green and low-carbon development.

We responded with actions

The Bank regarded “carbon peak and carbon neutrality” as an integral part in implementing the new development concept and integrating into the new development pattern, prioritized ecological conservation and boosted green development, promoted green financial services from the strategic perspective, and improved green financial service capability constantly. Active efforts have been made to respond to challenges posed by climate change and seize the opportunities alongside. The Bank proactively advanced green operation to build a community of life for mankind and nature.



Developing green finance

Improving the working mechanism of green finance

To act upon the Green Finance Guidelines for the Banking and Insurance Industry issued by the CBIRC, the Bank formulated the Administrative Measures on Green Finance of China Minsheng Bank, which clarified the green finance management system where “the Board of Directors undertook the main responsibilities, the Senior Management was responsible for organizing the implementation, the Development Planning Department was responsible for coordinated promotion, relevant functional departments were responsible for taking the lead in promoting three main areas of green finance, namely business support, risk management and self-performance, and the operating units were responsible for the implementation” .

In recent years, the Bank emphasized green finance in the Five-Year Development Plan of China Minsheng Bank (2021–2025) and formulated the Five-Year Development Plan for Green Finance of China Minsheng Bank (2021–2025) and the annual marketing guidance. The Bank made overall planning for the development of green finance business, clarified the direction and planning, coordination mechanism, and supporting measures of green finance business development from the dimensions of environmental analysis, vision and objectives, strategies and measures, risk management, low-carbon operation, and system and mechanism, laying the foundation for the high-quality and sustainable development of green finance.



Case

Winning two awards in green finance from Hong Kong Quality Assurance Agency (“HKQAA”)

Keeping in mind the concept of green and sustainable financial development, the Bank vigorously developed a number of green financial businesses and set up a working group for promoting green finance to coordinate works related to green finance. In December 2022, the Bank, with its outstanding performance and market recognition in green finance, won the “Outstanding Award for Green and Sustainable Bond Lead Manager (Banking Industry) – Visionary Green Bond Framework” and “Pioneering Organization in Climate Disclosure Planning” at Hong Kong Green and Sustainable Finance Awards 2022 held by HKQAA.



Enriching green financial products and services

In 2022, focusing on the needs of customers in different scenarios, the Bank constantly upgraded the green financial products system of “investment, financing, chains and operation” , enriched the “Minsheng Bank ESG Index Series” and its related products, and innovatively developed the “Minsheng Bank Rural Revitalization Index Series” . In addition to the green financial products of “Green Investment Express, Green Financing Express, Green Chain Express and Green Operation Express” , the Bank also strengthened innovation and support in its featured products of “Emission Reduction Loan” and “Photovoltaic Loan” , and launched “Minsheng E Carbon Loan” and other innovative green financial products. It focused on carbon rights trading, low-carbon energy, low-carbon manufacturing, low-carbon operation, and low-carbon benefits, launched the comprehensive service plan of “On the Road with Carbon” , and increased investment in green finance bonds, asset securitization, and other standard assets, strongly contributing to the green, low-carbon, and sustainable transition of economic and social activities.

“Photovoltaic Loan”

“Photovoltaic Loan” helped farmers to install photovoltaic equipment “for free” . The income from photovoltaic power generation not only could cover farmers’ loan principal and interests, but also could bring additional earnings through the selling of power back to the power grid, which helped effectively reduce carbon emissions.

“Photovoltaic Loan” effectively built a diversified eco-finance scenario that included “governments, enterprises, farmers and banks” , enabled farmers, core PV manufacturers, PV module dealers and township governments to help each other for win-win results, and helped farmers build their wealth through green development. During the Reporting Period, the Bank invested a total of RMB73.81 million in “Photovoltaic Loan” .



“Photovoltaic power station is profitable yet only occupies small area to install on the roof. And the returns are decent. It’s cost-efficient to buy photovoltaic power station with ‘Photovoltaic Loan’ of Minsheng Bank.”



Mr. Yang, Xijishan Village, Tongye Town, Anyang County, Henan Province

“Minsheng E-Carbon Loan”

“Minsheng E-Carbon Loan” integrated the “carbon account and carbon reward points” system of the State Grid Yingda, used the quantitative evaluation results of “carbon account” to provide preferential and exclusive services corresponding to the green credit rating, and granted green rights such as service fee reduction or exemption. The “carbon account” recorded customers’ “carbon footprint” and generated “carbon rating” . Customers were entitled to corresponding “carbon income” in line with their “carbon reward points” . During the Reporting Period, the Bank has approved to provide a batch credit of RMB3.5 billion for the order financing of the upstream suppliers of the State Grid under “Minsheng E Carbon Loan” , and about RMB100 million loans were disbursed, with business covering 12 provincial regions.



During the Reporting Period, the balance of investment in green bonds of the Bank was RMB42,226 million, representing an increase of RMB12,088 million as compared with the previous year. The balance of green credit was RMB179,912 million, representing an increase of RMB72,595 million, or 67.65%, as compared with the previous year, including RMB153,300 million to support climate change. 100% of project loans passed EIA. Loans to inefficient and backward enterprises and production capacity in industries with high energy consumption, high pollution and overcapacity were gradually reduced and exited, and 31 projects in such industries were rejected, involving an amount of RMB11,419 million.

Table: Conversion Amount of Energy-Saving and Emission Reduction of Green Credit

Conversion of Energy-Saving and Emission Reduction of Green Credit	2022
Standard coal saved equivalent (in 10 thousand tonnes)	319.12
CO2 emission reduction equivalent (in 10 thousand tonnes)	466.08
Chemical oxygen demand reduction equivalent (in 10 thousand tonnes)	50.70
Ammonia nitrogen emission reduction equivalent (in 10 thousand tonnes)	1.06
Sulphur dioxide emission reduction equivalent (in 10 thousand tonnes)	9.55
Nitrogen oxides emission reduction equivalent (in 10 thousand tonnes)	3.09
Water consumption reduction equivalent (in 10 thousand tonnes)	89.00

Assisting Tongwei Co., Ltd. to issue the first NSOE green bond in Sichuan Province

To implement the concept of green development and advance green finance business, and to serve NSOEs and the real economy, the Bank assisted Tongwei Co., Ltd. to issue the first NSOE green bond in Sichuan in June 2022, with a total amount of RMB600 million and a coupon rate of 2.5%, the lowest coupon rate of ultra-short-term financing bonds of NSOEs with AA+ rating in Sichuan. The bond was highly recognized by the issuer and created positive social influence.

Strengthening green and low-carbon ecosystem cooperation

In 2022, the Bank organized and carried out “Enchanting Scenery” series of activities for customer groups in the new energy industry. The Bank worked with local governments and key new energy enterprises to customize comprehensive financial service solutions for new energy industries featuring “one province, one policy” for provinces in the Northwest China, which effectively boosted the development of solar power, wind power, and other new energy industries, and helped such regions strengthen foundation, enhance efficiency, and advance green and low-carbon transformation.

Hosting the new energy business promotion event titled “Enchanting Scenery in the Northwest”

The campaign of “Enchanting Scenery in the Northwest” is a large-size and innovative marketing event for new energy industries launched by the Bank against the policy backdrop of “carbon peak and carbon neutrality”. The Head Office took the lead and worked jointly with branches in nine northwestern provinces which were rich in wind and solar energy (namely Ningxia, Gansu, Qinghai, Xinjiang, Inner Mongolia, Tibet, Hebei, Shanxi, and Shaanxi) to organize six government-enterprise-bank marketing events, covering more than 110 strategic clients. More than 400 guests from various sectors were invited, and more than 10 customers signed contracts. The events promoted the disbursement of ten-billion-level assets and empowered the Northwest in energy transition.



Serving the carbon emission trading market

The carbon emission right trading market in China is an important policy tool to achieve the national goal of carbon peak and the mission of carbon neutrality. As one of the first banks that gained access to the national carbon emission rights trading registration and clearing system, the Bank focused on the all-around demands of customers, explored needs for green financial services, and strengthened comprehensive financial services in carbon finance, transaction banking, investment banking and eco-finance, etc. The Bank took into account new construction projects, production capacity replacement, project operation, upstream and downstream of supply chains, and other scenarios of enterprises to meet their diversified needs for project loans, project financing, supply chain financing, carbon asset management and settlement, so as to facilitate green and low-carbon transition of economy and the society at large.

Case Launching the first carbon emission right pledge for domestic LC in Jiangxi Province

Nanchang Branch successfully launched the first carbon emission right pledge for domestic LC business for an electric power enterprise in Jiangxi Province, and registered and publicized it in the unified registration and publicity system for movable property financing of the PBOC's Credit Reference Center, which effectively activated the carbon emission quota assets and provided the enterprise with easier access to financing and guarantee. The combination of carbon emission right pledge and domestic LC provided a new financial service model for the green and low-carbon transition of carbon-emission enterprises.

Case Actively participating in the construction of the core infrastructure platform of the national carbon emission trading market of China Carbon Emissions Registration and Clearing Co., Ltd.

Qingdao Branch actively participated in the construction of the core infrastructure platform of the national carbon emission trading market of China Carbon Emissions Registration and Clearing Co., Ltd., and successfully launched the first loan pledged with carbon emission quota in Qingdao. It not only opened a new channel for the pledge of carbon emission quota but explored a new path to sustainable development in supporting green finance and serving the high-quality development of real economy.



Addressing climate risks

The increasingly serious climate problems have made it a global consensus to identify climate risks and respond to climate change. The Bank focused on the national goals of carbon peak and carbon neutrality, took proactive and concrete measures to cope with climate change, made more efforts to identify and analyze opportunities and challenges in climate risks, and actively carried out climate risk stress scenario testing. With the tools supporting carbon emission reduction, the Bank granted carbon emission reduction loans to eligible projects and disclosed carbon emission-related data.



Improving climate governance mechanism

The Bank fully implement the national strategy of “carbon peak and carbon neutrality” , and incorporated the response to climate risk change into the five-year plan for green finance, the annual risk preference, the risk strategy, the credit policy, and the basic system of green finance management after the review and discussion by the Board of Directors. The Bank clarified the goals of climate risk management and the step-by-step implementation measures and relevant requirements. Centering around the main target of “cutting carbon emissions, reducing pollution, expanding green development and pursuing growth” , the Bank implemented the national policies for green finance, climate investment and financing, carbon emission reduction, clean and efficient utilization of coal, equipment upgrading and transformation, and placement of mid- to long-term loans to the manufacturing industry, as well as work plans including the Five-Year Development Plan for Green Finance of China Minsheng Bank (2021–2025).

Responding to climate risks and opportunities

The Bank actively responded to the development opportunities and risk challenges brought by the environment and climate changes. Each year, the Bank analyzed the opportunities and challenges brought by environment and climate changes according to the latest situation at home and abroad and the national policy guidance to comprehensively strengthen climate risk management and promote green and sustainable development.

In 2022, the Bank continued to conduct the climate risk sensitivity stress test. The test took the end of 2021 as the starting time and had a term of 9 years. The scope of the test was extended from three high-carbon industries in 2021 to eight high-carbon industries in 2022. The test assessed the ability to cope with transition risks under the realization of the goals of “Carbon Peak and Carbon Neutrality” , and examined the impact of rising carbon emission costs of enterprises of high-carbon industries on the quality and capital adequacy level of credit assets of high-carbon industries held by the Bank. The Bank successfully passed the mild, moderate and severe stress tests, meeting regulatory requirements, and the overall risk was controllable.

Implementing green operation

The Bank strictly abided by the Environmental Protection Law of the People's Republic of China and other laws and regulations, issued the Administrative Measures on Energy of China Minsheng Bank, Administrative Measures on Energy Conservation of China Minsheng Bank and the Administrative Measures on Green Office of China Minsheng Bank, among others, and improved the environment management system, in a bid to integrate the green operation concept into all business lines of the Bank, accelerate comprehensive green transition and mitigate the adverse impact of operation on the environment.

Promoting green office

The Bank fully implemented the requirements for energy conservation and emission reduction, advocated the concept of green office, disposed waste based on the concept of recycling and re-purposing, and enhanced waste disposal capability. The Bank upgraded energy conservation and environmental protection equipment, promoted paperless office, made full use of teleconferences and video conferences, and encouraged to save water and electricity.



Encouraging the recycling of resources and materials

- Evaluate the status of waste office equipment and encourage re-cycling of reusable waste.
- Entrust qualified third parties to recycle hazardous waste for disposal or reuse.
- Discharge office waste water to municipal sewage plants for treatment through the municipal sewage pipe network.



Energy and water conservation

- Request property companies to control the central air conditioner at about 25°C to reduce energy consumption.
- In terms of lighting management, replace with energy-saving lights, illuminate stair passage every other floor, and only turn on necessary lights in public areas.
- Advocate turning off power supply, lights, computer monitors, printers, etc., before leaving office to eliminate "eternal lights".
- Adopt water-saving sanitary wares and faucets to reduce water waste.

The Bank regularly carried out trainings on environmental protection and energy conservation, promoted the publicity and education of ecological and environmental protection, and played public welfare videos about green and environmental protection on electronic advertising screens of various institutions, outlets and office areas, to actively promote the concept of green development.

Table: Performance of green operation in 2022

Indicators	Consumption amount
Office water consumption (ton)	138,540.00
Office electricity consumption (kWh)	46,038,431.40
Natural gas (m ³)	1,287,534.55
Gasoline (ton)	39.72
Diesel (ton)	0
Heat consumption (million KJ)	6,063.00

Note: The statistical scope covers 7 office areas in Beijing.



Building agile office platform to promote the concept of green office

In 2022, the Bank reached strategic cooperation with ByteDance to jointly build an agile and coordinated platform for green office. More than 70 thousand employees of the Group had accessed to the platform with a 95% account activation rate and a 24% daily active user rate. During the Reporting Period, the Bank carried out various activities to promote efficient meeting culture, improve the efficiency of coordinated office work, and spread the concept of green office. Meanwhile, the Bank actively advocated online meeting model. In 2022, the Bank held a total of 103,028 online conferences, including 57,163 cloud-based conferences, 2,983 integrated video conferences, and 42,882 audio and video conferences via Lark.

Implementing green procurement

The Bank actively implemented the concept of green procurement and constantly put it into practice. The Bank required prioritized procurement of energy-saving and environmentally friendly products under the same conditions. The Bank specified the conditions or evaluation criteria for green and environmental protection, energy-saving certification, environmental management system certification, and green recycling for construction engineering projects, IT equipment, office furniture, office supplies, printing materials, display screens, business outlet construction, among others, during the procurement, so as to actively guide suppliers to jointly fulfill the responsibilities in green development. Meanwhile, the Bank reviewed and monitored how suppliers performed their environmental and social responsibilities in various links such as procurement access, assessment and evaluation, and malpractice management, and required suppliers to fully integrate the concept of fulfilling social responsibilities into the whole procurement process.



Building a green bank

The Bank stayed committed to the mission of green development by building a green and low-carbon bank, revising the Administrative Measures on Budget Standards for Real Estate Construction and Decoration Projects of China Minsheng Bank, and encouraging investment in diversified, smart and low-carbon factors.



Chengdu Branch adopted sustainable design in its new office building

At the end of the Reporting Period, Chengdu Branch just completed the drawing design of the new office building and the preparation for construction was underway. According to the design plan, high-reflective sunshade curtain was used, and lighting system in public area was subject to zoning, timing and induction control, with lighting power density being 10% lower than the target indicator. The design aimed for green development, energy conservation, and environmental protection to reduce energy consumption in office area.

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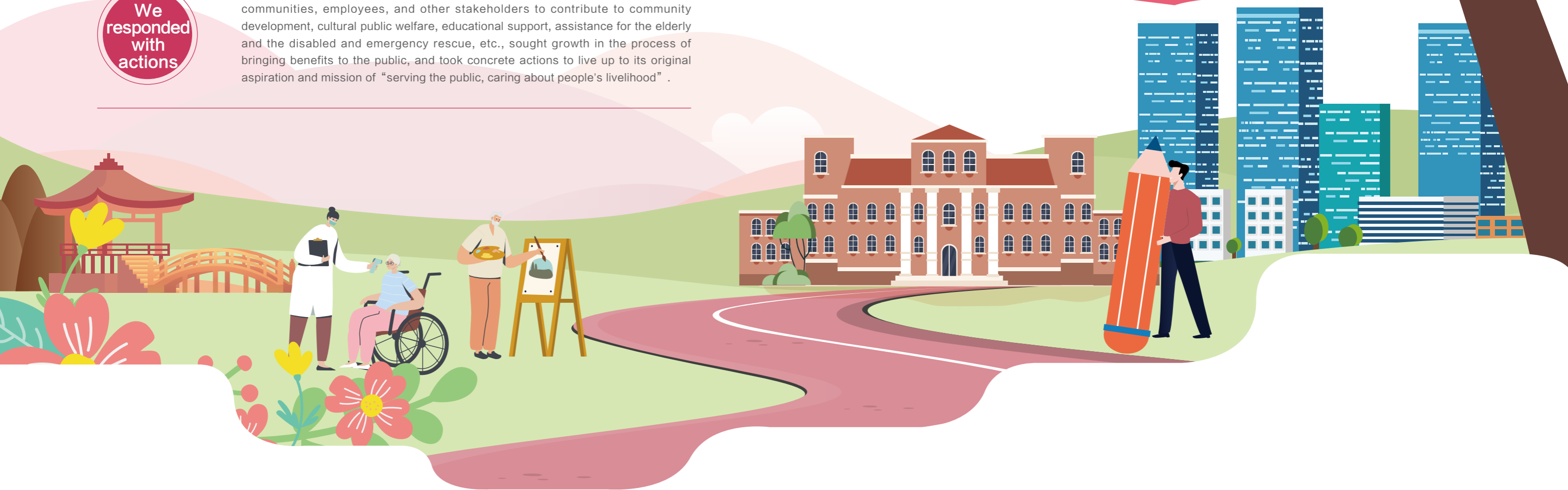
Caring about People's Livelihood and Building a Harmonious Community Together

The nation called

The report of the 20th CPC National Congress noted that, to improve the people's well-being and raise the quality of life, we must do it in the course of pursuing development and encourage everyone to work hard together to meet the people's aspirations for a better life.

We responded with actions

The Bank actively supported social public welfare undertakings, worked with communities, employees, and other stakeholders to contribute to community development, cultural public welfare, educational support, assistance for the elderly and the disabled and emergency rescue, etc., sought growth in the process of bringing benefits to the public, and took concrete actions to live up to its original aspiration and mission of "serving the public, caring about people's livelihood" .



Integrating into community development

Volunteer services in communities

The Bank upheld and implemented the socialist core values and the volunteer spirit of “dedication, friendship, mutual help and progress”, actively promoted community development, guided employees, especially young employees, to participate in volunteer activities, so as to jointly create a harmonious society with love. During the Reporting Period, the Bank carried out 210 volunteer service activities, with over 10,700 participants.



Chongqing Branch – Volunteers delivered “a warm lunch in the cold winter” to the elderly in the community



Beijing Branch – The public welfare activity of “Yellow Bracelet – Sending Warmth to the Community”



Tianjin Branch – Hongqi Road Sub-branch conducted community volunteering activities

Volunteer services for community residents

In January 2022, Zhuhai Branch, in cooperation with several communities and sub-district offices, launched a four-day free hair-cutting activity with the theme of “Let the Warmth Start from Your Head”, serving 560 community residents.

In May 2022, Taiyuan Branch worked with Taiyuan Blood Center to launch a voluntary blood donation activity. Totally 131 volunteers of the branch donated blood voluntarily, with a total blood donation volume of 51,000 ml. Taiyuan Blood Center specially awarded a plaque of “Blood Donation for Public Welfare” to Taiyuan Branch.

In June 2022, on behalf of the branch and warmhearted employees, the volunteer service team of Wenzhou Branch went to Sanyuan Primary School in local village in Wencheng County, Wenzhou to send gifts to 29 students in the graduating classes of sixth grade.



Publicity and education activities in communities

The Bank constantly strengthened communication with communities and joined hands with them to organize activities such as financial knowledge promotion and anti-fraud education to improve residents’ awareness of financial safety and risks, and thus safeguard their property safety.



Chongqing Branch – Cooperated with the Chongqing Banking and Insurance Regulatory Bureau to conduct the activity of “Anti-Fraud Publicity at Communities”



Guiyang Branch – A publicity campaign of the rule of law awareness of financial consumers

Shenzhen Branch carried out publicity and education activities in communities

In 2022, Shenzhen Branch launched a series of publicity and education activities of “Financial Knowledge Promotion Month · Financial Knowledge to Households · Be a Rational Investor · Be a Good Financial Netizen (金融知识普及月·金融知识进万家·争做理性投资者·争做金融好网民)”, and innovatively built a consumer protection themed vehicle to carry out mobile immersive publicity and education. This activity was aimed at popularizing knowledge among key groups of the elderly, teenagers, construction workers, delivery men, taxi drivers and others, covering topics such as personal information protection, telecom fraud prevention, rational wealth management, breaking of rigid redemption, and anti-counterfeit currency. With the vehicle as the platform, Shenzhen Branch set up “Mobile Publicity Corner (移动宣教角)” in streets, communities, industrial parks, and other places to publicize financial knowledge to households and the masses.



Case

Conducting activities of “Promoting Financial Knowledge to Countryside and Helping Identify and Prevent Counterfeit Money (金融知识进乡村反假识假惠三农)”

In view of the fact that rural residents remained a strong preference for banknotes, Shanghai Songjiang Minsheng Rural Bank launched an anti-counterfeit money knowledge publicity activity themed with “identifying, distinguishing and preventing counterfeit money”. Songjiang Minsheng Rural Bank went into rural areas to publicize anti-counterfeit money knowledge with radiation to households in surrounding streets and villages, explored new ways of publicity, and took multiple measures to improve rural residents’ ability to identify, distinguish and prevent counterfeit money.



Case

Building financial education demonstration site for the elderly

Wenzhou Branch worked with Dongta University for the Elderly in Yueqing City to build the financial education demonstration site for elderly consumers. The branch regularly held financial knowledge publicity and education activities by combining traditional festivals such as Mid-Autumn Festival and Lantern Festival to integrate financial knowledge into activities and popularize financial knowledge in a relaxed manner. Besides, Wenzhou Branch set up a financial class for the elderly, invited professional lecturers to give lectures on “anti-money laundering”, “telecom fraud prevention” and “rational investment” for the elderly in the community, so as to elevate their awareness of prevention from financial fraud.



Devoting to public welfare

The Bank demonstrated the warmth of Minsheng through charity and public welfare works. The Bank adhered to the concept of sharing development achievements with the society, revised the Administrative Measures on Public Welfare Funds of China Minsheng Bank, gave full play to its advantages to optimize the public welfare service system, conducted public welfare practices in the fields of assistance to the weak and those in difficulties, educational support, health and well-being, biodiversity conservation, culture and art, and community development, and called on employees to join in voluntary services. In 2022, the Bank donated RMB101 million funds and RMB2,713,600 material supplies equivalent to give back to the society with practical actions, benefiting more than 2.26 million persons.

Case

Branded public welfare project of “ME Charity Innovation Funding Scheme”

In 2022, the Bank donated RMB14.7 million to host the seventh session of the “Power of Minsheng’s Love - ME Charity Innovation Funding Scheme”, offered financial support for 26 innovative public welfare programs dedicated to rural revitalization, community development, educational support, health and well-being, ecological civilization, and other sectors, and continuously contributed to public welfare.



Case

Focusing on assistance to the weak and those in difficulties and the health and well-being

The Bank has supported the AIDS prevention and control program of China Red Ribbon Foundation for 14 consecutive years. The Bank donated RMB4 million for the program of “AIDS Prevention and Control in Liangshan Yi Autonomous Prefecture”, and co-organized with the Foundation to hold the campus drama shows with the theme of AIDS prevention. The Bank has funded the program of “Medical Care Programme Treatment for Children with Congenital Heart Disease” for 10 consecutive years, offered treatment to 1,010 children with congenital heart diseases in 61 batches in total, contributing to national unity, social harmony and stability.



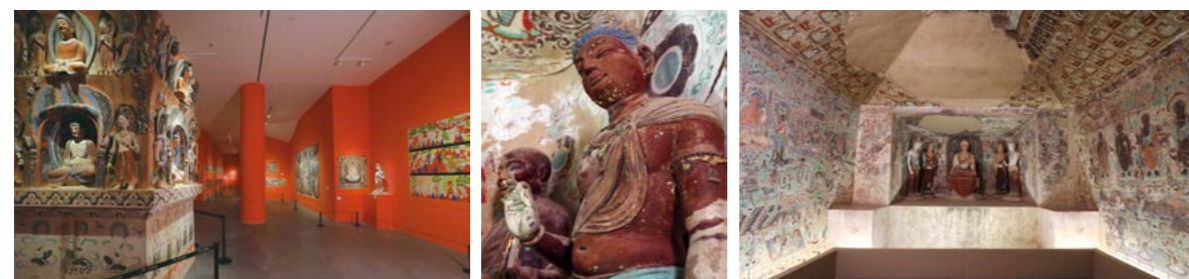
Leading cultural public welfare undertakings

The Bank carried out cultural public welfare works and served the society with arts. During the Reporting Period, the art institutions sponsored and operated by the Bank remained committed to cultural public welfare by organizing annual key exhibitions, and successfully explored an effective path to serve the national strategy and the public. In 2022, the art institutions held five important exhibitions including “The Trace of Civilization – The Great Art of Dunhuang”, and organized 33 public education events, directly serving 157 thousand public participants and benefiting 4.8 million participants through online services. Meanwhile, the art institutions broke down the “walls” of art palace, and adopted diversified ways, such as “going out”, “concerting online and offline efforts” and “Minsheng Art Empowerment Project (MA+)”, to inject fresh artistic nutrients and provide the cultural force of the Bank to public aesthetic education and rural revitalization.

Case

The Trace of Civilization – The Great Art of Dunhuang

The exhibition of “The Trace of Civilization – The Great Art of Dunhuang” opened in August 2022. The Exhibition consisted of three sections, namely “Classic Dunhuang Art”, “Library Caves”, and “Dunhuang Art and Spirit Since 1940”, with more than 280 exhibits of cultural relics, copied murals, printed replicates of murals, and artistic creations of modern and contemporary famous artists. It was the largest exhibition of art of Dunhuang outside Dunhuang by now. It has awarded “TimeOut Beijing 2022 Exhibition of the Year”, “Beijing’s Most Worthy Visiting Exhibition No.1”, “Beijing’s Seven-Day Selected Exhibition No.1”, and “No.1 on the Hottest Weekend Exhibition List”, offering an art exhibition to promote excellent culture and show national self-confidence for the public in Beijing and even across the nation.



Caring for special groups

The Bank has always cared for special groups, and conducted diversified charity activities relying on employee volunteers, foundations, and donation platforms, so as to extend warmth and love to special groups.



Hong Kong Branch – Cooperated with the Community Chest and Save the Children to hold a Christmas charity sale

Ma'anshan Branch – A donation ceremony at a village receiving paired assistance

Case

Book donating activity of “2022 Realizing Dreams of Students”

In September 2022, Dalian Branch collaborated with Dalian Project Hope Office and Dalian Youth Development Foundation to hold the book donation activity of “2022 Realizing Dreams of Students”, donating 250 sets of inspirational books worth RMB50 thousand to newly enrolled college students with economic difficulty in Dalian and RMB3 thousand to three students from economically difficult families in Dalian, so as to offer ideological guidance and economic assistance to them and help teenagers grow up healthily.



Participating in emergency rescues

Bearing in mind responsibilities and undertakings, the Bank actively joined in emergency rescues, and provided support for disaster relief and public safety protection.

Case

Chongqing Beibei Sub-Branch participated in fire rescue

In August 2022, a mountain fire broke out in Xiema Street of Beibei District of Chongqing. Beibei Sub-Branch of Chongqing Branch responded quickly by setting up an emergency rescue team, organized staff volunteers to prepare isolation belts on the mountain and deliver disaster relief materials, contributing to the mountain fire rescue.



Prospects

2023 marks the first year to fully implement the spirit of the 20th CPC National Congress. China Minsheng Bank will continue to uphold the mission of "serving the public, caring about people's livelihood", forge ahead and blaze new trails, ground in the new development stage, implement the new development concept, grasp the new development opportunities, focus on the strategic positionings of being "a bank for NSOEs, an agile and open bank, and a bank with considerate services", firmly follow the path of sustainable development, and strive to achieve the grand vision of building itself into "a time-honored bank".

Taking roots in serving the real economy

Guided by Xi Jinping's Thought on Socialism with Chinese Characteristics for the New Era, the Bank will actively implement the national development strategies, deepen services for NSOEs and micro, small and medium enterprises, and serve the high-quality development of the real economy. The Bank will enhance support to high-end manufacturing, promote green and low-carbon transition, comprehensively boost rural revitalization, advance regional coordinated development, meet the financing needs of key areas and weak links in various industries, and inject financial momentum into the development of the real economy.

Building strong lines of defense to strengthen risk prevention and control

The Bank will strengthen the leading role of Party building, stick to compliant operation, strengthen the awareness of risk prevention and control and sustainable development, and firmly guard against the bottom line of systemic and regional risks, in a bid to effectively prevent systemic financial risks. The Bank will further optimize mechanisms for decision-making, implementation and supervision, and elevate risk management and control capability to achieve sound and steady development.

Boosting inclusive finance to achieve shared and win-win development

The Bank will actively implement the requirements of "ensuring stability on the six fronts (employment, financial sector, foreign trade, foreign and domestic investments and expectations) and security in the six areas (employment, basic living needs, operations of market entities, food and energy security, stable industrial and supply chains, and the normal functioning of primary-level governments)", adhere to the concept of shared and win-win development with the society, and strive to provide more convenient financial services for social development. The Bank will vigorously develop inclusive finance, innovate financial products, benefit the society precisely, take multiple measures to support inclusive finance, and help micro and small enterprises break down the "blocking point" of financing.

Improving quality and efficiency and innovating technology empowerment

With digital finance as the key transformation direction, the Bank will explore the service model of "open bank" and empower Minsheng's cloud-based products such as "Cloud · Agency Book Keeping", "Cloud · Human Resources", "Cloud · Enterprise Payment" and "Cloud · Wallet" with the help of technologies to improve the quality and efficiency of products and services. Driven by "technology + data", the Bank will build a mature ecosystem of "technology + finance" and an intelligent bank with ultimate experience.

Contributing to the society and diligently performing duties

The Bank will adhere to the concept of people-oriented development, persist on the development goal of common prosperity, and actively carry out rural assistance and cultural public welfare undertakings. The Bank will innovate paired assistance model and works out precise policies. The Bank will continue to carry out special public welfare activities such as "ME Charity Innovation Funding Scheme", build a Minsheng public welfare platform, give back to the society with gratitude, and earnestly fulfill its social responsibilities.

Always staying true to its original aspiration

In 2023, China Minsheng Bank will stand at the starting point of the new journey, forge ahead with all stakeholders, continue to deepen the system reform, cultivate bank cultural concept, and firmly follow the path of steady and sustainable development!

Appendix

Key Performance Indicators

Economic Performance Indicators	2022	2021	2020
Total assets (RMB100 million)	72,556.73	69,527.86	69,502.33
Operating income (RMB100 million)	1,424.76	1,688.04	1,849.51
Net profits attributable to parent company (RMB100 million)	352.69	343.81	343.09
Basic earnings per share (RMB)	0.71	0.71	0.71
Total tax payment (RMB100 million)	226.14	277.24	296.45
SCVPS (RMB/share)	5.50	5.52	5.49
Number of Directors	18	18	17
Number of rural banks	29	29	29
Loan balance of rural banks (RMB100 million)	251.37	244.72	226.34
Balance of inclusive small business loans (RMB100 million)	5,490.51	5,048.15	4,527.62
Cumulative amount of inclusive small business loans (RMB100 million)	6,256.97	5,705.29	5,538.99

Social Performance Indicators	2022	2021	2020
Number of employees as at the end of the Reporting Period	59,756	57,613	56,653
Coverage rate of social security (%)	100.00	100.00	100.00
Signing rate of labor contracts (%)	100.00	100.00	100.00
Proportion of employees from minority ethnic groups (%)	4.62	4.50	4.52
Proportion of female employees (%)	56.34	55.66	54.52
Proportion of female managers (%)	37.52	37.00	37.00
Proportion of local employees in offshore institutions (%)	66.79	64.12	71.98
Number of compliance trainings	5,475	2,360	268
Number of AML trainings	5,927	6,331	18,749
Number of customer complaints received by 95568	55,070	20,401	19,066
Satisfaction rate of work order service (%)	99.99	99.99	100.00
Number of IT disaster recovery drills	13	10	7
Number of safety training and education of institutions at all levels of the Bank (in 10 thousand)	3.37	2.88	2.32
Cumulative number of participants in safety training of institutions at all levels of the Bank (in 10 thousand)	82.35	60.69	55.45
Number of safety emergency drills (in 10 thousand)	0.79	0.76	0.50
Number of participants in safety emergency drills (in 10 thousand)	22.46	17.24	13.83
Amount of funds for free paired assistance (RMB10 thousand)	3,700.00	3,603.00	3,526.90
Public welfare donations (RMB100 million)	1.01	1.06	1.78

Environmental Performance Indicators	2022	2021	2020
Balance of green credit (RMB100 million)	1,799.12	1,073.17	526.69
Loans to support the response to climate change (RMB100 million)	1,533.00	888.78	436.20
Standard coal saved equivalent (10 thousand tons)	319.12	96.99	43.24
Emission reduction of CO2 equivalent (10 thousand tons)	466.08	169.67	76.72
Reduction emission of oxygen demand of chemicals equivalent (10 thousand tons)	50.70	64.41	76.61
Reduction of ammonia nitrogen emission equivalent (10 thousand tons)	1.06	0.97	0.98
Reduction of SO2 emission equivalent (10 thousand tons)	9.55	3.36	2.86
Reduction of NOx emission equivalent (10 thousand tons)	3.09	0.56	0.51
Saved water consumption equivalent (10 thousand tons)	89.00	46.77	52.11
Number of video conferences	2,983	933	467
Office water consumption (ton)	138,540.00	159,725.00	242,537.00
Office electricity consumption (kWh)	46,038,431.40	39,628,272.00	38,591,578.00
Natural gas (m3)	1,287,534.55	1,159,358.00	1,225,398.00
Gasoline (ton)	39.72	44.25	53.65
Diesel (ton)	0.00	0.00	72.96
Heat consumption (million KJ)	6,063.00	5,204.00	5,254.48

Note:

- 1.The tax amount was calculated in accordance with the amount of taxes turned over to the treasury of the year, and the comparative period data of relevant indicators have been restated.
- 2.At the end of the reporting period, the scope of the total number of employees was consistent with the 2021 Corporate Social Responsibility Report, both of which were information of the Bank.
- 3.The conversion amount of standard coal saved equivalent, reduction of CO2 emission equivalent, reduction of oxygen demand of chemical equivalent, reduction of ammonia nitrogen emission equivalent, reduction of SO2 emission equivalent, reduction of NOx emission equivalent, and saved water consumption were all conversion amount of energy-saving and emission reduction of green credit.
- 4.The total number of video conferences is consistent with the 2021 Corporate Social Responsibility Report, corresponding to "number of integrated meetings" .
- 5.The statistical scope of office water consumption, office electricity consumption, natural gas, gasoline, diesel, and heat consumption covered seven office areas in Beijing.

Assurance Report



普华永道

2023/SH- 0183
(第一页, 共三页)

注册会计师独立鉴证报告

致: 中国民生银行股份有限公司董事会

我们接受委托, 对中国民生银行股份有限公司(“民生银行”) 2022年度社会责任报告中选定的2022年度关键数据(以下简称“关键数据”)执行了有限保证的鉴证业务。

关键数据

本报告就以下选定的 2022 年度民生银行社会责任报告关键数据实施了有限保证鉴证工作程序:

- 绿色信贷余额(亿元)
- 普惠型小微企业贷款余额(亿元)
- 村镇银行数量(家)
- 报告期末员工总数(人)
- 社会保险覆盖率(%)
- 女性管理者比例(%)
- 劳动合同签订率(%)
- 境内外分行机构及网点数(家)
- 反洗钱培训次数(次)
- EAP 热线服务次数(次)
- 使用 EAP 热线与咨询服务时长(小时)
- 云会议次数(场)

我们的鉴证工作仅限于社会责任报告中选定的2022年度关键数据, 社会责任报告中所披露的其他信息、2021年及以前年度信息均不在我们的工作范围内。

标准

民生银行编制2022年度社会责任报告关键数据所采用的标准列示于本报告后附的关键数据编报基础(以下简称“编报基础”)中。

董事会的责任

按照编报基础编制2022年度社会责任报告关键数据是民生银行董事会的责任。这种责任包括设计、执行和维护与编制社会责任报告关键数据有关的内部控制, 以使该等数据不存在由于舞弊或错误而导致的重大错报。



普华永道

2023/SH- 0183
(第二页, 共三页)

我们的独立性与质量管理

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

本事务所遵循国际质量管理准则第1号。该准则要求会计师事务所设计、实施和运行质量管理体系, 包括与遵守职业道德要求、职业准则和适用的法律和法规要求相关的政策与程序。

注册会计师的责任

我们的责任是在执行鉴证工作的基础上对 2022 年度社会责任报告关键数据发表结论。

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

有限保证鉴证业务所实施程序的性质和时间较合理保证鉴证业务有所不同, 且范围较小。因此, 有限保证鉴证业务获取的保证程度远低于合理保证鉴证业务。因此, 我们不会就 2022 年度社会责任报告中选定的 2022 年度关键数据是否在所有重大方面按照编报基础编制, 发表合理保证意见。我们的鉴证工作包括评估 2022 年度社会责任报告关键数据是否存在由于舞弊或错误导致的重大错报风险, 以及应对评估出的风险。选择的鉴证程序取决于我们的判断及对项目风险的评估。在我们的工作范围内, 我们仅在民生银行总行层面和北京分行开展工作。我们没有对除民生银行总行和北京分行外的其他分支机构实施鉴证工作。我们所实施的工作包括:

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



普华永道

2023/SH-0183
(第三页, 共三页)

固有限制

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

结论

基于已实施的程序及获取的证据, 我们没有注意到任何事项使我们相信 2022 年度社会责任报告中选定的 2022 年度关键数据未能在所有重大方面按照编报基础编制。

使用限制

本报告仅向民生银行董事会出具, 而无其他目的。我们不会就本报告的内容向任何其他人士承担任何责任。

普华永道中天会计师事务所(特殊普通合伙)

普华永道中天会计师事务所(特殊普通合伙)

中国·上海市

2023年3月27日



Key Data Preparation & Reporting Basis

Balance of green credit (RMB100 million)

The balance of green credit disclosed in the corporate social responsibility report is that as of the end of the Reporting Period, the total amount of the loans of China Minsheng Bank to the sectors of energy-saving and environmental protection, clean production, clean energy, ecological environment, green upgrading of infrastructure, green services, offshore projects adopting international practices or international standards, green trade financing, green consumer financing, and so on.

Balance of inclusive loans to micro and small enterprises (RMB100 million)

The balance of inclusive loans to micro and small enterprises disclosed in the corporate social responsibility report is that as at the end of the Reporting Period, the balance of the loans of China Minsheng Bank to micro and small enterprises in accordance with the statistical standards of the CBIRC, that is, the balance of loans to micro and small enterprises with the total amount of credit granted to a single customer less than RMB10 million (included), including the balance of loans to micro and small enterprises, to self-employed business owners, and to small business owners, and excluding the balance of bill discount and re-discount businesses. The enterprise classification standard follows the Classification Standards for Small and Medium-Sized Enterprises of the Ministry of Industry and Information Technology.

Number of rural banks

The number of rural banks disclosed in the corporate social responsibility report is that as at the end of the Reporting Period, the total number of the rural banks initiated and established by China Minsheng Bank as a major promoter, and then approved by the CBIRC.

Number of employees as at the end of the Reporting Period (person)

The number of employees as at the end of the Reporting Period disclosed in the corporate social responsibility report is that as at the end of the Reporting Period, the total number of employees of China Minsheng Bank, including contract employees and dispatched employees.

Coverage rate of social security (%)

The coverage rate of social security disclosed in the corporate social responsibility report is that as at the end of the Reporting Period, the proportion of contract employees with social security of China Minsheng Bank.

Proportion of female managers (%)

The proportion of female managers disclosed in the corporate social responsibility report is that as at the end of the Reporting Period, the proportion of female managers in the senior and middle-level management team of China Minsheng Bank.

Signing rate of labor contracts (%)

The signing rate of labor contracts disclosed in the corporate social responsibility report is that as at the end of the Reporting Period, the proportion of contract employees who have signed labor contracts with China Minsheng Bank.

Number of domestic and offshore branches, sub-branches and outlets

The number of domestic and offshore branches, sub-branches and outlets disclosed in the corporate social responsibility report includes the total number of branches (tier-1 and tier-2 branches) and outlets (sub-branch outlets and community outlets).

Number of AML training

The number of anti-money laundering training disclosed in the corporate social responsibility report is that during the Reporting Period, the number of anti-money laundering training conducted by China Minsheng Bank for all of its staff.

Number of EAP Hotline services

The number of EAP Hotline services disclosed in the corporate social responsibility report is that during the Reporting Period, the total number of EAP hotline calls received from the employees of China Minsheng Bank and their family members.

Length of counseling services provided by EAP Hotline (hour)

The length of counseling services provided by EAP hotline disclosed in the corporate social responsibility report is that during the Reporting Period, the total length of calls received by the EAP hotline from and the counseling services provided by the EAP hotline to the employees of China Minsheng Bank and their family members.

Number of cloud meetings

The number of cloud meetings disclosed in the corporate social responsibility report is that during the Reporting Period, the number of meetings held between the Head Office and branches of China Minsheng Bank in the form of cloud meetings.

(Nr.)

Suggestions & Feedback

Dear readers,

This report is the 16th corporate social responsibility report released to the public by China Minsheng Bank. For the purpose of continuous improvement of the report preparation, we are looking forward to receiving your opinions and suggestions. Please help to complete the relevant questions in the feedback form below and send the form to the following address.

Email: csr@cmbc.com.cn

Mailing address: Social Responsibility Management Center, Executive Office, Head Office, China Minsheng Bank, No.2 Fuxingmennei Avenue, Xicheng District, Beijing (Postcode: 100031)

Your information:

Name:	
Company/Organization:	
Title:	
Tel.:	
Fax:	
E-mail:	

Multiple Choice Questions (Please mark "√" in the appropriate position)

Option	Very Good	Good	Fair	Poor	Very Poor
1. Does this Report fully and accurately reflect the major impacts of China Minsheng Bank on economy, society, and environment?					
2. Does this Report respond to the issues and disclose the information concerned by stakeholders?					
3. Does this Report disclose clear, accurate and complete information, indicators, and data?					
4. What is your opinion on the readability of this Report, i.e., the logic, content design, wording, and layout?					

Open Questions:

1. What do you think is the most satisfying part of this Report?

2. What is the information you want to know but is not included in this Report?

3. What are your suggestions for the preparation of our corporate social responsibility reports?

Notes on Terms

According to the requirements of the Notice on Strengthening Listed Companies' Assumption of Social Responsibility and Issuing Guidelines on Listed Companies' Environmental Information Disclosure¹ issued by the Shanghai Stock Exchange, and in combination with the characteristics of the banking industry, the social contribution value per share (SCVPS) of China Minsheng Bank was RMB5.50 in 2022. The calculation method is as follows:

SCVPS [RMB5.50] = basic earnings per share [RMB0.71] + added value per share [RMB4.79]

Added value per share = (tax paid + employee expenses + interest expenses + public welfare donations) / total share capital as at the end of the period

Item	Unit	2022	2021	2020
I. Plus items				
1. Tax payment (tax revenue paid to the State, including enterprise income tax, value-added tax, business taxes and surcharges, excluding the deduction and payment of individual income tax)	RMB100 million	226.14	277.24	296.45
2. Employee expenses (salaries paid to employees, i.e. remunerations)	RMB100 million	314.54	310.15	282.42
3. Interest expense (loan interest paid to creditors, i.e. total interest paid)	RMB100 million	1,554.74	1,519.04	1,513.69
4. Public welfare donations (external donation amount, i.e. donation expenses)	RMB100 million	1.01	1.06	1.78
II. Minus items				
Other social costs resulted from environmental pollution and other negative factors	RMB10,000	-	0	0
III. Total share capital as at the end of the Reporting Period	100 million shares	437.82	437.82	437.82
IV. Value added per share	RMB	4.79	4.81	4.78
V. Basic earnings per share	RMB	0.71	0.71	0.71
VI. SCVPS	RMB per share	5.50	5.52	5.49

Notes: The above data are information of the Group.

1. The Shanghai Stock Exchange's description of the social contribution value per share (SCVPS) is as follows: "The company may disclose the SCVPS in the annual corporate social responsibility report, that is, on the basis of the basic earnings per share created by the company for shareholders, add the amount of value created by the company for other stakeholders during the year, such as tax revenue paid to the State, salaries paid to employees, loan interest paid to creditors such as banks, and external donation amount, and deduct other social costs resulted from environmental pollution and other negative factors, so as to calculate the added value per share created by the company for the society."