宁波银行
BANK OF NINGBO

2025

Bank of Ningbo Co., Ltd.

Sustainability (ESG) Report

About this Report

Report Overview

This report marks the 17th Corporate Social Responsibility Report and the third Sustainability Report published consecutively by Bank of Ningbo Co., Ltd. since 2008. Guided by the principles of objectivity, standardization, transparency, and comprehensiveness, it focuses on disclosing the Bank's sustainability practices and performance for the 2025 fiscal year.

Scope of the Report

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

Reporting Period: January 1, 2025, to December 31, 2025 (hereinafter referred to as the "Reporting Period"). To enhance the comparability and completeness of the report, certain content is appropriately extended to previous years.

Reporting Frequency: This report is published annually, aligning with the financial year.

Notation

To simplify the text, this report uses "Bank of Ningbo," "the Bank," or "we" interchangeably to refer to Bank of Ningbo Co., Ltd. The list of major branches, sub-branches in the Ningbo area, and subsidiaries covered in this report is as follows:

No.	Full Company Name	Abbreviation
1	Maxwealth Fund Management Co., Ltd.	Maxwealth Fund
2	Maxwealth Financial Leasing Co., Ltd.	Maxwealth Financial Leasing
3	Ningyin Finance Co., Ltd.	Ningyin Finance
4	Zhejiang BNB Consumer Finance Co., Ltd.	BNB Consumer Finance
5	Bank of Ningbo Shanghai Branch	Shanghai Branch
6	Bank of Ningbo Zhoushan Branch	Zhoushan Branch
7	Bank of Ningbo Suzhou Branch	Suzhou Branch
8	Bank of Ningbo Ninghai Sub-branch	Ninghai Sub-branch
9	Bank of Ningbo Jiaxing Economic Development Zone Sub-branch	Jiaxing Economic Development Zone Branch
10	Bank of Ningbo Jiaxing Xiuzhou Branch	Jiaxing Xiuzhou Branch

Reporting Responsibility

This report was approved by the Board of Directors on April 23, 2026, and published alongside the annual report. The Board guarantees accuracy, completeness, and absence of misleading statements.

Basis for Preparation

This report has been prepared in accordance with the disclosure requirements set forth in the *Shenzhen Stock Exchange Self-Regulatory Guidance for Listed Companies No. 1—Standardized Operations of Main Board Listed Companies (Revised in 2025) Shenzhen Stock Exchange Self-Regulatory Guidance for Listed Companies No. 17—Sustainability Reports (Trial)*, and *Shenzhen Stock Exchange Self-Regulatory Guidelines for Listed Companies No. 3—Preparation of Sustainability Reports*. It is also consistent with the relevant requirements of the People's Bank of China's *Guidelines for Environmental Information Disclosure by Financial Institutions*, the former China Banking and Insurance Regulatory Commission's *Opinions on Strengthening the Social Responsibility of Banking Financial Institutions*, and the China Banking Association's *Guidelines on Corporate Social Responsibility for Chinese Banking Financial Institutions*. while also drawing upon the International Sustainability Standards Board (ISSB)'s *International Financial Reporting Standard on Sustainability Disclosures No. 1—General Requirements for Sustainability-Related Financial Disclosures (IFRS S1)* and *International Financial Reporting Standard on Sustainability Disclosures No. 2—Climate-Related Disclosures (IFRS S2)*; the Global Reporting Initiative's *GRI Standards 2021*; the *Evaluation Framework for Environmental, Social, and Governance (ESG) of Bond Issuers (GB/T 46912-2025)*, the Chinese Academy of Social Sciences' *Guidelines for Corporate Social Responsibility Reporting in China (CASS-ESG 6.0)*, and the relevant requirements of the *Sustainability Accounting Standards Board (SASB) standards*.

Data Sources

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

Report Access

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

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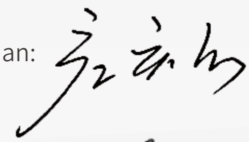
Empowering Development Fulfilling Our Financial Responsibilities

NINGBO

Chairman and President's Message

Time flies, and the seasons pass swiftly.

2025 is a pivotal year for Bank of Ningbo as we anchor our vision of becoming a "respected, reputable, and competitively strong modern commercial bank" and deepen our pursuit of high-quality development.Facing complex internal and external circumstances and profound changes in the banking industry, we have consistently adhered to Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era as our guide. We have deeply grasped the political and people-orientedv nature of financial work, fully, accurately, and comprehensively implemented the new development philosophy, embedded sustainable development at the core of our strategy, and strived to write a new chapter for Bank of Ningbo in serving China' s modernization through financial services.

Chairman: 

President : 
(Acting)

- **Over the past year,**
  we have focused on our core business and served the real economy, demonstrating our sense of responsibility by integrating into the broader national context.
  We have closely aligned with the "five major initiatives"—technology finance, green finance, inclusive finance, pension finance, and digital finance—to continuously optimize financial supply. Focusing on the development of a modern industrial system, we updated our *Technology Finance Credit Policy* and established a service system covering the entire lifecycle of enterprises, with the outstanding balance of loans to technology enterprises reaching RMB 115.487 billion We have provided targeted support to the fertile ground of small and micro enterprises, adhering to the business strategy that "what large banks cannot do well, small banks cannot do at all." By refining our inclusive service model, the outstanding balance of inclusive loans to small and micro enterprises reached RMB 257.356 billion , a 17% increase from the beginning of the year.We actively responded to the regional coordinated development strategy, deepened our commitment to the integration of the Yangtze River Delta, and supported high-level opening-up. Through digital platforms such as "Forex Gold Manager" and "Bobo Smart Chain," we helped enterprises navigate the dual circulation of domestic and international markets, demonstrating our professional strength in cross-border financial services while supporting the "Belt and Road initiative".

- **Over the past year,**
  we have turned green into gold and forged ahead on a green path, laying the foundation for development while safeguarding the ecosystem.
  We have steadfastly implemented our green development strategy, building a four-pronged development approach that integrates "policy, products, technology, and ecology." The outstanding balance of green loans exceeded RMB 64.69 billion, a significant increase of 29% from the beginning of the year, with cumulative carbon emissions reductions expected to reach 26,883.40 tons of CO_2 equivalent. We fully recognize that green development requires not only empowering external stakeholders but also driving internal innovation. We have systematically conducted our own carbon audits and energy-saving renovations, and we have established the "BoBo Zhiliao" enterprise service platform to extend the reach of technology-driven solutions to the front lines of corporate carbon management and energy-saving initiatives.

- Over the past year,

  we have integrated innovation and technology-driven approaches, generating powerful momentum for progress amid digital transformation.

  Digitalization is the prevailing trend of our era and the core engine driving our competitive advantage. The "Treasury Manager" serves a wide range of corporate clients, while the "Digital HR" platform helps numerous enterprises achieve digital transformation in human resources. Annual R&D investment has continued to grow, with a cumulative total of 64 new patents and software copyrights obtained. Through the deep integration of technology and business operations, our intelligent risk control system effectively intercepted suspicious transactions throughout the year, and our customer service complaint response and feedback rate reached 100%, making smart finance safer and more convenient.

- Over the past year,

  we have adopted a people-oriented approach, attracting and nurturing talent to foster business growth while building development potential through employee empowerment.

  We adhere to a talent strategy centered on "people-oriented, long-term development." Throughout the year, we organized over 19,000 training sessions, reaching nearly 25,000 participants, with a dual-track promotion system for management and professional roles covering the entire workforce. We have fully implemented diversified compensation and benefits along with long-term incentives, maintained 100% coverage of employee welfare programs, and continued to promote the creation of a family-friendly workplace. A dedicated, professional, and dynamic talent pool is the strongest foundation for our bank's steady and sustainable progress.

- Over the past year,

  we have strengthened our foundations and steered a steady course, solidifying the basis for our development through exemplary governance.

  As a systemically important bank in China, we have always regarded prudent operations as our lifeline. Core indicators such as the capital adequacy ratio and loan loss provision coverage ratio have consistently exceeded regulatory requirements, and the non-performing loan ratio has remained at an excellent level of 0.76% for three consecutive years.We have continuously strengthened the leadership of the Party, consistently implementing full and rigorous Party self-governance and strict management of the bank. Disciplinary oversight covers key business processes, and the "Integrity Bank of Ningbo" ecosystem continues to be purified.

- Over the past year,

  we have served the people through finance and given back to society, fulfilling our original mission by spreading warmth.

  We have always kept our corporate mission of "sincerely serving our customers" firmly in mind. Throughout the year, we conducted 1,591 financial literacy outreach events, reaching 11.28 million consumers.We focused on key groups—the elderly and youth—providing dedicated service to our senior customers and launching a series of financial literacy education programs for young people. We took decisive action against fraud, successfully intercepting 26 fraudulent transactions and recovering RMB 18.7 million in losses for our customers. We actively engaged in public welfare initiatives; projects such as "Maxwealth Education Assistance" benefited numerous students, with total charitable contributions reaching RMB 55.5346 million throughout the year, effectively fulfilling our responsibilities as a corporate citizen.

With the wind at our backs on this long journey, we set sail once more to shoulder our heavy responsibilities.

Looking ahead to 2026, opportunities and challenges coexist, as do confidence and determination. Bank of Ningbo will remain true to its founding mission of "finance for the people," keep the nation's overarching interests at heart, continue to deepen ESG practices, comprehensively enhance the quality and efficiency of our services to the real economy, and steadfastly follow the path of financial development with Chinese characteristics.With even greater enthusiasm and steadier strides, we will forge ahead toward the grand goals of becoming an "ESG-leading bank" and a "respected modern commercial bank," contributing even more of "Bank of Ningbo's" strength to the high-quality development of the economy and society!

Bank of Ningbo Overview

Introduction of Bank of Ningbo

Bank of Ningbo (002142.SZ) is one of China's 21 systemically important banks. Currently, it operates 16 branches in Beijing, Shanghai, Shenzhen, Hangzhou, Nanjing, Suzhou, Wuxi, and Wenzhou, and has established four subsidiaries: Maxwealth Fund, Maxwealth Financial Leasing, Ningyin Finance and BNB Consumer Finance. The bank employs 25,000 staff members.

Operates branches	Subsidiaries	Bank employs
16	4	25,000

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

Currently, the operating environment for the banking industry has undergone significant changes, with clear trends toward technological advancement, marketization, and internationalization. Bank of Ningbo will continue to strengthen the leadership of the Party, remain true to its original aspiration and keep its mission firmly in mind. Under the supervision of government authorities and regulatory bodies at all levels, the bank will stay committed to its core business and return to its fundamental purpose, persistently building differentiated competitive advantages, and striving to become a modern commercial bank that is respected, enjoys a good reputation, and possesses core competitiveness.

TOP 72

In the latest "Top 1,000 Global Banks 2025" ranking by The Banker magazine, Bank of Ningbo ranked 72nd, steadily improving its position within the top 100.

Corporate Culture

- **Development Vision**

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

- **Corporate Mission**

  Sincerely caring for customers and professionally creating value

- **Corporate Culture**

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

  Compliance & High Efficiency: Compliance and efficiency are the operating style and concept that the Bank of Ningbo shall consistently follow, actively practice and unswervingly strive for.

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

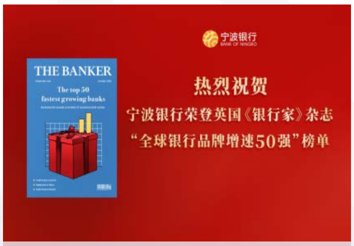
Organization Structure

- Bank of Ningbo
  - Head office
    - Office of the Board of Directors
    - Office
    - Human Resources Department
    - Corporate Banking Headquarters
    - Institutional Business Department
    - Investment Banking Department
    - Paper Business Department
    - Custody of Assets Department
    - International Operations Department
    - Corporate Platform Operations Department
    - Overseas Business Department
    - Financial Operations Center
    - Financial Markets Department
    - Asset Management Department
    - Retail Corporate Department
    - Big Data Operations of Retail Corporate Department
    - Technology and Finance Department
    - Personal Banking Headquarters
    - Wealth Management Department
    - Private Banking Department
    - Personal Credit Department
    - Credit Card Center
    - Remote Banking Center
    - Living Platform Business Department
    - Internet Business Services Center
    - Risk Management
    - Office for the Implementation of Advanced Capital Measurement Methods
    - Credit Management Department
    - Legal Compliance Department
    - Asset Protection Department
    - Security Department
    - Ministry of Consumer Protection Department
    - Audit Department
    - Financial Accounting Department
    - Operations Department
    - Fintech Department
    - Process Innovation and Customer Experience Department
    - Administration Department
    - Infrastructure Office
    - Union Office
  - Branch
  - Branch

Annual Honors and Awards

UK's The Banker Magazine

Ranked 72nd in the 2025 "Global Top 1000 Banks" list



UK's The Banker Magazine

Ranked 33rd on the 2025 "Top 50 Fastest-Growing Global Bank Brands" list

Fortune (Chinese Edition)

Ranked 186th on the 2025 Fortune China 500 list

Shenzhen Stock Exchange

Awarded the highest "A" grade rating in information disclosure for 17 consecutive years

China Association for Public Companies

Best Practices for Boards of Directors of Listed Companies

Best Practices Cases for Board Offices of Listed Companies

Listed Company Board Secretary Performance Evaluation 5A Rating

Sina Finance

City Commercial Bank of the Year

Sina Finance

Exemplary Cases of Senior-Friendly Services

Exemplary Cases of Credit Card Consumer Protection

Securities Times

2025 Tianji Award for High-Quality Development

Southern Metropolis Daily / Wan Cai She

Pioneering Cases in New Wealth and New Investments

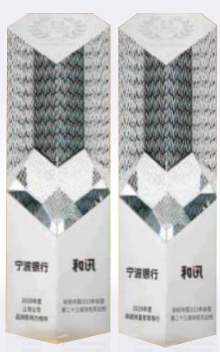
Pioneering Cases in New Services and New Growth Drivers

Daily Economic News

2025 Award for Most Socially Responsible Listed Companies

2025 FinTech Innovation Award

2025 "Brand Pioneer of the Year" Award for Chinese Listed Companies in the Yangtze River Delta Region



Lianban Group Hexun

2025 Model of Brand Influence Among Listed Companies

2025 Outstanding Wealth Management Bank

Financial Sector

Outstanding Model of High-Quality Development Award

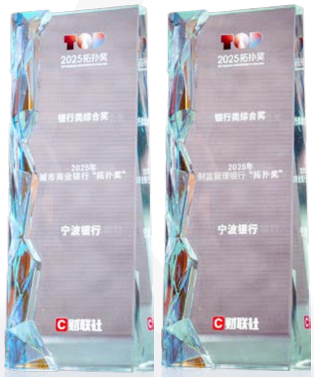
Outstanding Cross-Border Financial Innovation Service Award

Punctuation Finance Research Institute/ Investment Times / Investment Time Network

Outstanding Communication Award / Excellent Bank /Excellent Digital Bank
Outstanding Cases in Green Finance /Outstanding Case in Inclusive Finance

Cailian Press

Annual ESG Finance Awards



Cailian Press

2025 City Commercial Bank "Tuopu Award"
2025Wealth Management Bank "Topology Award"

Chinea Times

2025 Case Studies of Integrated Energy Solutions

Securities Star

Outstanding Brand Bank Award

Securities Star

ESG New Benchmark Enterprise Award

China Business News

2025 CBN Financial Value List:
"Most Competitive City Commercial Bank"

Zheshang

Outstanding Institutions in Zhejiang for the "Five Major Initiatives" in Finance for 2025

News China

2025 Low-Carbon Case

China Business News

Outstanding Competitiveness Value Growth Bank

Shanghai Media Group Jiemian News

2025 "Top 100 Brands" Main List: City Commercial Banks

Financial Sector Banking Research Institute

Outstanding Innovative Cases in Green Finance

Times Media Group

Financial Institutions Committed to High-Quality Development by 2025

Thinking Finance x Investor Network

Steady Progress Commercial Bank Award

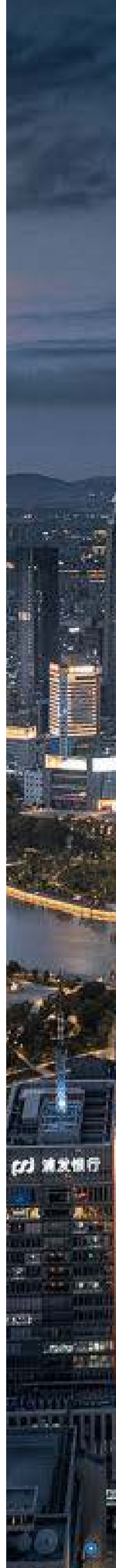
Financial Institution Award for Outstanding Brand Influence

China Treasury Annual Conference

Annual Award for Outstanding Banks in China's Treasury Development

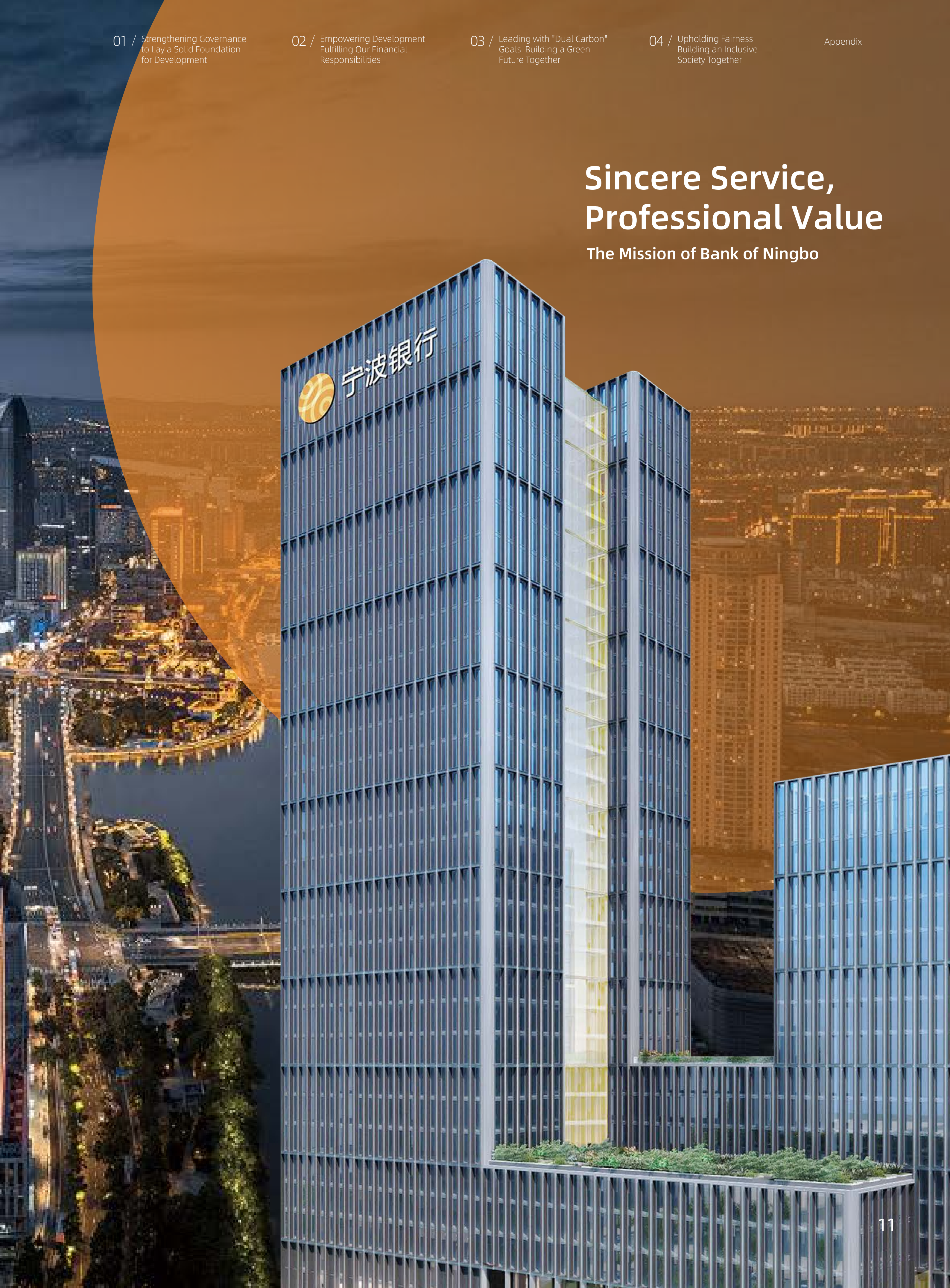
Key Performance

Areas	SDGs	Highlights
Economy	9, 12	· Total Assets RMB 3.63 trillion
		· Customer deposit balance RMB 2.02 trillion
		· Total loans and advances RMB 1.73 trillion
		· Operating revenue RMB 72 billion
		· Net profit attributable to parent company shareholders RMB 29.3 billion
		· Return on total assets 0.87%
		· Weighted average return on assets 13.11%
		· Basic earnings per share of RMB 4.29
		· Non-performing loan ratio 0.76%
		· Capital adequacy ratio 14.30%
		· Loan loss provision coverage ratio of 373%
		· Number of individual customers 23.68 million
		· The number of corporate banking customers is 196,500
		· The number of retail company customers is 439,500
		· Individual deposits principal RMB 0.51 trillion
		· Total personal loans and advances RMB 0.53 trillion
		· Corporate deposits RMB 1.51 trillion
		· Total corporate loans and advances RMB 1.07 trillion
Environment	6, 7, 13, 14, 15	· Scope 1 greenhouse gas emissions: 250.58 tons of CO_2 equivalent
		· Scope 2 greenhouse gas emissions: 4163.31 tons of CO_2 equivalent
		· Scope 3 greenhouse gas emissions 392.72 tons of CO_2 equivalent
		· Energy-saving and carbon-reduction industry loans RMB 2.474 billion
		· Environmental protection industry loan balance RMB 4.497 billion
		· Green and low-carbon energy transition loans RMB 3.062 billion
		· Resource recycling industry loan balance RMB 1.43 billion
		· Ecological conservation, restoration and utilization loans RMB 4.111 billion
		· Carbon emission reduction loan disbursement RMB 259 million
		· Annual carbon emission reductions driven by carbon reduction loans amount to 26883.40 tons of CO_2 equivalent
		· Green bond holdings RMB 3.2 billion
		· Overseas green bond holdings USD 6.378 billion
Social	1, 2, 3, 4, 5, 8, 10, 11, 12	· Inclusive loans balance for small and micro enterprises RMB 257.356 billion
		· Agricultural-related loan balance RMB 233.579 billion
		· Consumer rights protection training covered 22,507 people
		· Number of domestic branches is 464
		· Number of locations with accessible entrances is 452
		· Number of branches offering the Care Window service is 434
Governance	16, 17	· Number of Shareholders' Meetings Held 3 times
		· Number of Board meetings held 6 times
		· Number of integrity training sessions 37 times
		· Average hours of integrity training received by employees 5 hours
		· Number of employees received integrity training reached 22,100
		· Average hours of integrity training received by directors 5 hours
		· Number of directors receiving integrity training 14
		· A total of 50 various announcements have been issued
		· Hosted 40 on-site investor research sessions



Sincere Service, Professional Value

The Mission of Bank of Ningbo



Sustainability Strategy and Management

Bank of Ningbo has deeply integrated the concept of sustainability into its overall development strategy and daily operations. We have established and refined a sustainability management system to actively address the concerns and expectations of all stakeholders. By continuously improving the effectiveness of our sustainability management, we are constantly enhancing the resilience, inclusivity, and long-term value of our own development.

Sustainability Strategy

Bank of Ningbo is committed to driving the green and low-carbon transformation of its own operations, leveraging the leading role of financial resource allocation to actively guide and empower clients and society to jointly advance toward sustainable development. The Bank has clearly defined its overall ESG strategic framework, key initiatives, and performance targets, covering ESG topics such as green finance, customer service and consumer protection, green operations, and corporate governance, thereby providing strategic support and institutional safeguards for the Bank's sustainable development.

Bank of Ningbo's Philosophy on Social Responsibility

Responsibility Philosophy

Actively fulfill our social responsibilities and grow into a bank with a strong sense of social responsibility.

Responsibility Ethos

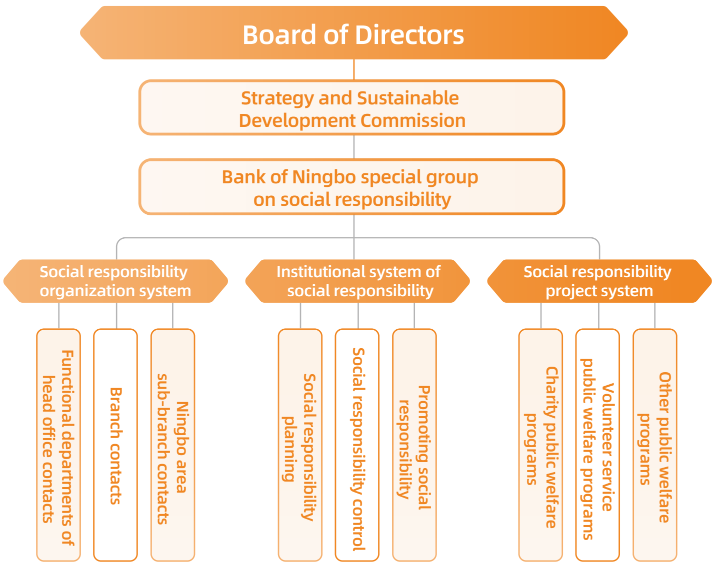
Fairness and integrity; treating customers with respect; caring for employees; actively supporting public welfare; committing to environmental protection; and giving back to society.

Responsibility Culture

Closely integrating business operations with social responsibility; while achieving reasonable returns, we actively give back to society to create a sustainable future.

Sustainable Development Governance Framework

To ensure the advancement and effective implementation of our sustainability strategy, the Bank has established a "three-in-one" management mechanism comprising a sustainability organizational system, institutional framework, and project system. This mechanism enables comprehensive planning, strict oversight, and efficient execution of all sustainability initiatives, leveraging the Bank's corporate strength to build a better society. The Board of Directors, as the decision-making body, is responsible for approving and making decisions on sustainability-related matters. Under the Board, the Strategy and Sustainability Committee oversees, guides, and coordinates sustainability-related activities.The Social Responsibility Task Force serves as the executive body, responsible for the implementation and advancement of specific initiatives.



< Bank of Ningbo Sustainability Management Framework >

Coordination

- The Head Office Administration Department, the Human Resources Department, and the Labor Union Office jointly lead and coordinate
- Each subsidiary independently advances its corporate social responsibility initiatives

Efficient Execution

- Break down tasks for major CSR projects and assign them to branches and sub-branches in the Ningbo region
- Branches and Ningbo-area sub-branches implement these tasks jointly or independently, serving as the primary drivers of CSR initiatives

Summary and Improvement

- The Head Office Administration Department, Head Office Human Resources Department, and Head Office Labor Union Office monitor the progress of CSR activities across the bank, summarize and distill best practices from exemplary cases, and promote them throughout the bank

Stakeholder Communication

Bank of Ningbo has established a regular communication mechanism with stakeholders at every stage of its daily operations and services. Through multi-channel and diversified communication methods, the Bank fully listens to the expectations and demands of stakeholders, actively discloses the Bank' s development updates to all parties, and receives feedback from all sides to continuously improve the effectiveness of communication with stakeholders.

Stakeholder category	Expectations and aspirations	Method of communication	Response
governments and regulators	· responding to national industrial policy · supporting people's livelihoods · maintaining financial stability · operate in accordance with laws and regulations · supporting a low-carbon economy	· policy directive · thematic presentations · daily communication	· responding to major strategies · implementing economic policies · creating wealth and absorbing jobs · strengthening risk management · accept oversight
shareholders	· ongoing corporate governance · sustainable return on investment · transparent disclosure	· shareholder meetings · company announcements · investor research	· improving the governance structure · creating shareholder value · timely disclosure
customers	· protecting customers' rights · quality financial products · accessible financial services · professional services solutions	· client activities · product promotion · questionnaires · satisfaction surveys	· improving point-of-sale services · more product innovation · improving intelligent service capabilities · investor education
communities	· volunteer for the public good · financial literacy · promoting social well-being	· financial services activities · pro bono activities · networking events	· employee volunteering · financial literacy · organising community activities
employees	· secure employment · fair pay and benefits · satisfaction with the work environment · good room for growth	· employee satisfaction survey · employee congresses · sorority of families · vocational training	· improving the compensation system · develop training plans · clarify promotion mechanisms · the power of role models

Analysis of Material Issues

Bank of Ningbo has identified and organized this year's material issues from multiple perspectives, taking into account national strategies, disclosure standards, capital market concerns, as well as the characteristics of our industry and business operations, to establish our bank's material issues database.In 2025, in accordance with the requirements of the *Shenzhen Stock Exchange Self-Regulatory Guidance for Listed Companies No. 17—Sustainability Report (Trial)*, and referencing the steps for double materiality analysis outlined in the *Shenzhen Stock Exchange Self-Regulatory Guidelines for Listed Companies No. 3—Preparation of Sustainability Reports (Draft for Public Comment, Revised September 2025)*, the Bank conducted its first double materiality analysis—assessing both impact materiality[1] and financial materiality[2]—for the sustainability issues relevant to the bank.

The Bank has carried out the identification, assessment, and prioritization of sustainability issues to clearly define those that are of double materiality to us. The Bank's 2025 double materiality assessment process for sustainability issues is as follows:

01 Analysis of the Company's Business and Operations
Stakeholder Engage-ment
Understanding the

02 Establishing a List of Sustainability Issues

03 Analysis of the Impacts, Risks, and Opportunities of Sustainability Issues

04 Assessment and Identification of Material Sustainability Issues

05 Results of the Materiality Analysis of Sustainability Issues

Key Performance

Identified material issues

24

Identified issues of high double materiality

7

1: Refers to the actual or potential material impacts of our Bank's operations on the economy, the environment, and society (including people).

2: Refers to the likelihood that environmental, social, or governance factors will have a material impact on our Bank's financial condition (such as revenue, costs, risks, and valuation) in the short, medium, or long term.

Double Materiality Issues Matrix

Governance

- Corporate Governance
- Compliance
- Stakeholder Engagement
- Anti-Bribery and Anti-Corruption
- Risk Management

Social

- Inclusive Finance and Rural Revitalization
- Retirement Finance
- Digital Finance
- Fintech
- Serving the Real Economy
- Customer Service and Consumer Protection
- Social Contribution
- Technological Innovation
- Human Capital Development
- Financial Education and Financial Literacy
- Data Security and Customer Privacy Protection
- Employee Rights and Welfare
- Occupational Health and Safety

Environment

- Waste Management
- Green Operations
- Green Finance
- Energy and Resource Utilization
- Supply Chain Management
- Addressing climate change

Strengthening Governance to Lay a Solid Foundation for Development

01

Key Issues

Corporate Governance

Risk Management

Stakeholder Engagement

Compliance

Anti-Commercial Bribery and Anti-Corruption

Governance Chapter

Strong corporate governance mechanisms are the cornerstone of a bank' s sound operations and long-term development. Bank of Ningbo continues to improve its comprehensive risk management system, promote the deep integration of Party leadership and corporate governance, enhance communication with stakeholders, improve the quality and transparency of information disclosure, strengthen the foundation of internal controls, and reinforce anti-money laundering compliance management, thereby driving high-quality sustainable development through high-quality corporate governance.

Align with the United Nations Sustainable Development Goals

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

Enhancing the Development of Systemically Important Banks

Special Feature

As a Domestic Systemically Important Bank (D-SIB) designated by regulatory authorities, Bank of Ningbo consistently treats risk prevention and compliance as the cornerstone of its sound development.The Bank consistently regards comprehensive and proactive risk management as its lifeline. It strictly adheres to regulatory provisions such as the *Supplementary Regulatory Provisions for Systemically Important Banks (Trial)* and continuously internalizes external regulatory requirements into core principles of corporate governance and business management. The Bank is committed to building a more prudent, stable, and resilient operational system, and earnestly fulfills the responsibilities and obligations of a systemically important bank in maintaining financial stability.

2025Key Performance

In 2025, Bank of Ningbo adopted and announced the *Bank of Ningbo Co., Ltd. Recovery Plan Report (2025 Edition).*

Bank' s capital adequacy ratio stood at

14.30%

Tier 1 capital adequacy ratio at

10.40%

Common Equity Tier 1 capital adequacy ratio at

9.34%

Meeting Regulatory Requirements

With regulatory requirements as its cornerstone, Bank of Ningbo has established a systematic internal governance conversion mechanism to ensure that supplementary regulatory indicators not only meet standards but are also deeply integrated into strategic decision-making, capital planning, and daily operations.

Capital and Leverage Management

- Establishing a forward-looking capital planning and replenishment mechanism;
- Ensuring that the core Tier 1 capital adequacy ratio consistently meets the additional capital requirements for domestically systemically important banks;
- Strengthen capital constraints on asset-side and off-balance-sheet operations to curb reckless expansion at the source and solidify operational stability.

Recovery and Resolution Plans

- Adhere to the risk resolution principle of "internal resolution as the primary approach";
- Develop and continuously update group-level recovery and resolution plans. Recommendations:

Recovery Plan: Clearly define specific pathways for rapidly restoring financial strength under stress scenarios through multiple channels, including capital replenishment and asset disposal;

Resolution Plan: Ensure that, in extreme circumstances, an orderly resolution can be achieved to safeguard the continuity of critical financial services and maintain public confidence and financial stability.

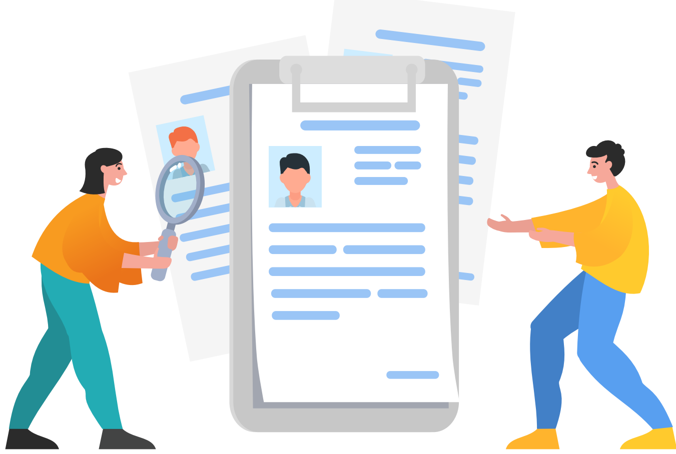
- Actively cooperate with regulatory authorities' resolvability assessments to ensure the high feasibility and effectiveness of relevant plans.

Stress Testing and Risk Early Warning

- Conduct comprehensive stress tests covering multiple dimensions, including credit, market, and liquidity risks, on a regular basis;
- Design extreme yet plausible stress scenarios tailored to the characteristics of systemically important banks;
- Apply the results of these tests to calibrate risk appetites, adjust business strategies, optimize capital allocation, and replenish liquidity reserves, thereby enhancing the foresight and countercyclical adjustment capabilities of risk management.

Enhanced Disclosure

- Strictly adhere to the requirements of the National Financial Supervisory Administration by regularly compiling and publishing Pillar 3 reports on a quarterly basis, with specific disclosures covering key prudential regulatory indicators such as capital composition, capital adequacy ratios, risk-weighted asset measurements, leverage ratios, liquidity risk, and operational risk.



Comprehensive Risk Management System

Based on the *Detailed Rules for the Implementation of Comprehensive Risk Management* and taking into account its own business structure and regional operational characteristics, Bank of Ningbo has established a comprehensive risk management system covering key areas such as credit risk, market risk, liquidity risk, operational risk, country risk, and large exposure risk, thereby achieving unified risk preferences, standards, and controls. As of the end of the reporting period, the Bank's non-performing loan ratio was 0.76%.

Risk Governance

- The Board of Directors bears ultimate responsibility for risk management and is responsible for approving and determining the Bank's risk appetite and risk tolerance;
- Establishing a regular risk reporting mechanism to ensure that risk information is communicated to all decision-making levels in a timely, accurate, and comprehensive manner;
- Adhering to the principle of "focusing on core businesses and serving the real economy," the Bank diversifies risks through the management of diversified portfolios across industries, regions, and customers;
- Implementing a unified credit policy and an independent, centralized credit approval mechanism to ensure consistency in risk standards.

Credit Risk Management

- Establish a differentiated and refined closed-loop credit risk management system.

Intelligent Risk Control and Post-Loan Management

- Leveraging big data and fintech, we have built an intelligent risk early-warning platform to enable proactive risk screening for corporate and individual clients;
- Implementing an independent post-loan follow-up mechanism to effectively mitigate moral hazard and ensure the authenticity and compliance of credit operations.

Collateral and Disposal Management

- Implement dynamic, full-lifecycle management covering collateral classification, appraisal and verification, mortgage registration, revaluation, risk early warning, and recovery and disposal to ensure the effectiveness of risk mitigation measures;
- For exposed risk assets, we adopt a "tailored approach for each account" featuring specialized collection and diversified disposal strategies to fully preserve asset value.

Liquidity and Market Risk Management

- We continue to optimize our liquidity structure through dynamic asset-liability matching and high-quality liquidity reserves to ensure payment capacity under various stress scenarios;
- Prudently manage the potential impact of market price fluctuations, such as changes in interest rates and exchange rates, by establishing and monitoring Value at Risk (VaR), sensitivity, and limit indicators.

Operational and Other Risk Line Controls

- We will continue to reduce operational risk through the systematization of policies and processes, the automation of internal controls, and the standardization of employee conduct;
- Prudently manage country risk and large exposure risks to prevent regional, sectoral concentration, and cross-border transmission of risks.

Sustainability Risk Management

- We proactively identify and manage sustainability risks, fully integrating these management requirements into key aspects of business operations and functional management. For details, see the subsections on [Supporting Green Transition, Addressing Climate Change, Consumer Protection Framework, and Talent Management].

Upholding Prudent Responsibility to Support Financial Resilience

Bank of Ningbo has always regarded serving the stable operation of the financial system and the high-quality development of the real economy as its core mission. In our business practices, we adhere to a differentiated development path, leveraging our unique resource endowments and customer base. By strengthening our fundamental financial capabilities, we have built a diversified, sound, and sustainable financial service system, thereby enhancing our operational resilience and risk-bearing capacity.

Strengthening Core Operations and Building a Refined Management System

Strengthening core financial service capabilities such as settlement and payroll processing to enhance customer loyalty and solidify the foundation for business development;

Deepening the development of the “Three Precisions” management system to continuously improve resource allocation efficiency, operational management standards, and risk management capabilities, thereby driving a transformation of our business model from scale-driven to one driven by both quality and efficiency.

Deepening Engagement with the Real Economy to Enhance the Overall Resilience of the Financial System

Promote the deep integration of management capabilities with financial services, continuously expand the range of products and services, and precisely meet the diverse needs of various clients in areas such as operations, settlement, financing, and risk management;

Enhance the stability, accessibility, and suitability of financial services to help the real economy strengthen its development resilience, thereby providing a solid foundation for the long-term, stable, and healthy operation of the financial system.

Building a Closed-Loop System to Achieve a Comprehensive Upgrade of the Development Model

With “increasing settlement, expanding payroll services, and boosting revenue” as the pillars of our business operations, the “Three Excellence System” as the internal foundation for operations and risk management, and the “Four Modernizations and Five Assists” as the external service pillars, these three pillars will work in synergy—both internally and externally—to drive a closed-loop system, comprehensively advancing the upgrade of our development model toward dual dimensions of quality and efficiency.

"Three Excellence System" Strengthens Core Capabilities	"Four Modernizations and Five Assists" Enrich Service Channels	"Three Pillars" Operational Framework Meets Diverse Needs
Precision Operations Utilizing data analysis and pricing models to accurately calculate the cost-benefit ratio of revenue-generating activities and guide resource allocation.	**"Four Modernizations" Empowerment** Providing standardized, high-efficiency empowerment tools to reduce operational costs and risks associated with "expanding settlement services and handling payroll disbursements."	**Settlement Expansion** Through settlement services for corporate and retail clients, we increase the scale and activity of settlement accounts.
Refined Management Ensures the efficient, compliant, and low-risk operation of "settlement expansion and payroll processing" services through standardized processes and intelligent risk control.	**"Five-Pronged Support" Approach** Embed services throughout the entire customer lifecycle, transforming isolated services such as "settlement" and "payroll processing" into comprehensive financial relationships.	**Payroll Processing** Expand corporate payroll and related benefit fund processing services to extend the service chain.
Diligent Implementation Ensure effective execution of the strategy at all organizational levels.	< Bank of Ningbo's Management System >	**Focus on Revenue** Deepen comprehensive financial services by addressing customer needs throughout their entire lifecycle.

Party Building as the Compass,Embracing Our Mission

Bank of Ningbo adheres to Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era as its guiding principle, fully integrating Party building into corporate governance and operational management. We uphold and strengthen the Party' s comprehensive leadership, continuously deepen disciplinary construction and integrity governance, and transform the Party' s political and organizational strengths into a sustainable driving force for development through institutionalized and routine Party building efforts.

Bank of Ningbo Party Building Performance Table

Number of Party Committee Members	11
Number of Party branches	370
Number of Party Committees in Subsidiaries and Branches Under the Party Committee	20
Number of Newly Admitted Party Members	53
Number of Party members	8,256

Bank of Ningbo Integrity Training Performance Table

Number of integrity training sessions	37 times
Number of employees who received integrity training	2.21 10,000 persons
Average number of hours of integrity training received by employees	5 hours
Average number of hours of integrity training received by directors	5 hours
Number of directors who received integrity training	14 persons

Upholding the Party's Comprehensive Leadership

Bank of Ningbo continues to strengthen the organic integration of Party leadership and corporate governance. Focusing on the requirements of "setting the direction, overseeing the overall situation, and ensuring implementation,"further refining the rules of procedure for Party Committee meetings and detailing a 28-item checklist for the Committee' s participation in major decision-making. Matters falling under the "Three Major and One Important" category—including the formulation of major strategic plans and significant personnel appointments and removals—have been incorporated into the scope of collective deliberation by the Party Committee. This ensures that major matters undergo preliminary review and collective discussion by the Party Committee before being submitted to the Board of Directors for deliberation and to management for execution, thereby ensuring that the Party' s leadership permeates the entire chain of decision-making, execution, and supervision. In the first half of 2025, the Bank' s Party Committee conducted preliminary deliberations on matters related to the 9th and 10th meetings of the 8th Board of Directors, covering more than 30 proposals.

Strengthening Party Conduct and Integrity

Bank of Ningbo regards the construction of Party conduct and integrity as a crucial safeguard for sound operations, continuously tightening and solidifying the chain of responsibility to ensure that integrity requirements are integrated throughout the entire process of business management.During the reporting period, management signed the *Anti-Corruption and Integrity Construction Responsibility Statement* and the *Ideological Work Responsibility Statement*, while all employees signed the *Case Prevention and Safety Management Target Responsibility Statement. Anti-corruption* and integrity construction responsibility statements were signed at every level across the bank, and the "fixed-responsibility" mechanism was refined to form a comprehensive integrity responsibility system that extends from top to bottom and is reinforced at every level. During the reporting period, the Bank did not experience any major integrity-related cases.

Focus on the "key few"

- Emphasize the supervision and management of managers, particularly the heads of grassroots units;
- Conduct special inspections, visits to grassroots units, performance evaluations, and employee interviews to closely examine their actual performance in areas such as work conduct, integrity and self-discipline, and the fulfillment of their "dual responsibilities";
- During the reporting period, special inspections were completed at four branches, including those in Beijing and Nanjing, extending oversight from the institutional level to specific positions and key personnel.

Pay close attention to the "vast majority "

- Focus on building both professional conduct and family values; strengthen communication and collaboration with employees' families through home visits, forums, and other means; distribute the *Initiative on Promoting Integrity Through Professional Conduct and Family Values* to encourage family members to participate in integrity-building efforts;
- Utilize "online + offline" approaches, such as WeChat groups and team-building activities, to expand communication channels with family members; dynamically monitor changes in the thoughts and behaviors of Party members and officials; and prevent integrity risks from spreading into their personal and social circles.

Drive "universal coverage"

- Held a discipline inspection and case prevention work conference to comprehensively publicize and implement requirements for disciplinary development and the concept of integrity in professional conduct;
- Organized all staff to sign a pledge of responsibility for anti-corruption and integrity building, clarifying integrity responsibilities and areas of accountability at all levels;
- Continued to refine and implement the "Four Comprehensives and Four Preventions" control mechanism, strengthened integrity risk prevention and control, and fostered a clean and upright environment for work and innovation.

Ensure "comprehensive oversight"

- Strengthen the mechanism for reporting integrity-related issues and handling leads by formulating and implementing the *Bank of Ningbo' s Measures for the Administration of Whistleblowing*;
- Establish multiple channels—including telephone, fax, and email—to receive feedback on leads; clarify the scope of acceptance and handling procedures; safeguard the legitimate rights and interests of whistleblowers; foster a positive environment where Party members, employees, and the public can participate in oversight together; and promote the gradual transformation of integrity in professional conduct from a regulatory requirement into a shared value and a conscious practice.

Thoroughly Implement Education on Party Discipline

Bank of Ningbo has made the in-depth implementation of educational activities on the spirit of the Central Committee' s Eight Provisions a key priority in its annual Party-building work. By adhering to systematic planning, tiered implementation, and closed-loop management, the bank is promoting the deep integration of Party discipline education with business management and work style improvement, thereby continuously strengthening the ideological foundation for Party members and cadres to abide by rules and regulations and conduct their professional duties with integrity.

Improving the Education Mechanism

- Formulated and implemented the *Bank of Ningbo Work Plan for Deeply Implementing the Spirit of the Central Committee' s Eight-Point Decision on Conduct*, which, centered on the "Four Stricts" requirements and the "Four Studies" standards, detailed an implementation pathway covering 4 aspects and 13 key tasks;
- Established a three-tier responsibility mechanism of "overall coordination by the Party Committee, supervision by the Party Office, and implementation by Party branches." Members of the Party Committee leadership team were assigned to oversee 39 branches in designated areas, using progress reports, thematic analyses, and supervisory inspections to ensure accountability. 7 issues of the *Study and Education Work Reminder* were issued to support these efforts, driving Party organizations at all levels to formulate over 400 customized study plans and ensuring the orderly advancement of study and education.

Focusing on Key Tasks

- Centered on the core content of *Excerpts from Xi Jinping' s Discourses on Strengthening the Party' s Work Style* and *The Central Committee' s Eight-Point Decision and Its Implementation Rules*, the initiative systematically incorporated key documents on work style construction, typical case studies, and newly revised regulations to build a multi-tiered, comprehensive learning system.

Enhancing the Quality and Effectiveness of Learning

- During the reporting period, Party committees at all levels conducted 88 centralized study sessions; Party organization secretaries at all levels delivered 413 thematic Party lectures; experts were invited to conduct 22 specialized tutorials; and over 90 on-site teaching sessions were organized at integrity education bases. A total of more than 1,200 learning reflections were compiled, driving the learning and education campaign from a "broad coverage" approach toward a "heartfelt" one.

Translating Theory into Practice

- Party committee leadership conducted over 60 field visits and research sessions, as well as 130 one-on-one discussions, to compile a list of 10 key issues and establish specific rectification requirements;
- For Party members and officials, a screening mechanism tailored to the financial industry—including special inspections, random spot checks, and data analysis—was implemented, achieving 100% coverage;
- Strengthened integrity reviews and pre-appointment interviews for newly appointed and promoted managers, conducting over 160 such interviews during the reporting period;
- Organized all Party members to conduct "work style assessments" tailored to their specific roles, resulting in over 16,000 voluntary disclosures of relevant matters, thereby further solidifying the foundation for disciplinary oversight.

Conducting Specialized Study and Discussion on the Spirit of the Fourth Plenary Session of the 20th CPC Central Committee

Case

In 2025, the Party Committee of Bank of Ningbo organized a special study and discussion session on the spirit of the Fourth Plenary Session of the 20th CPC Central Committee through its theoretical study center group. The meeting focused on major topics such as high-quality development during the 15th Five-Year Plan period, the new development paradigm, common prosperity, and the coordination of development and security. It conducted an in-depth analysis of the impact on business management and services to the real economy in light of the bank's responsibilities.

<Organizing the management team to conduct study and discussion sessions>

Special Party Lecture on the Spirit of the Central Committee' s Eight Provisions

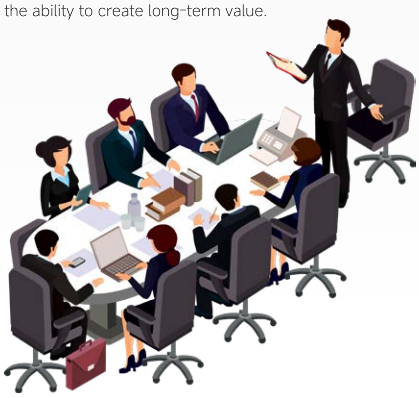
Case

In July 2025, the Party Committee of Bank of Ningbo organized a special Party lecture to thoroughly implement the spirit of the Central Committee's Eight-Point Decision.The principal leader of the Bank's Party Committee delivered a special Party lecture titled *Strictly Adhering to the Eight Provisions to Fortify the Defense of Financial Integrity* to Party members and cadres across the Bank. The lecture systematically expounded on the significance of the spirit of the Central Committee' s Eight Provisions in building a sound work style in the new era. Drawing on the characteristics of the financial industry, it provided an in-depth interpretation of the historical context and practical requirements of the Eight Provisions, as well as their intrinsic connection to preventing the "Four Forms of Decadence" and upholding strict discipline.

<Organizing all Party members to engage in in-depth study>

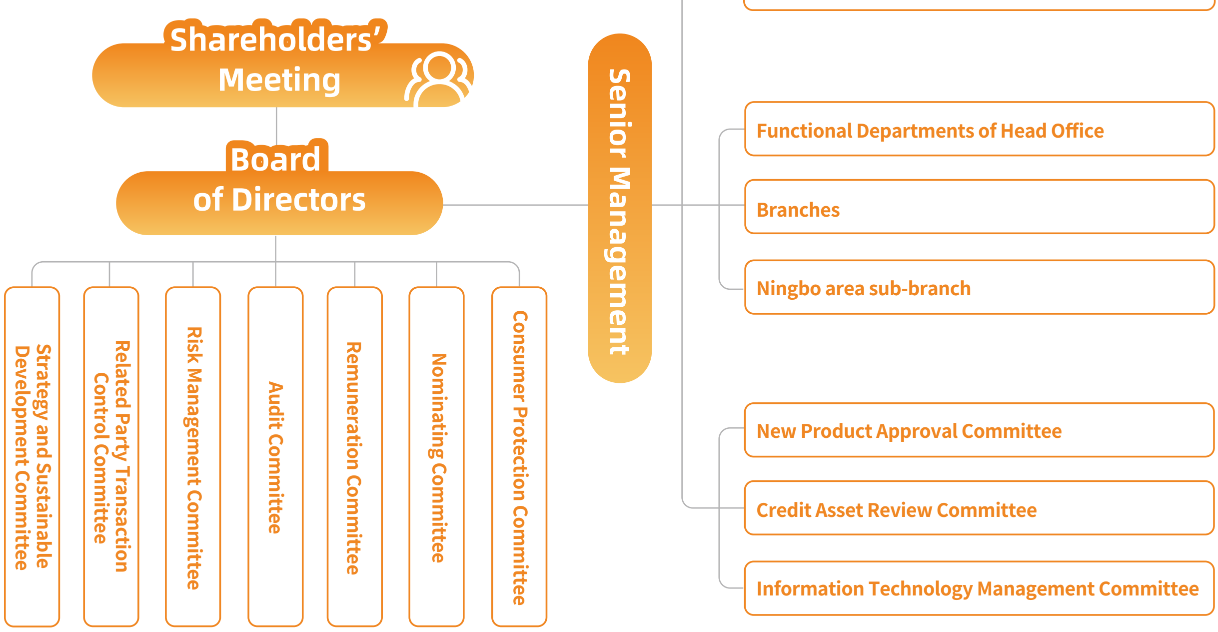
Corporate Governance Standardized and Efficient

Bank of Ningbo continues to refine its standardized, transparent, and efficient corporate governance system. By improving the governance structure, standardizing the operations of the "Two Meetings," strengthening the Board of Directors, and deepening communication with investors, the bank promotes the organic integration of governance mechanisms with business management, continuously enhancing the scientific nature of decision-making, the standardization of operations, and the ability to create long-term value.



Corporate Governance Structure

Bank of Ningbo continues to optimize its corporate governance system, establishing a governance structure where the Shareholders' Meeting serves as the highest decision-making body, the Board of Directors acts as the core decision-maker, and senior management serves as the executive body. During the reporting period, the Bank abolished the Supervisory Board, further strengthening the responsibilities and supervisory roles of the Board of Directors and its specialized committees in strategic decision-making, risk management, and compliance and internal control. This high-quality corporate governance drives high-quality sustainable development.



< Bank of Ningbo Corporate Governance Structure >

Operation of the Two Meetings

Shareholders' Meeting

As the highest decision-making body of the company, the Shareholders' Meeting strictly deliberates on major matters in accordance with the *Rules of Procedure for Shareholders' Meetings of Bank of Ningbo Co., Ltd.,* safeguarding shareholders' rights to information, participation, and voting. The Bank convened three Shareholders' Meetings throughout the year, deliberating on a total of 20 proposals, including but not limited to reviewing or hearing the Board of Directors' work report, profit distribution plans, and revisions to corporate governance systems.

Board of Directors

Authorized by the Shareholders' Meeting, the Board of Directors fulfills its duties of strategic leadership and sound decision-making, operating strictly in accordance with regulations such as the *Rules of Procedure for the Board of Directors of Bank of Ningbo Co., Ltd*. Senior Management, acting under the authorization of the Board of Directors, is responsible for organizing and implementing Board resolutions. Through operational units such as the head office' s functional departments, branches, and sub-branches in the Ningbo region, it ensures that governance requirements and policy decisions are effectively implemented at the front lines of business operations. Through a closed-loop operational mechanism of "decision-making—execution—feedback," the Bank continuously enhances the efficiency of its governance operations, providing strong support for sound business management and high-quality development.The Board of Directors convened 6 meetings throughout the year, deliberating and approving a total of 65 proposals and hearing 5 reports. Discussions centered on topics such as development strategies, major operational matters, risk management, and internal controls. Furthermore, through specialized committees established under the Board and at the management level, the Bank conducts preliminary research and professional reviews on specialized matters, thereby enhancing the scientific rigor and professionalism of decision-making.

Specialized Committee	Number of Meetings Held
Strategy and Sustainable Development Committee	01
Related Party Transactions Control Committee	05
Risk Management Committee	05
Audit Committee	05
Compensation Committee	01
Nomination Committee	01
Consumer Protection Committee	02

< Meetings Held by Board Specialized Committees in 2025 >

Board Development

Bank of Ningbo continues to strengthen the development of its Board of Directors by refining institutional frameworks, optimizing member composition, and enhancing performance capabilities, thereby continuously solidifying the core decision-making foundation of corporate governance. In accordance with the *Articles of Association of Bank of Ningbo Co., Ltd*. and other relevant regulations, we have established clear provisions regarding the selection and appointment procedures, eligibility requirements, responsibilities and authorities, and performance standards for directors, ensuring that the Board operates in a standardized, efficient, and compliant manner.

• Reasonable Selection and Appointment of Directors

The Bank adheres to standardized and transparent selection procedures, emphasizing diversity and complementary expertise among Board members.Board members come from diverse fields such as finance, economics, law, and management, possessing the professional backgrounds and practical experience necessary to fulfill their duties. This effectively enhances the Board' s comprehensive capabilities in strategic analysis, risk identification, and decision-making on complex matters. At the same time, the Board pays attention to the reasonable composition of its gender structure, maintaining an appropriate ratio of male and female directors. Currently, female directors account for 21.43% of the Board, which helps enrich decision-making perspectives and enhance the inclusiveness of governance.

• Enhancing the Effectiveness of Directors' Duties

The bank strengthens the independence and professional operation of its board of directors and maintains an appropriate proportion of independent directors. The Board of Directors has established 7 specialized committees. Among them, 5 specialized committees—the Audit Committee, the Related Party Transactions Control Committee, the Risk Management Committee, the Compensation Committee, and the Nomination Committee—are chaired by independent directors, effectively enhancing the independence and professionalism of decision-making oversight. During the reporting period, all directors adhered to the principles of integrity, diligence, and responsibility, actively participated in the work of the Board of Directors and specialized committees, and exercised prudent judgment and deliberation in voting on major matters, thereby promoting the Company's sound operations.

Performance	Number of Directors
Number of Board Members	14
Board Members by Gender - Male Directors	11
Board members by gender - Female directors	3
Board Members by Type - Independent Directors	5
Board Members by Type - Non-Independent Directors	9

Bank of Ningbo Awarded "2025 Best Practices for Listed Company Boards" and "2025 Best Practice Case for Listed Company Board Offices"

Investor Relations Management

Bank of Ningbo places great importance on investor relations management. By improving institutional frameworks, standardizing information disclosure, and strengthening communication, the bank continuously enhances the proactiveness and transparency of its disclosures, effectively safeguarding the rights and interests of all shareholders, including minority shareholders.

• Protecting Investor Rights

The Bank strictly adheres to the requirements of the *Articles of Incorporation* and relevant laws and regulations to continuously enhance investors' rights to information, participation, and voting. During the decision-making process for major matters, the Bank ensures that investors can make rational judgments and decisions based on full and timely access to information by standardizing the content and timing of information disclosure. At the same time,we facilitate the expression of opinions by small and medium-sized investors by promptly announcing the agenda and items for deliberation prior to meetings and providing various participation methods, such as online voting. To enhance procedural compliance and the credibility of results, we engage third-party legal institutions to conduct independent verification of meeting procedures and voting results, thereby effectively ensuring that investors' intentions are accurately reflected.

Strengthening Information Disclosure Management

The bank consistently treats the quality of information disclosure as a cornerstone of investor relations management. Focusing on disclosure methods that are understandable, comparable, and verifiable, we continuously improve the standardization and transparency of our disclosures.During the reporting period, guided by the *Bank of Ningbo Investor Relations Management Measures*, we further optimized internal coordination mechanisms, clarified the scope of responsibilities at each stage and disclosure timeliness requirements, and ensured the timely and accurate communication of material information. By combining periodic reports with interim announcements, we systematically presented our operating results, financial performance, and significant events, and adopted structured presentations in periodic reports to clearly illustrate business progress and development logic.

During the reporting period, Bank of Ningbo issued a total of 50 announcements of various types, and our information disclosure work has received an "A" rating from the Shenzhen Stock Exchange for 17 consecutive years.

Strengthening Investor Communication

The Bank has established multi-tiered, routine interaction channels to interpret business results and strategic directions through events such as earnings briefings and thematic discussions. While adhering to compliance requirements, we maintain steady communication with institutional investors and analysts via online meetings, on-site exchanges, and interactive platforms. Throughout the year, we hosted a total of 40 institutional investor visits, engaging over 1,000 representatives from major investment institutions including funds, insurance companies, and QFIIs.

Name of Research Institution	Research Format
Fullgoal Fund Management Co., Ltd.	on-site meeting
PingAn Asset Management Co., Ltd.	on-site meeting
Shanghai Tao Sheng Asset Management Co., Ltd.	conference call
Changsheng Fund Management Co., Ltd.	on-site meeting
Cigna & CMB Life Insurance Company Limited	on-site meeting
Abu Dhabi Investment Authority (ADIA)	conference call
CCB Wealth Management Co., Ltd.	on-site meeting
Invesco Great Wall Fund Management Company Limited	on-site meeting
Tianhong Asset Management Co., Ltd.	on-site meeting
Huatai Securities Co., Ltd.	on-site meeting

Name of Research Institution	Research Format
Manulife Investment Management	conference call
Oxbow Capital	on-site meeting
LyGH Capital	conference call
Point72 Asset Management	on-site meeting
J.P. Morgan Chase & Co.	on-site meeting
Goldman Sachs Asset Management	on-site meeting
Dymon Asia Capital	conference call
Aspoon Capital	on-site meeting
Allianz Global Investors Asia Pacific Limited	conference call
Aberdeen Standard Investments	conference call

Actively rewarding shareholders

The bank prioritizes shareholder interests and has established a sustainable, stable, and scientifically managed dividend mechanism to consistently share the fruits of the company' s operational and developmental achievements with shareholders, fostering mutual benefit and win-win outcomes with stakeholders. During the reporting period, we continued to advance the implementation of the *Action Plan for Dual Enhancement of Return Quality and Long-Term Return Capacity*, focusing on improving return quality and long-term return capabilities. By integrating operational quality enhancement, capital efficiency optimization, and shareholder return management, we aim to create stable and sustainable value returns for shareholders over the long term.

Annual Dividend Distribution	2023	2024	2025
Cash Dividend per Share (RMB)	0.6	0.9	1.2
Cash Dividend Amount (including tax) (hundred million)	39.62	59.43	79.24

An interim cash dividend of RMB 3 per 10 shares (including tax) was paid in 2025, totaling 1.981 billion RMB; a final cash dividend of RMB 9 per 10 shares (including tax) is proposed for the end of 2025, totaling RMB 5.943 billion

Internal Control Development Precise Management and Control

Bank of Ningbo continues to refine its internal control and compliance management system, which covers the entire process of governance, operations, and technology applications. By improving institutional frameworks, standardizing business practices, and strengthening internal controls and risk prevention, the Bank continuously enhances the standardization and transparency of its operations and management, providing a solid foundation for the Bank' s long-term, stable operations and public trust.

2025Key Performance

Cumulative total patents	With new patents added this year
55	28

Cumulative total design patent applications	With new applications filed this year
17	15

All of which are currently under examination

Cumulative total software copyrights

88

With new software copyright registrations this year

36

Internal Control System Development

Based on the *Bank of Ningbo Internal Control System Management Measures*, Bank of Ningbo continuously promotes the institutionalization and systematization of internal controls. We clearly prioritize internal control objectives and business processes, implement categorized management of regulations and division of responsibilities, and establish a management mechanism covering formulation, execution, and evaluation.During the formulation and revision of regulations, we ensure they align with regulatory requirements and business realities, emphasizing compliance, standardization, and clarity of responsibilities. In the implementation phase, we guarantee effective enforcement through process integration, position-based constraints, and system support. Additionally, we regularly assess the applicability and effectiveness of our regulations. Based on regulatory policies, business models, and internal control feedback, we promptly optimize and update our regulations to ensure the internal control system remains aligned with evolving business needs.

Intellectual Property Protection

The bank regards intellectual property protection as a critical pillar for financial technology innovation and the management of proprietary R&D outcomes. We continuously refine our regulatory framework and management mechanisms to guide the standardized commercialization and systematic accumulation of innovative achievements.

Policy Development

- In accordance with supporting regulations such as the *Bank of Ningbo Management Measures for Information Technology Intellectual Property Protection and Software Authentication*, we systematically standardize the processes for declaring, evaluating, managing, and utilizing intellectual property. We also embed intellectual property management requirements throughout the entire process of technology R&D and business innovation, forming a relatively complete management loop.

Incentive Mechanisms

- Establish a Fintech Innovation Fund to support the exploration of new business models, marketing methods, and management tools, and continue to foster a positive environment that encourages innovation and protects intellectual property through initiatives such as the Fintech Application Innovation Competition.

Capacity Building

- Establish a patent filing and management mechanism; engage professional agencies on a project basis to enhance the standardization and quality of patent applications;
- Assign dedicated staff to participate in specialized training, such as patent accelerated preliminary examination, to continuously strengthen internal capabilities in intellectual property management and compliant application.

Compliance with Laws and Regulations Risk Prevention and Control

Bank of Ningbo adheres to lawful and compliant operations, treating compliance management as a vital foundation for sound operations. The Bank continuously improves its compliance management mechanisms, strengthens end-to-end controls, fosters a culture of compliance, and solidifies management in key areas such as anti-money laundering, driving the integration of compliance requirements into daily operations and the entire risk prevention and control process.

Indicators	Times	Number of Participants
New Employee Compliance Training	8	439
Bank-wide Compliance Training	8	114,499
Compliance Training for Business Lines Across the Bank	15	2,151
Branch-Specific Compliance Training	143	50,342
Regulatory Department Evening Study Sessions	5	703

Compliance Management Mechanism

Bank of Ningbo adheres to the *Bank of Ningbo Compliance Risk Management Measures* and has established a compliance management framework in which the Board of Directors bears ultimate responsibility, senior management oversees implementation, the Compliance Department leads and drives initiatives, business lines collaborate on execution, and Internal Audit provides independent oversight. Building on this foundation, the Bank actively implements the *Administrative Measures for Compliance of Financial Institutions*, further optimizes the compliance management organizational structure, clarifies the mechanisms for ensuring the performance of duties and evaluating the Chief Compliance Officer and Compliance Officers, and strengthens the foundation of compliance management.

Business and Product Compliance Control

Bank of Ningbo continuously strengthens compliance reviews of products and business operations. Focusing on end-to-end business process management, the Bank conducts legal and compliance reviews across product models, institutional processes, and contract texts. Furthermore, by incorporating changes in regulatory policies and market conditions, the Bank conducts post-launch evaluations of new products to drive continuous optimization of product models and ensure that business development complies with regulatory requirements and ethical standards.

Compliance Culture and Capacity Building

Bank of Ningbo integrates compliance and business ethics requirements into employee training and daily management. The bank conducts specialized learning sessions and assessments in key areas such as personal information protection and data compliance, and organizes targeted training for specific business lines to enhance employees' understanding of compliance boundaries and responsibilities, thereby fostering the internalization of compliance requirements into a conscious part of their duties.

Anti-Money Laundering Management

Bank of Ningbo continues to strengthen its anti-money laundering and counter-terrorist financing management by improving management mechanisms and enhancing risk control, thereby increasing the systematic nature and effectiveness of its anti-money laundering efforts.

• Anti-Money Laundering System Development

The Bank continues to optimize its anti-money laundering management system, which encompasses the Board of Directors, senior management, and business lines. Guided by the *Bank of Ningbo Anti-Money Laundering and Counter-Terrorist Financing Management Measures*, the Bank has established supporting internal control systems, including the *Bank of Ningbo Regulations on Customer Due Diligence and the Retention of Customer Identification Information and Transaction Records*, the *Bank of Ningbo Measures for the Reporting of Large and Suspicious Transactions*, and the *Bank of Ningbo Regulations on Anti-Money Laundering Information Security and Confidentiality Management*. These internal control systems cover key areas such as customer onboarding, transaction monitoring, information reporting, data security, and the management of assets related to terrorism, gradually forming a well-structured, clearly defined, and seamlessly integrated anti-money laundering framework.At the same time, we have established a mechanism for classifying customers by money laundering risk levels and implementing categorized controls. We continuously conduct money laundering and terrorist financing risk assessments at the institutional and product levels, and, in conjunction with contingency plans and response mechanisms, we have strengthened the proactive identification of and response to abnormal transactions and potential risks.

• Anti-Money Laundering Capacity Building

The bank implements a tiered and categorized anti-money laundering training mechanism, conducting targeted training for new employees, dedicated anti-money laundering staff, staff with dual responsibilities, all employees, and middle and senior management. By combining training with testing, we continuously enhance the risk awareness and anti-money laundering capabilities of all staff.At the same time, we leverage events such as the "Month of Public Awareness on Preventing Illegal Financial Activities" to conduct anti-money laundering education and outreach to the general public and our customers. Through in-branch presentations, online platform dissemination, and special events, we promote knowledge of anti-money laundering and the prevention of illegal financial activities, thereby enhancing the public's ability to identify risks and their awareness of using funds in accordance with the law.


Leaflet Promotion


Poster Promotion

Bank of Ningbo WeChat Official Account
Meet Bank of Ningbo

Bank of Ningbo on Xiaohongshu
Bank of Ningbo Easy Custody

Development Chapter

Bank of Ningbo has always upheld the political and people-oriented nature of financial work, taking the service of the real economy as its fundamental mission. The bank actively aligns with national strategies and regional development plans, continuously strengthens financial support for key industries and critical sectors, and steadfastly advances the five major initiatives of "FinTech, Green Finance, Inclusive Finance, Pension Finance, and Digital Finance," thereby injecting financial momentum into high-quality economic development.

Empowering Development Fulfilling Our Financial Responsibilities

02

Key Issues

Serving the Real Economy

Green Finance

Inclusive Finance

Pension Finance Digital Finance

Fintech

Technological Innovation

Align with the United Nations Sustainable Development Goals

1 NO POVERTY
2 ZERO HUNGER
3 GOOD HEALTH AND WELL-BEING
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Strategic Leadership Serving the Bigger Picture

Special Feature

In 2025, Bank of Ningbo closely aligned with major national strategies and regional coordinated development plans, grounded in its core mission of "serving the real economy and empowering people's livelihoods." Focusing on major regional strategies such as the Yangtze River Delta integration and the marine economy, as well as national initiatives including high-level opening-up and the joint construction of the Belt and Road, the Bank continuously innovated financial products and service models, striving to become a steadfast practitioner of national strategies and an enabler of regional development.

Regional Services

Bank of Ningbo focuses on the core of regional strategies and industrial characteristics, providing financial solutions for initiatives such as Yangtze River Delta integration and the marine economy through institutional innovation and breakthroughs in business models.

Yangtze River Delta Integration

Aligned with the core objectives of Yangtze River Delta integration—namely, the "free flow of factors of production and coordinated industrial upgrading"—The bank has established a cross-regional financial service coordination mechanism:

Cross-Regional Financial Service Coordination Mechanism	Service Content
Integrated credit approval, fund settlement, and financial market linkage mechanisms	Supporting the cross-regional deployment and industrial chain synergy of high-end manufacturing and strategic emerging industries within the region.
"Treasury Manager" and "Kunpeng Treasury" Digital Platforms	Empowering corporate clients to achieve comprehensive visibility and efficient coordination of funds across the Yangtze River Delta region, thereby promoting the optimal allocation of production factors.
Comprehensive Financial Solutions Across the Entire Lifecycle	Focusing on the growth of the private sector and "specialized, refined, distinctive, and innovative" enterprises within the region.

<Cross-Regional Financial Service Coordination Mechanism>

Pioneering the Yangtze River Delta Credit Chain Pilot to Break Down Cross-Regional Financing Barriers Through Credit Sharing

Case

As one of the first financial institutions in Shanghai to pilot the Yangtze River Delta Credit Chain, the Shanghai Branch has taken the lead in applying blockchain technology to regional credit integration. Through this platform, the Shanghai Branch can securely and efficiently share and verify multi-dimensional credit information—including business registration, tax, social security, and utility records—for enterprises across Shanghai, Jiangsu, Zhejiang, and Anhui. This has fundamentally transformed the traditional challenges of high costs and low efficiency associated with cross-regional credit investigations.As of April 2025, the Shanghai Branch had initiated over 30,000 credit inquiries through this platform and successfully provided financing support to more than 700 enterprises.

Deepening Engagement in the G60 Science and Technology Innovation Corridor, Promoting Industrial Synergy and Cost Reduction Through Supply Chain Finance

Case

Focusing on the development of the Yangtze River Delta G60 Science and Technology Innovation Corridor, the Shanghai Branch has actively explored new models for industrial chain financial services. Targeting advanced manufacturing clusters within the region, the branch has established a comprehensive service ecosystem centered on "core enterprises and their upstream and downstream partners." Through this innovative model, the Shanghai Branch successfully built a supply chain finance platform for a leading new energy vehicle enterprise, enabling 46 small and medium-sized suppliers to secure financing and reducing the overall financing cost of the industrial chain by 2.3 percentage points.Additionally, for the biopharmaceutical industry, the Shanghai Branch has launched a series of dedicated financial products such as "Order-Based Loans" and "Innovation and Technology Loans." For biopharmaceutical startups, credit lines of up to RMB 20 million are available, while companies in the clinical trial phase can secure financing based on their operating cash flow, providing strong support for their sustained development.

Supporting Regional Development Strategies

The bank closely aligns with the national strategy to build a maritime power and develop the blue economy, focusing financial services on the protection and restoration of marine ecosystems and the enhancement of carbon sink capacity. We are committed to innovating specialized financial solutions and product systems. To support the construction of Zhejiang Province's Marine Economy Demonstration Zone, we have proactively established blue finance as a key specialized innovation pilot, injecting financial momentum into the expansion of marine carbon sinks and the high-quality development of the blue economy through professional financial services.

Enhancing Marine Carbon Sinks

With "increasing carbon sinks and reducing emissions" as our core focus, we have incorporated the expansion of marine carbon sinks into the key service scope of blue finance. We promote the deep integration of financial services with the enhancement of marine carbon sink capacity. By refining financial policies and optimizing our product portfolio, we guide financial resources toward the marine carbon sink sector, helping to achieve a two-way conversion of marine ecological value into economic value.

Zhuoshan Branch Empowers the Development of Marine "Blue Carbon"

Case

To unlock the potential of marine "blue carbon," the Zhoushan Branch has deeply integrated financial services with the "enhancing carbon sinks and reducing emissions" objective. By continuously optimizing the "Blue Ocean" series of products, the branch implements differentiated green incentive policies:

Target Beneficiaries	Incentive Policies
Shipping companies undertaking green retrofits	For ship retrofitting projects that reduce operational carbon emissions, the branch offers preferential terms such as increased credit limits and relaxed eligibility requirements.
Green and compliant operating enterprises	Green operating enterprises with no administrative penalties for environmental violations or other issues will be granted preferential loan interest rates.
Carbon Sink Fisheries (e.g., mussel and seaweed farming)	For specialized aquaculture industries with significant carbon sink effects, a "case-by-case" approval mechanism will be adopted, along with measures such as reduced loan interest rates.

Blue Economy

The bank prioritizes serving the blue economy as a key direction for specialized development. We align precisely with the construction plans for Zhejiang Province's Marine Economy Demonstration Zone and have established blue finance as a bank-wide pilot for specialized innovation. We focus on core sectors of the blue economy, such as shipping and fisheries, to drive the evolution of products and service models, thereby injecting financial vitality into the high-quality development of the regional blue economy.

Zhoushan Branch Launches the "Blue Ocean" Series of Credit Products

Case

As a pioneer in blue finance, the Zhoushan Branch, closely aligned with the national strategy of building a maritime power and the "dual carbon" goals, has innovatively launched the "Blue Ocean" series of credit products, including the "Shipping Credit Program," "Shipping Project Loans," and the "Fishing Vessel Owner Credit Program," to precisely support the development of green shipping and carbon sink fisheries.

This series offers credit lines of up to RMB 3 million to eligible shipping enterprises, provides project loans for the green retrofitting of vessels, and extends credit support of up to RMB 500,000 to fishing vessel owners engaged in legal fishing operations.

Support for National Strategies

Bank of Ningbo has established serving the country' s high-level opening-up as its core strategy. By focusing on the dual needs of "bringing in" and "going out," and through institutional innovation and technology-driven empowerment, the bank is building a comprehensive financial service system covering the entire lifecycle of enterprises' cross-border operations, thereby contributing financial strength to the smooth operation of the dual domestic and international economic circulation.

Optimizing "Bringing In" Services

To thoroughly advance the strategic deployment of high-level opening-up and fully implement requirements for stabilizing foreign investment, the Bank leverages an innovative "foreign exchange business + digital services" model. This model organically integrates foreign exchange business reforms, the facilitation of capital account receipts and payments, and digital services for capital account transactions, providing precise support for foreign-invested enterprises establishing operations in China. The Bank offers high-quality clients one-stop, fully online services to reduce transaction costs and operational time, thereby enhancing the capital turnover efficiency of foreign investment in China.

Empowering "Going Global" Enterprises

By establishing an offshore settlement center and leveraging the NRA and FTN account systems, The bank provides "Going Global" enterprises with efficient and convenient fully online settlement, financing, and foreign exchange hedging services. We have also established a cross-border cash pool, enabling the full online processing of cash pool agreements, cross-border receipts and payments, as well as domestic consolidation and transfers, thereby helping enterprises achieve unified global cash management.

At the same time, we have innovatively created a one-stop "Overseas Services" platform. By deeply integrating resources from domestic and international professional firms, consulting companies,and banks, to build a cross-border service ecosystem comprising over 100 partners. This ecosystem spans more than 30 countries and regions across Southeast Asia, Europe, the Americas, the Middle East, and Africa. Focusing on the four key stages of enterprises' global expansion—intention, decision-making, investment, and operations—we offer a "12+6" one-stop comprehensive solution, empowering enterprises' global expansion through multi-dimensional professional services.

12 Overseas Investment Services

Pre-Investment Services

- Structure Planning
- Due Diligence
- M&A Consulting
- Intellectual Property

During-Investment Services

- Filing Guidance
- Business Registration
- Overseas Industrial Parks
- Solar Power Generation

Post-Investment Services

- Financial and Tax Management
- Human Resources
- Certification
- Foreign-Related Translation

6 Overseas Financial Services

Overseas Account Opening

Overseas Settlement

Cash Management

Currency Hedging

Overseas Financing

Personal Finance

Green Transition Value Creation

Bank of Ningbo firmly adheres to the development philosophy of "innovation, coordination, green development, openness, and sharing." It has deeply integrated green finance into its "one core, two wings" overall development strategy, taking on the mission of promoting "coordinated and sustainable development of the regional economy and the resource-environment sector." By focusing on four key areas—carbon reduction, pollution control, ecological restoration, and economic growth—the bank has systematically established "management mechanisms, product mechanisms, and development mechanisms" to fully advance the high-quality development of its green finance business.

Strategy

Bank of Ningbo has established the following objectives to clarify its green finance development strategy:

Short-Term Goals (2025)

- The annual growth rate of green loans shall not be lower than the growth rate of the bank's total loans.

Medium- and Long-Term Goals (2028)

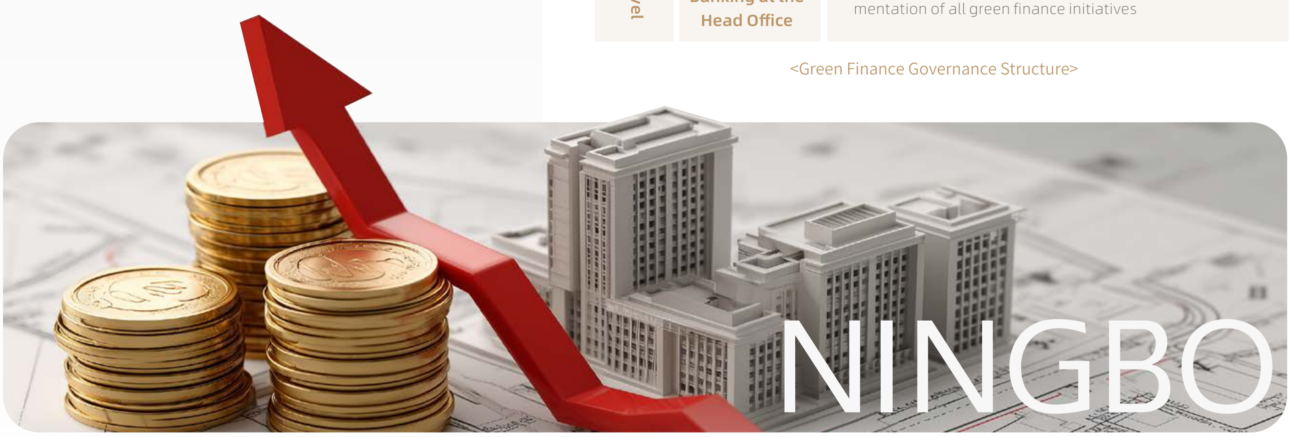
- Build a diversified green finance product system, achieve a comprehensive rollout of green finance services across the entire bank, and meet customers' diverse and multi-tiered financial service needs;
- By the end of 2028, the bank' s outstanding green loan balance will increase by more than 100% compared to 2023.

Governance

Bank of Ningbo continues to optimize its three-tier green finance governance structure—comprising decision-making, management, and execution levels—by clarifying the responsibilities and coordination mechanisms at each level to ensure the effective implementation and execution of the green finance strategy.At the same time, the Bank continues to iterate and refine its institutional framework. It has revised the *Bank of Ningbo Green Finance Management Measures* and formulated core documents such as the *Green Finance Medium- and Long-Term Development Plan (2024–2028)* and the *2025 Green Loan Support Policies*. These documents clarify development pathways and implementation details, establishing a closed-loop management system that spans strategic guidance, target setting, policy support, and operational execution, thereby ensuring the steady and orderly advancement of green finance operations.

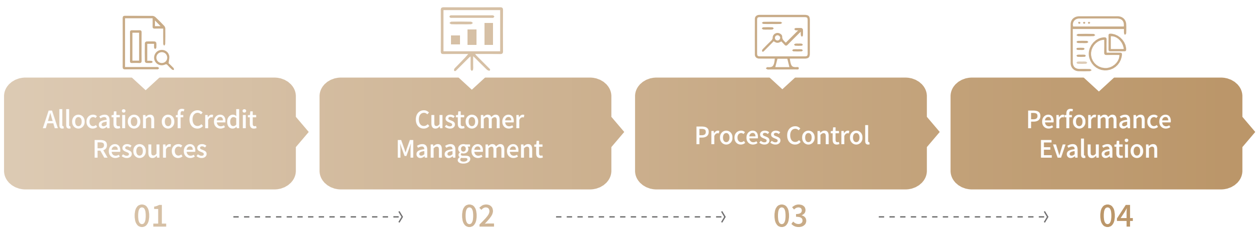
Department		Responsibilities
Decision-Making Level	Board of Directors	· Responsible for reviewing bank-wide green finance development strategies or plans · Responsible for approving reports on the progress of green finance development · Responsible for overseeing and evaluating the implementation of the Bank's green finance development strategy
Decision-Making Level	Strategy and Sustainability Committee	· Responsible for formulating the Bank's green finance management policies and strategies · Regularly monitor and evaluate progress · Provides guidance and oversight on related information disclosure
Management	Senior Management	· Responsible for setting green finance objectives, establishing mechanisms and processes, and clarifying responsibilities and authorities · Responsible for approving submitted green finance development reports
Executive Level	Executive Vice President in charge of Corporate Banking at the Head Office	· Has overall responsibility for coordinating green finance initiatives across the entire bank · Provides guidance to the Corporate Banking Headquarters at Head Office to lead the specific promotion and implementation of all green finance initiatives

<Green Finance Governance Structure>



Risk Management

Bank of Ningbo has expanded the scope of environmental and social risk management, optimized post-loan management processes, and comprehensively enhanced ESG risk management. During the reporting period, the Bank implemented a closed-loop management system across four key dimensions—"credit resource allocation, client management, process control, and performance evaluation"—to ensure the compliant, orderly, and risk-controlled development of green finance operations.



<Bank of Ningbo's Green Finance Risk Management Process>

Credit Resource Allocation

The Bank has established a three-tiered green finance industry cooperation plan—"Priority, Moderate, and Prudent"—and introduced a resource allocation mechanism to increase support for the green economy, low-carbon economy, and circular economy. Priority support is given to 7 key areas: energy conservation and environmental protection, clean production, clean energy, ecological environment, green infrastructure upgrades, green services, and carbon emission reduction technologies. Credit disbursements to "high-energy-consumption, high-pollution, and overcapacity" industries are strictly limited through quota controls, accelerating the phase-out of enterprises with outdated production capacity.

Client Management

We have refined our Environmental, Social, and Governance (ESG) evaluation system, established a risk classification management mechanism across these three dimensions, and integrated it into our credit risk management system. This enables dynamic assessment of client risk levels, categorized management, and enhanced risk monitoring. Additionally, we implement a list-based management system for enterprises posing significant environmental and social risks, strengthening pre-loan due diligence and post-loan monitoring.

Process Control

The bank has established a differentiated review mechanism, formulating targeted management measures across the entire loan lifecycle—pre-loan, during-loan, and post-loan—to strengthen pre-loan due diligence, credit approval, and post-loan management. Through differentiated management approaches, we enhance our business risk control capabilities and promote the efficient development of green credit.

Credit Approval Process	Control Measures
Pre-loan Stage	ESG Risk Rating Assessment: Conduct differentiated ESG risk assessments based on the client' s industry and regional characteristics, serving as a key basis for pre-loan risk evaluation; Green Attribute Identification: Throughout the entire process—including due diligence, pre-approval analysis meetings, preliminary review by the Risk Department, and final approval by the Credit Department—it is mandatory to clearly determine whether a company qualifies as a green project to ensure the precise allocation of green credit resources; Mobile Identification Tool: Innovatively introduced a mobile green project identification tool to help business personnel quickly identify the green attributes of projects during the pre-loan stage and provide a fast-track process for eligible green projects.
During the Loan Period	Priority Approval: Projects that meet green credit standards—such as those related to the low-carbon economy, circular economy, and ecological conservation—may receive priority approval when applying for credit; Dynamic Risk Management: Clients with poor environmental performance, inadequate fulfillment of social responsibilities, non-compliant governance structures, or serious violations of laws and regulations shall be subject to strict scrutiny and denied approval.
Post-Loan Stage	Environmental Impact Monitoring: Strengthen continuous monitoring and supervision of clients' environmental impacts; post-loan inspection reports must detail the enterprise' s ESG risks and comprehensively assess their impact. Targeted Management Measures: For clients with potential significant ESG risks, specific management measures shall be formulated based on actual circumstances to ensure risks are controllable and addressed in a timely manner.

Performance Evaluation

The bank has established a green performance evaluation system that fully integrates the effectiveness of green finance initiatives into the operational management assessments of branches. This system covers six key dimensions: green finance business development, control of loans related to "high-energy-consumption, high-emission, and overcapacity" industries, green product innovation, credit asset quality, compliance with regulations, and green operations. It systematically guides and incentivizes branches to continuously deepen their green finance practices and steadily advance high-quality business development.

Green Finance Talent Development

Bank of Ningbo deeply recognizes that professional talent is the core engine driving green finance innovation and high-quality development. In 2025, the Bank will continue to refine its green finance talent development system. By actively participating in industry seminars, deepening external ecosystem partnerships, and organizing internal specialized training, we will enhance the comprehensive capabilities of all employees regarding green finance policies, products, risks, and marketing.

Participating in Industry Training to Stay Ahead of Policy Trends

Case

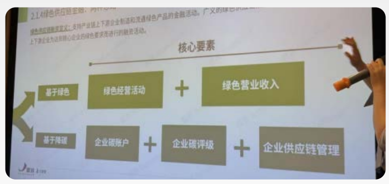
In June 2025, the Bank selected key business personnel to attend the "Specialized Training Course on Green Finance Capability Enhancement and Practical Experience Sharing from Reform and Innovation Pilot Zones" organized by the China Financial Training Center.The training featured in-depth instruction and discussions on topics including the latest national green finance policy developments, the establishment of green governance mechanisms within financial institutions, and transition finance practices in key industries. Through this high-level training, our participants gained a timely understanding of macro-policy directions and industry trends, drew upon reform experiences from leading regions, and provided a forward-looking perspective and a solid knowledge base for the optimization and implementation of the bank's green finance strategy.

<Bank of Ningbo staff selected to participate in the training>

Cross-Industry Co-creation Activities to Stimulate Innovative Thinking

Case

From June to July 2025, The bank actively participated in the "Digital Technology Empowering High-Quality Development of Green Finance" co-creation event, jointly organized by Menglang Technology and the Huzhou Municipal Government.During the event, The bank's representatives engaged in extensive and in-depth discussions with financial institutions, technology companies, and academic experts on cutting-edge topics such as the digitalization of green finance, innovations in carbon finance, and pathways for transition finance. This cross-sector co-creation initiative not only broadened the industry horizons of The bank's talent but also fostered the convergence of financial and technological thinking, injecting new innovative momentum into the exploration of digital and intelligent green finance products and service models.

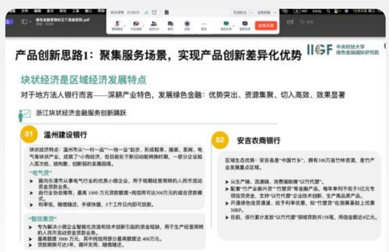


<Bank of Ningbo participates in the "Digital Technology Empowering High-Quality Development of Green Finance" co-creation event>

Internal Specialized Training to Strengthen Practical Skills

Case

To effectively enhance the green finance business development capabilities of frontline staff, the Corporate Banking Headquarters at the head office organized a specialized training session titled "The Five Mindset Keys to Green Marketing" in December 2025 for green finance specialists across all branches.The course featured external experts who systematically covered the restructuring of green finance marketing mindsets, precise identification of target clients, key points of compliance and risk control, and implementation strategies for typical business scenarios, supplemented by practical exercises using a wealth of case studies. This highly targeted training effectively enhanced the professional competence and practical capabilities of frontline staff in market expansion, customer service, and business promotion, providing direct and robust support for the deepening and development of green finance operations in the end-user market.



<Bank of Ningbo organizes specialized training for green finance staff>

Green Finance Products

Building on its management framework, Bank of Ningbo is committed to establishing a diversified green finance product system to precisely support the green and low-carbon transformation of the economy and society.

Green Credit

The Bank continues to deepen the development of its green credit system. While consolidating lending in traditional sectors, we actively promote product innovation and policy-driven initiatives, establishing a multi-tiered, comprehensive green credit service system. Aligning with the national "Dual Carbon" goals and regional green transition needs, we prioritize support for key sectors such as green development, environmental protection, and energy conservation. We also vigorously innovate specialized products focused on carbon reduction, guiding financial resources to be precisely directed toward green projects.

Enriching the Product Portfolio and Implementing Distinctive Initiatives

- Comprehensively promoting "Carbon Reduction Loans" to provide preferential interest rate loans for projects in the fields of clean energy, energy conservation and environmental protection, and carbon reduction technologies;
- Innovatively introduced "green low-carbon loans" and "green specialized loans" linked to "industrial carbon account" ratings, offering differentiated interest rate discounts to enterprises with "deep green" and "light green" ratings. This directly links corporate environmental performance to financing costs, effectively incentivizing enterprises to reduce emissions and cut carbon.

Introducing Specialized Policies to Build a Comprehensive Empowerment Mechanism

Formulate specialized support policies centered on the four dimensions of "scale growth, preferential pricing, capital conservation, and performance-based guidance" to ensure the rapid development of green credit.

- Set clear annual growth targets for green credit volumes to define the direction of business development;
- Introduce a comprehensive package of preferential policies, including favorable internal transfer pricing and preferential economic capital treatment, to reduce the operational costs of green credit business;
- Incorporate green loan-related indicators into the annual performance evaluation systems of business units at all levels and their respective managers to strengthen performance-based incentives and fully stimulate the internal momentum for the development of green credit business.

2025 Key Performance

By the end of the 2025 reporting period, Bank of Ningbo's green credit portfolio will have achieved leapfrog growth, with corresponding enhancements in management systems and risk control capabilities. The outstanding balance of green loans will reach RMB 64.69 billion, an increase of RMB 14.377 billion from the beginning of the year, exceeding the new growth target set at the start of the year; cumulative carbon reduction loans disbursed will total RMB 259 million, expected to drive carbon emissions reductions of 26,883.4 tons of CO_2 equivalent.

Green loan balance	64.69 billion
Energy-saving and carbon-reduction industry loan balance	2.474 billion
Environmental protection industry loan balance	4.497 billion
Resource recycling industry loan balance	1.43 billion
Energy green and low-carbon transition loan balance	3.062 billion
Ecological conservation, restoration, and utilization loan balance	4.111 billion
Infrastructure green upgrade loan balance	47.44 billion
Green service loan balance	131 million
Green trade loan balance	158 million
Green consumption loan balance	1.387 billion

Case: ADB Loan for the Ningbo Urban Green and Low-Carbon Development Project

In 2025, as a partner financial institution for the Asian Development Bank (ADB) Green and Low-Carbon Development Project, Bank of Ningbo successfully disbursed a RMB 50 million loan to Cixi Water Investment Co., Ltd.The project addresses critical challenges in urban environmental management. The funds were specifically allocated for the construction of new facilities for the transfer of household waste, construction waste, and resource sorting, along with supporting infrastructure. This initiative filled gaps in the local waste sorting and collection system for certain waste categories and effectively resolved the issue of insufficient urban waste transfer capacity.Upon commissioning, the project completely replaced traditional treatment methods—such as the direct discharge of kitchen waste wastewater and the landfilling of household waste—and is projected to reduce CO_2 emissions by 62,991.7 tons annually, providing robust financial support for Ningbo's transition toward a green and low-carbon city.

Carbon Emission Allowance Pledged Loans Mobilize Corporate Carbon Assets

Case

In 2025, leveraging the National Carbon Emission Rights Registration, Clearing, and Settlement System, The bank provided carbon emission quota pledge financing services to several major emitting enterprises. Among these, we issued a RMB 2 million working capital loan to a thermal power company in Ningbo, using the enterprise' s legally held carbon emission quotas as collateral to achieve rapid disbursement on a T+1 basis.Through professional valuation and pledge registration processes, this business transforms enterprises' intangible carbon emission rights into green development funds, which are used to support energy-saving upgrades and low-carbon technology R&D.

As of the end of the reporting period, cumulative disbursements for such products exceeded RMB 120 million , serving over 30 key emitting enterprises. This has effectively mobilized corporate carbon assets, promoted the deep integration of the carbon market and financial markets, and provided flexible financing channels for the low-carbon transition of high-carbon enterprises.

Green Bonds

The bank regards the development of green bond business as a key strategic initiative to serve the national "dual carbon" strategic goals and optimize our asset structure. We are actively building comprehensive service capabilities covering the entire chain, including issuance, underwriting, and investment.

Underwrote and issued green bonds
9

Held a green bond balance
3.2 RMB billion

held a total in offshore green bonds
6.378 USD billion

By strictly managing the use of raised funds, we ensure that capital is precisely directed toward green projects that meet national standards, effectively guiding social capital to participate in the green and low-carbon transition, and promoting the healthy and standardized development of the green bond market.

Green Finance Product Categories	Product	Main Services
Green Credit	Carbon Reduction Loans, Green Low-Carbon Loans, Green Specialized Loans, etc.	Focuses on clean energy, energy conservation and environmental protection, carbon reduction technologies, and other fields; innovatively introduces differentiated pricing products linked to "Industrial Carbon Account" ratings, directly linking corporate environmental performance to financing costs.
Green Bonds	Green bond underwriting and investment.	Actively providing green bond issuance services to eligible enterprises and conducting green bond investments to guide social capital toward standard green projects.
Green Supply Chain Finance	Supply Chain Finance Products.	Products tailored for core green enterprises, including buyer' s credit, factoring, domestic forfaiting, bank bill discounting, and asset pools; Leveraging core enterprises in green industrial chains—such as new energy vehicles, lithium batteries, and photovoltaic power generation—to provide financing services to upstream and downstream enterprises and build a green ecosystem.
Green Leasing Products	The "Sunlight Lease," "Energy Storage Lease," and "Station Easy Lease" series.	Offer flexible, customized financial leasing solutions for the construction and operation of green infrastructure, including solar power plants, energy storage projects, and new energy vehicle charging stations.
Personal Financial Products	Low-carbon consumer finance products.	Extend green finance into the personal consumption sector to support consumers' financial needs in areas such as low-carbon transportation and low-carbon living, while promoting a green lifestyle.
Green Non-Bank Financing	Collaborate with entities such as the National Green Development Fund.	Utiliz non-bank financing channels to connect green projects with diverse financial resources such as equity and funds, thereby broadening financing avenues for enterprises.

Underwriting China' s First Green Bond in the "Two Major" Sectors

Case

In January 2025, The bank, acting as the lead underwriter, successfully assisted a subsidiary of Wuxi Industrial Group in issuing the nation' s first green bond in the "Implementation of National Major Strategies and Security Capacity Building in Key Sectors" sector. The bond had an issuance size of RMB 200 million , a 5-year term, and a coupon rate that set a new historical low among comparable bonds nationwide at the time.The successful completion of this project not only opened up an innovative, low-cost financing channel for the issuer but also demonstrated The bank' s professional value and market influence in precisely serving national major strategies and leading innovation in green financial products.

Technology Empowering Green Finance Development

Bank of Ningbo adheres to a technology-driven approach, actively promoting the deep integration of fintech and green finance, and reshaping green finance service processes and management models through digital and intelligent means. Through independent R&D and collaborative innovation, the Bank has established a comprehensive technology support system spanning front-end customer identification, middle-office business management, and back-end data empowerment, thereby comprehensively enhancing the efficiency, precision, and customer experience of green finance services.

System Name	Key Functions
Green Finance System Mobile App	Built-in big data and AI-powered recognition models enable account managers to query and assess a company' s green attributes in real time via a mobile app. By automatically matching green loan classifications based on the latest policy standards, the system ensures precise identification, bringing green financial services forward to the initial marketing stage and enhancing the intelligence and convenience of these services.
Green Finance Business Management System Development	By leveraging technologies such as big data, artificial intelligence, and cloud computing, we will establish a green finance business management system that interfaces with the bank' s internal credit system to enable comprehensive management of green finance operations; By 2025, system functionality will be optimized and upgraded to ensure that all green finance operations are accurately and in real time aligned with the latest statistical standards and definitions. Following the upgrade, the system' s ledger management capabilities will support real-time querying of green finance operations, dynamic monitoring, and one-click export of compliance reports, thereby comprehensively enhancing management efficiency and the timeliness of data reporting.
Environmental Risk Early Warning System	By integrating data from environmental protection authorities—including administrative penalties and pollution discharge permits—the system generates real-time early warning alerts, continuously monitors environmental risks of credit-approved enterprises, and enhances end-to-end credit management.
"BoBo Zhiliao " One-Stop Enterprise Digital Service Platform	Carbon Management Compliance Tools: Supports carbon tariff reporting, corporate carbon emissions accounting, and integration with certification processes; Weather Data Empowerment: Innovatively integrating weather data to provide value-added services—such as precise meteorological risk analysis and power generation forecasting—for corporate green transitions, production operations, and new energy projects, thereby enhancing the platform' s overall service value.

< Green Financial Technology System >

Innovation-Driven Integrated Development

Bank of Ningbo regards digital transformation and technology-driven financial services as key engines for promoting high-quality development. By leveraging technology to comprehensively reshape business processes and enhance the customer experience, the bank is committed to supporting high-level technological self-reliance and self-strengthening, and continues to refine a specialized financial service system that covers the entire lifecycle of technology enterprises.

2025 Key Performance

Leveraging big data and artificial intelligence technologies, The bank has built a multimodal middle platform that unifies production, management, operations, and services. To date, more than 150 intelligent models have supported over 450 business and management scenarios, achieving dual improvements in service efficiency and risk control capabilities.

Digital Finance

Bank of Ningbo adheres to strategic leadership, continuously advancing the implementation of the *Digital Bank Construction Plan (2022–2025) and the Information Technology Strategic Plan (2023–2025)*. The bank is committed to reshaping business processes, optimizing the customer experience, and expanding service boundaries through technological innovation.

Governance Mechanism

Governance model driven jointly by the "Digital Transformation Strategy Committee" and the "Fintech Management Committee."

FinTech Talent Development

Integrate technology ethics into the entire process of talent selection, deployment, development, and retention;
Establish dedicated science and technology innovation funds and organize applied innovation competitions to stimulate internal vitality within the organization.

Business Middle Platform Development

Seven business R&D centers and a design center have been established according to business domains. Together with the management center, testing center, and data center, they form an "Eleven-Center" organizational structure, building a technology system based on the trinity of "product, technology, and support."

Organizational Structure Optimization

Each Vice President of a business R&D center also serves as Vice President of the corresponding business department, creating a fintech system that spans all business lines horizontally and reaches every level vertically.

<Digital Transformation Initiatives of Bank of Ningbo>

Platform/Product	Service Positioning and Core Capabilities	Primary Application Scenarios	Typical Cases and Performance
Treasury Manager	Global fund management platform designed for corporate groups and government agencies. Centered around the "8+4+N" framework, it integrates account inquiry, fund transactions, direct system connectivity, and AI-assisted functions, supporting unified management of multiple banks and accounts.	Centralized cash management for the group, visualization of domestic and international accounts, and global cash coordination.	Case : Centralized Cash Management for Corporate Groups Through a "single point of access," the solution provides a unified view of domestic and international direct-connect banks, non-direct-connect banks, and third-party payment accounts, enabling real-time monitoring of cash flows. This significantly addresses the challenges posed by fragmented accounts and complex oversight, while enhancing the efficiency of cash utilization and global coordination capabilities.
Kunpeng Treasury	Fully integrated treasury solution for corporate groups, establishing a "6-Pronged" service system characterized by "comprehensive consulting, full business coverage, total risk management, global connectivity, fully open systems, and end-to-end support."	Treasury system development, cross-border fund management, investment, financing, and risk management.	Case : Cross-Border Fund Visibility and Control By leveraging RPA to establish a single point of access to overseas banks, we have integrated domestic and international fund data streams, providing a unified view of global fund movements. This simplifies cross-border settlement processes, strengthens risk management, and supports enterprises in expanding their overseas operations.
Forex Manager	With over 300 specialized foreign exchange services integrated across online banking, App, mini-programs, and direct system connections, we provide enterprises with one-stop foreign exchange and cross-border financial services.	Cross-border settlement, trade finance, exchange rate management, and foreign exchange facilitation services.	Company executives, finance staff, and business personnel can handle foreign exchange-related transactions with a single click through multiple channels, enhancing the convenience and responsiveness of cross-border financial services.
Bobo Smart Chain	Supply chain-centric bill management platform that enables online management of the entire lifecycle of supply chain bills and aggregates data on the "four flows" of the industrial chain.	Supply chain finance, bill management, new customer acquisition, and risk identification.	By integrating "technology, business scenarios, and finance," the platform not only strengthens customer loyalty within the industrial chain and expands settlement and account services but also leverages data to enhance risk identification capabilities for enterprises on the chain, thereby promoting the coordinated development of industry and finance.
Digital Workforce	An integrated enterprise human resources management platform that leverages open APIs and low-code PaaS to support deep integration with a company's existing systems.	Recruitment, performance management, compensation, training, and digital transformation in human resources.	Case: Medical Chain Integrated performance, recruitment, and compensation systems to address the challenges of managing multiple facilities and positions. Case: A-Share Listed Manufacturing Company Added modules for leave management, training, and performance evaluation, and integrated them directly with the company's OA system to promote refined human resources management.

<Bank of Ningbo's Fintech Platform and Application Cases>

Application Areas	Services	Implementation Approach	Typical Cases and Performance
Green, Low-Carbon, and Energy Management	Comprehensive energy-saving services for smart water, electricity, and gas systems.	By combining on-site inspections with data analysis, we conduct diagnostics on key energy-consuming equipment such as air conditioning systems, lighting, elevators, boilers, ventilation systems, and air compressors. We then propose energy-saving optimization plans that balance cost-effectiveness and track the implementation of these plans.	JH Group Headquarters Campus: By implementing smart lighting control in public areas and installing air-source heat pumps, the campus has optimized its energy consumption structure, saving approximately 586,000 yuan in electricity costs annually, thereby effectively reducing energy costs and fossil fuel consumption.
Public Services and Key Industries	Energy-saving retrofits for high-energy-consumption scenarios and refined energy management.	For energy-intensive industries such as healthcare, implement energy-saving retrofits of central air conditioning systems, lighting upgrades, and the development of energy metering systems to promote the digitization and intelligent management of energy consumption.	BD People's Hospital: While ensuring the stable operation of medical services, we are improving energy efficiency and promoting energy conservation, reduced consumption, and green operations.
Industrial Digitalization and Smart Manufacturing	Integrated management solutions for energy and production data.	Establish an energy consumption monitoring system covering multiple facilities, integrate energy consumption data—including water, electricity, and gas—with the company's proprietary digital systems, and achieve real-time monitoring, analysis, and continuous optimization.	HT Plastic Machinery Group: Implementing three-tier energy consumption monitoring and analysis at the group level to drive continuous improvements in overall energy efficiency and support the digitalization and refined management of manufacturing enterprises.

<Typical Implementation Cases of Bobo ZhiLiao>

Fintech

Bank of Ningbo regards serving technological innovation and supporting high-level self-reliance in science and technology as a vital social responsibility and a significant development opportunity. In 2025, the Bank updated its *Credit Policy for Technology Finance*, establishing a differentiated and targeted credit service system covering the entire lifecycle of technology enterprises based on the two core principles of 'liquidity' and "certainty." We are committed to providing professional financial solutions to accompany technology enterprises throughout their growth journey—from startup to maturity—effectively addressing their financing challenges and promoting the efficient allocation of financial resources to key areas of technological innovation.

The core of The bank's fintech strategy lies in deeply understanding and adapting to the growth patterns and specific financing needs of technology companies. We have established an evaluation framework centered on "future growth potential" and "business certainty," and have developed differentiated cooperation strategies and product portfolios tailored to the various stages of a company's development:

Seed and Early-Stage	Growth Stage	Development and Maturity Stages
Focuses on supporting companies that have already attracted attention from capital markets. Centered on products such as "Talent Loans" and "Partner Loans," this phase provides complementary credit during critical stages of equity financing to help companies successfully overcome early-stage development bottlenecks.	Primarily serves enterprises with clear business models and well-defined growth trajectories. Focusing on companies within the investment portfolios of renowned investment institutions or those in industrial parks that have reached a preliminary scale of industrialization, we integrate product combinations such as "Salary Loans," "Order Loans," "Equipment Loans," and "Executive Loans." Through comprehensive services—including enhanced settlement solutions—we build close bank-enterprise relationships.	Focuses on serving leading enterprises in niche sectors and listed companies. Beyond providing basic financing support, the bank prioritizes promoting comprehensive financial products such as corporate account overdrafts and domestic letters of credit, while implementing customized "one enterprise, one strategy" service plans.

<Technology-enabled Finance for Enterprises>

2025 Key Performance

As of the end of 2025, The bank's outstanding loans to technology companies totaled RMB 115.487 billion, representing a 22% increase from the end of the previous year.

Bank's outstanding loans to technology companies
115.487 RMB billion

Increase from the end of the previous year
22 %

Finance for the People Inclusive and Shared

Bank of Ningbo regards retirement finance and inclusive finance as key pillars for upholding the people-oriented nature of finance and serving national strategies. In response to the trend of population aging and the demands of inclusive finance, the Bank is committed to building a comprehensive retirement ecosystem that encompasses retirement planning, industry support, and health services, thereby fostering high-quality development of the silver economy. At the same time, the Bank remains steadfast in its focus on small and micro enterprises, empowering the real economy through dedicated mechanisms and innovative products to support the stable operations and cross-border expansion of businesses.

- **In the area of elderly care industry finance**

  we collaborate with organizations such as the Elderly Industry Association to provide multi-tiered financing services to clients in related industries. Through inclusive loan products, we meet the working capital needs of various distributors of senior products, as well as the operational requirements of elderly care service providers for renovations, refurbishments, and equipment procurement.

- **In the area of pension finance**

  we have established a team of pension finance and wealth management experts to launch an exclusive "Silver Age Card" for senior clients. Based on their risk preferences and wealth management needs, we implement asset allocation strategies focused on "low risk and stable returns" to help senior clients ensure the safety and preservation of their pension funds while achieving sustained growth.

- **In the area of financial services for elderly care**

  we have established the "Respect for the Elderly Academy" to develop courses centered on three key themes: fraud prevention and safety, financial literacy, and wealth management. These courses provide senior clients with practical knowledge on topics such as RMB counterfeit detection, prevention of telecommunications fraud, and prudent financial management. At the same time, we have introduced exclusive benefits and themed events to support inclusive elderly care initiatives.

Pension Finance

Bank of Ningbo places great importance on pension finance services, actively embraces the new era of the silver economy, and fully complies with policy requirements set forth in documents such as the *Notice on Regulating and Promoting the Development of Commercial Pension Finance Services*, the *Opinions of the General Office of the State Council on Developing the Silver Economy and Enhancing the Well-being of the Elderly*, and the *Guiding Opinions on Financial Support for China' s Pension Sector and High-Quality Development of the Silver Economy*. The Bank continues to refine its pension finance service system and has completed the revision of the *Bank of Ningbo Pension Finance Management Measures*. We are fully committed to advancing the "pension finance" initiative and contributing our professional expertise to the construction of a multi-tiered, multi-pillar pension insurance system and the prosperity of the silver economy.

Pension Finance Governance

The bank has established a specialized pension finance organizational structure with clearly defined responsibilities and authority that spans the entire institution, creating an end-to-end management framework from strategic decision-making to operational execution, thereby providing a solid foundation for the high-quality development of pension financial services.

Level	Department	Responsibilities
Decision-making level	Board of Directors	· Formulate the bank' s strategies, policies, and objectives for pension finance, and integrate them into the bank' s corporate governance, corporate culture, and development strategy; · Oversee the effective implementation and execution of pension finance initiatives by senior management.
Management level	Senior Management	· Establish a leading group for pension finance to coordinate planning and deployment; · Formulate the pension finance business strategy and uniformly plan and deploy pension finance initiatives across the bank; · Review pension finance business management processes and oversee business operations.
Operational level	Corporate Banking Headquarters at Head Office	· Lead the development of pension finance systems, regulatory reporting, business promotion, and cross-departmental coordination across the bank, and be responsible for the specific management and innovation in the pension industry finance sector.

<Pension Finance Organisational Structure>

Financial Services for Elderly Care

Adhering to the service philosophy of "respecting, caring for, assisting, and serving the elderly," The bank continuously improves its pension finance service system. Centered on 3 core areas—the elderly care industry, pension planning, and elderly care services—and focusing on 4 key dimensions—"pension finance, age-friendly care, healthy aging, and elderly-benefiting products"—we are committed to providing comprehensive, compassionate financial services to our elderly clients, helping them realize the vision of a fulfilling life where they "have financial security, a sense of belonging, joy, and fulfillment in their later years."

- Launch a financial brand for elderly care
- Update a range of elderly-friendly services at our branches
- Establish a silver-age senior care academy
- Form a team of volunteers
- Create a dedicated service area for the elderly
- Establish a dedicated service channel
- Create a platform for enjoying a fulfilling retirement
- Develop a range of financial support programs

<Key Initiatives of Bank of Ningbo' s Pension Services>

Innovation in Elderly Care Finance

The bank continues to drive the deep integration of financial services with healthcare scenarios, focusing on the critical steps required to ensure that medical services truly reach patients. We are bridging the "last 100 meters" between medical services and patient needs. Through fintech empowerment and scenario-based collaboration, we assist medical institutions in optimizing service processes, integrating diagnostic and treatment services, lifestyle amenities, and digital management, thereby enhancing the accessibility and convenience of healthcare services.

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

<Bank of Ningbo Digital Healthcare System>

Inclusive Finance

Bank of Ningbo consistently adheres to the business strategy that "large banks can't do well, and small banks can't do it," deeply committing to serving small, medium, and micro enterprises by providing them with "simple, convenient, and efficient" comprehensive financial services.

Inclusive Finance Management

The bank has established a dedicated task force for SME financing coordination to consolidate resources across internal departments and strengthen support for SME lending operations at frontline branches. To further stimulate service momentum, we have formulated and implemented the *Bank of Ningbo Management Measures for Due Diligence Evaluation and Accountability in Inclusive and Agricultural Credit Granting*, which improves the due diligence exemption mechanism. This effectively alleviates the concerns of credit officers during the loan approval process and tangibly enhances their confidence to "dare to lend and be willing to lend."

To systematically advance inclusive financial services, The bank continues to refine internal organizational structures and incentive systems while implementing targeted support policies:

Improve internal organizational development	The Head Office has established a Leading Group for Inclusive Finance Work, under which an office is set up within the Retail Corporate Banking Department of the Head Office. The Retail Corporate Banking Department of the Head Office is responsible for leading the organization, coordination, supervision, and guidance of various departments at the Head Office and branch institutions in carrying out inclusive finance work. Simultaneously, it defines the requirements for inclusive finance support work of relevant departments.
Improve the internal incentive mechanism	Clearly tie inclusive lending performance metrics to the annual performance evaluations of the heads of each institution and the executive vice presidents in charge of relevant divisions. Include relevant metrics for the disbursement of inclusive loans to small and micro enterprises in the performance evaluation guidelines for branch management and in the evaluation guidelines for executive vice presidents overseeing the retail banking division.
Improve the internal incentive mechanism	To provide inclusive small and micro enterprises with multiple preferential measures, including capital cost discounts, tax incentives, economic capital cost concessions, and subsidies for new balance increments, aimed at reducing their financing costs and supporting their development.

<Inclusive Finance Internal Management System>

Inclusive Resources Guarantee

Our bank continues to deepen its inclusive finance service model, which is characterized by "specialized institutions, dedicated policies, professional services, and focused research." Through the allocation of dedicated credit resources and differentiated preferential policies, we are continuously increasing our lending to inclusive small and micro enterprises. Focusing on the operational scenarios and financing pain points of small and micro enterprises, we proactively design credit management and comprehensive service solutions. We have innovatively launched scenario-based financing products such as "Easy Loan" and "Export Extreme Loan" By streamlining processes, extending terms, and improving efficiency, we effectively meet the "short-term, frequent, and rapid" working capital needs of small and micro enterprises, supporting the development of the real economy with professional and targeted financial services. While providing credit support, we are committed to becoming a long-term partner for the sustainable development of small and micro enterprises. We have innovatively introduced comprehensive protection services, such as property insurance, to deepen our services from "financial support" to "risk protection." Through innovative service models, we comprehensively assist the real economy in mitigating risks and achieving resilient growth.

The maximum credit limit
300
RMB million

Easy Loan

Bank of Ningbo has launched "Easy Loan," a fully online unsecured loan product designed for high-quality small and micro enterprises and sole proprietors with a history of honest tax compliance. The product uses corporate tax data as the basis for credit approval, enabling a fully digital process from application and approval to disbursement. Approval can be completed in as little as 3 minutes, with a fully online application process and no collateral required. The maximum credit limit is up to RMB 5 million, effectively meeting the financing needs of small and micro enterprises through efficient and convenient digital services.

With funds disbursed as quickly
10
minutes

Export Extreme Loan

As a financial institution directly connected to the State Administration of Foreign Exchange' s blockchain platform, Bank of Ningbo has leveraged big data resources to launch "Export Extreme Loan," a credit-based trade financing solution for small and micro export enterprises. The solution primarily serves high-quality small and micro enterprises with export volumes exceeding $1 million, offering unsecured credit lines of up to $2 million. It supports fully online applications and automated system approval, with funds disbursed as quickly as 10 minutes.

Had provided cumulative insurance coverage of approximately
100
RMB billion

"Export Extreme Loans" integrates two core functions of the Cross-border Financial Blockchain Service Platform: "Export Receivables Pledge Financing" and "Enterprise Cross-border Credit Information Authorization and Verification." Enterprises need only submit a simple financing application; the system then automatically verifies customs declaration information and disburses the financing amount, significantly improving financing efficiency for businesses.

Property Insurance Coverage Services

Maxwealth Financial Leasing, a subsidiary of Bank of Ningbo, helps clients enhance their risk protection for equipment and assets by providing comprehensive property insurance coverage for small and medium-sized enterprises.

Recover approximately in economic losses
11
RMB million

By 2025, the company had provided cumulative insurance coverage of approximately RMB 100 billion, establishing a risk defense line for the safe operation of corporate equipment. In response to equipment damage caused by natural disasters such as typhoons and floods, Maxwealth Financial Leasing assisted enterprises with claims processing throughout the year, helping them recover approximately RMB 11 million in economic losses. This ensured the continuity of business operations and demonstrated the social responsibility of financial institutions in disaster prevention and risk sharing.

2025 Key Performance

Inclusive micro and small business loan balance	An increase from the beginning of the year	Served inclusive SME clients
257.356 RMB billion	37.415 RMB billion	213,400

Empowering Small and Micro Foreign Trade Enterprises

Leveraging our strengths in cross-border finance and comprehensive services, we address the pain points of small and micro foreign trade enterprises. Through digital tools such as "Forex Gold Manager" and "Bobo ZhiLiao," as well as our one-stop offshore settlement platform, we provide end-to-end support covering everything from settlement and financing to risk hedging and customer acquisition. At the same time, we collaborate with government departments to organize specialized training sessions, helping small and micro foreign trade enterprises navigate their journey with stability and confidence.

Bank of Ningbo Hosts Overseas Funds Exchange Meeting for Zhejiang Foreign Trade Enterprises

Case

On June 12, 2025, under the guidance of the Zhejiang Provincial Department of Commerce, The bank hosted the Zhejiang-specific session of the "New Starting Point, New Future" Overseas Funds Center Exchange Meeting.The event brought together representatives from 60 key foreign trade enterprises in the province. Centered on the core development concepts of "specialization, digitalization, platformization, and internationalization," participants engaged in in-depth discussions and exchanges on topics including foreign investment policies, overseas account and cash management, and comprehensive cross-border service solutions, helping Zhejiang's foreign trade enterprises enhance their cross-border fund management capabilities and international operational standards.

<Bank of Ningbo Hosts Seminar on Overseas Funding for Zhejiang Foreign Trade Enterprises>

Bank of Ningbo Collaborates with Suzhou Municipal Bureau of Commerce to Host Pre-Canton Fair Briefing

Case

On October 14, 2025, the Suzhou Branch, in collaboration with the Suzhou Municipal Bureau of Commerce and local commerce bureaus across various districts, jointly organized a pre-Canton Fair training session in Guangzhou, attracting nearly 280 representatives from high-quality foreign trade enterprises. The event focused on practical challenges faced by enterprises during their global expansion, featuring in-depth discussions on core topics such as overseas market expansion, strategies for managing exchange rate fluctuations, and optimization of cross-border settlement.The bank simultaneously promoted its digital service portfolio, including the "Bobo ZhiLiao" overseas customer acquisition assistant, carbon tariff declaration support, AI short video marketing, and the "Foreign Exchange Gold Manager," providing enterprises with end-to-end empowerment—from customer acquisition, settlement, and financing to exchange rate hedging—to help them achieve "worry-free global expansion."

<Bank of Ningbo Collaborates with Suzhou Municipal Bureau of Commerce to Host Pre-Canton Fair Briefing>

Environmental Protection Chapter

Bank of Ningbo actively responds to the national "Dual Carbon" strategy by incorporating climate change response and the promotion of green development into its long-term development strategy. Adhering to the concept of green and low-carbon operations, the Bank systematically promotes energy and resource conservation, compliant waste management, and emissions reduction across the entire operational chain. We are committed to building an "environmentally friendly bank" through concrete actions and long-term management, thereby contributing financial strength to the green transformation of the economy and society.

Leading with "Dual Carbon" Goals Building a Green Future Together

03

Key Issues

Addressing Climate Change

Energy and Resource Utilization

Waste Management

Green Operations

Supply Chain Management

Align with the United Nations Sustainable Development Goals

6 CLEAN WATER AND SANITATION

7 AFFORDABLE AND CLEAN ENERGY

13 CLIMATE ACTION

14 LIFE BELOW WATER

15 LIFE ON LAND

Special Feature

Climate Response: Strategy First

Bank of Ningbo actively responds to the national strategic goals of carbon peaking and carbon neutrality by integrating ESG risks—including climate-related risks—into daily office operations and business processes. We formulate action plans and specific measures to address climate change from both business and operational perspectives.We adhere to the International Financial Reporting Standards on Sustainability (IFRS S2) and the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), integrating climate factors into the entire process of corporate governance, strategic planning, risk management, and performance evaluation. We are committed to enhancing our own climate resilience and effectively channeling financial resources to support the green and low-carbon transformation of the economy and society.

Governance

Bank of Ningbo continuously refines the overarching framework for managing climate-related risks and opportunities, consistently enhances management capabilities, and clarifies that the Board of Directors bears supervisory responsibility for climate risks across the entire bank, while senior management is responsible for formulating and implementing climate risk management strategies. At the same time, the Bank actively researches and explores the integration of sustainability risk management into its comprehensive risk management framework to ensure that climate change-related risks are effectively identified, assessed, and addressed.

Strategy

Bank of Ningbo positions climate change response as a core element of its long-term strategy. We proactively identify environmental and climate risks and opportunities from multiple dimensions and develop targeted measures to ensure business stability and sustainable development. In conducting a comprehensive review of climate-related risks, the Bank has considered various potential climate scenarios, establishing both high-emission and low-emission scenarios. We analyze the challenges and opportunities presented by climate factors under each scenario and conduct a comprehensive assessment of the financial impact of climate factors[1].

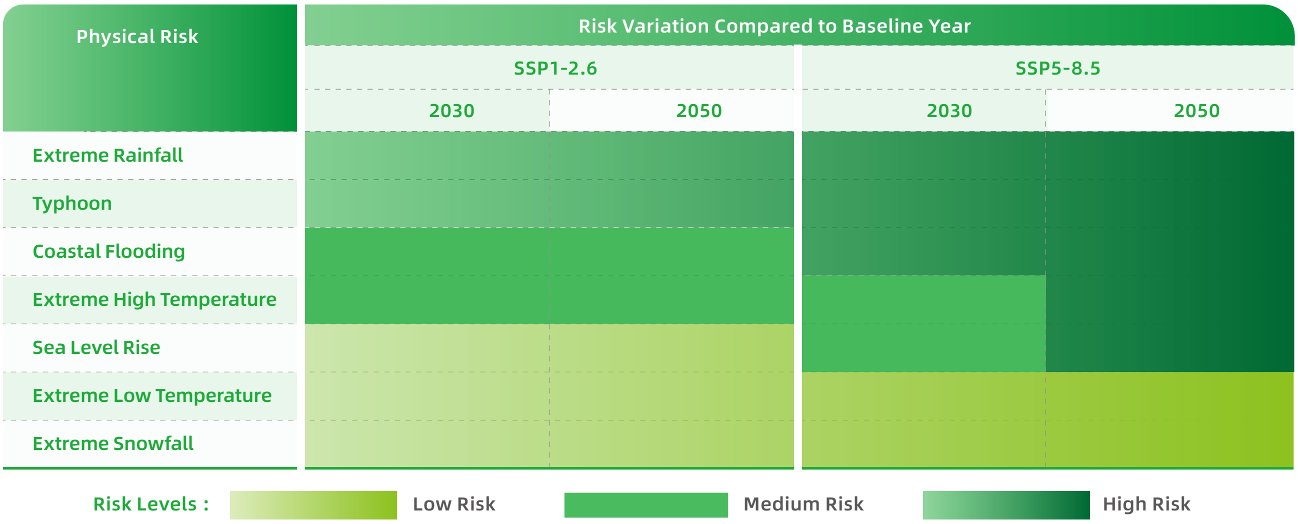
The Bank referred to the Shared Socioeconomic Pathways (SSPs) from the Sixth Assessment Report (AR6) by the Intergovernmental Panel on Climate Change (IPCC) for scenario analysis and compared the low greenhouse gas emissions scenario (SSP1-2.6) and the high greenhouse gas emissions scenario (SSP5-8.5). The Bank qualitatively assessed the potential impacts of climate factors on its operations from three time perspectives: short-term (2026), medium-term (2030), and long-term (2050).

Physical Risk Analysis and Climate Scenario Explanation

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

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

Physical Risk Overview Table



Physical Risk Assessment and Mitigation Measures

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

Risk Type	Risk Factor	Primary Impact	Time Horizon	Impact Severity	Countermeasures
Acute Physical Risks	Extreme rainfall	Operational Disruption: 3.Flooding at branch offices and workspaces leads to business suspension, resulting in direct revenue loss. Property damage: Water damage to IT equipment, records, and infrastructure, resulting in high repair or replacement costs.	Short- to Medium-Term	High	Enhanced Facility Resilience: Implement flood-proofing upgrades for branches located in high-risk flood zones, and equip critical data centers with redundant power supplies and waterproofing measures. Business Continuity Management: Develop and regularly drill extreme weather contingency plans to ensure backup sites and remote work capabilities, safeguarding the continuity of core operations.
	Typhoons	Direct physical damage: Strong winds and heavy rain cause damage to building structures and outdoor ATMs. Large-scale service disruptions: Regional power and communication outages result in multiple branches being unable to operate simultaneously.	Short to Medium Term	High	Early Warning and Response Mechanisms: Establish a tiered emergency response process and implement measures such as reinforcing structures, suspending operations, and relocating critical supplies before the typhoon makes landfall. Customer Communication and Alternative Services: Notify customers in advance via online channels about service adjustments and guide them to use digital services such as mobile banking and online banking.
	Coastal Flooding	Long-term operational disruptions: Branches in low-lying coastal areas may be repeatedly flooded, leading to unsuitable locations and customer attrition. High Repair Costs: Seawater corrosion causes more severe damage to buildings and	Short to Medium Term	High	Process optimization: Optimize flood prevention designs and post-disaster recovery processes for facilities in coastal areas. Collaborative Partnerships: Strengthen cooperation with local governments and insurance companies to ensure rapid recovery.
	Extreme heat	Risk of Equipment Failure: High temperatures may cause banking equipment to overheat, compromising operational safety and leading to facility damage or shutdowns.	Medium to Long Term	Medium	Equipment Maintenance: Enhance maintenance of facilities and equipment to ensure the proper operation of air conditioning and cooling systems. Emergency Response Mechanisms: Develop high-temperature emergency response plans in advance to enhance heat resilience.
Chronic Physical Risks	Sea Level Rise	Increased Operating Costs: Long-term sea-level rise may impact the infrastructure of coastal branches, increasing maintenance and repair costs.	Long-term	High	Risk Assessment: Closely monitor sea-level changes in coastal areas and assess the risk of impact on facilities. Facility Safety Upgrades: Gradually relocate or reinforce facilities to minimize potential losses.

To further refine the performance and resilience of Bank of Ningbo' s asset quality in the context of climate risk, we have conducted a dedicated climate risk assessment of asset quality and have preliminarily formulated corresponding response measures. The results are presented in the table below.

Based on Bank of Ningbo's primary business lines, we have categorized assets into five major categories:

Asset Category	Asset Composition
Corporate Assets	Working capital loans, fixed asset loans, project financing, trade financing, bill discounting, etc.
Retail Assets	Operating loans for small and micro enterprises and sole proprietorships; retail loans for individual customers
Financial Investment Assets	Bond investments, mutual funds, asset management products, etc.
Special-purpose assets	Special-purpose assets held by controlled subsidiaries (Maxwealth Fund, Maxwealth Financial Leasing, Ningyin Finance and BNB Consumer Finance. etc.)

Risk Categories	Risk Factors	Impact on asset quality	Time Horizon	Possible Countermeasures
Acute Risks	Extreme rainfall	Corporate Assets: Coastal factories and port facilities may suspend operations due to sudden flooding, leading to short-term cash flow disruptions and an increased probability of default. Retail Assets: Small and micro enterprises and sole proprietorships in sectors such as food service and retail may suspend operations due to flooding, causing a sharp decline in their repayment capacity. Financial Investments: Holders of bonds issued by coastal infrastructure companies face downward pressure on net asset values due to delayed resumption of operations. Specialized Assets: Leased equipment located in disaster-affected areas may face rising maintenance costs and a decline in short-term returns.	Short-Term	Digital Risk Management: Implement differentiated lending criteria for corporate and retail loans in low-lying areas; incorporate flood risk into pre-loan inspection checklists; and strengthen post-loan dynamic monitoring and early warning systems. Early Warning Coordination: Coordinate with meteorological agencies and ports to issue early typhoon warnings and develop emergency response plans. Review and Adjustment: Strengthen environmental reviews of projects and assets in coastal areas.
	Typhoons	Corporate Assets: Port cargo operations are disrupted, manufacturing facilities are damaged, and supply chain disruptions lead to increased corporate default risk. Retail Assets: Coastal stores and sole proprietorships are forced to suspend operations, leading to an increase in short-term business loan default rates. Financial Investments: Disasters cause disruptions in regional economic activity, affecting corporate earnings forecasts and leading to declines in the net asset value of equity investment products. Specialized Assets: Large-scale equipment leasing projects may face damage and rental arrears; short-term returns on wealth management and fund products linked to the coastal economy decline.	Short-Term	Strengthen the resilience of supply chain finance: Assess the overall business continuity plans (BCPs) of core enterprises and their upstream and downstream partners in key industrial chains; incorporate climate resilience as a factor in supply chain financing; and encourage comprehensive insurance coverage for the entire supply chain. Deepen cooperation with the insurance sector: Design inclusive typhoon disaster insurance products tailored for small and micro enterprises.
	Coastal Flooding	Corporate Assets: Coastal warehouses and logistics centers are flooded, leading to asset impairment and increased default risk. Retail Assets: Depreciation of real estate collateral in low-lying areas, resulting in insufficient collateral value. Financial Investments: Decline in net asset value of coastal real estate funds. Specialized Assets: Impairment of leased equipment assets.	Medium to Long Term	Promote green and adaptive financing: Increase credit support for climate adaptation projects. Portfolio management: Periodically review and gradually adjust non-strategic credit and investment exposures that are long-term in areas with high flood risk.
	Extreme heat	Corporate Assets: Rising costs and declining profitability in energy-intensive manufacturing sectors (e.g., metals, chemicals) are affecting medium- to long-term debt repayment capacity. Retail Assets: The proportion of household electricity consumption expenditures continues to rise, reducing disposable income for low- and middle-income groups and affecting the stability of their long-term debt repayment. Financial Investments: Market expectations for the long-term growth of traditional industries with high carbon emissions and sensitivity to high temperatures have been downgraded, leading to a decline in the valuations of related bonds and stocks. Specialized Assets: Assets positioned in sectors such as new energy and	Medium to Long Term	Developing Green Finance: Actively promote specialized green finance products, with a focus on supporting clients in energy-saving retrofits and the installation of distributed solar power systems to reduce their reliance on traditional energy sources and cost sensitivity. Investment Strategy Shift: Increase allocation and research on assets related to "climate adaptation" themes (e.g., smart grids, high-efficiency cooling, and drought-resistant agriculture).
Chronic Risks	Sea Level Rise	Corporate Assets: Coastal factories and port infrastructure require massive investments in protective measures, tying up cash flow and leading to rising default rates. Retail Assets: Real estate collateral in affected areas may suffer permanent value impairment during the loan term, leading to bad debt risk. Financial Investments: Increased uncertainty regarding the solvency of bonds used to fund coastal protection projects. Specialized Assets: All wealth management and fund products holding long-term instruments with underlying assets deeply tied to coastal real estate face challenges regarding "maturity redemption."	Medium to Long Term	Strict Long-Term Credit Approval: For new or refinanced long-term project financing located on high-risk coastlines, require climate adaptation assessment reports from professional institutions and make them a core requirement for credit approval. Disclosure and Investor Communication: Disclose the long-term climate risks faced by the bank itself and its asset portfolios to manage market expectations.

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

Transition Risk Analysis and Climate Scenario Explanation

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

Transition Risk Overview Table

	Orderly Scenario		Greenhouse World Scenario	
	2030 年	2050 年	2030 年	2050 年
Policy and Legal Risks	Medium Risk	High Risk	Low Risk	Low Risk
Market and Technological Risks	Medium Risk	High Risk	Low Risk	Medium Risk
Reputation Risks	Medium Risk	Medium Risk	Low Risk	Medium Risk

Risk Levels : Low Risk Medium Risk High Risk

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

Transition Risk Assessment and Mitigation Measures

Risk Type	Risk Factor	Primary Impact	Time Horizon	Impact Severity	Countermeasures
Transition Risks	Tightening climate policies and deepening carbon pricing mechanisms	Rising credit risk: High-carbon assets face impairment risks, which may lead to a decline in asset quality and an increase in loan default rates.	Short to long term	High	Risk Management: Strengthen risk management and due diligence for high-carbon emission industries. Support for a Just Transition: Develop transition finance to support low-carbon technology upgrades and business transformation for clients in traditional industries.
	Accelerated transformation of technology and industrial structure	Stranded High-Carbon Assets: Assets in traditional high-carbon industries depreciate rapidly, leading to a decline in the market value and recovery rates of related loan portfolios.	Medium Term	Medium	Climate risk stress testing: Strengthen climate risk stress testing to assess the risks associated with high-carbon assets in the bank's portfolio. Portfolio Optimization: Optimize credit and investment portfolios to gradually reduce exposure to high-carbon assets.
	Regulatory Pressure and Climate Change-Related Policy Requirements	Rising Compliance Risks: Regulatory requirements for banks' green transitions are intensifying; banks that fail to transition as required face compliance risks.	Medium to Long Term	High	Strengthen Regulatory Compliance: Enhance communication with regulatory authorities, adjust strategies in a timely manner, and ensure compliance with the latest policy requirements. Develop green finance: Actively expand green finance operations and increase the proportion of green finance in the portfolio. Establishing Green Branches: Launch a pilot program for carbon-neutral branches, calculate the total carbon emissions from the pilot branches' operations, and achieve operational carbon neutrality. For more details, see [Green Branches]
Reputational Risk	Failure to actively address climate change or green finance requirements	Damage to brand value: The bank may face reputational pressure from the public, investors, and regulators.	Short to Long Term	High	Green Brand Promotion: Strengthen brand communication and marketing efforts regarding climate change and green finance. ESG reporting and disclosure: Publish sustainability reports to transparently disclose the bank's progress in green finance and its climate change response measures.

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

Climate-Related Opportunities and Response Measures

Types of Opportunities	Opportunity Factors	Key Impacts	Time Horizon	Response Measures
Green Finance Development	The national "dual carbon" goals are driving the transition to a green economy	Promoting Revenue Growth: Significant increase in demand for green finance, driving the expansion of green projects and green credit operations, and boosting revenue from green finance activities.	Short-term to Long-term	Systematization of Products: Develop and promote green finance products, such as financial innovations in carbon asset investment and financing. For details, see [Green Finance Products] Transition Finance Innovation: Strengthen innovation in green finance products to support green transition projects.
Green Industry Investment	Accelerated development of green industries (e.g., clean energy, green buildings, etc.)	Promoting Green Finance Market Expansion: Generating new investment opportunities and financing needs for banks, fostering the expansion of the green finance market, and creating new sources of business growth.	Medium to Long Term	Resource Allocation: Prioritize support for enterprises in sectors such as energy conservation and environmental protection, clean energy, and low-carbon technologies. Financial Support: Provide funding for green industries through green financial bonds, green loans, and other forms.
Policy Support	The government will increase policy support for green finance	Policy Incentives: The government will introduce more green finance-related policies, offering incentives and financial support.	Short-term to Long-term	Policy foresight research: Strengthen research and analysis of green finance policies to adjust business strategies in a timely manner. Policy-Aligned Investment: Align with government policies to increase investment in green finance and enhance market competitiveness.
Changes in Market Demand	Increased demand for green products from businesses and consumers	Driving Green Finance Product Innovation: Growing demand for green consumption and green supply chain development is driving innovation in green finance products.	Medium to Long Term	Expand the range of green financial products: Introduce financial products such as personal green loans and carbon reduction loans to support green consumption. Develop green supply chain finance: Support green supply chain finance to provide financing for enterprises within the green industrial chain.
Differentiated Competitive Advantages	Financial institutions transitioning to green finance and enhancing climate risk management capabilities	Building Differentiated Barriers: This enables the creation of a differentiated competitive advantage in the market, attracting more environmentally conscious clients.	Medium Term	Improving Service Quality: Enhance the quality of green financial services to attract clients in green industries. Innovative Property Insurance Solutions: Transferring the risk of asset damage caused by disasters to clients, helping the real economy strengthen its risk-absorbing capacity. See [Inclusive Finance] for details Strengthening Disclosure: Enhance climate risk management and disclosure to build customer trust.
Market Expansion Opportunities	The launch of the carbon market and the increasing financial attributes of carbon trading mechanisms provide new market opportunities for the company	Expand into the carbon finance sector: Enter new markets to drive revenue growth.	Long-Term	Seizing "Dual Carbon" Opportunities: Researching "Dual Carbon" development pathways, capitalizing on market opportunities under the "Dual Carbon" goals, and driving the growth of green finance business among retail and wholesale clients.

Risk Management

Bank of Ningbo continues to refine its management mechanisms for climate-related impacts, risks, and opportunities, gradually implementing work related to risk identification, assessment, and management. By fully integrating our business operations model, we analyze and study the identification, assessment, monitoring, and management standards and implementation processes for climate-related impacts, risks, and opportunities. The Bank continuously refines its short-term and medium-to-long-term climate change management strategies to ensure that climate risks are integrated into the overall ESG risk management system, enhance our adaptability to climate change risks, and adopt flexible and effective response measures.We identify potential physical and transition risks and strengthen monitoring of high-risk industries and regions, particularly sectors significantly impacted by climate change such as agriculture, energy, and infrastructure. For high-carbon industries, we will implement risk mitigation measures and optimize our credit and investment portfolios to ensure that climate risk management aligns with leading international standards and global best practices.

Metrics and Targets

To achieve control over greenhouse gas emissions, Bank of Ningbo continuously monitors annual greenhouse gas emissions. Through regular assessments and reporting, we continuously optimize emission reduction measures, improve energy efficiency, and reduce our carbon footprint. In 2025, we comprehensively and scientifically measured our environmental footprint and climate risk exposure, proactively completing the accounting of Scope 3 greenhouse gas emissions. We focused primarily on upstream Emission Category 6 (business travel). By conducting a quantitative analysis of the carbon footprint of travel and transportation activities, we achieved more precise identification of carbon emission hotspots and reduction potential within our operational value chain.

Bank of Ningbo's 2025 Greenhouse Gas Emissions Performance

Scope 1 Greenhouse Gas Emissions[1]

250.58

tons of CO_2 equivalent

Scope 2 greenhouse gas emissions[2]

4,163.31

tons of CO_2 equivalent

Scope 3 greenhouse gas emissions[3]

392.72

tons of CO_2 equivalent

Total greenhouse gas emissions

4,806.61

tons of CO_2 equivalent

Greenhouse gas emission intensity

0.07

tons of CO_2 equivalent per 10 million in revenue

1: Scope 1 greenhouse gas emissions primarily consist of direct greenhouse gas emissions resulting from the combustion of gasoline, diesel, and natural gas.

2: Scope 2 greenhouse gas emissions primarily consist of indirect greenhouse gas emissions resulting from purchased electricity and purchased heat.

3: Scope 3 greenhouse gas emissions primarily include indirect greenhouse gas emissions generated by Category 6 business travel.

Energy Conservation Carbon Reduction, and Operational Efficiency

Bank of Ningbo has consistently adhered to the concept of green development, fully implementing the requirements of laws and regulations such as the *Energy Conservation Law of the People's Republic of China*, the *Water Law of the People's Republic of Chin*, the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, the *Air Pollution Prevention and Control Law of the People's Republic of China*, and the *Water Pollution Prevention and Control Law of the People's Republic of China*. The Bank is committed to building an environmentally friendly, resource-efficient, and smart operational system. By continuously promoting green building initiatives, energy conservation and consumption reduction, water resource recycling, intelligent management and control, and company-wide environmental protection actions, the Bank is constantly reducing the environmental impact of its operations and improving resource utilization efficiency, thereby fulfilling its commitment to green development through concrete actions.

2025Key Performance

The Bank continuously tracks energy consumption across the entire organization. During the reporting period, the Bank's purchased electricity amounted to 6,516,720 KWh. Additionally, the use of purchased thermal energy, gasoline, diesel, and natural gas is subject to standardized management.

Purchased Electricity

6,516,720

kWh

Bank of Ningbo's Energy Consumption in 2025

Purchased Heat

6,414

GJ

Gasoline consumption

86,750

liters

Natural gas consumption

46,880

cubic meters

Diesel consumption

1

tons

Green Buildings and Energy-Efficiency Renovations

In the construction and renovation of its business outlets and office premises, Bank of Ningbo strictly adheres to national green building standards and internal management regulations, implementing energy-efficient designs and retrofits. In accordance with the *Institutional Management Measures*, *Renovation Project Management Measures*, and the *Branch Visual Identity Standards Application Manual 4.0*, the Bank comprehensively promotes standardized, lightweight, and intelligent branch construction. All new construction and renovation projects fully adopt LED lighting systems and integrate smart monitoring for electrical safety.In our heating systems, we have innovatively introduced steam condensate recovery technology. By reusing condensate separated by steam traps to cool the system, we have effectively improved heat exchange efficiency, achieved secondary energy utilization, and extended the service life of equipment.

In 2025, we will focus on specialized energy-saving renovations of the lighting systems in the parking spaces and stairwells of the Head Office building's basement, with an expected electricity savings rate of 25%

Intelligent Energy Management System

Bank of Ningbo has established a comprehensive green intelligent management system to enable precise and intelligent control of energy usage, thereby improving overall energy efficiency. The system primarily consists of the following core components:

- **Intelligent Building Management System (BA System)**

This system integrates centralized monitoring and intelligent control of terminal equipment such as lighting, air conditioning, and water supply. Based on indoor and outdoor temperature, humidity, light levels, occupancy sensors, and preset time schedules, it automatically adjusts equipment operating states to meet energy-saving temperature control standards: no lower than 26°C for cooling in summer and no higher than 22°C for heating in winter.

- **Equipment Energy Management System**

This system provides real-time monitoring, data collection, and analysis of energy consumption—including electricity, water, and gas—for the head office building and major branch locations. It features timely alerts for equipment malfunctions and excessive energy consumption, and automatically performs energy consumption analysis. This provides data support for accurately identifying energy waste points and optimizing operational strategies, thereby improving energy management efficiency and accelerating emergency response times.

- **Intelligent Electrical Safety Monitoring System**

Provides round-the-clock, uninterrupted monitoring of electrical safety at branch locations. This system enhances safety management efficiency while reducing labor costs, ensuring safe and stable power supply at all branches.

Water Resource Management and Recycling

Bank of Ningbo actively promotes the efficient use and recycling of water resources.In 2025, the Bank installed an air conditioning condensate recovery system at its headquarters building, equipped with a 2-cubic-meter storage tank, to reuse the recovered water for basement cleaning, thereby achieving internal water recycling. At the same time, we continue to advance water-saving upgrades at the point of use, installing water-saving toilets and smart sensor urinals in restrooms across all office areas and branch locations, as well as posting water-saving awareness signs, implementing multiple measures to reduce water consumption.

2025Key Performance

During the reporting period, The bank's total water consumption was 66,168 cubic meters. Moving forward, we will continue to reduce operational water consumption through technological and managerial innovations.

66,168 cubic meters

Waste Sorting and Waste Management

Bank of Ningbo implements comprehensive waste sorting and standardized management. We have improved waste sorting facilities on every floor, updated clear signage, and established a waste classification management ledger. Through regular spot checks and supervision, we ensure that waste sorting measures are fully implemented. The non-hazardous waste generated by our operations, primarily consisting of food waste and office waste, is entrusted to qualified third-party professional agencies for compliant collection and disposal.

Non-hazardous Waste

Food Waste 950 tons

Office Waste 317.4 tons

Wastewater discharge

Domestic wastewater discharge 53,011 tons

Green Office Low-Carbon Operations

Bank of Ningbo actively promotes the concept of green office practices and advocates for low-carbon work methods, integrating environmental awareness into daily operations and employee behavior. Through digital empowerment, refined resource management, and full staff participation, the Bank reduces the environmental impact of its office activities.

The Bank vigorously promotes paperless and digital office practices, extensively utilizing electronic workflows, online documents, and video conferencing to reduce reliance on paper documents.In daily operations, we fully implement double-sided printing and the reuse of waste paper. When procuring office supplies, we prioritize products made from eco-friendly recycled materials. At the same time, we strive to cultivate energy-saving habits and environmental awareness among all employees. Through various initiatives—such as posting energy-saving signs, launching conservation campaigns, and organizing themed promotional activities—we actively promote green office practices like "turn off lights when leaving" and "unplug equipment," laying a solid foundation for energy conservation through daily details.

Key Performance

In 2025, The bank' s total office paper consumption was 9,713 kg. We will continue to deepen the application of digital technologies to further reduce paper consumption.

9,713 kg

Eco-Friendly Outlets Empowering the Environment

Bank of Ningbo has actively responded to policy directives such as the *Opinions of the Central Committee of the Communist Party of China and the State Council on Fully, Accurately, and Comprehensively Implementing the New Development Philosophy and Effectively Advancing Carbon Peaking and Carbon Neutrality"* and the *Action Plan for Carbon Peaking by 2030*, and has thoroughly implemented industry regulatory requirements such as the *Guiding Opinions on Further Strengthening Financial Support for Green and Low-Carbon Development* and the *Implementation Plan for High-Quality Development of Green Finance in the Banking and Insurance Sectors*. The bank has extended the concept of green development to its front-line operations, putting green operations and low-carbon services into practice by establishing and promoting environmentally friendly branches, and is committed to becoming a practitioner and promoter of green finance.

Future Plans

To explore pathways toward carbon neutrality for our branch network and establish a replicable low-carbon operating model, our bank plans to launch a pilot project for carbon-neutral branches in 2026. Through this project, we will engage a professional third-party organization to calculate the total carbon emissions from the pilot branches' operations and achieve operational carbon neutrality using carbon offset mechanisms that comply with international and domestic standards.

Green Procurement Responsible Supply Chain

Bank of Ningbo integrates sustainability principles into its procurement management, establishing and implementing a green procurement mechanism, and is committed to promoting environmental practices across the entire value chain through responsible procurement practices. The Bank strictly adheres to national laws and regulations governing centralized procurement and bidding, ensuring that procurement activities are conducted in a compliant, transparent, and efficient manner while fully incorporating considerations for environmental benefits and social responsibility.

Bank of Ningbo Green Procurement Standards and Access Mechanism

- **Supplier Evaluation**

  Incorporate suppliers' environmental and social performance into the evaluation system, and explicitly require suppliers to provide relevant materials such as environmental certifications, energy consumption data, and environmental management records.

- **Product/Service Eligibility Criteria**

  Establish strict green procurement requirements when purchasing facilities, equipment, and office supplies, and give priority to products and services that have obtained national energy-saving certifications and eco-label certifications.

- **Supplier Partnership**

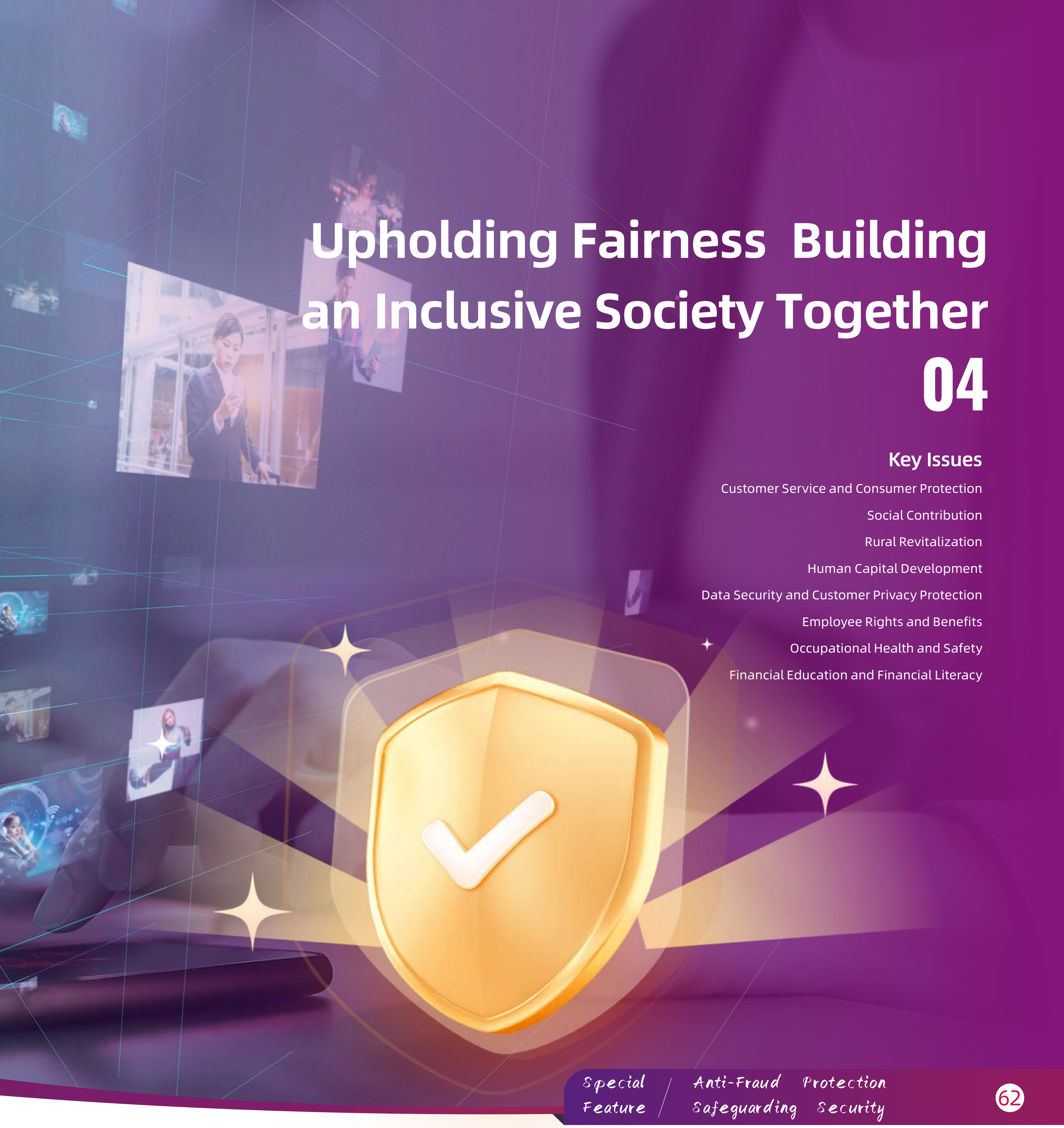
  Encourage and prioritize cooperation with suppliers that practice green production models and demonstrate strong environmental performance.

Bank of Ningbo Supplier Statistics

Region	Number of Suppliers
Total Number of Suppliers	4,819 units
Northeast China	16 units
North China	517 units
Northwest China	6 units
South China	436 units
Central China	48 units
Southwest China	36 units
East China	3,760 units

Social Chapter

Bank of Ningbo adheres to a people-centered development philosophy, integrating social responsibility into its sound business operations and sustainable development efforts, while continuously focusing on the comprehensive impact of financial services on customers, employees, and the general public. Centering on key areas such as financial security, rights protection, employee development, and social engagement, the Bank is constantly refining its management mechanisms, deepening its commitment to social responsibility, enhancing the quality of its services and their social value, and striving to play an active role in supporting economic development, safeguarding the public interest, and promoting social harmony.



Upholding Fairness Building an Inclusive Society Together

04

Key Issues

Customer Service and Consumer Protection

Social Contribution

Rural Revitalization

Human Capital Development

Data Security and Customer Privacy Protection

Employee Rights and Benefits

Occupational Health and Safety

Financial Education and Financial Literacy

Align with the United Nations Sustainable Development Goals

Anti-Fraud Protection Safeguarding Security

Special Feature

Bank of Ningbo has established an anti-fraud education system that combines "precise segmentation, scenario integration, and data-driven digital communication," focusing on areas prone to telecommunications and internet fraud as well as illegal financial activities. Through integrated online and offline efforts, targeted outreach to key demographics, and coordinated multi-media communication, the bank continues to enhance the public's awareness of financial risks and their ability to protect themselves.

2025Key Performance

During the reporting period, the bank organized a total of 1,591 financial education and anti-fraud awareness campaigns, distributed over 180,000 copies of promotional materials, and reached an audience of more than 11.28 million people.

organized a total financial education

1,591

distributed over copies of promotional materials

180,000+

reached an audience of more than

11.28

Specialized Contingency Plan Management

Bank of Ningbo regards the prevention and combating of telecommunications and internet fraud as a key component of financial risk management and consumer protection. The bank continues to refine its management mechanisms for specialized anti-fraud contingency plans, shifting the focus of anti-fraud efforts from post-incident response to a balanced approach that emphasizes pre-incident prevention, real-time interception, and post-incident follow-up. In line with regulatory requirements and evolving fraud trends, the Bank has established a framework for the coordinated planning and emergency response to anti-fraud efforts. This framework clearly defines the responsibilities of each business line and institution in risk identification, operational control, information reporting, and customer alerts, ensuring that anti-fraud measures are effectively implemented throughout the entire process and across all scenarios. At the same time, by reviewing typical cases and optimizing internal processes, we continuously enhance the relevance and practicality of our anti-fraud contingency plans. This drives the transformation of anti-fraud management from "reactive response" to "routine prevention," thereby strengthening the foundation for the secure operation of financial services.

Bank of Ningbo Anti-Fraud Mechanism

- **In the Daily Operations**

  Integrate anti-fraud requirements into key processes such as account management, fund transactions, teller services, and online operations. By refining business rules and operational guidelines, we will enhance frontline staff's ability to identify and respond to suspicious activities.

- **During Suspected Fraud Risks**

  Promptly initiate appropriate response procedures and implement measures such as account controls, risk alerts, and intervention to mitigate the risk of financial loss for customers.

Deepening Public Awareness and Education

Reaching communities and rural areas to bridge the "last mile" of financial education

The bank extends anti-fraud education into residents' daily lives, using interactive and immersive activities to enhance public engagement and a sense of benefit.

Bank of Ningbo Hosts Community Financial Safety Carnival

Case

In March 2025, Bank of Ningbo partnered with multiple financial institutions to visit the Nanyu Community in Yinzhou District, organizing a "Community Financial Safety Carnival." Through activities such as "Consumer Protection Knowledge: Yes or No," "Financial Fortress," and "Anti-Scam Vision Chart," the event integrated knowledge on anti-fraud measures, insurance claims, and financial planning into residents' daily lives, helping community members enhance their risk prevention awareness through relaxed participation.


<Bank of Ningbo Community Financial Safety Carnival>

Bank of Ningbo Launches "Movies in the Countryside + Financial Education" Initiative

Case

In September 2025, Bank of Ningbo integrated anti-fraud education into its "Movies in the Countryside" initiative. The bank screened short films on financial risk education in multiple villages and towns, with staff providing on-site explanations of key points for guarding against illegal intermediaries and fraud. This approach helped financial knowledge take root in the community in a way that resonated with rural life.


<Bank of Ningbo Launches "Movies in the Countryside + Financial Education" Initiative>

Focusing on the Elderly Population to Safeguard "Retirement Savings"

The bank focuses on the vulnerabilities of the elderly in accessing financial information and identifying risks, and we continue to integrate anti-fraud awareness campaigns into senior care settings to enhance the elderly's ability to recognize and prevent illegal financial activities such as telecommunications fraud.

Ninghai Branch Visits Tashan Retirement Service Center to Conduct Anti-Fraud Awareness Campaign

Case

In September 2025, the Ninghai Branch of Bank of Ningbo visited the Tashan Retirement Service Center to conduct a special financial safety awareness campaign targeting the elderly. The event focused on key topics such as "Identifying Legitimate Financial Institutions and Products," "Recognizing Illegal Rights Protection Agencies," and "Identifying and Preventing Telecom and Internet Fraud in the Elderly Care Sector." By using typical case studies, the session helped seniors recognize common fraud tactics and guided them to obtain financial services through legitimate channels.

Ninghai Branch Visits Tashan Retirement Service Center to Conduct Anti-Fraud Awareness Campaign

Targeting Youth Groups to Build a Solid Foundation of Financial Literacy

The bank is extending its anti-fraud education to school settings, integrating it into financial literacy programs for children and youth to help students develop rational spending habits and improve their ability to identify risks and protect themselves.

Jiaqing Junior Reporters' Anti-Fraud Workshop

Case

The Jiaxing Xiuzhou Branch, in collaboration with local law enforcement, launched the "Jiaqing Junior Reporters' Anti-Fraud Workshop." The program organizes field trips for young people to visit anti-fraud studios, where police officers explain fraud tactics using real-life cases. Concurrently, the Jiaxing Xiuzhou Branch conducts engaging financial education sessions to teach participants about currency and electronic payment security, as well as key points for identifying fraud, thereby enhancing young people's awareness of fraud prevention and financial security skills.

<Jiaqing Junior Reporters' Anti-Fraud Workshop>

Specialized Anti-Fraud Education in Schools

Case

The Jiaxing Economic Development Zone Branch collaborated with local educational resources to visit Hexin Experimental School and conduct an "Anti-Fraud Awareness + Intangible Cultural Heritage Experience" event for faculty and staff. By analyzing common fraud cases in the education sector and integrating cultural experiences, the branch provided professional explanations of prevention knowledge, effectively enhancing the financial risk prevention awareness and capabilities of the faculty and staff.

<Specialized Anti-Fraud Education in Schools>

Ningbo University of Finance and Economics "Debt-Free Youth, Financial Safety Squad" Special Awareness Campaign

Case

In September 2025, Bank of Ningbo visited Ningbo University of Finance and Economics, employing an "experiential + scenario-based" educational model. The event featured two main functional modules—a "Financial Service Station" and an "Interactive Game Zone"—to create a closed-loop educational cycle of "consultation—experience—dissemination."The event focused on issues of high concern to students, such as identifying "training loans" and "cosmetic surgery loans," the risks of renting out or lending bank cards, and emergency measures to minimize losses from telecom fraud. Bank staff provided "one-on-one" Q&A services, reaching over 500 students on campus and effectively enhancing young people's ability to identify financial risks and protect themselves.

Ningbo University of Finance and Economics "Debt-Free Youth, Financial Safety Squad" Special Awareness Campaign

Advance Digital & Intelligent Collaboration

The bank advances anti-fraud efforts through a coordinated "human, technical, and intelligent" defense system. By organically integrating the vanguard role of Party members, frontline counter staff's identification capabilities, and digital communication tools, we have established a multi-layered, comprehensive anti-fraud coordination framework, transforming anti-fraud work from isolated awareness campaigns into systematic, integrated efforts.

Bank of Ningbo's "Human + Technical + Intelligent" Collaborative Mechanism

- **Leadership by Party Members**

  Deepening the "Three Comparisons, Three Improvements" special campaign, we have integrated anti-fraud requirements into our daily financial services and efforts to promote financial integrity;

  During the reporting period, Party members and officials proactively visited enterprises and clients on the front lines to conduct face-to-face risk warnings and anti-fraud awareness campaigns. In the first half of the year, they visited more than 1,000 enterprises, distributed over 3,000 copies of promotional materials, and sent out 1.5 million anti-fraud alerts through teller counters and online channels.

- **Collaborative Response by Police and Citizens**

  Strengthen information sharing and on-site collaboration with public security authorities, leveraging tellers' ability to identify risks and intervene promptly to establish a closed-loop anti-fraud response mechanism through police-bank cooperation;

  During the reporting period, Bank of Ningbo successfully prevented 26 fraudulent transactions at the teller counter, recovering a total of more than RMB 18.7 million in funds for customers.

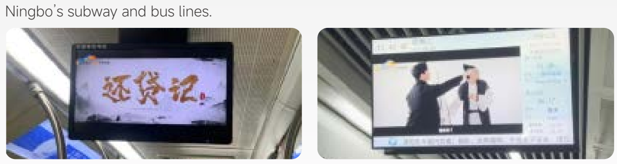
- **Digital and Smart Communication and Outreach**

  Leveraging digital communication capabilities, we integrate anti-fraud education content into diverse media platforms and expand our reach and influence through integrated online and offline efforts.

Anti-Fraud Themed Short Videos

Case

Bank of Ningbo produced financial risk education short videos, such as The Loan Repayment Chronicles and The Storm of Disputes, focusing on the risks posed by unscrupulous intermediaries, investment scams, and illegal rights protection schemes. These videos were continuously broadcast for three months on more than 10,000 mobile screens across Ningbo's subway and bus lines.



<Anti-Fraud Themed Short Videos>

Consumer Protection Rights Safeguarding

Governance

Bank of Ningbo has integrated consumer rights protection into its corporate governance framework, clearly establishing that the Board of Directors bears ultimate responsibility for financial consumer rights protection. In accordance with the *Bank of Ningbo Co., Ltd. Financial Consumer Rights Protection Work System* and the *Bank of Ningbo Consumer Rights Protection Management Measures*, the Bank has incorporated its consumer rights protection system into corporate governance, business development strategies, and corporate culture building, thereby ensuring the effective implementation of relevant requirements throughout the Bank. The Board of Directors has established a Consumer Rights Protection Committee comprising 3 members. The Committee strictly performs its duties in accordance with the *Detailed Rules for the Work of the Consumer Rights Protection Committee of the Board of Directors of Ningbo Bank Co., Ltd*. It conducts research on major consumer rights protection matters and key policies, provides guidance on the development of the consumer protection system, and oversees senior management and the Consumer Rights Protection Department to ensure they effectively fulfill their management responsibilities.

In 2025, the Consumer Rights Protection Committee submitted a total of 2 proposals to the Board of Directors, covering matters such as the annual summary of consumer rights protection work and annual and phased work plans, thereby effectively supporting the Board in fulfilling its governance responsibilities regarding consumer rights protection.

Strategy and Management

Adhering to the philosophy of "finance for the people," Bank of Ningbo integrates consumer rights protection into every stage of product and service management, treating it as a key driver for enhancing the quality of financial services and the customer experience. At the same time, the Bank continues to strengthen product and service reviews, standardize marketing practices, and reinforce information disclosure and risk warnings to prevent improper sales and the risk of misleading customers. By refining our customer complaint management mechanisms and customer satisfaction surveys, we systematically identify areas for service improvement and use customer feedback as a key basis for optimizing products and streamlining processes.

Impact, Risk, and Opportunity Management

Focusing on the protection of financial consumers' rights and interests, Bank of Ningbo systematically identifies potential risks and impacts across various stages—including product design, marketing and sales, customer communication, and complaint handling—and actively addresses them through institutional development and process-embedded management. While mitigating compliance and reputational risks, the bank continuously enhances the customer experience and strengthens the foundation of long-term trust.

Customer Complaint Handling Process of Bank of Ningbo

The bank is constantly refining its customer complaint handling procedures and ensuring that complaint channels remain open, accepting customer complaints through multiple channels such as branch offices, customer service hotlines, and mobile apps.

Assessment of the Impact, Risks, and Opportunities of Consumer Protection, and Corresponding Measures

Management Areas	Key Impacts, Risks, and Opportunities	Countermeasures
Product and Service Design	Inadequate consumer rights protection measures may lead to customer misunderstandings, complaints, or regulatory risks.	· Embed consumer protection requirements into the entire new product management process from the outset. The Consumer Protection Department shall participate in the New Product Management Committee to review and evaluate product positioning, target customers, pricing mechanisms, contract terms, risk disclosures, and consumer protection arrangements. · Require that new product management plans systematically cover business processes, risk identification, and response measures, and explicitly prohibit the use of "financial innovation" as a pretext to evade regulation or harm consumer rights. · All new product management systems, as well as consumer-facing contract texts and promotional materials, must undergo review by the Consumer Protection Department and receive written approval before they can be implemented.
Marketing and Sales Practices	Improper marketing, insufficient disclosure of information, or the absence of risk warnings may harm consumer rights and the bank's reputation, increasing compliance risks.	· Strictly implement the "dual recording" requirements for the sale of wealth management, fund, and insurance products, and conduct routine compliance inspections through methods such as video review, employee interviews, transaction trail verification, and customer follow-ups. · In conjunction with special inspections and internal audits, implement end-to-end supervision of sales practices in key areas such as wealth management; promptly address issues and hold parties accountable upon discovery. · All standard contracts, marketing and promotional materials, as well as external short videos and live-streaming content, must undergo consumer protection review. Exaggerating returns or downplaying risk disclosures is strictly prohibited to ensure that marketing activities are truthful, transparent, and compliant.
Consignment Business and External Partnerships	Poor management of third-party distributors may lead to consumer rights and reputational risks through complaints.	· In accordance with the *Bank of Ningbo Consumer Rights Protection Content Review Management Measures* and the *Bank of Ningbo Wealth Management Product Sales Personnel Management Measures*, we strictly ensure the transparency of products and services. · Strengthen specialized consumer protection reviews during the product onboarding process for third-party distributors by conducting independent assessments of their qualifications, financial condition, and risk management capabilities, and by factoring in customer complaint records as part of the onboarding evaluation. · Bank of Ningbo implements a "one-strike-and-you're-out" policy for third-party distributors with significant issues regarding consumer complaints.
Customer Complaints and Dispute Resolution	Customer complaints often highlight service risks; if handled improperly, they may escalate into disputes and erode trust.	· Publish complaint contact information through multiple channels, including the official website, mobile apps, and branch offices, to ensure consumers can easily voice their concerns. · Strictly enforce complaint handling procedures, hold each institution accountable for its primary responsibilities, and complete investigations, resolutions, and responses within the specified timeframes. · The Consumer Protection Department provides full-process oversight to ensure complaints are properly resolved and to transform typical issues into mechanisms for management improvement.
Consumer Education and Information Transparency	Information asymmetry and insufficient consumer understanding resulting from the increasing complexity of financial products can easily lead to misunderstandings, disputes, and reputational risks.	· Develop and implement a financial literacy education system and an annual outreach plan, systematically identifying target audiences, themes, and responsibilities. · Fully integrate consumer education into the consumer protection risk management system, coordinating with product management, marketing management, and complaint management to continuously enhance consumers' financial literacy and risk prevention capabilities.

Deepening Engagement with Enterprises to Enhance Employees' Financial Literacy

Case

In February 2025, Bank of Ningbo visited Ningbo Xusheng Group Co., Ltd. to conduct financial literacy outreach activities for the company's frontline employees. A "Financial Service Station" was set up at the event site, where bank staff used real-life scenarios to explain common tactics used by illegal intermediaries and the risks associated with "proxy rights protection" services. They reminded employees to strengthen their risk identification awareness and avoid falling into illegal traps. At the same time, through interactive games such as "Eagle Eyes: Spot the Fake," consumer protection knowledge—including how to identify illegal financial advertisements and protect personal rights—was incorporated into engaging activities, guiding employees to deepen their understanding through participation.

<Deepening Engagement with Enterprises to Enhance Employees' Financial Literacy>

Metrics and Targets

Bank of Ningbo has established an metrics system that prioritizes process management indicators while supplementing them with outcome indicators. Through continuous monitoring and evaluation, the bank promotes the routine and standardized implementation of consumer rights protection initiatives.

Customer Service Performance Indicators

Indicator	Unit	2025 Performance
Number of Domestic Branches	units	464
Number of branches with accessible entrances	units	452
Number of branches offering priority service windows	units	434
Number of app users	10,000	1,250.80
Number of consumer protection reviews conducted	cases	4,936
Complaint response rate	%	100
Complaint Feedback Rate	%	100
Number of employees trained in consumer rights protection across the bank	persons	22,507
Head Office investment in consumer education services	10,000 yuan	24.20
Total number of annual consumer education activities conducted by the Head Office	times	1,591
Total number of participants in head office consumer education activities	10,000	1,128
Number of financial education and outreach activities conducted	times	1,591
Number of media promotions	times	271
Number of risk alert text messages sent	10,000	1,070

Customer Complaint Metrics Performance

Indicator		Unit	2025 Performance
Number of Complaints[1]		Cases	13,886
Number of Complaints Handled		cases	13,886
Percentage of complaints by business type	Loan Services	%	73.8
	Credit Card Services	%	15.7
	Wealth Management	%	3.4
	Other Businesses	%	7.1
Percentage of complaints by region	Zhejiang Province[2]	%	85
	Jiangsu Province	%	8.3
	Shanghai	%	2.3
	Guangdong Province	%	1.5
	Beijing	%	2.9

1: Complaint data excludes accounts under control, repayment negotiations, credit reports, billing standards, and duplicate complaints

2: Complaint data includes complaints from head office departments

Data Security Privacy Protection

Bank of Ningbo regards data security and personal information protection as the cornerstone of its digital operations and fintech applications, and continues to refine a comprehensive data security and privacy protection framework that spans technology, operations, and personnel. The Bank strictly enforces a comprehensive set of policies and regulations, including the *Information Security Policy*, *System Security Management Measures*, *Information Security Incident Management Measures*, *Emergency Response Measures for Critical Information System Incidents*, *Application System Security Technical Specifications*, *Application System Data Usage Security Technical Specifications*, and *Data Compliance Management Measures*, fully integrating data security and privacy protection requirements into the entire process of business and technology management.

Technology and Operations Management

Bank of Ningbo adheres to the principles of "shifting security left" and full lifecycle management, fully integrating risk prevention and control into every stage of operations:

Bank of Ningbo's Full Lifecycle Management of Data Security and Privacy Protection

- **R&D Phase**
  Leveraging the "Fengjin" development framework, we have incorporated security requirements analysis, security design, code security reviews, security testing, and pre-deployment security reviews into our standard processes. By integrating threat modeling, SAST, SCA, and automated testing tools, and establishing control points at critical stages, we have established a closed-loop management mechanism.

- **Operations Phase**
  Establish a security situational awareness platform to aggregate security data from multiple sources. Based on the ATT&CK framework, develop over a thousand scenario-based rules to enable precise alerts, and use SOAR for automated orchestration of response and remediation. Additionally, implement a security validation platform to conduct routine verification of security devices and systems, thereby continuously improving the coverage and effectiveness of security defenses.

Data Security Risk Prevention and Control

Bank of Ningbo has deployed a data leakage prevention system to monitor internal data flows in real time, with a particular focus on risk scenarios involving the transfer of high-security-level data to low-security-level environments. The bank has also strengthened network perimeter protection to prevent data breaches caused by internet attacks and internal misuse. Regarding vulnerability management, the bank continues to conduct targeted inspections:

Bank of Ningbo's Vulnerability Management Mechanism

Root Cause Analysis and Improvement
Conduct root cause analyses of issues identified by regulators and external parties, and apply the lessons learned to similar situations.

Supply Chain Risk Assessment
Leverage vulnerability intelligence to systematically assess supply chain security risks in open-source components, middleware, and other areas.

Code Security Audit
Focus on high-risk applications to conduct code security audits and eliminate potential risks at the source.

Personal Information Protection

Bank of Ningbo continuously improves its personal information compliance management mechanisms. In accordance with the *Data Compliance Management Measures*, the Bank has established clear review standards and processes for personal information protection, as well as an impact assessment mechanism. Any business operations involving the collection, use, sharing, or disclosure of personal customer information must undergo compliance review and impact assessment before implementation.Throughout the entire lifecycle of application systems, we implement requirements such as privacy policies and user consent, encrypted transmission, data de-identification for display, no retention of sensitive information on client-side devices, and testing with de-identified data. We also conduct sensitive data assessments concurrently during the requirements review, user testing, and penetration testing phases to mitigate the risk of information leaks. During the reporting period, Bank of Ningbo organized specialized training and examinations on *Personal Information Protection 2025* for all employees.

During the reporting period, Bank of Ningbo obtained ISO 27001 Information Security Management System and ISO 20000 Information Technology Service Management System certifications, completed the Grade Protection assessment for information systems, and registered its mobile financial software clients, thereby strengthening its institutional and compliance foundations.

Talent Development Empowering Growth

Governance

Bank of Ningbo has integrated employee development and the protection of employee rights into its corporate governance and long-term development framework, continuously refining its human resources management system based on institutional norms. The Bank strictly complies with laws and regulations such as the *Labor Law* and the *Labor Contract Law*, and has formulated and implemented policies including the *Bank of Ningbo Regulations on Employee Onboarding and Separation*, the *Bank of Ningbo Labor Contract Management Measures*, and the *Employee Handbook*. These policies cover the entire process from recruitment and onboarding to on-the-job management and separation, ensuring that employees' labor rights and legitimate interests are protected in accordance with the law. During the reporting period, the Bank signed labor contracts with all registered permanent employees in accordance with the law, maintaining a 100% labor contract signing rate.

Strategy and Management

Bank of Ningbo adheres to a talent strategy centered on "people-oriented, long-term development." Focusing on the goals of sound operations and high-quality development, the Bank systematically advances talent team building to create a fair, diverse, inclusive, and sustainable environment for employee development.

Bank of Ningbo Employee Rights Protection Mechanism

- **Adhering to the principles of fair and compliant employment**
  The Bank has established a standardized talent recruitment mechanism, strictly prohibits violations such as the employment of child labor and forced labor, and resolutely rejects any form of employment discrimination based on ethnicity, race, gender, or religious beliefs, providing employees with equal and fair career opportunities.

- **Continuously promoting the values of diversity, equality, and inclusion**
  The Bank places a high priority on protecting employees' human rights, advocates for a respectful and inclusive workplace culture, and safeguards employees' right to privacy, personal dignity, and legitimate rights and interests. At the same time, the Bank focuses on the development of female employees, strives to eliminate gender stereotypes, and supports female employees in participating equally at all levels, receiving fair evaluations, and gaining development opportunities.

- **Creating a family-friendly work environment**
  The Bank supports employees in balancing their career development with family responsibilities through measures such as improving leave policies and providing maternity and childcare facilities, thereby enhancing the organization's attractiveness and ensuring long-term employee retention.

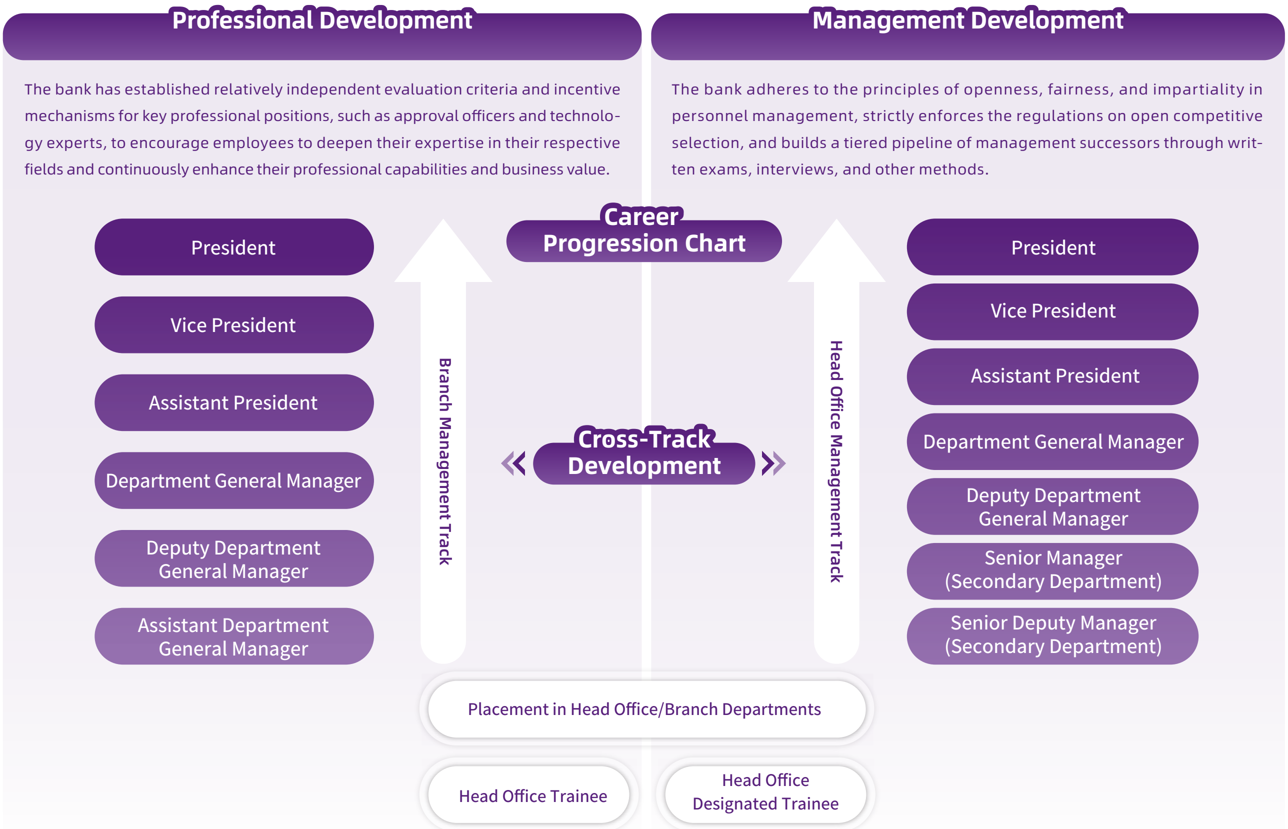
Impact, Risk, and Opportunity Management

Against the backdrop of transformation and upgrading in the financial industry and intensifying competition for talent, the composition of employees' skills, the effectiveness of incentive mechanisms, and the clarity of career development pathways have become critical factors influencing banks' long-term competitiveness and organizational stability. Focusing on the principles of "attracting, retaining, effectively utilizing, and ensuring the steady development of talent," Bank of Ningbo systematically identifies risks and opportunities at every stage of talent management and continuously optimizes its management practices through improved mechanisms and sustained investment in resources.

Career Development and Promotion Pathways

The bank places great importance on employee career development planning. By establishing a multi-track, sustainable career development system, we support employees in achieving long-term growth across various career paths, thereby enhancing organizational stability and professional competence. For high-potential talent at various levels, we provide systematic training and on-the-job experience. Through job rotations, specialized training, and practical exercises, we help these individuals gradually improve their management skills and overall competence. This establishes a closed-loop management model of "selection, development, and appointment," ensuring fairness and continuity in the development of our talent pipeline.

Bank of Ningbo's Dual-Track Promotion Mechanism



Compensation Structure and Performance Evaluation Mechanism

The Bank has established a unified and standardized compensation and performance management system. We implement regulations such as the *Implementation Measures for the Optimization and Adjustment of Job Grades and Compensation at Bank of Ningbo*, the *Performance Appraisal Management Measures of Bank of Ningbo*, and the *Employee Leave and Attendance Management Measures of Bank of Ningbo*. These measures establish a scientific compensation structure and performance evaluation mechanism, guiding employees to align their personal development with the Bank's overall strategic objectives. By 2025, the Bank's medical insurance system will provide comprehensive coverage for both active and retired employees.

- **Compensation Structure**
  The bank adheres to the principles of competitiveness, differentiation, and balance. Employee compensation consists of fixed pay, variable pay, and benefits. Fixed pay and benefits are linked to employee job grades, while variable pay takes into account the bank's overall operating performance, the performance of the relevant unit or department, and individual employee performance, reflecting a differentiated incentive approach.

- **Performance Management**
  The Bank implements a unified performance appraisal system. Annual employee evaluations are conducted through a comprehensive assessment across multiple dimensions, including the completion of objectives and tasks, balanced scorecard indicators, and adherence to corporate culture. Appraisal results are closely linked to bonus distribution and promotion opportunities, guiding employees to enhance work performance while ensuring compliance with regulations.

Bank of Ningbo Employee Performance Evaluation System

Evaluation Dimensions	Weighting /Adjustment Items	Evaluation Focus	Application of Results
Goal and Task Assessment	70%	Measures employees' achievement of annual business objectives and fulfillment of job responsibilities, focusing on work outcomes and performance quality	Serves as the primary basis for performance rating
Balanced Scorecard Evaluation	30%	Evaluates employees' overall performance from multiple dimensions, including collaboration skills, management capabilities, and comprehensive competence	Reflects employees' overall contributions and long-term development potential
Corporate Culture Evaluation	± 3 points	Guide employees to uphold corporate values and codes of conduct, and strengthen their cultural identity and compliance awareness.	Make positive or negative adjustments to performance results.

Employee Care and Welfare

The bank places great importance on employees' physical and mental well-being and work-life balance. In addition to fully implementing all statutory holidays, we have introduced various paid leave options, including breastfeeding leave, parent-teacher conference leave, prenatal checkup leave, and long-service leave. We also ensure salary payments during short-term personal leave and sick leave, effectively alleviating employees' concerns.

In terms of tailored support, the Bank encourages its subsidiaries to refine welfare measures based on local conditions and the specific characteristics of their workforce. For example, Maxwealth Financial Leasing addresses the practical needs of female employees regarding health protection, family responsibilities, and career development by systematically providing benefits such as hardship subsidies, priority medical access, nursing rooms, marriage subsidies, maternity subsidies, multiple health insurance plans, and specialized health checkups, thereby continuously enhancing employee protection.

Maxwealth Financial Leasing Establishes a Support System for Female Employees

Case

In 2025, Maxwealth Financial Leasing focused on both welfare benefits and humanistic care. On International Women's Day, the company organized a flower-giving event and, in response to employee needs, held themed activities such as health lectures, beauty workshops, and lunchtime yoga sessions to foster a caring and friendly work environment. Additionally, Maxwealth Financial Leasing established a platform for dating and relationship networking, addressing employees' emotional and family needs while supporting female employees in achieving a better balance between career development and personal life.

<Maxwealth Financial Leasing's International Women's Day Event>

Employee Training and Skill Development

In line with our business development and job requirements, we have established a tiered and categorized employee training system that integrates online and offline learning. This management model involves the head office coordinating bank-wide learning initiatives, business lines conducting training for key positions and specific operations, and branches organizing intensive training sessions to ensure the practical implementation of business operations. Through systematic development programs, digital learning platforms, and diverse incentive mechanisms, we continuously foster employee growth and promote the accumulation of organizational knowledge.

Bank of Ningbo Employee Training Curriculum System

Training Category	Primary Audience	Core Content and Methods	Management and Performance-Oriented
Leadership Boot Camp	New managers, high-potential talent, branch managers, etc.	Tiered leadership training to strengthen team management, business acumen, and comprehensive decision-making capabilities.	Strengthen management succession planning to ensure the organization's sustainable development.
New Employee Training	New Hires	Unified centralized training, foundational finance courses, and one-on-one mentorship (2–12 months).	Accelerate role transition and solidify professional and cultural foundations.
Enhancing Job Performance	Key Position Employees	Boot camps, specialized training groups, AI-assisted practice, script mastery, and specialized business training.	Enhance professional competence and service quality.
Digital Learning	All Employees	The "Easy Learning" mobile learning platform, currently offering over 9,600 courses covering the knowledge systems for all positions across the bank; Training Management System, including training class management, course management, instructor and mentor management, credit management, and job qualification certificate management.	Supports self-directed learning and knowledge retention.
Learning Incentives and Knowledge Sharing	All Employees, Instructors, and Mentors	Educational subsidies, the "Dual-Instructor System," cross-departmental top sales shares, and the "Xingtan Award" Instructor Competition.	Fostering a passion for learning and promoting the replication of best practices.

< In-person training >

< “Easy Learning Hall” >

< Cross-Departmental Sales and Management Sharing >

< Training Management System >

< “Xingtan Award” Competition >

Employee Health and Well-being

The bank recognizes the significant impact of employee physical and mental well-being on organizational vitality. We continuously foster a positive and healthy work-life environment by improving employee mutual aid mechanisms and enriching cultural and sports activities.

Bank of Ningbo Employee Occupational Health Management Mechanism

- **Health Protection**

The bank participates in the Employee Mutual Aid Program through its labor union to enhance employees' coverage for medical care, illness, and specific health risks, thereby alleviating their concerns. In 2025, the labor union contributed a total of over RMB 840,000 in online premiums to the Ningbo Municipal Employee Mutual Aid Association, covering four types of mutual aid programs: hospitalization for active employees, hospitalization for retirees, coverage for specific critical illnesses, and health and safety support for female employees.

- **Daily Management**

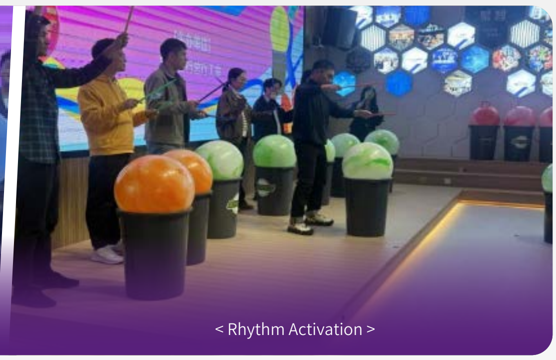
The bank emphasizes the use of diverse cultural and recreational activities to alleviate employee stress, promote physical and mental well-being, and enhance employees' sense of fulfillment and organizational identification.

Promoting Employee Well-being and Community Connections Through Cultural and Sports Activities

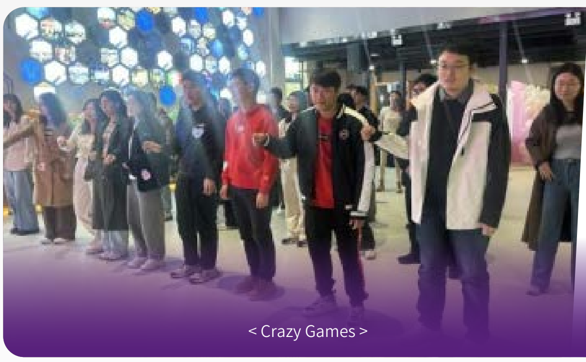
Case

In 2025, the Bank of Ningbo Trade Union organized the "Ning Drum Friendship: Playing with Vitality" Super Aerobic Drumming Fun Experience. Through musical rhythms, rhythm training, teamwork, and interactive experiences, the event guided employees to release stress, enhance physical fitness, and improve their emotional well-being through exercise.

< The Whole Crowd Gets Moving >



< Rhythm Activation >



< Crazy Games >

< Drum Choreography >

Employee Democratic Management

The bank places great importance on establishing an employee feedback mechanism. The Human Resources Department at the head office centrally organizes and conducts bank-wide employee satisfaction surveys. Through systematic and regular questionnaire collection, we gain insight into employees' genuine perceptions regarding compensation and benefits, performance evaluations, career development, line management, leadership performance, training and development, and employee welfare, thereby providing a basis for optimizing human resources management and the employee experience.

Metrics and Targets

Bank of Ningbo continues to establish and refine its employee management indicator system with a focus on safeguarding employee rights, promoting employee development, and enhancing organizational resilience. The bank incorporates key objectives into its annual human resources planning and operational management, and drives the effective implementation of these targets through dynamic monitoring and evaluation.

Number and Categories of Employees at Bank of Ningbo

Indicator		Unit	2025 Performance
Total Number of Employees		persons	24,857
Percentage of Ethnic Minority Employees		%	1.56
Distribution by Age	Under 30 (excluding 30)	persons	8,524
	30 to 40 years old (including 30, excluding 40)	persons	12,875
	Ages 40 to 50 (Including 40, excluding 50)	persons	2,872
	50 and older	persons	586
Distribution by Gender	Male	persons	11,054
	Female	persons	13,803
Distribution by Education Level	Ph.D.	persons	24
	Master's	persons	7,452
	Bachelor's	persons	17,110
	Associate degree or below	persons	271
Distribution by Job Function	Senior management	persons	42
	Middle Management	persons	541
	Frontline employees	persons	24,274

Bank of Ningbo Employee Training Indicators

Indicator	Unit	2025 Performance
Training Investment	RMB 10,000	5,861.00
Number of Training Sessions	sessions	19,821
Total number of trainees	persons	24,857
Total number of training participants	person-times	1,065,924
Total training hours	hours	30,224.70

Bank of Ningbo Employee Health and Safety Indicators

Indicator	Unit	2025 Performance
Work-Related Accidents	cases	48
Number of work-related injuries	persons	48
Number of days lost due to work-related injuries	days	1,942

Community Collaboration Shared Value

Bank of Ningbo actively fulfills its social responsibilities as a financial institution, leveraging its financial resources and professional expertise to continuously participate in and support community development. In serving the real economy and meeting the needs of the public, the Bank integrates financial services and philanthropic initiatives with the actual needs of the community through multi-level and diverse community engagement practices. This approach helps extend financial resources to grassroots communities and key groups, thereby contributing to the creation of a more inclusive, stable, and sustainable social environment.

Convenience Services

The bank remains committed to addressing the practical needs of the elderly in financial services. By focusing on multiple aspects—including the service environment, transaction processing, and equipment usage—we are systematically advancing the development of age-friendly financial services. We strive to lower the barriers to accessing financial services for our elderly customers while enhancing the accessibility and security of our services.

Bank of Ningbo’s Age-Friendly Financial Services Initiative

Branch Services

- All of the bank's branches provide priority queueing services for customers aged 60 and older;
- "Priority service counters" and "fast lanes" have been established to give priority to the service needs of senior customers;
- The rate of barrier-free access at branches has reached 97%;
- Facilities such as priority seating, posted emergency phone numbers, and call buttons have been provided;
- Convenience service areas have been set up as needed, equipped with first-aid kits, reading glasses, wheelchairs, and other amenities.

Counter Services

- Promote paperless processing of counter services; elderly customers can express their service requests verbally without having to fill out complex paper forms;
- Critical information, such as transaction amounts and service types, is displayed on the large screen of the off-counter processing equipment and accompanied by voice announcements to help elderly customers clearly understand the details of the transaction;
- Respecting the traditional preference of elderly customers for using passbooks and certificates of deposit, all branches across the network are fully stocked with these documents and support the issuance of passbooks linked to social security cards, ensuring that elderly customers can easily and intuitively check their account information.

Self-Service

- By 2025, the bank will have deployed a total of 535 multi-function teller machines, 861 ATMs, and 151 CRS terminals. The user interfaces of all self-service devices will feature a default large-text display, along with assistive functions such as a magnifying glass, to meet the operational needs of elderly customers;
- New large-screen devices support large-text display by default, while existing small-screen devices can be switched to full-screen large-text mode with a single click;
- Branches are staffed with dedicated lobby managers who provide end-to-end assistance and operational support to elderly customers, and dedicated teller service lanes are maintained to ensure that the basic financial service needs of the elderly are effectively met.


<Priority Seating for the Elderly>

<Reading Glasses for the Elderly>

<Magnifying glass function on ATMs>

<Age-friendly signage>


<Accessible pathways>

Rural Revitalization

Bank of Ningbo consistently prioritizes educational assistance as a key driver of community engagement and rural revitalization, directing financial resources toward educationally underserved areas and priority groups.

Maxwealth Financial Leasing Builds the “ Maxwealth Education Assistance” Public Welfare Brand

Case

Under the coordinated guidance of the Ningbo Municipal Bureau of Targeted Assistance and Regional Cooperation, the Municipal Education Bureau, and other relevant departments, Maxwealth Financial Leasing has continued to build the “Maxwealth Education Assistance” public welfare brand, with the “Retired Principals Go to Rural Areas,” “12-Year Dream Realization Plan,” and “Care for Girls Initiative” as its core components.

In 2025, Maxwealth Financial Leasing provided targeted educational assistance to rural schools in counties (cities, districts) such as Ninghai and Xiangshan, while also focusing on underprivileged areas in Liangshan Prefecture, Sichuan Province, cumulatively supporting over 100 local students. During the reporting period, the company made targeted donations of teaching equipment—including office computers, campus public address systems, and pianos—to Jiangxi Street Primary School in Jiangxi Street Township and Xinjie Town Kindergarten in Huidong County to improve teaching conditions. Additionally, it established Huidong County’ s first “Demonstration Site for Caring for Girls” at Xiaoba Primary School in Jiangzhou Town, providing year-round sanitary supplies to approximately 300 girls to effectively address their practical needs during their formative years.

<Educational Assistance in Daliang Mountains >

Public Welfare and Charity

Bank of Ningbo actively participates in local public welfare and charitable causes, supporting social assistance and improvements in people’ s livelihoods through standardized and transparent donation mechanisms.

“Ningbo Charity One-Day Donation” campaign

Case

During the reporting period, the Bank participated in the “Ningbo Charity One-Day Donation” campaign, donating RMB 490,000 to the Ningbo Charity Federation through legal and compliant channels. These funds were used to support the implementation of local public welfare projects, promoting social mutual aid and common prosperity.

In 2025, the Bank’s total investment in public welfare reached **5,553.46** RMB million

Maxwealth Financial Leasing Charity Fund Continues to Support Vulnerable Groups in Yinzhou District

Case

Maxwealth Financial Leasing established the Maxwealth Financial Leasing Charity Fund, which focuses on supporting charitable projects in collaboration with the Yinzhou District Government. In 2025, Maxwealth Financial Leasing donated RMB 50,000 to the most vulnerable groups in Yinzhou District, bringing the cumulative donation amount to RMB 200,000 , and continues to prioritize the basic livelihood security and social care needs of disadvantaged groups.

Key Performance Indicators

Economic performance

Indicator	Unit	2025	2024	2023
total assets	hundred million	36,287	31,252	27,116.62
total customer deposits	hundred million	20,249	18,363	15,662.98
total loans and advances	hundred million	17,333	14,761	12,527.18
operating revenue	hundred million	720	666	615.85
net profit attributable to parent	hundred million	293	271	255.35
return on assets	%	0.87	0.93	1.01
return on average equity	%	13.11	13.59	15.08
basic earnings per share	RMB/share	4.29	3.95	3.75
non-performing loan ratio	%	0.76	0.76	0.76
capital adequacy ratio	%	14.30	15.32	15.01
provision coverage ratio	%	373	389	461.04

Environmental Performance

Indicator	Unit	2025	2024	2023
Waste Emissions				
Non-hazardous waste				
kitchen waste	kg	950,000	985,500	/
Office waste	kg	317,400	296,550	/
Wastewater discharge				
Domestic wastewater discharge	tons	53,011	50,946	/
Resource Usage				
Energy consumption				
Purchased Electricity	kWh	6,516,720	6,431,520	/
Purchased heat	GJ	6,414	6,799	6,719
Gasoline consumption	liters	86,750	107,327	/
Diesel consumption	tons	1	1	/
Natural gas consumption	cubic meters	46,880	51,521	/
Water consumption				
Water consumption	cubic meters	66,168	63,683	/
Paper consumption				
Paper consumption	kg	9,713	10,219	/
Credit Card Paper Statement Replacement Rate	%	100	99.99	99.99

Environmental Performance

Indicator	Unit	2025	2024	2023
Greenhouse Gas Emissions				
Total greenhouse gas emissions[1]	tons of CO_2 equivalent	4,806.61	3,797.06	/
Greenhouse gas emission intensity	tons of CO2 equivalent/ million revenue	0.07	0.057	/
scope 1 GHG emissions	tons of CO_2 equivalent	250.58	354.91	/
scope 2 GHG emissions	tons of CO_2 equivalent	4,163.31	3,451.15	/
scope 3 GHG emissions	tons of CO_2 equivalent	392.72	/	/
Green Finance[2]				
Green loan balance	hundred million	646.90	503.13	386
Energy-saving and carbon-reduction industry loan balance	hundred million	24.74	18.24	/
Environmental protection industry loan balance	hundred million	44.97	39.59	/
Resource recycling industry loan balance	hundred million	14.30	13.11	/
Energy green and low-carbon transition loan balance	hundred million	30.62	23.56	/
Ecological conservation, restoration, and utilization loan balance	hundred million	41.11	27.08	/
Infrastructure green upgrade loan balance	hundred million	474.40	379.11	278.80
Green service loan balance	hundred million	1.31	2.12	0.10
Green trade loan balance	hundred million	1.58	0	/
Green consumption loan balance	hundred million	13.87	0.33	/
Number of loan accounts in the green credit sector	number	15,462	994	449
Number of loan accounts in the energy conservation and carbon reduction sector	number	71	60	/
Number of loan accounts in the environmental protection sector	number	89	78	127
Number of loan accounts in the resource recycling sector	number	51	54	46
Number of loan accounts for green and low-carbon energy transition	number	77	68	63
Number of loan accounts for ecological conservation, restoration, and utilization	number	66	28	20
Number of loan accounts for green infrastructure upgrades	number	430	278	191
Number of loan accounts for green services	number	7	5	2
Number of green trade loan accounts	number	6	0	/
Number of green consumption loan accounts	number	14,667	426	/
Volume of carbon reduction loans disbursed	hundred million	2.59	7.11	6.13
Annual carbon reduction driven by carbon reduction loans	tons CO_2 equivalent	26,883.40	59,178.15	143,412.44
Green bond balance held	hundred million	32	37.87	27.10
Total amount of offshore green bonds held	USD billion	63.78	62.14	19.46
Number of green bonds underwritten and issued	number	9	20	6

1: The scope of greenhouse gas emissions statistics for 2023 and 2024 covers Scope 1 and Scope 2; for 2025, the total emissions calculation expands to include Scope 3 Category 6 (business travel) emissions in addition to Scope 1 and 2, thereby broadening the statistical scope. Due to adjustments in the statistical methodology, the total greenhouse gas emissions and emissions intensity for 2023 and 2024 are not directly comparable with those of 2025.

2: Due to revisions in the Bank' s policies, the scope of certain 2024 data has changed; year-over-year comparisons should be based on the current reporting criteria.

Key Performance Indicators

Social Performance

Indicators		Unit	2025	2024	2023
Employment					
Total employees		persons	24,857	26,976	26,146
proportion of minority employees		%	1.56	1.58	1.52
By age group	Under 30 (excluding 30)	persons	8,524	11,371	12,714
	30-40 years (including 30, excluding 40)	persons	12,875	12,613	11,013
	40-50 years (including 40, excluding 50)	persons	2,872	2,467	1,959
	over 50 years	persons	586	525	460
By gender	Male	persons	11,054	12,046	11,339
	Female	persons	13,803	14,930	14,807
By education level	Ph.D.	persons	24	24	14
	Master's	persons	7,452	7,752	6,926
	Bachelor's	persons	17,110	18,894	18,857
	Associate degree or below	persons	271	306	317
By job function	Senior Management	persons	42	43	/
	Middle management	persons	541	549	/
	Grassroots employees	persons	24,274	26,384	/
Occupational Health and Safety					
Work-related accidents		incidents	48	26	/
Number of work-related injuries		persons	48	26	/
Number of days lost due to work-related injury		days	1,942	775	/
Development and Training					
Training Investment		RMB 10,000	5,861	5,859	5,890
Number of training sessions		Sessions	19,821	19,028	14,873
Total trainees		persons	24,857	26,976	26,000
Total training occasions		person-times	1,065,924	1,189,000	1,187,000
Total training hours		hours	30,224.70	31,867	31,353
Total number of employees trained					
By gender	Male	persons	11,054	12,046	/
	Female	persons	13,803	14,930	/
By job function	Senior Management	persons	42	43	/
	Middle management	persons	541	549	/
	Grassroots employee	persons	24,274	26,384	/

Social Performance

Indicators		Unit	2025	2024	2023
Percentage of Trained Employees					
By gender	Male	%	100	100	/
	Female	%	100	100	/
By job function	Senior Management	%	100	100	/
	Middle management	%	100	100	/
	Grassroots employee	%	100	100	/
Average total training hours per employee					
By gender	Male	Hours	79.20	79.21	70
	Female	Hours	78.65	79.23	72
By job function	Senior Management	Hours	51.20	51	50
	Middle management	Hours	63.10	63.20	63
	Grassroots employee	Hours	79.30	79.60	80
Supply Chain Management					
Total Number of Suppliers		number	4,819	4,129	/
By region: Northeast China		number	16	10	/
North China		number	517	489	/
Northwest China		number	6	2	/
East China		number	3,760	3,224	/
South China		number	436	356	/
Central China		number	48	23	/
Southwest China		number	36	25	/
Product Liability					
Number of complaints received regarding the service					
Number of complaints[1]		number	13,886	/	/
Number of complaints resolved		number	13,886	/	/
Percentage of complaints by business type	Loan Services	%	73.80	/	/
	Credit Card Business	%	15.70	/	/
	Wealth Management Business	%	3.40	/	/
	Other Businesses	%	7.10	/	/
Percentage of Complaints by Region	Zhejiang Province[2]	%	85	/	/
	Jiangsu Province	%	8.30	/	/
	Shanghai	%	2.30	/	/
	Guangdong Province	%	1.50	/	/
	Beijing	%	2.90	/	/

1: Exclude data related to account control, negotiated repayment, credit reports, billing standards and duplicate complaints.

2: Complaint data covers complaints received by head office departments.

Key Performance Indicators

Social Performance

Indicators	Unit	2025	2024	2023
Technological Innovation				
Total Number of Software Copyrights Held	items	88	52	33
Number of new software copyrights per year	items	36	19	/
Total number of patents held	items	55	27	6
Annual increase in the number of patents	items	28	21	/
Customer Service				
Domestic branches	branches	464	481	491
Accessible branches	branches	452	357	458
Customer-friendly service branches	branches	434	470	491
APP users	10,000 users	1,250.80	1,189.93	1,029.86
Consumer protection reviews conducted	pieces	4,936	5,153	6,268
Employees trained in consumer rights protection across the bank	Persons	22,507	24,371	24,389
Head office investment in consumer education services	RMB 10,000	24.20	31	55.80
Total activities organized by the head office for consumer education during the year	Times	1,591	1,633	848
Audience reached by the head office's consumer education initiatives	10,000 visits	1,128	4,124	3,020
Financial education and outreach activities conducted	Times	1,591	1,889	848
Media publicity campaigns	Times	271	313	70
Risk alert text messages sent	10,000 items	1,070	1,450	800
Serving the real economy				
Inclusive Finance				
Balance of inclusive SMEs loans	hundred million	2,573.56	2,199.41	1858.40
Number of inclusive SMEs loan customers	10,000	21.34	27.78	23.31
Average interest rate of inclusive SME loans	%	4.51	5.55	6.51
Balance of non-principal repayment SME loans	hundred million	673.62	486.17	370.20
Balance of agriculture-related loans	hundred million	2,335.79	1,912.06	2,064.37
Technology Finance				
Balance of loans to technology companies	hundred million	1,154.87	948.20	969.33
Balance of loans to strategic emerging industries	hundred million	346.55	276.74	231.40
Pension Finance				
Number of cumulative individual pension accounts opened	10,000 accounts	59.88	35.39	/
Digital Finance				
IT Investment amount	hundred million	30.98	29.05	/
IT Investment as a percentage of revenue	%	5.36	5.26	/
public welfare & charity				
Total Charitable Donations	RMB 10,000	5,553.46	8,136.54	10,688.10

Governance Performance

Indicator	Unit	2025	2024	2023
corporate governance operations				
number of shareholders' meetings held	times	3	3	3
number of annual shareholders' meetings held	times	1	1	1
number of extraordinary shareholders' meetings held	times	2	2	2
total resolutions discussed	items	20	21	27
integrity education				
number of integrity training sessions conducted	times	37	37	37
average integrity training hours received by employees	hours	5	5	5
number of integrity training received by employees	ten thousands persons	2.21	2.42	2.60
average hours of integrity training received by directors	hours	5	5	5
number of integrity training received by directors	persons	14	14	14
Party building				
number of Party Committee members	persons	11	11	11
number of subordinate companies and branch Party Committee	units	20	20	21
number of Party Branches	units	370	379	368
number of newly recruited Party members	persons	53	50	57
total number of Party members	persons	8,256	8,540	8,100
compliance training				
number of legal training sessions conducted	times	14	14	15
hours of legal ·training conducted	hours	30	17	26.70
number of participants in legal training	persons	20,896	24,933	2,358
number of legal personnel participating in training	persons	48	55	635
investor relations				
total number of announcements published[1]	items	50	50	51
number of on-site investor visits	times	40	37	18
number of online investor visits	times	20	16	11
number of offline investor visits	times	20	21	7

1: The Bank has updated its statistical scope to numbered announcements. To ensure data comparability, the 2024 and 2023 figures in this report have been restated in accordance with the new scope.

Index Table

Report Chapters		Shenzhen Stock Exchange Self-regulatory Guidelines No. 17 - Sustainability Report (Trial)	Global Reporting Initiative (GRI) Standards	China CSR Report Guidelines (CASS-ESG 6.0)
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	Sustainability Strategy and Management	Stakeholder Communication	2-12；2-13；2-14；2-17 2-22；2-29；3-1；3-2；3-3	G1.1；G1.3
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	Corporate Governance	/	2-9；2-10；2-16 2-18；3-3；405-1	G1.2
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Supporting economic and social growth	Special Feature: Serving National and Regional Strategies	Product and Service Safety & QualityCircular EconomyInnovation-Driven	3-3；416-2；417-1；304-2	G1.1；S1.2；S2.1；S3.3
	Composing Five Major Chapters in Finance	Product and Service Safety & QualityCircular EconomyInnovation-Driven	3-3；416-2；417-1；304-2	G1.1；S1.2；S2.1；S3.3
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Report Chapters		Shenzhen Stock Exchange Self-regulatory Guidelines No. 17 - Sustainability Report (Trial)	Global Reporting Initiative (GRI) Standards	China CSR Report Guidelines (CASS-ESG 6.0)
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International Sustainability Standards Board (ISSB) IFRS S2 - Climate-related Disclosures		Key Actions
Governance		Established a clear and well-defined governance framework for green finance and environmental (climate) risks, strengthening the leadership and supervisory responsibilities of the Board of Directors and specialized committees. Incorporate sustainable development risk management into overall risk management framework to ensure that climate-related risks are effectively identified, assessed and addressed.
Strategy	Climate-related risks and opportunities	Considered various possible climate scenarios and established high-emission and low-emission scenarios, analyzed the challenges and opportunities presented by climate factors in each scenario and assessed the potential impacts of climate factors on its operations from short-term, medium-term and long-term.
	Business model and value creation chain	Based on scenario analysis results, identify climate-related risks and opportunities with significant potential financial implications, and formulate corresponding response measures.
	Strategy and decision-making	Deepen research and development in green finance, aligning with regional economic structures, industrial needs, and corporate demands. Through active innovation in green financial products, the Bank directs capital toward green industries and projects
	Financial position, financial performance, and cash flows	National "dual carbon" goals driving green economic transition, rising demand for green finance, driving expansion in green projects and green credit businesses, increasing revenues from green finance.
	Climate resilience	Identify business development opportunities in climate change adaptation and mitigation, expand green finance business, develop innovative products and services in the green and low-carbon sector, and advance energy conservation, emissions reduction, and sustainable growth.
Risk Management		Identify physical and transition risks, strengthen monitoring mechanisms for high-risk sectors and regions, refine credit and investment portfolios, and ensure climate risk management aligns with internationally recognized standards and global best practices.
Metrics and Targets	Climate-related targets	Monitor annual emissions, conducts regular assessments and reporting, and refines emission reduction measures to enhance energy efficiency and minimize its carbon footprint.
	Climate-related target setting and tracking	Formulated the *Green Finance Management Measures of Bank of Ningbo and the Green Finance Medium and Long-Term Development Plan (2024-2028)* to further improve the management of green finance, set both short-term and medium-to-long-term goals, enhancing relevant policy systems and ensuring the effective implementation of green finance policies.

Reader Feedback Form

Dear Reader,

Thank you for reading the *Bank of Ningbo Co., Ltd. 2025 Sustainability (ESG) Report*. We sincerely appreciate your time and valuable feedback. Your insights are crucial in helping us continuously improve our reporting. Please take a moment to complete this feedback form and return it to us using the contact details below.

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Your Information

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1.How would you rate this report overall?

Excellent　Good　Average　Poor　Very Poor

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

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

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4.Which topics are you most interested in?

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

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