



Build First-Class Joint-Stock Commercial Bank with International Competitiveness in All Respects



Service Hotline
95528
www.spdb.com.cn

Shanghai Pudong Development Bank Co., Ltd.
No. 12, Zhongshan Dong Yi Road, Shanghai, China
Post Code: 200002



新思维 心服务

2021

SPD BANK Corporate Social Responsibility Report 2021



Dalian Branch Volunteers organized "Protecting Biodiversity, We are in Action" in Xinghai Square.

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Notes to the report

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Report scope This report focuses primarily on Shanghai Pudong Development Bank Co., Ltd. (hereinafter referred to as "SPD Bank", "the Bank" or "we"), covering the head office, branches inside Mainland China, Hong Kong Branch, Singapore Branch, and London Branch. Some of the contents involve legal persons such as SPD Bank International Holdings Limited, Shanghai International Trust Co., Ltd., SPD Bank Financial Leasing Co., Ltd., AXA SPD Bank Investment Managers Co., Ltd., China International Fund Management Co., Ltd., Tullett Prebon SITICO (China) Ltd., SPD Rural Banks and SPD Silicon Valley Bank Co., Ltd., all of which are affiliated to SPD Bank Group. Statistical criteria for some data may deviate from the above-mentioned scope. Please refer to the notes and explanations in the appendix of this report for details.

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Contact information

Address: No.12, Zhongshandongyi Road, Huangpu District, Shanghai, PRC
Postcode: 200002
Tel: 86-21-61618888
Fax: 86-21-63232036



Zheng Yang

A Word from the Secretary of the Party Committee and the Chairman

The year of 2021 marked a milestone in the history of the Communist Party of China and the country. In 2021, SPD Bank, a national joint-stock commercial bank headquartered in the birthplace of the Party, adhered to Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era, thoroughly implemented the spirit of the 19th CPC National Congress, and the second, third, fourth, fifth and sixth plenary sessions of the 19th CPC Central Committee, resolutely implemented the decisions and deployments of the Central Committee and Shanghai Municipal Party Committee, carried forward the great party-building spirit and integrated it into the blood of SPD Bank, and attached equal importance to epidemic prevention and control as well as economic development. With the passion of "set out again, start businesses again and create glory again", SPD Bank has moved steadily forward on the path of high-quality development.

High-level unity brought about the prosperity of shared values. Inspired by the Party's course of arduous struggle and great achievements, we have kept forging ahead, and made unremitting efforts to build a first-class joint-stock commercial bank with international competitiveness in an all-round way. We have further advanced the construction of enterprise culture and spiritual civilization, carried out a series of theme activities on enterprise culture, and continued to build "Digital SPD Bank", "Robust SPD Bank", "Enterprising SPD Bank" and "Happy SPD Bank" to create a positive cultural atmosphere and energize the spirit of forging ahead in the new era.

High-quality services supported the implementation of major national strategies. We actively served the national strategies, the real economy, and major tasks of Shanghai in a bid to achieve high-quality growth of our own while serving the overall interests of development. We fully supported the major national strategies such as the integrated development of the Yangtze River Delta, the Beijing-Tianjin-Hebei integration initiative, the construction of Guangdong-Hong Kong-Macao Greater Bay Area, the development of Shanghai as an international financial center, and the high-level reform and opening-up of the Pudong New Area. We allocated our limited credit resources to the most needed fields of the national economy. Focusing on the goals of "Carbon Peaking" and "Carbon Neutrality", we served the transformation and upgradation of the industry and built "green banks". We further promoted the innovation in free trade and cross-border business, contributed to the promotion of "dual circulations", and played a leading role in serving the high-quality development of the real economy.

Cultivated a first-class talent team with high-level governance. Based on the overall situation, SPD Bank embraced change and kept improving. We adhered to talent-driven development and innovated talent working mechanisms to build a talent-oriented brand. We improved the assessment and evaluation mechanism, optimized the incentive and constraint mechanism, and promoted the talent exchange mechanism to fully activate the enthusiasm and creativity of cadres and employees. We focused on strengthening the construction of the cadre team and building a high-quality professional cadre team in the new era with excellent political accomplishment, strong responsibility consciousness, and outstanding performance with the aim to lay a solid talent foundation for serving the high-quality development in the new era.

High-level innovation and digitalization created new advantages for development. Driven by innovation, SPD Bank accelerated the deep integration of digital technology and financial service, empowering the high-quality development of various businesses. Focusing on the dual-engine of customer experience and digital technology, we created a new customer business model with the ultimate experience as the core in order to gain new forward momentum with closed-looped and penetrating digital service system. We established a service model of finance ecosystem for the high-tech industry integrating "stock, debt and loan" with a full life cycle and created a professional organizational structure, business model, innovative product system, and digital service platform. We launched a brand of "SPD Sci-tech Innovation" and joined hands with innovative high-tech enterprises to continuously fuel China's breakthroughs in core technologies.

High-value management accelerated the improvement of risk management ability. We strictly implemented the spirit of the CPC Central Committee's policy on preventing and resolving financial risks and improved our risk management ability in a complex environment. We firmly guarded against major risks, and established and improved a risk prevention and control system matching the deeper reform and opening up. We further promoted the intensification, verticalization, intelligentization, and professionalization of risk management, adhered to the principal of "goal orientation, addressing both symptoms and root causes, integrated development, benchmarking, and proactive action", and enhanced the risk awareness of all staff so as to realize the coordinated development of quality, scale and efficiency of the bank.

Let us ride the waves with high spirits, carry forward our cause and forge ahead into the future. 2022 is the year of the 20th CPC National Congress and the year of deepened implementation of China's 14th five-year plan. SPD Bank will firmly perform its responsibilities as Shanghai's flagship financial enterprise, adhere to its long-term belief, and continue to build up its reputation as the "Bank of the Yangtze River Delta" and the "Bank Going Global from the Yangtze River Delta". SPD Bank will concentrate on "building a first-class joint-stock commercial bank with international competitiveness in an all-round way and seek to become a leader and pioneer in the high-quality development of the financial industry in the new era" to welcome the 20th CPC National Congress with excellent performance.



Pan Weidong

A Word from the President

In 2021, the first year of the 14th Five-Year Plan, SPD Bank took the initiative to implement the new development concept, fully served and integrated into the new development pattern, and continuously improved the quality and efficiency of serving the real economy basing on the new development stage. We strove to promote the construction of "Three Banks" - the asset-light bank, green bank, and panoramic bank, and turned a new chapter of "comprehensively building a first-class joint-stock commercial bank with international competitiveness".

In 2021, SPD Bank achieved an annual operating income of 191 billion yuan, paid taxes of 24.7 billion yuan, and made a social contribution of 9.04 Yuan per share. It moved up two places in Top 500 Banking Brands to No. 15, two places in the Top 1000 World Banks to No. 18, and 19 places in the "Fortune Global 500" to No. 201. Forty-four business outlets of SPD Bank were rated as "Top 1000 Demonstration Organizations", one institution was rated as "National Female Pacesetter", and four institutions were rated as "National Financial Pioneer", and its comprehensive strength was steadily improved.

In the economic field: SPD Bank adhered to serving the real economy, implemented major national strategies, and continued to strengthen financial services for the integrated development of the Yangtze River Delta, the coordinated development of Beijing-Tianjin-Hebei region, the construction of the Guangdong-Hong Kong-Macao Greater Bay Area, the development of the Yangtze River economic belt, and the ecological protection and high-quality development of the Yellow River basin. Taking supporting the national strategy of the integrated development of the Yangtze River Delta region as the strategic stronghold to promote the development of the bank, SPD Bank developed free trade services and cross-border financial service extensively, and supported the development of Shanghai towards an international financial center and the high-level reform and opening up of the Pudong New Area. By the end of 2021, its financing for the Yangtze River Delta region had reached 2.25 trillion yuan, and the cross-border capital transaction volume had exceeded 500 billion yuan. SPD Bank continued to implement measures, such as fees reduction and promotion for small and micro enterprises in a bid to attain "stability on the six fronts and security in the six areas", provided in-depth services to innovative high-tech enterprises and built a market reputation of "seeking help from SPD Bank for listing on the sci-tech board". By the end of 2021, SPD Bank had served 13,000 high-tech enterprises in the Yangtze River Delta region, with a balance of sci-tech loans of over 110 billion yuan, and had worked closely with 70% of enterprises listed on the sci-tech board.

In the social field: Focusing on customers and taking the service scenario as the starting point, SPD Bank made every effort to promote "digital, intelligent, and ecological" online financial service. We deepened the service mode of the financial service ecosystem for sci-tech enterprises and improved the service capacity of the digital platform. We strictly implemented regulatory requirements, continuously improved the internal control mechanism for protecting financial consumers, and helped improve consumers' financial literacy. We strove to build a higher-quality professional cadre and talent team by launching three key talent projects, i.e. the "Development Catalogue of Urgently-needed Talents of SPD Bank", "Puhui Jinying" project, and "Puhui Zhilian" talent ecosystem. We continued to carry out extensive public welfare and charity activities in the fields of caring for the elderly and children, poverty alleviation, medical and health care, and culture and education. The "Dream-chasing Fireflies" public welfare plan funded 790 pediatric medical staff in central and western China to receive further education in Shanghai, Beijing, Chengdu, Hangzhou, Chongqing, Tianjin, and other cities and carried out bank-wide volunteer activities for the 15th consecutive year.

In the environmental field: We adhered to the concept of "lucid waters and lush mountains are invaluable assets", advocated the path of green and sustainable development, revitalized and upgraded green financial service, and helped to achieve China's goal of "Carbon Peaking" and "Carbon Neutrality". We further upgraded and launched Green Finance Comprehensive Service Scheme 3.0, which focused on various scenarios in six major fields such as green energy, creating a three-dimensional, full process and full coverage service system, and building a rich "Shanghai Pudong development green innovation" product matrix to meet the financial needs of enterprises in green development. By the end of December 2021, the balance of green credit had reached 311.35 billion yuan, an increase of 94.75 billion yuan over the beginning of the year, ranking in the forefront of joint-stock peers.

From the new starting point of 2022, we will adhere to the general principle of seeking progress while keeping performance stable and following the business main line of "adhering to long-term objectives, consolidating the foundation, advancing on the whole and empowering with digitization". We will maintain sustainable economic growth, move forward steadily on the track of high-quality development, and strive to break new ground by building a first-class joint-stock commercial bank with international competitiveness in an all-round way. Setting the sail of reform and innovation, we will overcome difficulties, break new ground, and set out again in high spirit.

SPD Bank achieved an annual operating income of

191 billion yuan



24.7 billion yuan
tax paid



made a social contribution of
9.04 yuan
per share





Concept of Responsibility

Core Concept

SPD Bank's corporate social responsibility view is to rely on the financial professional advantages to form responsibility competitiveness with the characteristics of SPD Bank, take the initiative to assume economic, social, and environmental responsibilities, and promote the sustainable development of our stakeholders and ourselves.

Corporate Social Responsibility Action Guidelines

- 01 Comply with laws and regulations and operate steadily. Abide by laws and regulations, operate steadily, and ensure the compliance, stability, and sustainable development of SPD Bank.
- 02 Be honest and serve the public. Act according to the law and in good faith, increase financing support in the areas of growth, livelihood, and structural adjustment, provide the public with modern financial products and services to the maximum extent, serve the public with advanced financial concepts, and innovate financial experience for the public.
- 03 People-oriented, with unified sense of value. Create value for stakeholders to the greatest extent and realize the harmonious unity of company value and stakeholder value.
- 04 Devote love and repay society. Actively support and participate in public welfare charity activities, carry forward the "dedication, mutual aid, friendship and progress" of SPD Bank's volunteer concept through continuous volunteer activities, safeguard and promote social interests, and realize the coordinated development of the bank and society.
- 05 Implement policies and allocate resources. Serve the country's macro-control policies, give full play to the role of finance in guiding and allocating social resources, rationally and effectively allocate credit resources, and support China's low-carbon economy and green development.
- 06 Advocate for environmental protection and green finance. Support green credit, innovate green financial products, support energy-saving and environment-friendly green industries with business behaviors and market mechanisms, and build a low-carbon bank in China's financial industry.

Governance

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Development Led by Party Building

2021 was the 100th anniversary of the founding of the Communist Party of China and the opening year of the national 14th five-year plan and the second Centennial goal. It was also the launch year of the SPD Bank's advancement of the 14th five-year plan. Guided by Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era, the Party Committee of SPD Bank thoroughly implemented the spirit of the 19th CPC National Congress and all plenary sessions of the 19th CPC National Congress as well as the decisions and arrangements of the Party Central Committee and Shanghai Municipal Party Committee. Adhering to the principle of "focusing on the central task and serving the overall interests", the Party Committee of SPD Bank actively transformed institutional advantages into governance efficiency, built a new situation of mutual promotion and win-win between Party building and central work, and continued to write a new chapter of high-quality development.

Centering on the celebration of the 100th anniversary of the founding of the Party, the Party Committee of SPD Bank carried out the study and education of the Party history with high standards and high quality and set off a climax of studying and implementing the spirit of the important speech of General Secretary Xi Jinping on July 1 and the spirit of the Sixth Plenary session of the 19th CPC Central Committee through central group study of the SPD Bank Party Committee, preach at the grass-root level and a series of activities to celebrate the centennial of the founding of the Party. SPD Bank solidly promoted the activity of "I do practical things for the masses" and practiced the original mission of serving the country through financial service. SPD Bank fully served the real economy, focused on national strategy, customer service, enterprise development, and employee needs, and launched a group of practical projects. SPD Bank adhered to the combination of doing practical things and promoting self-transformation and development, and formulate the "14th five-year" development strategic plan and innovation plan of SPD Bank. We deeply promoted structural adjustment, actively prevented and controlled financial risks, and laid a solid foundation for high-quality development.



Corporate Governance

Governance Structure

Since its listing, SPD Bank has learned from the internationally-accepted corporate governance principles and guidelines. We have established and improved the governance structure composed of the boards of directors, boards of supervisors, the general meeting of stockholders, and the senior management through continuous efforts of successive boards of directors, boards of supervisors, and senior management and has formed a governance mechanism with reasonable structure, strict procedures, scientific decision-making, efficient operation and coordinated order to ensure the bank's compliance and steady, sustainable and rapid development, and effective protection of the legitimate rights and interests of all stakeholders of the bank.

Organic integration of Party leadership and corporate governance. SPD Bank integrated the leadership of the Party into all aspects of the corporate governance and constantly explored and improved the modern financial enterprise system with Chinese characteristics. SPD Bank wrote the requirements for the Party building into its articles of association, specified the responsibilities and authorities, institutional settings, operating mechanism, basic guarantees, and other important matters of the Party organization, put in place the legal status of the Party organization in the corporate governance structure, and gave full play to the leadership role of the Party Committee of SPD Bank in controlling the direction, managing the overall situation, and ensuring implementations. The bank improved the democratic management system under the leadership of the Party Committee in the form of employee congresses, listened to the opinions of employees on major matters, and ensured that employee representatives participate in corporate governance in an orderly manner according to the law.

The structure of the board of directors remained diversified. By the end of 2021, there were 12 directors (one female director) performing their duties under the 7th board of directors of the bank, including four executive directors, three shareholder directors, and five independent directors. All independent directors were professionals with great social influence in the field of economy, finance, accounting, and law. The bank was committed to building a more diversified board of directors in terms of gender, age, and professional background to bring more new perspectives, new concepts, and new ideas to strengthen the bank's ESG governance.

Four special committees are set up under the board of directors, i.e. the Strategy Committee (Inclusive Finance Development Committee), the Audit Committee, the Nomination and Remuneration and Appraisal Committee, and the Risk Management and Related Party Transaction Control Committee (Consumer Rights and Interests Protection Committee). Except for the Strategy Committee (Inclusive Finance Development Committee), the other three committees are chaired by independent directors to ensure the accurate, professional, and independent decision-making of the board of directors.

The board of supervisors actively played its supervisory role in compliance, risk, internal control system construction, and business performance. SPD Bank strengthened the independence and authority of the board of supervisors to improve its supervision and inspection effect. With the supervision of duty performance as the core, the board of supervisors supervised the decision-making and implementation of the board of directors and senior management in fields related to social responsibility, and reviewed motions related to inclusive finance, green finance, consumer rights and interest protection and social responsibility in accordance with laws and regulations. Based on financial supervision, the board of supervisors focused on the compliance of financial activities and the authenticity and integrity of data as well as the protection of the rights and interests of stakeholders. Focusing on internal risk control, the board of supervisors urged the bank to strengthen internal risk control management, effectively prevent and control risks, and promote the high-quality and sustainable development of the bank.

Under the senior management, there is a Green Finance Business Promotion Committee, which takes the lead in implementing the relevant resolutions and work arrangements of the board of directors and the executive office, forms the objectives, schemes, and action plans of SPD Bank in supporting the sustainable development of green finance business, and regularly organizes relevant departments to report the implementation progress and results to the senior management. A green financial center is set up to take charge of the overall promotion and operation management of the group's green financial service, and to actively develop green financial service. (Note: it is recommended that the responsibilities and proposals of the Green Finance Business Promotion Committee and the green financial center were to be disclosed in the annual report)

12

directors performing their duties under the 7th board of directors of the bank



4

special committees set up under the board of directors



The board of directors performs its duties diligently in ESG

For a long time, SPD Bank's active performance of its social responsibilities has created value for shareholders, customers, employees, society, environment, and other stakeholders, and has achieved sustainable development of the bank while promoting social harmony and progress. The board of directors of the bank is responsible for formulating the group's ESG-related strategies and supervising and evaluating the implementation of these strategies.

Green Finance

The 24th session of the 6th board of directors deliberated and approved the motion of Green Finance Development Plan, which defined the bank's green finance development strategy and demanded to make full use of the bank's fundamental advantages in the field of green finance, to learn from the advanced industry experience in China and abroad. Based on the national strategic level, the plan closely focused on the national policy requirements and demanded to promote the construction of China's green finance system with a high sense of mission and responsibility, to maintain and expand the characteristic advantages of the bank's green finance in combination with the needs for its transformation and development and the practice of corporate social responsibility, and to accelerate the transformation of these characteristic advantages into an important competitive advantage of the bank's business and the development of the whole bank.

The 26th session of the 7th meeting of the board of directors deliberated and approved the motion of Development Strategic Planning and Innovation Planning for 2021-2025, which demands to deeply understand the work deployment of the CPC Central Committee on "Carbon Peaking" and "Carbon Neutrality", grasp the historical opportunity of low-carbon transformation and lower-carbon development of the national economy, and continue to promote the green transformation of asset liability structure, product service model and corporate culture. The plan also requires to provide financial support for environmental improvement, climate change response, resource conservation, and efficient utilization to serve ecological protection and green development, to meet the financial needs of energy-saving projects in industry, construction, transportation, and other fields and public institutions to help improve resource utilization efficiency, and to provide green financial products and services for green intelligent manufacturing, green urbanization, green energy, environmental protection, new energy vehicles, and carbon finance, etc.

Every year, the board of directors reviews the company's operation report, which covers the development of the bank's green finance-related businesses, including the implementation of green credit strategy, the development of green credit businesses, innovation, environmental and social risk identification and assessment, the bank's environmental and social performance, the performance of social responsibility, etc.

Protection of Rights and Interests of Consumers

The Risk Management and Related Party Transaction Control Committee studied major issues and important policies on the protection of consumer rights and interests, guided and urged the establishment and improvement of the management system of consumer rights and interests protection, and supervised the comprehensiveness, timeliness and effectiveness of senior management's protection of consumers' rights and interest. In 2021, the board of directors reviewed and approved the *Summary of Consumer Protection in 2020 and the Proposals of Work Plan for 2021* and the *Proposals for Regulatory Evaluation and Rectification Plan for Consumer Protection in 2020*, and reviewed the *Report on the Notification of the CBRC on Consumer Complaints in the Banking Industry in the First Quarter of 2021* and the *Report on the Notification of the CBRC on Consumer Complaints in the Banking Industry in the Second Quarter of 2021*.

The board of directors attached great importance to the protection of customer privacy and data security. On February 24, 2021, the 19th session of the 7th meeting of the board of directors reviewed the Report on the Implementation of Data Governance in 2020; on March 25, 2021, the 21st session of the 7th meeting of the board of directors deliberated and approved the Data Strategic Plan for 2021-2025; on November 26, 2021, the 30th session of the 7th meeting of the board of directors reviewed and adopted the Digital Development Plan for 2021-2025.

Risk & Compliance

Risk Management

In 2021, SPD Bank insisted on "controlling new non-performing loans and reducing old ones" at the same time, strengthened basic management, carried out sci-tech empowerment, and continued to improve its risk control ability. Focusing on risks in key areas, SPD Bank established a "Triple Mechanism" for risk prevention and control in key areas, key branches, and key projects, and built a "Three Fences" to curb downward trends. The amount and rate of non-performing loans decreased for eight consecutive quarters.

Relying on big data intelligent technology, SPD Bank improved the effectiveness of risk monitoring and inspection by establishing a risk monitoring system linking the head office and branches and continuously optimized the management mode of the integration of off-site monitoring and on-site inspection. SPD Bank organized climate risk stress tests for three high-carbon industries and established a stress test management mechanism. The bank improved the long-term mechanism for preventing and resolving major risks, and effectively controlled risks in overseas investment, self-financing, wealth consignment, and other fields.

SPD Bank constantly improved the business management system of the financial market. Focusing on system construction, SPD Bank comprehensively strengthened the cultivation of risk responsibility consciousness and highlighted the main body responsibility and cooperation of the three lines of defense. We vigorously promoted the use of systematic monitoring tools and means in the financial market businesses. We improved the rigid control function of the stop-loss limit, optimized the early warning mechanism of the loss in market transactions, and continuously improved the monitoring of market risk and trading behavior. In addition, we constantly promoted the construction of the market risk management platform and market risk measurement engine to improve the intelligent digital management level of market risk.

SPD Bank strengthened operation and IT risk management. We carried out the monitoring of operational risk in key areas, strengthened the training and awareness of operational risk management in grass-roots institutions and overseas branches as well as IT risk management, and constantly promoted the construction of the business continuity management system.

SPD Bank strengthened reputation risk management. We continuously improved the reputation risk management ability of all employees, and deeply planted the awareness of compliance, reputation risk, and consumer rights protection in operation, business expansion, customer service, and employee management. We strengthened the implementation of systems and mechanisms, actively resolved public opinion concerns, delivered the voice of authority in a timely manner, and created good public opinion atmosphere for steady development.

Compliance Management

Internal control system construction

SPD Bank has established a management system of rules and regulations and has firmly formed the concept of "System First". Institutions at all levels should, in accordance with the principles of internal control first and information transparency, formulate standardized and effective systems, clarify management requirements and ensure there are rules to follow in carrying out operation and management activities.

SPD Bank issued the Rules and Regulations Management Measures of SPD Bank and the Rules and Regulations Preparation Specification of SPD Bank to clarify the framework and structure of the whole bank's system management system, as well as the content and management requirements of rules and regulations. We clarified various compliance management requirements to ensure compliance with all rules and regulations through the formulation of the Management Measures for Compliance Review of SPD Bank and prior review of management activities and business processes. We developed and constructed a rules and regulations management system and timely and dynamically managed the rules and regulations of the whole bank to provide fast, accurate and precise system review function for institutions at all levels of the whole bank. It continuously improved the suitability and effectiveness of the rules and regulations system by regularly carrying out system planning and cleaning up.

SPD Bank formulated an assessment system of compliance and case prevention to examine and appraise the head office departments and all branches in terms of the management and implementation of the systems. Those who violate the rules and regulations and handle business in violation of regulations shall be held accountable and punished. At the same time, the management personnel who fail to perform their duties shall be investigated for management responsibility, and the management personnel and operators of institutions at all levels are urged to carry out various business operations and management activities in accordance with the rules and regulations.

Anti-money laundering

In 2021, SPD Bank strictly fulfilled the core obligations of financial institutions such as anti-money laundering identification and suspicious transaction reporting, constantly strengthened the ability of money laundering risk management, and contained criminals from using the bank's services or products to carry out illegal and criminal activities such as virtual currency, illegal fund-raising, telecom or network fraud and cross-border gambling.

- **Application of financial technology:** SPD Bank established an artificial intelligence model for crimes, and adopted social network analysis technology, to strengthen the monitoring and identification of upstream crimes of gang money laundering, and improve the efficiency and accuracy of suspicious transaction monitoring. We timely controlled and reported risk accounts involving gambling, fraud, illegal fund-raising, illegal pyramid schemes, illegal operations, and underground banks. All these effectively cracked down on illegal and criminal activities and safeguarded the interests of customers and the public.
- **Publicity of Anti-money laundering:** SPD Bank actively popularized the basic knowledge of anti-money laundering, anti-terrorism financing and anti-tax evasion, and circulated PPTs and micro videos in business places and on outdoor electronic display screens. Publicity leaflets were placed in obvious places such as counters, form-filling counters, financial manager reception area, and public education area. Wechat official account of SPD Bank published articles to the public, and the business place electronic displays circulated anti-money laundering messages. SPD Bank publicized the basic knowledge of anti-money laundering and typical cases through the bank tellers preaching in the hall and distributing publicity materials to the public in the community, enterprises, and campus. By these means, SPD Bank improved customers' awareness of money laundering risk prevention, enhanced the self-protection ability of the public, effectively cracked down on illegal and criminal activities, and safeguarded the interests of customers and the public.
- **Internal and external anti-money laundering training:** Guided by the anti-money laundering training concept of "layered organization, full coverage, highlighting key points and focusing on results", SPD Bank carried out targeted special training on money laundering risks for employees at different posts and levels through video, network and on-site training. SPD Bank actively participated in the policy and practical operation training by the People's Bank of China, continuously improved the anti-money laundering compliance awareness of all employees and the monitoring and screening skills of abnormal transactions, and strictly implemented the requirements of regulatory policies, rules and regulations.

Employee behavior management

SPD Bank constantly strengthened the systems' effectiveness. We completed and updated documents like Interim Measures for the Management of Employee Behavior of SPD Bank, Measures for the Employee Irregularities Handling of SPD Bank, etc.

SPD Bank continuously improved the supervision and restriction mechanism. We clarified the principle of "Four Eyes Supervision" and focused on effective post supervision and post check and balance for front-line personnel. Meanwhile, the online employee behavior monitoring system was put online to strengthen the systematic monitoring and early warning of employees' abnormal behaviors, so as to realize the early identification, early warning, early detection, and early disposal of irregularities.

SPD Bank strengthened and improved case-prevention warning education. We organized all staff to sign the Letter of Responsibility for Case Prevention and Control Objectives, clarified posts' case-prevention responsibilities, and compacted the main responsibility of case prevention. By building a case base of employee irregularities, we urged all employees to establish honest and trustworthy professional ethics and legal awareness of compliance with regulations and disciplines to create a clean and positive compliance culture.

Business ethics training

In 2021, SPD Bank took the "Construction Year of Internal Control Compliance Management" as an opportunity and carried out case warning education and training for all staff, which focused on the Management Measures for Criminal Cases of SPD Bank. Meanwhile, units at all levels carried out more than 100 sessions of publicity and education lectures of "Top Leader Talks About Compliance", and further guided employees to establish a correct view of professional ethics and maintain good professional ethics through the interpretation of important policies and regulations and the analysis of typical cases.

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sessions of publicity and education lectures of "Top Leader Talks About Compliance" carried out by units of all levels

Whistleblower protection system

SPD Bank set up the protection principle and mechanism for whistleblowers in the Administrative Measures for Employee Compliance Reporting, which makes it clear that in the process of accepting and handling compliance reporting, the identity information and reporting materials of whistleblowers should be kept confidential strictly, so as to protect the supervision right of whistleblowers and protect whistleblowers from retaliation or reputation damage.

Intellectual property protection

SPD Bank promoted IPR protection in accordance with the Intellectual Property Management Scheme of SPD Bank for 2018-2022. Relying on the bank's Digital Integrated Management System of Legal Compliance, SPD Bank built a module of intellectual property management applicable to the bank to improve the digital management level of intellectual property of the whole bank and provide systematic support for the intellectual property protection of all lines.

In the National Intellectual Property Publicity Week in April 2021, SPD Bank organized the theme activity of "Intellectual Property Publicity Week 2021 of SPD Bank" in Shanghai and Shijiazhuang branches, in which SPD Bank promoted the awareness of intellectual property protection of employees and the public by hanging banners in the business places and displaying promotional pictures on electronic screens and promotional slogans on LED screens.



Practice

In Economic Sector

Stay True to our Original Aspiration and
Support High-quality Development of
the Real Economy — 20

Shoulder the Mission Bravely and
Support High-level Opening to the
Outside World — 30



Stay True to our Original Aspiration and Support High-quality Development of the Real Economy

Spare no effort in serving the national strategy

Adhering to the positioning of "Bank based in the Yangtze River Delta and going global from the Yangtze River Delta", SPD Bank continued to enhance its support for national major regional strategies and urban agglomeration construction, such as the "Belt and Road Initiative", the integration of the Yangtze River Delta, the coordinated development of Beijing, Tianjin and Hebei, the construction of Guangdong-Hong Kong-Macao Greater Bay Area, the construction of Xiong'an New Area, the rise of central China, and the revitalization of Northeast China, so as to better help regional coordinated development.

Serve the integrated high-quality development of the Yangtze River Delta

Strengthen the overall design and continuously improve the cross-regional and integrated financial service abilities.

At the headquarters, SPD Bank established a committee and promotion group to support the integrated development of the Yangtze River Delta, set up the Management Headquarters of Yangtze River Delta Integration Demonstration Zone, and led the establishment of a working group of SPD Bank to support Pudong New Area in building a leading area for socialist modernization. We took the lead in launching "YRD Series" portfolio such as "YRD Loan", "YRD Bond", "YRD Chain", "YRD Purchase" and "YRD Bank Consortium" in the industry, and pioneered in the fields of cross-regional credit extension, industrial integration, and urban construction. In 2021, we constantly improved the systems and mechanisms, coordinated and optimized the institutional layout, strengthened the coordination and linkage of services among regions, and accelerated the integration of various financial services in Shanghai such as payment and settlement as well as joint credit extension to further improve the quality and efficiency of financial services. By the end of 2021, we had established more than 500 institutions in the Yangtze River Delta, serving 405 thousand enterprise customers and 56.4844 million individual customers with a total financing support of 2.25 trillion yuan for the Yangtze River Delta. We vigorously developed green finance to help build the Yangtze River Delta into a "harmonious coexistence model of green development".

SPD actively practiced the concept of green development, sped up the improvement of climate information disclosure, explored the development path of green finance, established long-term mechanisms to serve green development, and constructed a green product system with complete functions and its own characteristics. By the end of 2021, the balance of green credit in the Yangtze River Delta was 121.858 billion yuan. In 2021, SPD Bank launched a number of market "first orders" such as carbon market pledge loans and carbon-neutral double-standard bonds, and actively promoted the Yangtze River Delta region to become a demonstration area for carbon finance development.

Deepen the development of inclusive finance to promote the Yangtze River Delta to become the most active growth pole of the main market.

SPD accelerated the establishment and improvement of incentive and constraint mechanisms, continuously promoted the increase of inclusive financial suppliers, expanded the coverage of financial services, and improved the availability and convenience of inclusive financial service. Meanwhile, it further strengthened the application of fin-tech and continuously improve the efficiency of inclusive financial service. By the end of 2021, we had served 600,000 inclusive customers in the Yangtze River Delta, and the balance of inclusive loans had exceeded 100 billion yuan.

Strengthen financial service for sci-tech enterprises and promote the Yangtze River Delta to become the core innovation hub of the country.

SPD Bank strengthened cooperation with basic scientific research institutions and helped achieve breakthroughs in key "bottleneck" technologies in the Yangtze River Delta. We constantly strengthened the innovation of financial products and services for sci-tech enterprises and supported the sci-tech industry as well as sci-tech innovation entities through multiple channels and at multiple levels. At the same time, we strengthened the application of digital technologies, organically connected various scenarios such as production, life, and government affairs, and continuously promoted the improvement of economic and social efficiency. By the end of 2021, we had served 13 thousand innovative high-tech enterprises in the Yangtze River Delta, with a balance of sci-tech loans of more than 110 billion yuan, and established in-depth cooperative relations with 70% of listed enterprises on the sci-tech innovation board.

serving
405 thousand
enterprise customers



the balance of green credit in the
Yangtze River Delta
121.858
billion yuan



serving
600,000
inclusive customers in the
Yangtze River Delta



sci-tech loan balance more than
110 billion yuan



Innovate and develop free trade finance and cross-border finance to help build the Yangtze River Delta into the core hub of domestic and international dual circulation.

SPD Bank fully grasped the policy opportunity of the pioneer financial reform and innovation in China (Shanghai) Pilot Free Trade Zone and its Lin-gang Special Area, continuously enriched and improved various cross-border businesses such as cross-border payment and settlement, domestic and foreign currency integrated capital pool, offshore RMB transaction, and cross-border transfer of domestic trade financing assets, and improved the comprehensive service capacity of cross-border finance to better serve the "Bring in" and "Going out" of enterprises. We implemented the first batch of characteristic businesses in the market such as the first API direct connection for FT foreign exchange in the special area, the first fully functional cross-border two-way RMB capital pool, one-time registration of foreign debt limit, FT account linkage service, new offshore international trade and so on. By the end of 2021, the volume of cross-border capital transactions had exceeded 500 billion yuan.

SPD Bank firmly seized major opportunities such as the construction of Shanghai's "Five Centers" and the building of Pudong New Area into a leading area for socialist modernization, actively promoted the RMB internationalization, helped Shanghai enhance its global resource allocation function, and constantly promoted Shanghai's demonstrative, driving and leading role in the Yangtze River Delta.

the volume of cross-border
capital transactions more than

500 billion yuan



Support the high-level reform and opening up of the Pudong New Area and build Pudong New Area into a leading area for socialist modernization

Sign a strategic agreement with the People's Government of Shanghai Pudong New Area

Case

The People's Government of Shanghai Pudong New Area and SPD Bank signed the Comprehensive Strategic Cooperation Agreement on jointly Building a Leading Area for Socialist Modernization. Focusing on supporting the high-level reform and opening up of the Pudong New Area and the building of Pudong New Area into a leading area for socialist modernization, the two sides will further deepen cooperation to boost the construction of Shanghai's "Five Centers" and free trade zone and jointly serve Shanghai International Financial Center.

According to the agreement, both parties will strengthen bank and government cooperation in many fields, including regional development, industrial upgrading, reform of state-owned assets and enterprises, talent exchange, science and innovation finance, inclusive finance, green finance, etc. As one of the main cooperative banks for the overall industrial development of Pudong New Area, SPD Bank will give full play to the location advantage of being headquartered in Shanghai and provide enterprises in Pudong New Area with a total amount of no less than 100 billion yuan of credit support in the next five years to facilitate regional economic and social development.



Inject new vitality into G60 science and innovation corridor


Case

Focusing on the advanced manufacturing industry and innovative high-tech enterprises, SPD Bank implemented the relevant requirements of "15 financial policies to support the high-quality development of manufacturing industry in G60 sci-tech innovation corridor", made comprehensive use of debt financing, equity mergers and acquisitions, venture capital funds and other tools to meet the diversified financing needs of enterprises and promote the high-quality development of advanced manufacturing industrial clusters in the Yangtze River Delta.

- Built G60 financial service feature products for sci-tech enterprises according to local conditions.
- Matched equity funds with enterprises in key areas of the G60 science and innovation corridor, such as biomedicine, artificial intelligence, and new energy.
- Broadened the bond issuance channels for the advanced manufacturing industry through various forms of bonds.
- Provided various financial services including settlement, exchange, financing, and fund management by relying on the "Trinity Platform" of offshore, free trade, and overseas branches.

Build the financial service ecosystem for sci-tech enterprises of Yangtze River Delta


Case

In 2021, SPD Bank upgraded the two major products of "Listing Loan" and "Stock Option + Sci-tech Equity-included Loan", which met the financing needs of "hard technology" enterprises which wish to be listed. Through the two-wheel drive of "Stock and Loan", we covered the last mile for innovative high-tech enterprises to be listed on the science and innovation board. In addition, we continuously deepened the construction of the financial service ecosystem for sci-tech enterprises with government departments, investment institutions, leading science and technology enterprises, and securities companies as the core partners.

In Shanghai, SPD Bank gave full play to our advantages of concentration of financial element resources and established cooperation with the Shanghai Stock Exchange, head securities companies, industry-leading equity investment funds, etc., among which SPD Bank jointly held with the Shanghai Stock Exchange the "Entering the Shanghai Stock Exchange and Bund 12 Interbank Cooperation Salon" to explain the listing policies and give special counseling for the executives of innovative high-tech enterprises, so as to help enterprises list on the science and innovation board.

In Nanjing, for enterprises in the "Cultivation Database for Innovative Leading Enterprise" of Nanjing Science and Technology Bureau, SPD Bank offered "sci-tech innovation loans", which is up to 30 million according to the enterprise development stage, to those intending to be listed on the sci-tech innovation board.

In Suzhou, SPD Bank jointly built a service ecosystem for innovative high-tech enterprises with head securities companies, accounting firms, law firms, and venture capital institutions. We provided a three-year plan for the listing of an information intelligence company on the science and innovation board, which clarified the advance path of listing and provided supporting credit to help it develop and grow in the capital market.

Serve the coordinated development of the Beijing-Tianjin-Hebei region

SPD Bank actively implemented and integrated into national strategies with continuous innovation. In May 2021, we established a first-class branch in the Xiong'an New Area. Under the guidance and support of the Management Committee of Xiong'an New Area, the branch became one of the first banks cooperating with the "Enterprise Registration Service Station". It not only issued the first batch of blockchain order financing loans but also rolled out asset securitized products investment, a real-name system of migrant workers in Xiong'an New Area, a joint office system of real estate finance of Xiong'an New Area, etc.

Xiong'an Branch of SPD Bank provided various financial services for the construction of Xiong'an New Area and accelerated the orderly advancement of key projects. In September 2021, it established the Leading Group for Supporting the Construction of Xiong'an New Area to meet the financial needs for the construction of Xiong'an New Area in an all-round way and carried out financing businesses for the first domestic blockchain orders.

Help build the Capital Sci-tech Innovation Center


Case

Focusing on the sci-tech field as one of the key asset investment fields, Beijing Branch's characteristic financial service supply system "Jingxi Hao" built a professional financial operation and service system for sci-tech enterprises consisting of a small enterprise financial service center (financial service center for sci-tech enterprises) and five sub-branches featuring financial service for sci-tech enterprises, which were set up according to the urban planning of "Three Cities and One District", which carries the function of sci-tech innovation center in Beijing. By the end of May 2021, Beijing Branch had served more than 5,000 innovative high-tech enterprises, an increase of more than 20% over the end of 2020.

Serve the Guangdong-Hong Kong-Macao Greater Bay Area

SPD Bank gave full play to its advantages of taking the lead in launching FT free trade businesses in Shenzhen Free Trade Zone, actively promoted the linkage between Shenzhen and Guangzhou, and served the construction of Guangdong-Hong Kong-Macao Greater Bay Area. In 2021, we launched services such as FT account settlement, exchange, and free trade capital pool for ten high-quality enterprises in the trade, education, and medical treatment fields in the greater bay area, and continuously improved the service depth and breadth of our free trade businesses for Shenzhen.

Serve the Belt and Road Initiative

SPD Bank actively studied the opportunities related to the Belt and Road Initiative, took the four-in-one international business platform consisting of "offshore, free trade, overseas branches, and overseas subsidiaries" as the main connection mechanism, and gave full play to the interconnection and innovation advantages of various international business platforms to continuously improve the level of financial services for the initiative.

In terms of credit support, SPD Bank implemented a differentiated investment direction policy for overseas corporate customers and their businesses according to the economic development, policy requirements and market characteristics of different overseas regions. Putting serving the "Going out" of the real economy the first, SPD Bank preferentially supported domestic enterprises to invest abroad and carry out capacity cooperation under the Belt and Road Initiative. We served overseas platforms of enterprises and increased effective investment. In 2021, we issued loans equivalent to USD 2.642 billion to relevant enterprises in the countries along the Belt and Road.

In terms of risk management, SPD Bank has established a national quota management system since 2018, which has now covered 140 countries along the "the Belt and Road". While reasonably controlling country risks and orderly optimizing the distribution of exposure structure, we fully considered the support for the "the Belt and Road" businesses and granted country limits to 84 countries along the "the Belt and Road" in 2021.

In terms of exchange convenience, our Singapore branch, an important force in serving the construction of "the Belt and Road", continuously accelerated the construction of currency exchange products and actively promoted small currency businesses, including Thai Baht, Malaysian Ringgit, Indonesian Rupiah, Philippine Peso, Brazilian Real, New Taiwan Dollar, Indian Rupee, etc. According to the characteristics of foreign exchange transactions of Chinese "Going global" customers, In 2021, our Singapore Branch innovatively provided "Cross-Border Exchange" and capital services, which built a bridge for domestic and foreign currency exchange and effectively helped enterprises reduce capital exchange costs. At present, the business scope of the Singapore Branch covers neighboring countries along "the Belt and Road" such as Indonesia and Malaysia, which further extends the service radius for the construction of "the Belt and Road", gives full play to the non-resident service advantages of our international business platform, and meets the financial service needs of domestic high-quality "going global" enterprises to participate in projects along "the Belt and Road".

Shortlist in the first pilot banks of "Cross-border Financial Express" and kick off two-way business


Case

On October 18, 2021, SPD Bank's northbound / southbound trading businesses were successfully shortlisted in the list of the first pilot banks of "Cross-border Financial Express" in Guangdong-Hong Kong-Macao Greater Bay Area published by the people's Bank of China. At noon on October 19, 2021, Guangzhou Branch and Shenzhen Branch kicked off the first northbound / southbound trading businesses, and Hong Kong Branch completed the opening of the first northbound trading account and entry of capital into the account.

"For Hong Kong and Macao investors, the biggest attraction of mainland assets is the investment dividends brought by China's rapid economic growth. In response to the needs of customers in greater bay area, SPD Bank picked diversified financial products and cooperated with a number of fund companies to provide investors with various fund products. Meanwhile, SPD Bank accelerated the development of exclusive financial products suitable for the area, and constantly enriched the types of innovative products from the perspective of customers to meet the needs of Hong Kong and Macao investors' personalized needs for comprehensive financial services," the relevant responsible person of SPD Bank said.

Build a "Beautiful Bay Area" with green finance



Guangzhou Branch built a perfect innovation product system of green finance and established the first cross-border RMB settlement trading system of carbon emission permits. It started strategic cooperation with Foran Energy Group to jointly build the "Foran-Puhui Green Energy Financial Ecosystem", an industrial finance demonstration project with green energy use as the core carrier. It supported key green projects in Guangdong Province, including the replacement of new energy buses in Guangzhou city, the construction of an underground comprehensive pipe gallery in Zhaoqing city, Qingzhou No. 3 offshore wind power project in Yangjiang city, etc. It underwrote the first ultra-short-term green financing bill of 2 billion yuan for Guangzhou Metro Group Co., Ltd. in the greater bay area, and the first green medium-term bill of 500 million yuan for Zhongshan Public Utilities Group in the area.

Upgrade the Service Level of Inclusive Finance

Support the rural revitalization

Following the policy of serving the real economy and optimizing the allocation of financial resources between urban and rural areas, SPD Bank has steadily promoted the exploration and development of rural banks since 2008. By the end of 2021, SPD Bank, as the sponsoring bank, had established in 19 provinces and municipalities 28 rural banks, of which more than 70% are in the midwest and northeast of China, effectively filling the blank of financial service in important county markets, playing a positive supporting role in implementing the rural revitalization strategy, and helping to eradicate poverty accurately and promoting the development of inclusive finance in rural areas. Adhering to the goal of "small and beautiful", the market positioning of "supporting agriculture and small enterprise", and the business principle of "small amount and diversification", these rural banks focused on the main business, upheld integrity and innovation, and continuously ramped up the inclusive finance, achieving remarkable results in supporting agriculture and small enterprise. The balance of agriculture-related small and micro loans issued by these rural banks remained at more than 90% for a long time, and the average household loans had decreased for eight consecutive years. The balance of farmers' loans reached 8.808 billion yuan, covering 32,077 households, and the balance of agriculture-related small and micro loans reached 21.6 billion yuan, covering 41,488 households, making a useful attempt and positive contribution to solving the problems of difficult and expensive financing for agriculture-related small and micro enterprise customers.

the balance of agriculture-related small and micro loans

21.6 billion yuan



Support the construction of beautiful villages



In November 2021, Nanning Branch issued the first "revitalization of old revolutionary base areas" debt financing plan in Guangxi, with an amount of 380 million yuan. The raised funds are mainly used for the construction of relevant projects in Zuoyoujiang old revolutionary base area.

On March 31, 2021, the third phase of ultra-short-term financing in 2021 of Jiangxi Water Conservancy Investment Group Co., Ltd., led and undertaken by Nanchang Branch, was successfully implemented. This is the first rural revitalization bill in Jiangxi Province, which is another important move for our bank to implement the national rural revitalization strategy and help the modernization of agriculture and rural areas.

Chengdu Branch lent 150 million yuan to support the construction of the Xinma Hydropower Station. Located in Dechang County, Sichuan Province, Xinma Hydropower Station is a run-of-river power station, whose main task is to generate electricity and provide eco-environmental water for the water reduced section and sporadic irrigation. It can effectively solve the problem of rural power supply in the countryside and drive the construction of local infrastructures such as water supply and roads. It has played an important role in improving the rural electrification level, driving local economic and social development, improving residents' production and living conditions, and promoting energy conservation and emission reduction.

Support the development of rural industry



The Midong SPD Rural Bank in the Midong district, Urumqi, Xinjiang Uygur Autonomous Region innovatively developed a featured product of "Huimian Loan" for farmers in consideration of the actual situation of the cotton industry in the Midong district. "Huimian Loan" adopts the four-party linkage mode of "farmer + cotton purchasing enterprise + agricultural development bank + rural bank", in which Midong SPD Rural Bank provides the agricultural development bank with the list of cotton farmers who have loans in its bank, then the agricultural development bank sends the cotton sales money into the settlement account opened by farmers in Midong SPD Rural Bank and the loans are repaid immediately after the funds arrive, which realizes the closed operation and management of funds, effectively solves the financing difficulties and shortage of cotton farmers in Midong district and stimulates farmers' willingness to grow cotton, promotes the development of local industry and farmers' income, and become a star product to support the economic development of local cotton farmers. By the end of 2021, the loan investment in that year had exceeded 50 million yuan.



Staff of Midong SPD Rural Bank visited the cotton field.

Wang Shengde, a villager in Wangtun village, Hedong township, Guide county, Hainan prefecture, Qinghai province, has always wanted to expand the scale and help more villagers to get rich together after establishing a cooperative focusing on cattle and sheep breeding, processing, and sales, corn and other crop planting and sales. After many field investigations, Xining Branch "tailored" an industrial targeted poverty alleviation model of "leading enterprise + cooperative + low-income households" and issued an easy

financing credit line of 3.4 million yuan for a period of five years, with corresponding interest rate concessions and credit scheme optimization. The loan funds were used to purchase cattle and sheep and expand production and operation. At the same time, farmers participating in the cooperative can also "borrow" the credit of the cooperative, apply for personal loans and enjoy universal financial services. Today, the scale of the cooperative has doubled, forming a development model integrating planting, raising and production. Led by the leading enterprise and the cooperative, 576 villagers in Wangtun village have embarked on a road to prosperity.

Support the development of micro, small and medium-sized enterprises

In 2021, SPD Bank earnestly implemented various deployments and requirements, continuously expanded the reach to and the coverage of inclusive customers, steadily promoted the high-quality development of inclusive finance, and fully implemented and completed the regulatory requirements through deepening the supply-side reform of inclusive finance, strengthening the development of digital inclusive finance and product innovation, making up for the shortcomings of the system, and giving full play to policy coordination and departmental cooperation. By the end of 2021, the balance of small and micro enterprise loans with a total credit line for each borrower not more than 10 million Yuan was 319.688 billion yuan, an increase of 64.613 billion yuan or 25.33% over the beginning of the year, and the completion rate of regulatory indicators was 208.98%.

We constantly deepened the digital business model of inclusive finance, and its transformation and upgradation relying on the application of various emerging technologies. We strengthened product and service innovation, continuously innovated and optimized various standardized online financing products to meet the financing needs of customers at multiple levels and scenarios; Focusing on the "pain points" and "weak points" of small and micro enterprise financing, SPD Bank continuously improved the online financing experience of small and micro enterprises, developed the scene and ecology extensively, and broaden the scope of inclusive financial service. SPD Bank optimized the special incentive mechanism of inclusive finance, improved the internal "Dare to Lend and Willing to Lend" mechanism through strengthening internal assessment, carrying out marketing competition, promoting due diligence & no responsibility and bad loan tolerance, and aroused the enthusiasm of supporting small and micro enterprise customers. SPD Bank continuously strengthened subsidies and preferential measures for fee reduction and interest concession. The subsidy for inclusive small and micro loan can reach up to 150bps, which fully supports the sustainable growth of small and micro enterprise customers.

balance of small and micro enterprise loans

319.688 billion yuan



completion rate of regulatory indicators

208.98%



Digital inclusive finance innovation



In 2021, SPD Bank launched its APP11.0, which focused on the four core scenarios of financial investment, account management, loan financing, and life service, reshaped the five channels, deepen the application of AI technology, and rolled out AI digital wealth management specialists to build intelligent, smooth, convenient and warm mobile financial services. In 2021, the number of SPD Bank APP users reached 61.1179 million and the number of monthly live customers reached 17.53 million.

Taiyuan Branch, together with the "Jiandan Hui" supply chain platform, successfully implemented the first "supply chain bill" financing for small and micro enterprise suppliers in Shanxi Province, which not only marks that SPD Bank has taken the lead in making new progress and breakthrough in advancing the implementation of the innovative model of "Transition of Accounts Receivable to Bills" of the People's Bank of China but also provides new ideas and tools for the integrated development of financial institutions and enterprise ecological chain.

Hangzhou Branch supported small and micro enterprise customers on the "Sheng Yi Bao" platform through the "1 + N" online service, realizing rapid and direct connection with the system through API standardized connection. Based on the data such as transactions, and credit of the enterprise on the e-commerce platform, combined with the enterprise credit investigation and third-party data, "1 + N" carried out intelligent decision-making and intelligent approval, and provided qualified merchants with a whole process of online financing services such as loan application, approval, issuance, and repayment, letting small and micro enterprises that could not obtain bank financing can quickly obtain loans without leaving home.

"Quick Home Loan"



SPD Bank launched a new personal business loan product of "Quick Home Loan", and realized the online application with the help of digital means, which improves the efficiency of inclusive financial service. "Quick Home Loan" is an inclusive loan product with a loan amount of less than 5 million, mainly for individual businesses, partners of operational entities, legal representatives, and shareholders.

After downloading the "Puhui" app of SPD Bank, a small and micro enterprise owner applied for a "Quick Home Loan" on his mobile phone through the app. After going through the processes of system pre-trial and issuing pre-trial quota, photographing and uploading application materials by mobile phone, and online video meeting with the customer manager, the customer smoothly completed the whole online application. Customers do not have to go to the outlet to submit applications anymore and can submit applications in 10 minutes with zero contact, which helps to solve the difficult problem of frequent and urgent capital needs of small and micro enterprise customers under the normalization of the epidemic.

"It's very easy to operate, very convenient!" the small and micro business owner said.

Provide Financial Services for Sci-tech Enterprises Safeguarding the Growth of Innovative High-tech Enterprises

SPD Bank has always attached great importance to financial services for sci-tech enterprises, actively implemented relevant requirements of the national sci-tech innovation strategy and the 14th five-year plan, included innovative high-tech enterprises into the bank's key customer database of financial services, vigorously supported strategic emerging industries and innovative high-tech enterprises, and helped the construction of Shanghai international science and innovation center.

After years of in-depth work, the bank has established a service model of financial service ecosystem for sci-tech enterprises integrating shares, debts, and loans, with "mass customer acquisition, investment and loan interconnection, the big lead the small" as the core, and has created professional structures, models, products, and platforms, shaping its characteristics of financial service for sci-tech enterprises. By the end of 2021, the bank's sci-tech enterprise customers had increased by more than 6,800 over the beginning of the year, and the loan balance of innovative high-tech enterprises had exceeded 300 billion yuan, an increase of 26%.

the bank's sci-tech enterprise customers had increased by more than

6,800
over the beginning of the year



the loan balance of innovative high-tech enterprises had exceeded

300 billion yuan



Significant Progress

- Build government strategic cooperation channels for enterprises. SPD Bank connected with the Ministry of Science and Technology of China, the Ministry of Industry and IT of China, and other departments to build a comprehensive service scheme for specialized, sophisticated, special and new, and high-tech enterprises. In 2021, we provided professional support to more enterprises, including more than 3,900 newly increased high-tech enterprise customers and more than 300 newly increased "specialized, sophisticated, special and new" little giant enterprise customers.
- Support innovative high-tech enterprises to enter the multilayered capital market. SPD Bank actively interconnected with the Yangtze River Delta sub-center, north and south sub-centers of Shanghai Stock Exchange, and jointly held more than 10 sessions of "Entering Shanghai Stock Exchange". We work closely with the Beijing Stock Exchange and became one of its first strategic partners. By the end of 2021, the cooperative enterprises listed on the science and innovation board had exceeded 70%, the cooperative enterprises listed on the growth enterprise board had exceeded 60%, and the cooperative enterprises listed on the Beijing Stock Exchange were nearly 50%.
- Constantly optimize the system of financial products for sci-tech enterprises. Focusing on the services for enterprises to be listed, "specialized, sophisticated, special and new" enterprise customers, and exploring the move of financial products for sci-tech enterprises to online operation, we upgraded the system of financial products for sci-tech enterprises iteratively, launched the credit loan product of "Sci-tech Enterprise Listing Loan", and formed a special service scheme with local characteristics to support "specialized, sophisticated, special and new" enterprises.
- Deepen the construction of the financial ecosystem for sci-tech enterprises. We carried out debt-equity combination financing in multiple industry segments in cooperation with head organizations such as Qingke Investment and Research Center, Matrix Partners China, Yida capital, Tencent Investment, and professional institutions within the group such as Puyin International, formed an organic linkage with the three major stock exchanges and head securities traders, and built a one-stop service platform for sci-tech enterprises, which provides services such as listing communication, roadshow and issuance, and financial consultation.

including more than

3,900
newly increased high-tech enterprise customers



more than

300
newly increased "specialized, sophisticated, special and new" little giant enterprise customers



Innovation lab



On May 25, 2021, SPDB Innovation Lab (Beijing) was inaugurated to get more close to the highland of the fin-tech industry and talent in China and abroad, to continuously strengthen the tracking and research of the trend in the field of artificial intelligence, to constantly improve and optimize the team of innovative R&D personnel, to promote the integrated development of fin-tech industry, to build a modern financial industry system with international competitiveness, and to add new impetus to SPD Bank's comprehensive construction of a first-class joint-stock commercial bank with international competitiveness.

Become one of the first batch of strategic partners of Beijing Stock Exchange



In December 2021, Beijing Stock Exchange and SPD Bank signed a strategic cooperation agreement, and SPD Bank officially became one of the first batch of strategic partners of Beijing Stock Exchange. The two sides will carry out extensive cooperation in many aspects, establish a regular bilateral exchange mechanism, work together to build an innovative financial service system for small and medium-sized enterprises, and accelerate the development of "specialized, sophisticated, special and new" enterprises, especially "little giant" enterprises. Beijing Branch launched an exclusive financial service scheme for "specialized, sophisticated, special and new" enterprises, which is consistent with the positioning of "serving the development of innovative small and medium-sized enterprises" of Beijing Stock Exchange, and had given 50 million comprehensive credit line to one of the first batch of listed enterprises in Beijing Stock Exchange to provide stable working capital for the enterprise before and after the listing.

Launch regional characteristic services for “specialized, sophisticated, special and new” enterprise



SPD Bank actively carried out the layout of branches in various provinces and cities across China and guided local branches to actively cooperate and connect with local industrial and IT departments and comprehensively improved the quality and efficiency of financial services for small and medium-sized innovative high-tech enterprises to meet the practical needs of “specialized, sophisticated, special and new” and little giant enterprises according to local industrial development direction and policy guidance.

Tianjin Branch cooperated with Tianjin Industry and Information Technology Bureau and formed a credit loan scheme of up to 5 million yuan for small and micro enterprises.

Shenzhen Branch created a comprehensive credit service scheme of up to 50 million yuan for “specialized, sophisticated, special and new” enterprises in multiple aspects such as “little giant”, risk sharing and intellectual property rights.

Guangzhou Branch designed a financing scheme combining credit and intellectual property pledges ranging from 5-30 million yuan level by level according to the different characteristics of “specialized, sophisticated, special and new” and small giant enterprises and “specialized, sophisticated, special and new” enterprises in Guangzhou, Dongguan, and Foshan.

“In+hub” Innovation Community



On June 18, 2021, SPD Bank and Plug and Play China launched the “In + hub” Innovation Community in Shanghai, which is an innovation platform that commits to bringing together leading industrial enterprises, science and innovation enterprises, colleges and universities, scientific research institutions, investment institutions, and other parties.

At the kick-off meeting, 30 innovative high-tech enterprises carried out on-site roadshows focusing on the three major fields of industrial digitization, financial digitization, and sci-tech innovation digitization, and demonstrated innovative solutions in vertical industries such as carbon neutralization, supply chain finance, intelligent manufacturing, and digital marketing to 17 leading enterprises such as Pacific Insurance, Guotai Junan Securities, Beidahuang Group, Bright Food Group, Bailian Group, SAIC Motor, Good Baby and Asia Cuanon, providing technical support for enterprise digital transformation.



the kick-off meeting of “In+hub” Innovation Community

Support high-tech enterprises



In 2012, Ningbo Solartron Technology, an optical film manufacturer located in Ningbo city, Zhejiang province, successfully realized the localization of optical film after day and night research, development and test. But at that time, the financial problem became the first “mountain” blocking the way in front of this young team.

Solartron Technology came to SPD Bank for help, which provided the first credit support in its early stage of entrepreneurship. In 2013, Ningbo Branch successfully established a syndicated loan of 510 million yuan for Solartron Technology. In 2017, with the mode of “Public-private Linkage”, a new limited partnership fund was established to increase capital for equity for Solartron Technology by 30 million yuan. In 2019, Solartron Technology was successfully listed on the sci-tech innovation board.

Supported by SPD Bank, in the past decade, Solartron Technology not only broke the monopoly of foreign manufacturers on reflective film technology but also sent “Chinese film” to all parts of the world and won 50% of the global market share, becoming the “singles champion” in the field of optical reflection film.



Promoting global expansion of Chinese laser equipment

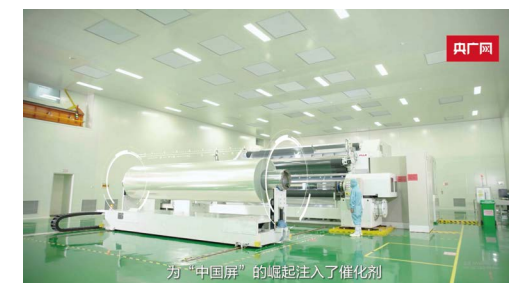
Support “specialized, sophisticated, special and new” enterprises



“At first, we obtained the information of Shenzhen JPT Opto-electronics Co., Ltd. (hereinafter referred to as JPT) from the list of ‘bank, government, and enterprise’ cooperation. Based on the understanding and analysis of the comprehensive situation of the enterprise, we boldly gave JPT 10 million yuan of credit loan.” Said Yu Weixin, Team Manager of Shenzhen Branch.

In addition to providing credit support, SPD Bank introduced strategic investors to JPT in 2015, helped it enter the fast lane of development, and successfully list on the science and innovation board in 2019. At present, SPD Bank has provided it with a full range of services, including shares, bonds, and loans.

With the firm support of SPD Bank, the fiber laser, laser resistor trimming machine, and optical precision testing equipment of JPT, a “specialized, sophisticated, special and new” and little giant enterprise, have entered the factories of major electronic equipment manufacturers in the world, promoting China’s laser equipment to the world stage.



Helping optical film enterprises to develop and grow

Support the development of vaccine enterprises



In 2012, in the initial R&D stage of Cansino, Tianjin Branch provided 8 million loans to Cansino within two weeks to help it solve the problem of R&D funds. In the transformation stage of Cansino’s R&D achievements, in 2015, Tianjin Branch provided it with 150 million yuan of loans for the construction of vaccine production workshops; In 2016, through the limited partnership fund established by the brother company, the branch invested 30 million yuan in Cansino. In the financing stage by listing, the branch helped Cansino successfully listed on the sci-tech innovation board in 2020 and became the first “A+H” share listed vaccine company in China by providing exclusive financial services such as project loans, raising funds by listing, and custody.

Shoulder the Mission Bravely and Support High-level Opening-up to the Outside World

Extensively develop free trade and cross-border financial services

Closely following the pace of the construction of the national free trade zone, SPD Bank took the lead in opening free trade business in Shanghai Free Trade Zone, Hainan Free Trade Port, and Shenzhen Free Trade Zone in September 2013, December 2018, and January 2020 respectively. We continuously accelerated the construction of free trade finance and offshore finance systems, innovated internationally-oriented RMB trading products, built a "four in one" cross-border financial service platform consisting of free trade, offshore, overseas branches, and overseas investment banks, and constantly contributed to the financial reform and innovation of the free trade zone.

In FT services, by the end of 2021, SPD Bank had provided FT financial services to more than 4,800 customers and built a free trade cross-border capital pool for more than 330 multinational enterprises. The deposit and loan scale of FT business exceeded 90 billion yuan and 50 billion yuan respectively.

In financial reform and innovation in the free trade zone, in 2021, we carried out the first innovative businesses such as bond investment in the Shanghai Free Trade Zone; in Shenzhen Free Trade Zone, we launched the first "FTN + OSA" bank consortium business in the local market; in Hainan Free Trade Port, we carried out the first local overseas bond investment business and the first batch of new offshore international trade business. We have always maintained a leading position in the bank industry and are the only joint-stock bank that has been shortlisted for innovation cases in the free trade zone of Shanghai Local Financial Supervision Bureau for ten consecutive times.

Significant Progress

Promote high-quality development of cross-border finance

SPD Bank formed a concept of integrated operation of domestic and foreign currencies, built the corresponding assessment policy system, and realized online matching and penetrating management through e Peer, Palm Connector, and other tools. At the end of 2021, our onshore foreign currency loan balance was USD 8.797 billion, an increase of 32% over the beginning of the year.

Serve the new forms of trade

In 2021, we continued to pay attention to the cross-border financial service needs of small and medium-sized enterprises under the new forms of foreign trade and used digital means to provide convenient, fast and full online financial services for small and medium-sized foreign trade enterprises.

In view of the new forms of market purchase trade, SPD Bank connected with Shandong Jimo International Trade City and Henan Xuchang Hair Products Trading Center to provide online foreign exchange collection and settlement services for foreign trade enterprises as well as small and medium-sized merchants carrying out market purchase trade and handled online foreign exchange collection and settlement of USD 136 million for enterprises.

For the needs of collection and payment of the international logistics freight in the foreign trade industry, SPD Bank provided online domestic foreign currency payment services. We cooperated with the operation platform of Xi'an China Railway Express to Europe to provide foreign currency freight withholding service integrating the function of "capital supervision + foreign currency collection".

We upgraded cross-border e-commerce services, including upgrading cross-border collection services from US dollar collection to cover major mainstream international currencies such as the USD, EUR, GBP, JPY, and AUD, and upgrading from simple collection services to comprehensive financial services integrating deposit, loan, and foreign exchange products such as account management, cross-border settlement, online financing, and financial products.

We actively publicized the risk neutral concept of exchange rate, improved enterprises' awareness of avoiding exchange rate risk through online + offline, inside + outside SPD Bank and other forms, and strengthened publicity and services for micro, small, and medium-sized enterprises. We improved the scale of foreign exchange settlement and sales, and provided enterprises with online, convenient and differentiated foreign exchange settlement and sales services. In 2021, the scale of spot foreign exchange settlement and sales increased by more than 25% year on year.

deposit scale of FT business more than

90 billion yuan



loan scale of FT business more than

50 billion yuan



Release "iPuhui" cross-border financial service system

On October 13, 2021, SPD Bank released the "iPuhui" cross-border financial service system, featuring the "3 + 3 + N" comprehensive cross-border financial services, i.e., "three basic services + three characteristic solutions + N industry solutions", to meet the financial needs of foreign trade foreign-funded enterprises in the transformation and upgrading with digital services.

The launch of the service system is an important measure for our cross-border financial service to move towards internationalization, intellectualization, and industrialization. SPD Bank applied digital technologies such as API, OCR, and blockchain to basic services such as "remittance", "exchange" and "financing", and realized the move of three basic services to online operation, such as "global remittance", i.e., cross-border remittance across the globe, "free exchange", i.e., settlement and sales of foreign exchange without limitation, and "rapid financing", i.e., rapid international trade financing. The highlights of "iPuhui" are more reflected in its one-stop, comprehensive, and programmatic services focusing on the needs of foreign trade and foreign-funded enterprises for cross-border financial services in the process of transformation and upgrading in the new era. Through the three comprehensive services scheme, we expanded the cross-border financial ecosystem.

Serve the construction of "Shanghai New Free Trade Zone"

Case

We gave full play to its service experience accumulated in Shanghai free trade finance. Relying on various policies of the Lin-gang Special Area, we continued to increase the investment in key industries and project assets in the area and promoted the implementation of financial innovative services in the area. In 2021, our loan balance in the area was 16 billion yuan, supporting the development of high-end manufacturing, green energy and other cutting-edge industries in the area.

In 2021, we continued to promote business innovation in Lin-gang Special Area. We rolled out a free trade account integrating domestic and foreign currency to help domestic and foreign companies enjoy the convenience of "free capital flow and free currency exchange" in the area. We opened the channels for enterprises' domestic and foreign capital allocation in cross-border production and operation through the establishment of a cross-border RMB two-way capital pool to effectively meet the capital needs of domestic and foreign business of enterprises. We effectively broadened the financing channels, reduced the financing cost, and improved the financing efficiency and convenience through the registration of one-time foreign debt limit and the transfer of domestic trade financing assets. By the end of 2021, SPD Bank had provided offshore economic and trade services to 14 enterprises in the area with a settlement amount of 3.5 billion yuan, ranking second in the market.



Provide convenient financial services for Xibohan (Shanghai) Marine Equipment Technology Co., Ltd.

Help Build Shanghai into an International Financial Center

As a national joint-stock commercial bank headquartered in Shanghai, SPD Bank earnestly implemented the requirements of the Opinions on Further Accelerating the Construction of the Shanghai International Financial Center and Providing Financial Support for the Integrated Development of the Yangtze River Delta Region, gave full play to the "home" advantage, actively built a customer service and management system with market competitiveness and its own characteristics, and deeply participated in the innovation of products and services in the financial factor market to help Shanghai International Financial Center enhance its global radiation.

Establishment of SPDB Financial Management Co., Ltd.

Case

On January 9, 2022, the bank's anniversary, SPDB Financial Management Co., Ltd., a wholly-owned subsidiary of SPD Bank, opened grandly. The establishment of the subsidiary is an important measure for SPD Bank to actively support Pudong to build a leading area for socialist modernization, an important deployment to help the construction of Shanghai Global Asset Management Center, and an important practice for SPD Bank to comprehensively build a first-class joint-stock commercial bank with international competitiveness.

SPDB Financial Management Co., Ltd. will give full play to the group's collaborative advantages, focus on product innovation, channel construction, customer operation and compliance risk control, and build a market characteristics of "full product types, full customer coverage, full financial functions" and "strong underlying asset ability, strong management ability, and strong investment performance", so as to better meet the growing wealth management needs of the people and contribute to the high-quality development of SPD Bank.



Keep forging ahead to make extraordinary achievements

Case

At 7:00 a.m. on April 18, 2021, at the foot of the Oriental Pearl Tower in Lujiazui, Pudong New Area, Shanghai, the 2021 Shanghai half marathon of SPD Bank started, and about 6000 runners from all over the country participated in the event.

We launched "SPDB Shopping Festival" in the business district along the Shanghai half marathon route, so that more citizens can also participate in and share the joy and passion brought by the sports event.

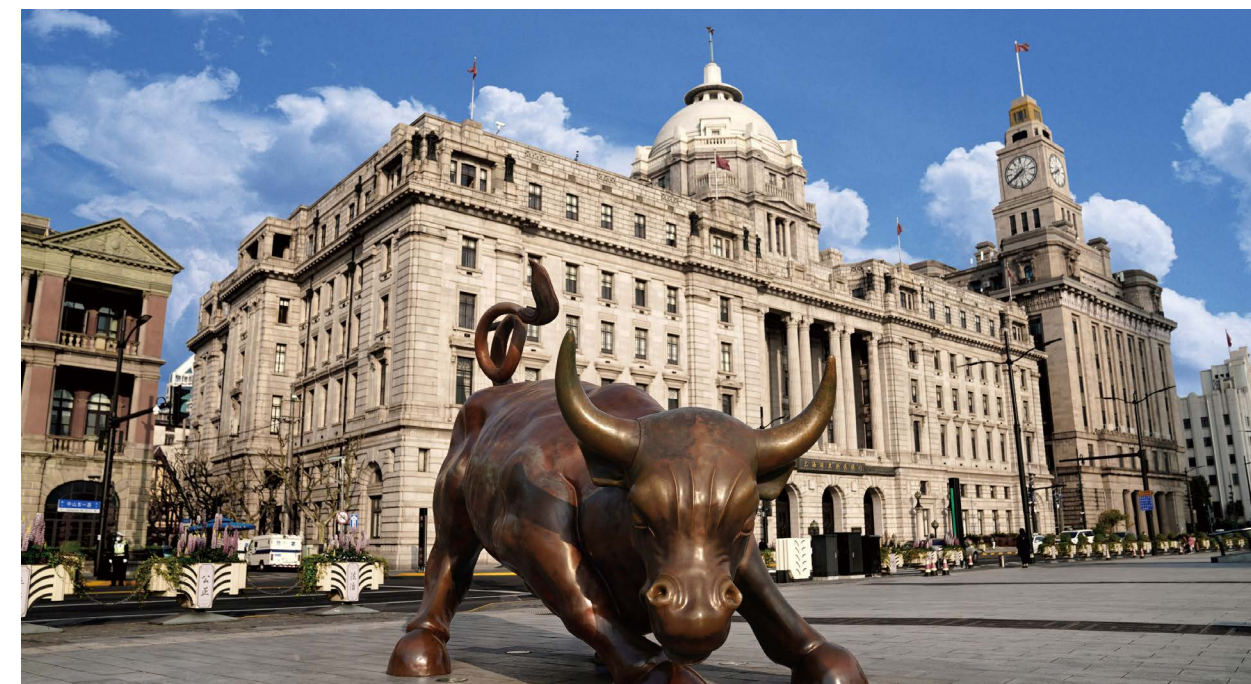
The 2021 Shanghai half marathon of SPD Bank came to a successful conclusion. It was not only a sports event but also a bright business card of the magic city's charm that it promoted a healthy and positive lifestyle, ignited the vitality and shaped the spirit of the city.



Try your best, be yourself!

Important progress

- We took an active part in the construction of the Central Bank's cross-border RMB clearing system. As one of the first batch of direct participants of RMB Crossborder Interbank Payment System (CIPS), we provided agency access and clearing service for peer institutions both in China and abroad. By the end of 2021, we had a total of 255 CIPS peer customers, ranking the second in the whole market; and 126 overseas and foreign-funded peer customers, making us win the first place among joint-stock banks.
- We cooperated with 15 financial factor markets in Shanghai with a proportion of strategic cooperation higher than 90%. We became the first joint-stock commercial bank establishing strategic cooperation with Shanghai Gold Exchange, China Government Securities Depository Trust & Clearing Co. Ltd., Shanghai Insurance Exchange and CIPS Co., Ltd., and obtained 39 business qualifications with respect to the financial factor market in Shanghai.
- We actively cooperated with stock exchanges to stabilize market prices, closely kept pace with market innovation, and participated in the product transaction innovation. We provided credit support of about 20 billion yuan for the capital clearing field of factor markets in Shanghai, provided liquidity support for the market, and actively participated in the construction of market risk prevention and control system. We established the integration of market information and asset information with key financial factor markets such as foreign exchange trading centers and Shanghai Clearing House, introduced various tools serving markets into "e Peer" platform to enable two-way empowerment and jointly building of the ecosystem.
- We promoted Shanghai Branch and Singapore Branch to complete the delivery of foreign currency repurchase of USD10 million through cross-border cooperation with foreign exchange trading centers and China Central Depository & Clearing Co., Ltd., carried out the first foreign currency repurchase business for China Central Depository & Clearing, which effectively supported overseas financing innovation; we jointly issued with the foreign exchange trading centers and AXA SPDB Investment Managers Co., Ltd. the first public fund product tracking CFETS bond index in the whole market, deeply participated in the innovation of financial instruments in Shanghai factor markets such as the foreign exchange trading centers and Shanghai Clearing House, and enriched the types of market participating organizations.

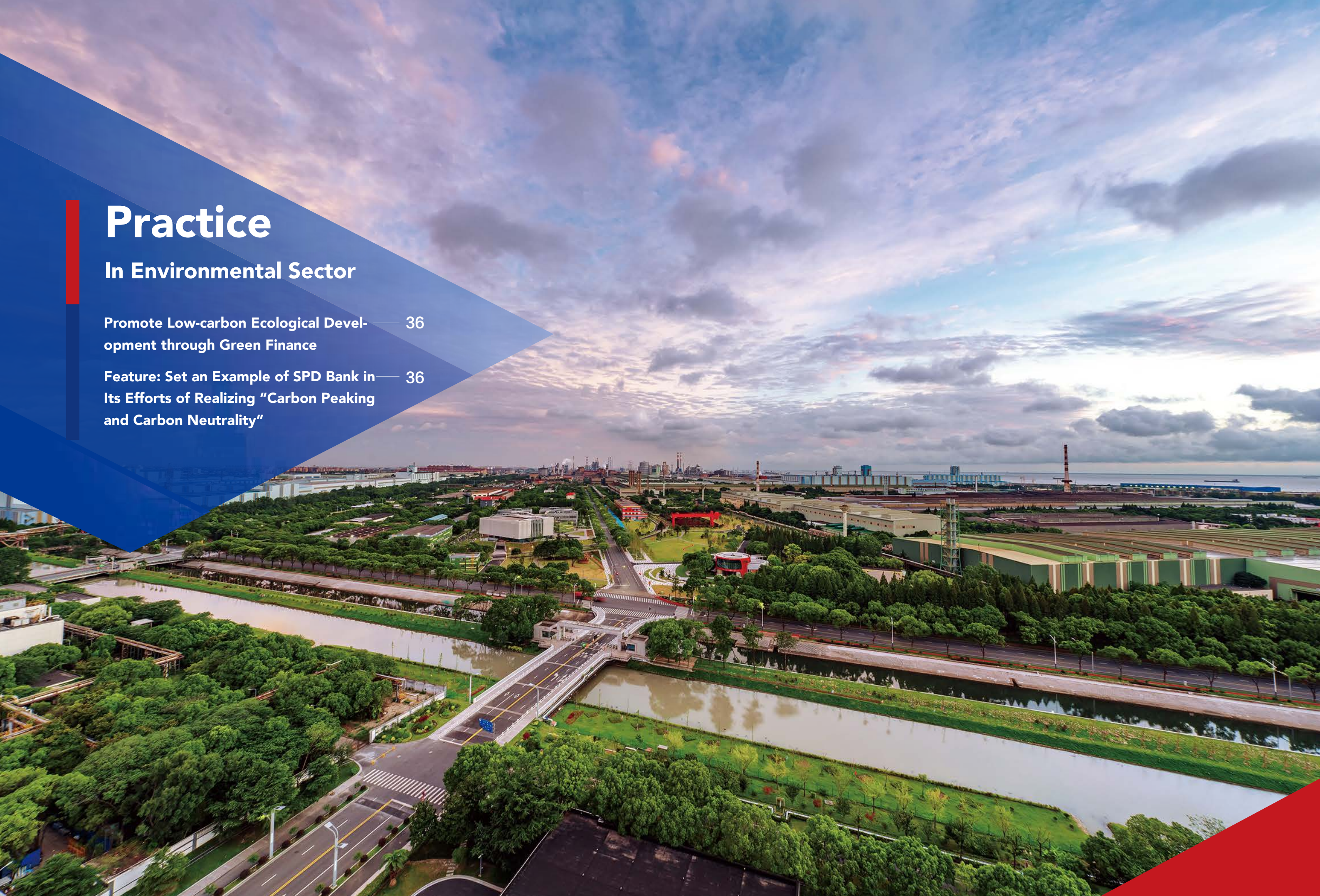


Practice

In Environmental Sector

Promote Low-carbon Ecological Development through Green Finance — 36

Feature: Set an Example of SPD Bank in Its Efforts of Realizing “Carbon Peaking and Carbon Neutrality” — 36



Promote Low-carbon Ecological Development through Green Finance

Feature Set an Example of SPD Bank in Our Efforts to Realize “Carbon Peaking and Carbon Neutrality”

As a significant part in realizing “Carbon Peaking and Carbon Neutrality”, commercial bank’s green finance business embrace the policy “window period” and a golden development opportunity. SPD Bank is one of the earliest to launch comprehensive services of green finance, and to establish cooperation relationship with the four major international institutions (International Finance Corporation, French Development Agency, Asian Development Bank and World Bank) in such fields as new energy, energy conversation and emission reduction and building energy conservation.

Thanks to our efforts and struggles for over a decade, we have established a set of green finance business system based on group collaboration and technological development, which is guaranteed by corresponding mechanism and boasts preferential resources and systematic products. by the end of December 2021, green credit balance had reached RMB 311.35 billion, increasing by RMB 94.75 billion compared with that at the beginning of the year, making us take the lead among joint-stock institutions of the industry. In particular, green credit balance of Yangtze River Delta region was RMB 121.858 billion. The amount of green finance bond fund for recycling use exceeded RMB 77 billion and supported a total of 167 green projects effectively.

green credit balance

311.35
billion yuan



green finance bond fund for recycling use exceeded

77
billion yuan



Multiple “firsts” in the industry

2010, SPD Bank took the lead in implementing future usufruct pledge financing for contract energy management.

2014, SPD Bank issued China’s first carbon bond.

2016, SPD Bank issued China’s first green finance bond.

2019, SPD Bank issued the first “low-carbon city”- themed green finance bond of Chinese commercial bank in London Stock Exchange.

2020, SPD Bank launched green finance consultancy services formally.

2021, SPD Bank exclusively underwrote China’s first green debt financing instrument of financial holding enterprise; took the lead in underwriting China’s first carbon neutral bond certified by domestic and foreign standards and issued by non-financial enterprise.

2021, SPD Bank implemented China’s first combined pledged financing of Shanghai Carbon Emission Allowance (SHEA) and China Certified Emission Reduction (CCER) in partnership with Shanghai Environment Energy Exchange. The combined use of the two carbon assets not only explores enterprise’s SHEA assets values but also exerts CCER’s social value for energy conservation and emission reduction effectively.

Innovation

Successful Issuance of the first “carbon neutral bond”

- Beijing Branch took the lead in undertaking the 2021 green medium-term notes (Issue 1) of GD Power Development Co., Ltd., which is China’s first carbon neutral bond certified by domestic and foreign standards and issued by non-financial enterprise and was smoothly issued in March 2021. The issued amount of the bonds was RMB 840 million at a coupon rate of 3.45%, with a term of three years. The raised fund would be totally used to support construction of eight wind power plants with a gross installed capacity of 446.18 MW, and 670,000 tons of carbon dioxide equivalent was expected to be reduced every year.

China’s first infrastructure sustainability-linked loan

- On June 21, 2021, we provided China’s first infrastructure sustainability-linked loan for a leading enterprise in NEV charging pile field. We associated financing interest rate of the loan with the carbon emission “environmental performance” indicator and public service “social performance” indicator that would be reached in power supply in the future, established annual “observation day” and evaluated the enterprise’s carbon emission of last year according to authoritative data provided by industrial association.
- The loan associated enterprise’s goal of sustainable development and carbon emission reduction with financing interest rate closely and is typically innovative practice for us to implement national green development strategy by innovating service products and service mode.

China’s first carbon neutral-linked loan

- In July 2021, Hefei Branch and Suzhou Branch jointly issued loan to one certain new energy company. The project that the above loan would be used for is a distributed PV power generation project with the largest single rooftop installation in the Yangtze River Delta region where they would generate power for their own use mainly and the surplus power (if any) would be supplied to the state grid.
- We chose “Link” mode innovatively in the loan: Associate loan interest rate with project’s contribution to the goals of carbon dioxide emissions and carbon neutral – power supply quantity and carbon emission of the PV project; set multiple levels of interest rates to lower the financing cost along with increase of power generation quantity and reduction of carbon emission, so as to enable the enterprise to generate power and reduce carbon emission effectively and efficiently by financial means.
- Meanwhile, to ensure more accurate green effect evaluation, we introduced professional third-party institution actively to trace, manage and certify project implementation through “green credit consensus system” of blockchain technology; innovated and built efficient “carbon – green finance” credit system with digital technology, to provide technical support for operation of the linked loan.

Carbon neutral-linked loan in ecological restoration field

- In August 2021, Qingdao Branch launched a comprehensive financial service scheme of “carbon neutral-linked loan in ecological restoration field” particularly for one enterprise. It associated loan interest rate with Greensum Ecology’s vegetation restoration and carbon sequestration capacity improvement, established annual “observation day” and introduced third-party green certification institution; determined the spray-seeding area of last year for ecological restoration business according to assessment data provided by the external institution, and after confirming the enterprise realized the target value of last year, lowered the bank loan interest rate in a cascaded manner according to the corresponding agreement. The decision above is aimed to encourage the enterprise to seek for more favorable financing interest rate after finishing carbon emission reduction goal.
- With a combination of economic benefit and ecological protection organically, the business mode could encourages enterprise to pursue its sustainable development continuously, besides supporting its business development.

Innovation: Implement renewable energy subsidy confirmation-based loan

- Renewable energy subsidy confirmation-based loan is an innovative credit product where the Bank provides financial supports for enterprise of renewable energy power generation project based on unreceived, yet confirmed renewable energy financial subsidy fund receivable by the enterprise.
- In September 2021, Shanghai Branch implemented the first renewable energy subsidy-based loan in wind power industry of Yangtze River Delta region and issued a loan of nearly RMB 10 million to Shanghai Green Environmental Protection Energy Co., Ltd. for the company’s daily operation turnover and project operation and maintenance, so as to help it realize green sustainable development. Its projects under construction and connected to grid could reduce the consumption of around 400,500 t standard coal and emission of around 1.0891 million t carbon dioxide per year.

Advance Green Bank Construction

In 2021, SPD Bank upgraded its green finance business to the Group's major development strategy of the 14th Five-year Plan period, in hope to lead the green finance field among joint-stock commercial banks after the five years of efforts.

To develop green finance has become one of our major strategies. We formulated the *2021-2025 Development Strategic Plan of Shanghai Pudong Development Bank (Group)* and *2021-2025 Innovation Plan of Shanghai Pudong Development Bank (Group)* and defined relevant work tasks and goals of green finance during the 14th Five-year Plan period. To achieve the "double-carbon" goal (Carbon Peaking and Carbon Neutrality), we established a Green Finance Business Promotion Committee mainly led by our head office, and the Green Financial Center for overall plan and promotion for the whole bank's development of green finance business, so as to support green industry development fully on the basis of risk control.

Establish digital management of green finance. We developed digital management platform of green finance and realized automatic recognition for green project and automatic calculation for environment benefit, so as to improve the management efficiency further; provided a platform for systematical centralization of green field information, to help all our staff seize opportunity of green finance business. SPD Bank output green iQ through API and assisted corporate customers and financial institutions in realizing digital green sustainable development jointly.

Implement and upgrade service scheme constantly. In 2008, SPD Bank took the lead in launching the *Comprehensive Service Scheme for Green Credit* in the industry in order to integrate the green sustainable development into our business. In 2021, we further launched the "SPDB Green Development" brand and implemented the *Comprehensive Service Scheme for Green Finance* to Version 3.0 that covered the six fields: green intelligent manufacturing, green urbanization, environmental protection, green energy, NEV and carbon finance, so as to serve upstream and downstream enterprises of carbon neutral-related industry comprehensively.

Improve service quality and efficiency through group collaboration and integration. SPD Bank integrated traditional credit products and the financial instruments (e.g. M&A, bond, equity, bank consortium and combination) effectively by the mode of "commercial bank + investment bank", so as to build a green finance institution running through interbank market, capital market and carbon finance element market. In 2020, we input RMB 7 billion in National Green Development Fund, to participate in the raising and setup of the fund. We cooperated with National Green Development Fund (e.g. project recommendation and investment and loan linkage), so as to work together to establish a green investment and financing ecosphere serving Yangtze River Delta and radiating the whole Yangtze River Economic Belt. Our subsidiary SPD Bank Financial Leasing Co., Ltd. realized a balance of green finance assets of RMB 16.5 billion as of the end of 2021 and took part in construction of multiple wind and PV power projects.

Focus on team building for green finance. We established full-time green credit teams in the head office and all branches, which is mainly responsible for conducting market analysis of green environmental protection project, formulating product and service scheme and impelling business goal realization. Based on the professional operation and vertical management, we established a favorable linkage among head office, branches and sub-branches and boosted rapid development of green finance business.

7 billion yuan
invested National Green
Development Fund by SPD Bank

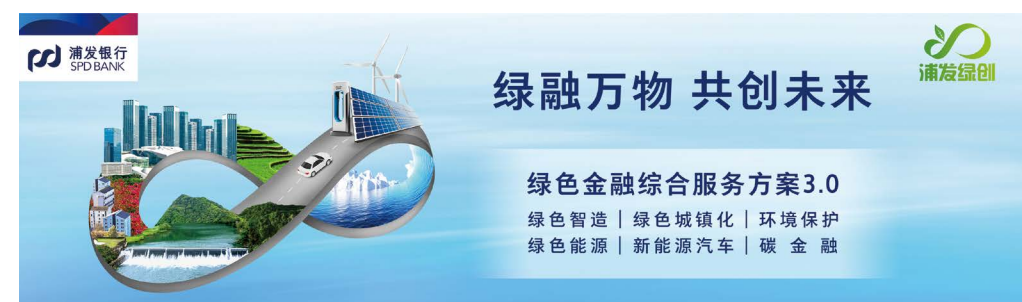
green financial assets of SPD
Bank Financial leasing, our
Subsidiary

16.5 billion yuan



Develop "SPDB Green Innovation" brand

Propel green circular and low-carbon development and create a sustainable future.



Version 3.0 service scheme

Develop a three-dimensional, whole-process and full-coverage service system and satisfy enterprise's financial requirements for green development in various scenarios.

- Green intelligent manufacturing: Revive industrial enterprise in the whole process from energy efficiency financing to high-end manufacturing, intelligent manufacturing and modern service.
- Green urbanization: Achieve green life every day through city-industry integration, green traffic, green building, green upgrading of infrastructure and rural revitalization.
- Green energy field: Boost PV, wind and hydroelectric power generation and enrich green connotation of energy industry.
- Environmental protection field: Keep the Earth clean and tidy through moisture and soil reinforcement.
- NEV field: Accelerate green development of NEV industry chain and supply chain.
- Carbon finance field: Focus on China's carbon construction, and offer financial services in the whole lifecycle of carbon assets.

Green innovation matrix of "intelligence, finance, investment, chain and inclusiveness"

SPD Bank has established an innovative, leading and internationally cooperative "6 + N" service system and product matrix, to boost green development and green life.

- intelligence: The green financial consultancy product system built focusing on six fields.
- Finance: The comprehensive green finance product system provided for customers.
- Investment: The investment product system supporting the industry's green development.
- Chain: The green supply chain product system focused on upstream and downstream of the industry chain.
- Inclusiveness: The inclusive retail product system built by complying with the idea of "low carbon and green".

Build a better future through comprehensive green finance

On November 3, 2021, SPD Bank held the "Build A Better Future through Comprehensive Green Finance - 2021 Green Finance Press Conference", where it released a blue paper named Boost Carbon Neutral Development and Realization through Finance, launched a set of "bank-enterprise/retail carbon account-low carbon action - green ecology" three-dimensional account system, announced China's first multi-asset quantitative index covering ESG assets both at home and abroad - "SPD Bank - Polaris ESG Index" and signed a general-to-general strategic cooperative agreement with National Green Development Fund Co., Ltd. and Shanghai Environment and Energy Exchange Co., Ltd.. By seizing this opportunity, SPD Bank would, together with its partners, comply with the "double-carbon" transformation, serve industrial transformation and upgrading and build a "green bank" vigorously.



Release of the blue paper *Boost Carbon Neutral Development and Realization through Finance* in conjunction with Financial Research Center, Fudan University and Shanghai Environment and Energy Exchange, where operable action suggestion for financial institutions responding to climate changes and boosting carbon neutral were brought forth.

Establish an enterprise and individual-oriented carbon account system

- Carbon reward points of an enterprise carbon account depend on the enterprise's corresponding carbon dioxide emission performance in the Bank's green finance business. Any businesses (e.g. green credit and green bond) that enterprise conducts in SPD Bank could yield corresponding carbon reward points, and the enterprise will be privileged to many different rights, ranging from basic cost reduction and green finance information to fast approval channel and green financial consultancy.
- Individual carbon account is aimed at customer's daily life. Individual customers can obtain corresponding level of rights and interests and redeem gifts by using their accumulative reward points obtained through online living payment and offline green travel.

Launch "SPD Bank - Polaris ESG Index"

As the first multi-asset quantitative index certified by Standard & Poor's and covering ESG assets both in China and abroad in the domestic market, "SPD Bank - Polaris ESG Index" is an ESG broad-based market index of eight high-recognition and liquidity stocks or bonds selected around the world. It covers quality assets of not only China but also multiple regions of America, Asia and Europe. As a steady product, it boasts international credibility upon passing the certification of Standard & Poor's.



Issue green and low carbon-themed credit and debit cards. Credit card is made from PETG environmentally friendly material and the green consumption experience activities (e.g. "consumption cashback" reward and green low-carbon reward point redemption rights and interests) were launched. The Bank also cooperated with the green NEV brands (e.g. NIO) concerning consumption installment business. Debit card is in the form of electronic card, which is aimed to provide convenient intelligent low-carbon services.



Deepen Green Finance Innovation

We strengthened the support for green finance in the 2021 corporate credit orientation policy. In particular, we enhanced our green finance product strategy and performed green finance criteria firmly, i.e. guiding business institution to implement national green finance development strategy in depth and actively supporting the economic activities of environment improvement, response to climate changes and resources saving and efficient utilization; vigorously improving financial services in such fields as energy conservation and environmental protection, clean production, clean energy, green traffic, green building and green service, implementing the "full coverage and key advancement" strategy of green finance, further highlighting the financial support for cross field of green finance and traditional industry, preventing environmental and social risks actively and establishing and improving evaluation standards and systems for green finance customers.

Strengthen resources allocation, encourage input and support our investment and financing services for relevant green industry, by focusing on the ten minor industries of national standards, such as manufacturing of water turbine and auxiliary machinery, manufacturing of wind energy original power equipment, manufacturing of locomotive vehicle, manufacturing of locomotive vehicle accessories, railway project construction, engineering building of river and lake governance and flood control facility, construction of wind power generation project, construction of solar power generation project, landscaping project construction and renewable materials recovery and wholesale.

Keep a close eye to the influence of low-carbon transformation on high-carbon enterprise's operation, and in the aspects such as credit line, term and guarantee, intensify control requirements for differentiated credit risks of different enterprises, so as to avoid credit risk. The subsidiary SPD Bank Financial Leasing Co., Ltd. released the *2021 Lease Business Orientation Policy of SPD Bank Financial Leasing Co., Ltd.*, which explicitly specifies that it is imperative to comply with national "Carbon Neutrality" strategy and improve the proportion of clean energies (e.g. PV, wind and hydro power generation); for public utility, to further strengthen the input in key project conforming to "green travel" characteristics, support green low-carbon project vigorously and develop green finance actively.

In 2021, SPD Bank participated in the climate risk pressure test organized by the People's Bank of China, to evaluate the potential influence of goal transformation of Carbon Perking and Carbon Neutrality on our credit assets. According to the test result, credit risk of our thermal power, steel, cement industry customers increased due to pressure but such influence on our capital adequacy level was controllable as a whole.

In 2021, we obtained the two batches of subsidy fund of carbon emission reduction support tool from the People's Bank of China, with a total of RMB 8.8 billion and at front rank among joint-stock banks. Under the help of such carbon emission reduction support tool, we issued carbon emission reduction loans of RMB 14.708 billion to 84 projects on an accumulative basis.

We underwrote totally 20 green debt financing tools and social responsibility bonds (including four for sustainable development-linked bonds), and actual underwriting scale was RMB 15.796 billion, ranking third among joint-stock banks. The number of underwritten green finance bonds was three, amount of loan issued totaled to RMB 6 billion and actual underwriting scale was RMB 1.086 billion.

by the end of June 2021, the number of green bonds (excluding ABS) held with proprietary fund was 50, with an amount of RMB 16.841 billion, an increase by 36.3% and 28.21% respectively compared with those as of the end of 2020. These bonds could be widely found in such fields as energy conservation and environmental protection, pollution prevention and control, clean energy, ecological protection, building energy conservation and green traffic. The number of investments in green assets (including "Carbon Neutrality")-backed securities/notes was around ten, with an accumulative scale of RMB 1.8 billion (balance: RMB 1.443 billion). Green bond balance of financial fund investment was RMB 6.826 billion, covering green traffic, pollution prevention and control, building energy conservation and green building and financing lease.

we underwrote

20

green debt financing tools and social responsibility bonds



actual underwriting scale

15.796

billion yuan



green bond balance of financial fund investment

6.826

billion yuan



Support Green Upgrade



On July 27, 2021, we completed the initial green bond underwriting and distribution themed by the “Development of Yangtze River Economic Belt” in interbank market. The bonds were issued in the Shanghai Clearing House by China Development Bank, and our underwriting amount totaled to RMB 600 million. The fund raised through this project would be used for relevant project loans (e.g. green upgrading of infrastructures in energy conservation and environmental protection industry in Yangtze River Economic Belt). It could save standard coal of 11,400 t and reduce carbon dioxide, nitric oxide and inhalable particle (PM10) emissions of 23,200 t and 30.73 t and 0.58 t respectively every year.

On July 16, 2021, we underwrote the thematic green bond of ecological protection and high-quality development of the Yellow River Basin, with an amount totaling to RMB 850 million. The raised fund would be used for green upgrading of infrastructures in ecological environment-related industries in Yellow River Basin. It could reduce carbon dioxide, nitric oxide and inhalable particle (PM10) emissions of 20,100 t, 34.99 t and 0.66 t respectively and save standard coal of 10,000 t every year.

Support Green Urban Development



Established in Suzhou 24 years ago, Suzhou Branch served Suzhou’s social and economic development, urban construction and inclusive people’s wellbeing thoughtfully. In recent years, it has strengthened the support for such fields as clean energy, manufacturing of energy-conservation and environmentally friendly equipment and pollution governance fully and advanced green development continuously through group collaboration and Yangtze River Delta linkage.

Improve green domestic water. The bank explored green finance bond investment project actively, and in the first half of 2021, took the lead in underwriting China’s first green bond of state-owned enterprise for Suzhou Water Conservancy Group, with an issue amount of RMB 200 million. The raised fund would be used for the construction of Suzhou’s “Baiyang Bay Muddy Water Pipe Renovation Project” and “and “Phase II Project of Xiangcheng Water Factory”. The two projects would reduce leakage resulted from ageing damage of water supply pipe and solve water safety problems of urban and rural residents upon completion.

Boost green low-carbon travel. By exerting our collaborative advantages, we worked together with the subsidiary SPD Bank Financial Leasing Co., Ltd., on the industry’s first DRT (digital-rail rapid transit) financing lease business for Shanghai Lingang Traffic Co., Ltd. and the scale of financing for the first time exceeded RMB 35 million. We provided NEV procurement financing services of more than RMB 900 million for relevant Suzhou-based enterprises accumulatively, and boosted and advocated green traffic and low-carbon transportation.

Boost enterprise’s green and low-carbon transformation and development. We provided services (e.g. account opening of carbon market, fund supervision and third-party keeping services) for PV companies, so that enterprises could participate in carbon market transaction within the shortest time possible.

Support Yunnan’s PV Industry



By highlighting Yunnan’s eight key industries and the strategy of “three green brands” (green energy, green food and healthy life destination), Kunming Branch gave its strong support for Yunnan’s efforts in building the world’s first-rate “green energy brand” and development of “hydroelectric and silicon material integration” and “hydroelectric and aluminum material integration” intensively. In July 2021, the branch issued a loan of over RMB 3 million to the PV slice project of LongGi Company in Chuxiong, for its procurement of single crystal silicon slicer and improved its capacity. The branch also provided comprehensive financial services (e.g. salary distribution agency and foreign exchange settlement) for the enterprise, to boost the development of Chuxiong’s energy industry and economy.

Shanghai Trust Implemented China’s First ABS (Asset-backed Security) Project for Green Personal Automobile Mortgage



On June 4, 2021, Shanghai International Trust Co., Ltd. (hereinafter referred to as “Shanghai Trust”), in partnership with SAIC FINANCE (hereinafter referred to as “SAICFC”), established “Shanghe 2021 (Issue 1) Securitized Trust for Green Personal Automobile Mortgage Loan” in interbank market. It is the first ABS (asset-backed security) project for green personal automobile mortgage loan in China.

The issue scale of this project is RMB 910 million, all of which would be used for new NEV loans. According to professional certification, the project’ underlying assets and raised investment project were expected to save standard coals of 13,000 t and reduce carbon dioxide, inhalable particle and nitric oxide emissions of 11,300 t, 1.08 t and 34.17 t respectively every year. The project reflects “green” principle in both assets end and fund application end.

SPD Bank Leasing Issued Green Finance Bond



On July 7, 2021, SPD Bank Financial Leasing Co., Ltd. (hereinafter referred to as “SPD Bank Leasing”) under SPD Bank issued the 2021 green finance bond “21 Green Bond of SPD Bank Leasing”, in which SPD Bank acted as lead underwriter and book runner. The raised fund would be used for wind and PV power generation and rail transit leasing. The project was expected to reduce carbon dioxide emission of nearly 480,000 tons, save standard coals of over 220,000 tons and lower sulfur dioxide and nitric oxide emissions of more than 2,000 tons and 320 tons respectively.

AXA SPDB Investment Managers Carried out ESG Investment



As a fund company starting to explore ESG responsibility investment early in domestic China, AXA SPDB Investment Managers brought forth the methodology integrating “ESG” and “value investment” organically and controlled portfolio downside risk strictly by lowering relevance of various shares in portfolio. In the active management ESG thematic fund issued in 2021 - AXA SPDB Investment Managers ESG Responsibility Investment Hybrid Fund, it selected individual shares with commercial value based on value investment methodology and applied ESG idea to make negative screening, so as to maximize both commercial and social values.

Implement Carbon Neutral Bond Certified by Standards Both at Home and Abroad



On March 25, 2021, the 2021 (Issue 1) Green Medium Term Note (Carbon Neutral Bond) of GD Power Development Co., Ltd. in which SPD Bank acted as the leading underwriter, was completed and became China’s first carbon neutral bond certificated by standards both in China and abroad. This kind of carbon neutral bond certificated by standards both in China and abroad is a significant action of exploring international and domestic standards for promoting peak carbon dioxide emissions, carbon neutral and responding to climate changes through green finance, and also means another beneficial practice of SPD Bank supporting power enterprise’s green low-carbon transformation and development in the form of finance innovation under the guidance of the National Association of Financial Market Institutional Investors.

Support Green Projects with Carbon Emission Reduction Benefits

Case

SPD Bank successfully invested in China's first labelling green bond named by "Carbon Neutrality". Fund raised through this kind of bonds would be particularly used in green project with carbon emission reduction benefit and was an innovative attempt of boosting sustainable development strategy. The bond was issued by our important partner – one power company in interbank bond market, with a total amount of RMB 1 billion, a term of three years, and a coupon rate was 3.45%.



Centralized PV Power Station Project in Gansu with Support from Hangzhou Branch

Implement Green Operation Continuously

SPD Bank kept implementing energy conservation and emission reduction and carbon neutral work comprehensively, including contract energy management, participated in the PBC's pilot work of environment information disclosure, and under the unified deployment of Green Finance Committee, launched the pilot of energy conservation and emission reduction and carbon neutral of branches and sub-branches and organized system development of energy consumption and carbon calculation of domestic self-owned operating properties in use in the whole bank. We saved 4.1337 million kWh totally through contract energy management in 2021.

saving
4.1337
million kWh
totally through contract energy
management



Advance green operation transformation work of green building and data center and carry out green operation transformation steadily and continuously by a series of measures (e.g. installing precision air conditioner with fluorine pump technology, adding solar water heater of information center and improving the performance of water boiler), so as to respond to national green and environmental protection call.

Implement centralized procurement and management and control energy consumption indicator and supplier environmental certification of relevant heating and ventilation equipment in construction link strictly; further discuss next key work regarding low-energy building, intelligent management system, magnetic levitation technology of air conditioning and IoT and centralized control in a general-to-general manner and accelerate "double-carbon" transformation construction in the whole bank. In 2021, we received 3,768 new centralized procurement suppliers in the whole bank, and the total number of suppliers reached 17,810, including 4,891 having been established for 10-15 years and 7,714 for more than 15 years.

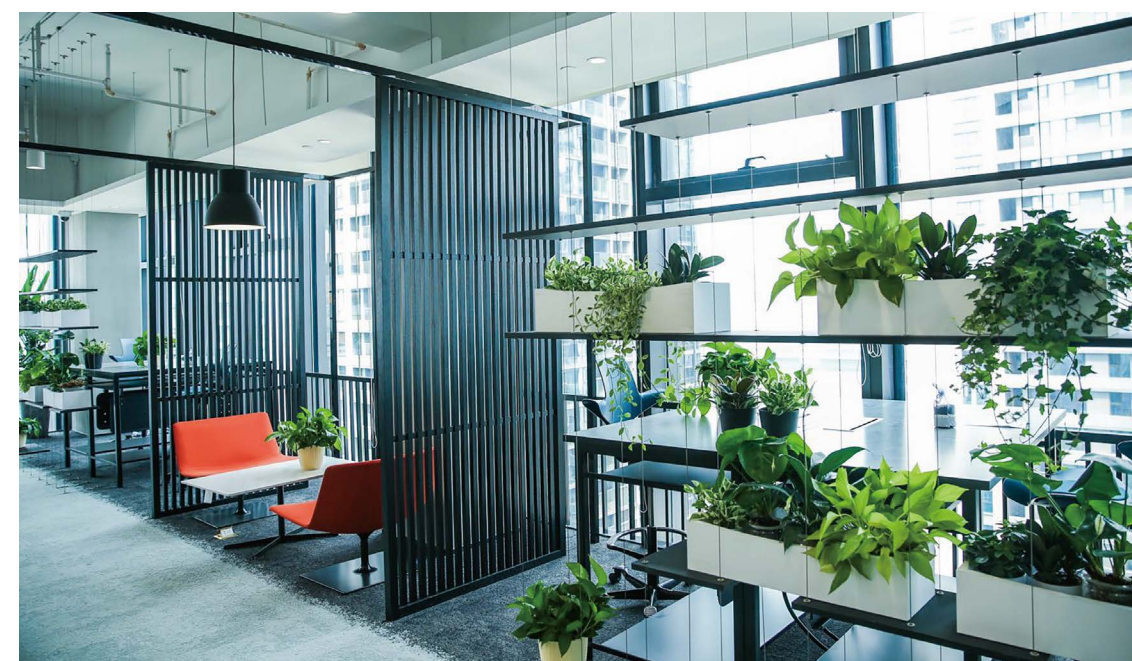
17,810
suppliers



Green Building

Case

Health and environmental protection of office space and employee experience were highly emphasized in the new office building construction of Shenzhen Branch, which has been certified with both LEED and WELL certification. New office building of Changsha Branch won rewards such as "Green Construction Project of Hunan Province", "Green Construction Demonstration Project of National Building Industry" and "China Construction Engineering Luban Prize (National Prime-quality Project)", etc.



Office Environment of the Shenzhen Branch's Head Office



"Carbon Neutrality" Outlet



Huadu Sub-branch of Guangzhou Branch insisted on its own green operation and built "Carbon Neutrality" outlet. It generalized "paperless office" and "paperless communication" actively and used energy-conservation, environmentally friendly and low-carbon products (e.g. high-energy efficiency electric appliance and water-conservation apparatus). Put up green low-carbon tips in office area and advocated the conservation of water, electricity and paper vigorously.



"Intelligent Operation" Paperless Transformation Project



As one of the first batch of pilot branches that have been running businesses, Xiamen Branch, in partnership with the head office, run business paperless transformation project successfully in the form of pilot, accumulating experience for generalization in the whole bank. The project exerted significant effect in the early stage: Treatment time of tall cabinet business was reduced by 16% and paper consumption was lowered by 33%. In 2021, the total receipt output quantity of Xiamen Branch's FES system was 65,866, including 63,055 electronic receipts; paper consumption showed a 95.73% reduction in businesses of the whole region of jurisdiction.

Promote Green Office Idea



In 2021, Hong Kong Branch advocated the "green office" idea actively and formulated policies of *Green Office Guideline, Energy Conservation Measures and Waste Reduction and Recycling* internally. The management of the branch building and staff canteen supplier explored energy conservation and emission reduction and kitchen waste recycling measures actively, e.g. pasting solar film on building's exterior windows and entrusting professional cleaning companies with disposal of kitchen wastes. Based on its excellent performance in green operation, Hong Kong Branch won the participation award of the "Hong Kong Awards for Environmental Excellence" issued by the Sport and Environmental Protection Committee of Hong Kong Environmental Protection Department, "Hong Kong Green Agency Certification - Waste Reduction Certificate" and "Hong Kong Green Agency Certification - Energy Conservation Certificate" successively.



Practice

In Social Sector

Value Sharing: Promote Harmonious — 50
Social Development

Feature: Panoramic Bank Provides — 50
New Momentum for Development



Share Values: Promote Harmonious Social Development

Feature Panoramic Bank Provides New Momentum for Development

In 2020, by complying with the latest development trend of digital economy, Chinese rich ecological scenarios and customers' needs, SPD Bank upgraded and launched Bank 2.0 – Panoramic Bank and put forward the following four construction goals: "serve all users, cover all regions with 24/7 availability, provide comprehensive services and realize entire intelligent connection".

In 2021, SPD Bank, by taking panoramic bank as the very goal, focused on the dual-engine of "customer experience + digital technology", blended into digital transformation of various fields (e.g. economy, life and governance) deeply, and based on our profound customer insight and fin-tech capability, accurately matched the integrated and all-around financial and non-financial comprehensive services by focusing on the scenario-based requirements of different customer groups at C, B, G and F ends; served and developed customers and created values jointly with customers, partners and employees; created values for the society and made contributions to the development of real economy.

Advance the Construction of the "Bank of Things"

- In September 2021, SPD Bank released "SPD Bank Cloud Warehouse" jointly with Huawei, to realize authentic, complete and rapid mapping from a physical world into a digital world and make sure that all items could be identified, warnings tracked and goods trusted.
- Based on the scenario of "industry supply chain", SPD Bank Cloud Warehouse was an innovative solution of storage chattel pledge that solved the digital breakpoint of storage, filled the financial service gap and realized trustable, controllable and convenient disposal of storage chattels, so as to activate a storage chattel financing market worthy of trillions.
- "Finance, technology and industry" will be fully linked in the era of Intelligence-driven Internet of Everything. By seizing the opportunity of industrial digitalization, SPD Bank and Huawei served the society, developed customers and created new industrial values jointly through gathering cloud fin-tech forces.

Adopt Scenario-based Operation

- Intensify API link and meet customers' needs in such financial service fields as account management, loan financing and investment and wealth management within the shortest time possible based on the first touch spot by blending bank service into government service, enterprise operation and industrial platform. The number of new linkage up-to-standard customers was more than 22,000 and the multi-industry and scenario convenient financial service was provided for customers through nearly 1,200 APIs (e.g. E-wallet, credit financing, margin deposit and foreign exchange service).
- Build characteristic management APP and non-bank ecology. Establish "SPDB Life Service APP", help strategic cooperative enterprises attract customers, improve sales volume and provide diversified, cheap and quality online and offline-integrated life services for retail customers. The number of users registered on platform exceeded 20 million. By gathering C-end users, SPD Bank developed online operation of B-end enterprise, worked seamlessly with local government, improved consumption and boosted the causes of benefiting the peasants and alleviating poverty.
- For house purchase customers, launch Sweet Orange APP, provide the full-process services of house purchase and sales and build a dwelling ecosphere by offering all kinds of favorable rights and interests. For small and micro business owners, launch SPD Bank APP and increase fully online personal operating loan and account management functions; provide dedicated intelligent services for individual businesses and small and micro business owners and improve the breath and efficiency of inclusive financial service.

new linkage up-to-standard customers more than

22,000



users registered on platform more than

20 million



Provide C-end Oriented Intelligent Services

- Build the most intelligent wealth management bank, lead business upgrading focused on the five core fields: "intelligent insight, intelligent investment and development, intelligent interaction, intelligent planning and intelligent risk control" and build an intelligent wealth management system integrating requirement insight, investment and development planning and interactive companion; improve full-customer, full-life cycle, multi-scenario and ubiquitous service experience and promote the steady growth of customer's personal assets with intelligent and professional abilities.
- Build a system of diverse intelligent financial products and services for people from all walks of life, provide scenario-embedded marketing and serve customers more timely, accurately and initiatively. Based on the advanced AI and digital twin technologies, benchmark with real person post role and develop and launch the 3D virtual digital employee "Xiaopu", which played a significant role in multiple posts such as intelligent customer service, outlet guidance and wealth planning and provided always-on and warm personalized services for users.



财富管理

Empower B-end Customer Operation

- Advance new mode of industrial digital finance, and provide scenario-based industrial digital finance solution for core enterprises or platforms in accordance with the integrated thinking of "sci-tech + finance", including the industry scenarios such as home appliance manufacturing, health & medical, cultural tourism service and manufacturing of bags and suitcases; provide comprehensive digital finance services (e.g. payment and settlement, distribution agency, e-wallet and blockchain supply platform) and boost enterprise transformation and upgrading by blending financial and digital services into enterprise production and operation.
- Launch "SPDB Payroll" one-stop office digital financial service platform for medium and small-sized enterprises, which covered routine enterprise scenarios (e.g. travel, personnel, salary, finance and tax and collaborative office); provided out-of-the-box, configurable, lightweight and zero-cost digital tools for enterprises and the employee value-added services (e.g. distribution agency, wealth management, retail credit and welfare platform), so as to support enterprises' digital transformation effectively and promote their cost reduction and benefit increase.
- Keep advancing inclusive financial service and launch "SPD Bank e Financing" digital financing platform; integrate multiple functions such as financing, payment and settlement and fund control and realize ecological co-building and mutual scenario embedding with more than 30 industries (e.g. manufacturing, steel, cultural tourism, logistics and hotel); improve the efficiency of serving inclusive small and micro business customers, solve financing difficulty of small and micro businesses and support the development of small and micro businesses vigorously.
- Launch "In+hub" innovative community, promote the connection of leading enterprise scenario and quality technology enterprise's product and build an integrated and open innovative aggregation ecology; establish leading enterprise's innovation accelerator and technological innovation enterprise's growth incubator, innovate the connector of convergent ecology and enable all stakeholders of financial service ecology for sci-tech enterprises to share benefits of community operation.

Boost Digital Livelihood and Government Services

- SPD bank was the first joint-stock bank to provide VTM self-service terminal connection to "One Network Service" government services where VTM could provide 74 kinds of inquiry and appointment services for government affairs at present. We expanded the channels of masses' accessibility to government affair services, built bank outlet into a one-stop service outlet capable of government services and financial functions, and provided better service experience for both enterprises and masses.
- Launch the digital service solution "Xiaohong" for the government of Hongkou District, Shanghai and provide handling consultation services of government affairs for citizens. Finish the construction of licensed financial submission system for enterprises under regulation of the State-owned Assets Supervision and Administration Commission of Shanghai, realize regular online submission function for information of participation and holding companies of licensed enterprises of State-owned Assets Supervision and Administration Commission of the State Council and improve licensed financial submission digitalization of the State-owned Assets Supervision and Administration Commission of the State Council.



Promote Win-win Cooperation among Peers

- Enrich functions of the interbank online cooperation platform "e Peer", provide multiple types of online financial product services (e.g. bond, fund, note, fund and foreign exchange) and offer considerate services to more than 2,400 corporate financial customers. Keep building "Open Financial Alliance" and promote service collaboration among members of banking, insurance and securities; develop technology, co-build ecology, provide diversified amicable fin-tech services for alliance members and promote joint innovation of financial products, channel services and customer group operation.

seving more than
2,400
corporate financial customers



Optimize Customer Experience Continuously

SPD Bank has included consumer protection into its development strategy, corporate governance and culture construction. As explicitly specified in the *2021-2025 Development Plan of Shanghai Pudong Development Bank (Group)* and *2021-2025 Innovation Plan of Shanghai Pudong Development Bank (Group)* prepared by SPD Bank, the Bank has determined to respect and safeguard legitimate rights and interests of financial consumers and stakeholders and improve consumer protection in its corporate strategic system. The Bank requires all staff to bear the entity responsibilities of consumer protection in a down-to-earth manner and promote the integration of consumer protection with its business development. We strengthened top-level overall planning and exerted group effect further in order to build a more effective management framework, clearer procedures and standards, more accurate supervision and monitoring system and more comprehensive evaluation and incentive system. We satisfied regulatory requirements in good faith and improved the internal protection system of financial consumers constantly; strengthened the application of digital technology and improved management efficiency and level of consumer protection. SPD Bank built a consumer financial education brand with extensive market influence to enhance consumers' financial literacy. By consolidating multi-level training system construction and whole process management and control, we have not only made the philosophy and policy of consumer protection deeply root in our inner heart and reflect the philosophy and policy in our work.

Data Security Governance

For the purpose of safeguarding the security of our business and data, SPD Bank has enhanced the protection of data security and customers' privacy and established a data security safeguarding system in a full cycle with multiple levels.

Build a comprehensive security governance framework. We improved the organizational system involving bank senior management, dedicated security departments, business department and all institutions within the region of jurisdiction at the same time; implemented data security accountability system covering each member in the whole bank. We shouldered the entity responsibilities further, regulated personnel operation procedures and intensified security and protection awareness.

Implement a whole-cycle data security management. SPD Bank formulated and released measures on security data management, regulations on graded management and implemented classified and graded data management so as to realize data control in the whole cycle ranging from collection, transmission, storage, usage to deletion and destruction and adopted protection grades based on their security level. We strengthened personal information protection and privacy management, improved various systems and regulations constantly, intensified management and control of data application and regulated personal data processing comprehensively.

Establish hierarchical technical framework of data security. By following the active defense philosophy and hierarchical defense strategy in depth, SPD Bank deployed both measures and equipment of security management and control at different aspects such as data, terminal, application, system, network and physical layers. The Bank laid special emphasis on boundary control, and brought forth stricter requirements for control, closing and monitoring of more than ten kinds of data leakage channels, including emails, mobile devices, printing and Internet. The Bank also built a full-time security operation team supported by 3 lines at the same time so as to achieve full-coverage security monitoring and fast interception for the whole day long. We kept cultivating various security operation capacities such as automatic penetration, vulnerability mining, threat hunting, information analysis and evidence tracing, upgraded network security protection system and cracked down upon network attack and data leakage constantly.

Policies of Customer Privacy Protection

The Bank implemented personal financial information protection as per relevant management and technical requirements on personal financial information protection, such as *JR/T 0171-2020 Technical Specification for Personal Financial Information Protection*, *GB/T 35273-2020 Information Security Technology --- Specification of Personal Information Security* and *Law of the People's Republic of China on Personal Information Protection* to advance the comprehensive governance of personal finance information and guarantee the security of customers' personal financial information.

In terms of organizational framework, we have established all-dimensional organizational framework of personal financial information protection basically, including leading group of personal financial information protection in the head office and branches, specialists responsible for personal financial information protection in the head office's Retail Department as well as personal financial information protection contacts in the head office's and branches, all of whom worked together to promote personal financial information protection.

As for system, we have initiated the construction of personal financial information protection system constantly, consolidated organizational framework, training and assessment, executive specifications, assessment guarantee and emergency support, etc. which contribute to a complete personal financial information protection system. At the same time, we managed personal information security in accordance with requirements of ISO best practice and ISO27701 certification standard; passed the audit of ISO/IEC 27701 "management system certification of personal information" organized by China Cybersecurity Review Technology and Certification Center (CCRC) at the end of December 2021 with a view to providing better and more considerate services for customers and partners, and safeguarding customers' financial information security and legitimated rights and interests of their personal information.

As for management system construction, we have developed digital management system of personal financial information protection independently, the main functions of which include personal financial information management, identification of abnormal changes, knowledge base and workflow. We could monitor the risk status of our personal financial information dynamically through the digital management system of personal financial information protection in order to promote the efficient implementation of related laws and regulations on personal information protection as well as the transparency and overall competitiveness of our personal information protection ability.

As for operation inspection, we have carried out check and special inspection at all levels as well as risk evaluation of personal financial information protection from business level in accordance with *Law of the People's Republic of China on Personal Information Protection*, regulatory articles and the latest law enforcement dynamics; eradicated risks and hidden dangers, stuck to the principle of compliance, avoided risks and shouldered the entity responsibility of personal financial information protection.

Optimize Service Experience Continuously

In 2021, the Bank deepened the applications of such fin-tech technologies as artificial intelligence (AI) and big data and promoted user experience of mobile bank APP, ranking the second place in application market of banking industry.

We launched 11.0 version of mobile bank APP featuring four core scenarios of financial investment, account management, loan financing and life service, rebuilt five channels of mobile bank APP and deepened the application of AI technology. We also launched the first personal "AI digital financing specialist" to support both voice and expressions in the industry in order to improve immersive interactive service experience for all customers in the intelligently connected full-time domain, and built intelligent, smooth, convenient and user-friendly mobile financial services.

Upgrade user-caring version of SPD Bank APP. To address the actual demands of the elderly, the new version has brand new page structure, element style and interactive procedures and is also designed with intelligent voice search and information voice broadcast functions. At the same time, its functions such as query and appointment of bank outlets and one-touch calling of financial manager as well as priority level of queuing up among elderly (above 80 years old) were optimized and a green passage was created for the elderly in order to provide high-quality financial service for the elderly.

Build an experience-based monitoring system of the whole channel and establish a management system of user experience in the whole life cycle. In 2021, the Bank completed experience data monitoring and analysis of SPD Bank app, mini program and website VTM, established whole-channel user experience monitoring system, covered the core business scenarios of various channels comprehensively, mastered real-time user experience data in real time, created a closed-loop experience improvement system of "data monitoring, experience analysis, optimization and upgrading and continuous monitoring" so as to upgrade customer experience rapidly.

by the end of 2021, the customer satisfaction with the Bank's counter server in all branches reached 99.21%; the average time of customers' waiting at bank counter was 4.08 min, reduced by 1.26 min compared with that of last year (5.34 min); the rate of customer complaints was 0.04%, which was controlled within 2% effectively.

The Bank had a total of 2,765 self-service outlets, 4,716 cash self-service devices and 4,261 non-cash self-service devices. As for the services of our outlets, the Bank continued extending the services that outlets could provide, and launched "Government Online – Offline Shanghai" government affairs service, covering our 184 outlets in Shanghai and able to provide 124 government service functions in partnership with E-government Office of General Office of Shanghai Municipal People's Government and Shanghai Big Data Center, including inquiring, printing and transaction. As a result, all the outlets became public service sites providing much convenience to the mass.

Provide Trainings on Privacy-related Risks for Employees

The Bank laid special emphasis on the education and trainings of personal financial protection, improved the protection awareness and ability of personal financial information in the Bank constantly, protected the security of personal financial information effectively and safeguarded customers' personal legitimate rights and interests. In April 2021, the Bank organized relevant backbones from the head office's leading personal financial information departments to attend the special live streaming training related to personal information protection held by Shanghai Banking Association; in May 2021, SPD Bank offered training themed by "the Latest Trend of Personal Financial Information Protection & Standards of Compliance Baseline of Personal Financial Information Protection" to the head office and branches offline and via online live streaming; in July 2021, SPD Bank organized both the head office and branches to carry out annual online training of personal financial information protection; organized special training of *Personal Financial Information Protection* which involved directors from relevant departments and business backbones of the head office, as well as person in charge and business backbones of branches' leading personal financial information departments.

Provide Trainings on Consumer Protection for Employees

(1) SPD Bank implemented online training on the protection of financial consumers' rights and interests to all employees and enhanced training interest and effect by animation micro-courses. In 2021, the Bank's 56,120 employees participated in the online training and exams on consumer protection.

(2) Employees responsible for consumer protection from relevant departments of the Bank's 37 branches and head office attended the offline training on consumer protection and service management in order to enhance their professional capacity.

(3) SPD Bank added "Consumer Protection Training" in training courses for managerial staff to help them understand and master the Bank's management requirements of consumer protection and better guide their work.

(4) SPD Bank organized training on compliance sales management of personal wealth management business, key emphasis on risk prevention and control of major business, compliance case prevention of retail business, etc. for the personnel responsible for business management and sales of the head office and branches. The training covered the introduction of highly risky fields related to consumer protection, such as sales appropriateness management.

(5) SPD Bank offered online courses of compliance case prevention series for 14 issues, including many different themes such as compliance sales, management of employee behaviors, warning education, etc. so as to improve the awareness and ability of compliance case prevention of all employees responsible for retail sales in the Bank.

99.21 %
Counter server satisfaction rate

2,765
self-service outlets

4,716
cash self-service devices

4,261
non-cash self-service devices

56,120
employees participated in the online training and exams on consumer protection

14
online courses of compliance case prevention

Customer Complaint Management

SPD Bank has opened various communication channels of consumer complaints, such as phone, visit, letter and online mode and handled customer complaints on the principle of treatment as per regulations, territorial management and rapid response, so as to ensure customers could put forward their suggestion and problems and that disputes could be resolved and finally improve the quality and efficiency of complaint treatment, and fine management of complaints.

In 2021, the Bank handled 208,000 consumer complaints, with a YoY drop of 3.71%. Once judged from the total amount, the number of complaints received by us declined while the quality of our customer service was further improved.

Data source of consumer complaints. Of all the complaints, the credit card center accounted for 61.10%, the head office's customer service center for 36.73%, and other complaint channels for 2.17%. The rate of complaint settlement within 15 days in these channels reached 99.53%, 99.04% and 100% respectively, which reflected the Bank's dedication to receiving and responding to customers' opinions and demands actively, quickly and efficiently.

Reasons for consumer complaints. Complaints caused by debt collection methods and means occupied a large proportion (38.58%), followed by those caused by poor understandings of management system of financial institution, business regulations and processes (35.97%). Regional distribution of consumer complaints. The top five regions included Shanghai, Tianjin, Henan Province, Guangdong Province and Beijing, which reveals higher customer experience satisfaction and stricter requirements for the Bank's services in regions with large populations and developed economy.

208,000
consumer complaints handled

Popularization of Financial Knowledge

The Bank conducted centralized education and publicity activities continuously, such as "May 15 Publicity Week of Bank Consumer Protection", "Popularize Financial Knowledge, Guard Your 'Purse'", "Long March of Popularizing Financial Knowledge" and "Month of Popularizing Financial Knowledge to Every Household, Be a Rational Investor and Good Netizen on Finance". The publicity and education activities involved more than 1,500 business outlets across the country, with a total of 22,000 employees. More than 4,400 education and publicity activities were organized both online and offline, with over 23.6 million pieces of publicity materials distributed and covering more than 31.117 million people.

more than
4,400
education and publicity activities
organized online or offline

more than
31.117
million people covered



Special Column of SPD Bank's Emphasis on Consumer Protection and Manga of "SPD Man"



消保靠“浦”专栏二维码



Taiyuan Branch Organizing Anti-fraud Promotion with Taiyuan Anti-fraud Center



Kunming Branch offering "Friance Workshops for Elders" in Fuchun Community of Wuhan District

Support Employees' Diversified Development

By implementing the spirit of the Central government and Shanghai Talent Work Conference in good faith, SPD Bank has established a leading talent work group of SPD Bank, and held the company's first talent work conference. The Bank always adheres to the view of talents of "being people oriented, arranging talents at the post most suitable for them" and the principle of "fair and just employment" and does not treat candidates or employees differently based on their age, gender, marital status, race, nationality, etc. so as to foster a harmonious and stable labor relations and effectively protect employees' labor rights and interests. The Bank launched "SPD Financial Talents" project in 2021 to build three high-quality teams, including "leading financial talents", "innovative financial talents" and "skilled financial talents" to accelerate the building of a high-quality professional talent team suitable for the company's development strategy.

by the end of 2021, the Bank had organized practical training programs for more than 1,762 training-times. The training center designed, developed and implemented 148 training programs in the whole bank in partnership with relevant departments by digital learning channels, and the average score of trainees' satisfaction with training reached 4.98 points (5-point system); 11 mobile learning sub-sites were set up in branches; more than 7,664 courses were shared bank wide, including 1,961 new ones. More than 35.64 million learning hits were provided throughout the year, a YoY increase of 36.08%. In addition to the live streaming of the Party School of the head office and various businesses throughout the whole year, the branches also opened their own live streaming booths, with watching time of employees over 20.35 million min.

The Bank organized 238 different kinds of online examinations and guided branches to organize 497 online examinations of different kinds and the liquidation center to organize 252 online examinations of different kinds, with a YoY increase of 45.79% and involving over 1.3847 million examinees. The number of users of SPD Bank APP exceeded 61,000, covering all departments in the head office, domestic branches, subsidiaries in Shanghai and branches in Hong Kong with an employee coverage of 98.54%.

SPD Bank always cares for its employees, included physical examination into the welfare security system, provided various medical and health care consulting services, improved employees' safety awareness, and endeavored to avoid injury accidents in workplaces. For the work injury happening beyond workplace (such as traffic accident while going to/off work, etc.), we applied work injury treatment for them in time and safeguarded the legitimate rights and interests of the injured employees. Provided psychological counseling services for them through different ways to relieve their psychological pressure. Established "Call Pu Happy Home" platform and opened health psychological consultation calling and online services.

SPD Bank established a home of staff in the head office by working together with relevant departments actively, built an activity site in existing workplace for employees and planned an activity place in green valley park under construction so as to build the home of staff a warm home for them. Organized basic-level labor unions in Shanghai to take part in activities held by Shanghai Finance Labour Union, such as activities of ping-pong, tennis, electronic competitions, essay competition, etc. so as to improve employees' physical and mental status, create a favorable atmosphere for their healthy life and happy work and enhance their sense of achievements and happiness. SPD Bank also organized "warmth sending" activities during traditional festivals such as new year's day and the Spring Festival for the employees suffering from serious illness or other special difficulties to feel the warm of the SPD Bank.

SPD Bank organized the selection and commendation of outstanding employee (excellent employee), women pace-setter and outstanding home of staff in 2020. Finally, 293 "outstanding employees (excellent employees)", 93 "women pace-setters" and 50 "outstanding homes of staff" received commendation, which also carries forward the spirit of model worker, labor and workmanship.

≥1,762
practical training programs



≥7,664
Bank wide shared trainings



238
online examinations organized



≥1.3847
million examinees involved



Highlight the favorable atmosphere in SPD Bank

Case

Cultural cultivation is essential to the high-quality development of an enterprise. On January 8, 2022, the Bank published its enterprise journal—Bund 12, which was named finally among the names recommended by all staff with strong connotation of history and enterprise characteristics. This journal was established with a view to carrying forward corporate value, narrating the story of the Bank, publicize "typical examples of SPD Bank" and making it a platform for transmitting news about enterprise development, a cultural stage popular among employees and also a spiritual home welcomed by all employees.



Home of staff

Case

October 12, 2021 saw the opening ceremony of "home of staff" of the head office. Home of staff is aimed to create a favorable atmosphere of healthy life and happy work, enhance employees' sense of achievements and happiness and build a warm home for employees. It is furnished with various functional rooms, including activity center, Mom's home, cultural home, etc., of which, the activity center is equipped with a ping-pong field and an equipment-fitness area, which could be used for employees' learning, leisure, entertainment, interaction, competition and communication.



Home of Staff

Follow the Party forever and set off on a new journey

Case

The Bank organized and held activity themed by "following the Party forever and setting off to a new journey" for celebrating the 100th anniversary of the founding of the Communist Party of China and SPD Bank's singing contest of employees in order to celebrate the 100th anniversary of the founding of the CPC, review the Party's glorious history, stimulate the enthusiasm of SPD Bank's all staff for caring the Party, the country and the Bank, and encourage the managers and employees to contribute to the Bank's new round of development with more enthusiasm. The activity fully demonstrated the spirituality and performance of the Bank's employees in following the Party and the pursuit of excellence with a positive attitude.



Singing Contest for Employees Themed by "Following the Party Forever and Setting off to a New Journey"

Six “specialized club” learning platforms of Shanghai Branch



In 2021, Shanghai Branch established “Pilot of Granting Credit” Club, which consists of more than 200 members with specialties and strong interests on the basis of the original five clubs including “Leading Investment Bank” club, “Free Trade Engineer” club, “Wantrapreneur Think Tank” club, “Financial Talents Union” club and “Private Bank Talents” club. The six clubs accommodate a total of over 1,300 members.

As a professional talent platform focusing on branch’s specialized development strategy and speeding up the cultivation of financial innovative talents, the clubs organized relevant activities such as innovative forum, professional seminar, case study, theme lecture, etc. by highlighting the business operation & development line of branch centers. In 2021, the branch carried out nearly 100 activities, including online study, theme lecture, business discussion, case forum, etc. The activities such as financial market knowledge contest for young employees and standard plan for qualification certificate of posts responsible for innovative design, etc. further boosted the reserve and development of innovative talents, as well as the duplication and cultivation of innovative talents and support the development of the branch’s business and talents.

Contributions made by our heroine teams



In the Bank Trading Department of Shanghai Branch there is a team that did a great job in such aspects as serving people’s livelihood and inclusive interest, supporting the development of sci-tech innovation enterprises, improving the innovation of free trade finance, offering considerate services to the CIIE.

The number of female employees accounted for 61.5% among the 39 employees from Bank Trading Department of Shanghai Branch, among whom, 55% were women, including department director. They are not only the managers leading a team and creating astonishing achievements but also elites working dedicatedly in their posts and pursuing excellence. Female employees’ inborn characteristics, such as carefulness, patient and communication play a positive role in managing business.

As said by the director of Shanghai Branch, “Facing the complex and severe external environment and fierce market competition, our female employees performed their duties well and made great contributions to the development of the enterprise”.



Our team of heroines

Intercultural communication activities



In 2021, London Branch held “weekly lecture, weekly cloud party” activities for a total of 88 issues, during which, employees from different countries and regions with different cultural background gathered in form of cloud for various online themed activities, such as thematic activities including “Cloud Spring Party for Employees at Home and Abroad” in the Year of Ox (2021), “Cloud Party for Dragon Boat Festival”, and “Celebration of Christmas Day and the Coming New Year”, various intercultural interactions including “Chinese Calligraphy Competition”, “Learn Chinese Paper Cut”, “Make Dumplings Online”, all of which made team members closer and facilitated diversified communication and consolidation.



Dalian Branch’s Staff Development and Training Activities



Ningbo Branch’s Yongpu Lecture

Innovate in Social Public Welfare Practices

SPD Bank actively implements the strategic deployment of the central Party committee on promoting rural revitalization completely, consolidates and expands the effective links between achievements in poverty alleviation and rural revitalization, optimize long-acting support mechanism continuously by giving full play to its professional financial advantages, lays special emphasis on industry, stimulates consumption, stimulates endogenous power and injects power to the constant development of industries; lays emphasis on the subsequent matters closely after poverty alleviation to prevent poverty-returning and generation of any new poverty so as to consolidate poverty alleviation achievements; speeds up the modernization of agriculture and rural area; carries out charitable activities constantly in field such as caring for the elders and the young, assisting for the needy, medical treatment and public health, culture and education extensively so as to shoulder social responsibilities with a sincere attitude and practice the benefit of livelihood with finance with deeds.

In 2021, the Bank donated 29 projects with a total donation amount of RMB 29.08 million. In particular, there were 14 assistance projects with an investment of RMB 11.40 million, including the work of deepening comprehensive assistance to rural areas of Jinshan District, Shanghai and pairing assistance to rural areas of other provinces and cities, providing “precision anti-poverty insurance” for poor and vulnerable groups in 4 paring assistance villages of Wenshan City, Yunnan Province, promoting “Dream Chasing” further education program for pediatrics medical staff continuously, carrying out “Love and Care - Construction of Medical Room for Orphan School” project, etc.; implemented 15 public welfare programs with a total investment of RMB 17.68 million, including the program of “Helping the Needy in Spring Festival” of Shanghai Foundation for Supporting the Military and Families, “SPD Bank’s Assistance in Realizing Children’s Dreams” reward point public welfare project, etc. SPD Bank served the harmonious and sustainable development of economy and society and strive to create a respectable and trustworthy excellent corporate citizen image.

29

projects donated



29.08

million yuan Donation



SPD Bank’s 15th Volunteer Day Activity



On January 8, 2022, the Bank launched the 15th volunteer day activity themed by “Let’s Protect Biodiversity” in the whole country. In the “Biodiversity Salon” co-organized by ThePaper.cn and SPD Bank, experts and scholars from the World Wide Fund for Nature and Fudan University exchanged on biodiversity protection in bid to awaken public’s awareness of biodiversity protection and call on people from all walks of life to participate in biodiversity protection.

Moreover, the *Amazing Species in Yangtze River* launched by SPD Bank and ThePaper.cn is aimed to appeal everyone to protect the rare species in Yangtze River. Finally, a total of 40 cities nationwide responded to this project and over 360 thousand participants joined the initiative on biodiversity protection and popular science knowledge competition.



In addition, SPD volunteers from the head office and branches in the whole country provided volunteering services in botanical garden, zoo, aquarium, natural history museum and green belt in park to practice the volunteer spirit of “dedication, friendship, mutual help and progress” and responded to the calling that “Let’s Protect Biodiversity” by participating in volunteer services such as knowledge popularization, animal and plant conservation, environmental governance and energy conservation and emission reduction.

Relay for Love, Forge Ahead Hand in Hand



On December 4, 2021, volunteers of Xining Branch went to Xishan Middle School in Qingshan Town, Datong County, Xining City, Qinghai Province, to carry out the “Relay for Love, Forge Ahead Hand in Hand” Warm Winter Education Assistance Program, where assistance was given to 36 students from poverty-stricken families in this school. The fund for the activity was raised by the bank’s employees, who sent living materials including cotton clothes, shoes, thermal underwear, gloves and personal hygiene products to the students there; meanwhile, 10 young Party and league members established 1-to-1 assistance relationship with 10 students from needy families for 3 years to convey loving and care.

Dedication to Public Welfare for Children's Health

Case

SPD Bank has been implementing the public welfare program of operation on children's eye themed by "Seeing the World Clearly" in cooperation with Shanghai Children's Health Foundation and Shanghai Eye Disease Prevention and Treatment Centre since 2012. It launched the "Benevolence" series charitable trust themed by "Seeing the World Clearly" in 2016 together with our subsidiary Shanghai Trust. By the end of 2021, with the "Seeing the World Clearly" charitable trust, we had helped over 800 children from poor families who had suffered from eye diseases (e.g. strabismus, congenital cataract and congenital glaucoma) in Shanghai, Chongqing, Kunming, Zunyi, etc. to receive surgical treatment successfully, so that these children could regain health and confidence.

SPD Bank cooperated with Shanghai Children's Health Foundation and Aiyu Charitable Foundation in succession since 2016 to organize the "Dream Chasing" further education program for pediatrics medical staff. By 2023, we will provide financial support for at least 900 grassroots pediatric medical staff from China's central and western regions for training in domestic prestigious tertiary Grade A hospitals and nearly 100 pediatric medical staff from cooperative hospitals for further education in international hospitals with advanced pediatric medical level. By the end of 2021, with the "Dream Chasing" further education program, we had subsidized 790 pediatric medical staff from more than 110 hospitals in China's central and western 25 provinces, municipalities and autonomous regions, including over 20 key cities and counties for accurate poverty alleviation accumulatively, to grant them a golden chance of training in Shanghai, Beijing, Chengdu, Hangzhou, Chongqing, Tianjin, etc.

As for children's health, we upgraded and deepened public welfare practice constantly and made contributions to the development of China's pediatric cause continuously.

Awaken Childlike Innocence, Seek Your Dreams in the Ocean

Case

On June 8, 2021 which marked the World Oceans Day, Shenzhen Branch carried out painting collection activities with the theme of "SPD Bank Repolar Seeks Dream in Ocean" of the 4th International Children Ocean Festival themed by nature, ocean and environmental protection.

"We hope that every child can draw their ocean with a brush, because their imagination could create a future that they hope for. With this activity, we hope to convey social responsibilities of protecting ocean to all citizens in Shenzhen and encourage parents to participate in ocean environmental protection together with children."

—The Branch's staff



"Seeking Your Dreams in the Ocean" Activity Boosts Ocean Environmental Protection

Charitable Trust

Case

As the very trustee, Shanghai International Trust sponsored "Benevolence" series "SIT Health Assistance by Rural Doctors", which was invested by and involved Charitable Trust of Shanghai International Trust, companies affiliated to PowerLong Real Estate and good-hearted people from the society. With a scale of RMB 1 million and a term of 3 years, trust fund would be used to the "Reviewing the Efforts of Academician, Offering Health Assistance to Rural Areas by Doctors" charity program, which was organized to support the medical workers from Shanghai to offer free volunteer clinical services for the patients in China's central and western regions, provide lecture and teaching activities on site in order to improve the professional theoretical knowledge level and operation capability of the local regional clinical medical staff and speed up the development of construction of the local basic medical level and comprehensive service capability.

Shanghai International Trust and Beijing Laoni Brother & Sister Foundation set up the "Benevolence" series brother & sister charitable trust for formative education through investment jointly, which will be used for "Love Enlightenment" innovative public welfare program for children's aesthetic education. With the program above, more students are allowed to participate in more art courses and activities to gradually improve their ability and skills. Teachers could also improve their teaching level and art teaching ability in the process.

AXA SPDB Investment Managers set up the first "Pu" charitable trust with a scale of RMB 2 million, and the trust would be mainly used for public welfare programs for disaster relief, education, science, culture, health, physical education, pollution prevention and prevention of other public nuisances, and protecting and improving ecological environment.



Volunteers from Nanjing Branch Publicizing The Yangtze River Protection Law to Promote the Protection of Neophocaena Phocaenoides Asaeorientalis



Volunteers from Shaoxing Shengzhou Branch in Epidemic Prevention Frontline



Harbin Branch Organizing "Learning the Party's History Together" Tree Planting Activity to Celebrate the 100th Anniversary of the Founding of the CPC



Volunteers from Zhengzhou Branch in Anti-flood and Disaster Relief Work of Henan Province



Volunteers from Shenyang Branch Introducing Pandas Pupu and Fafa and Popularizing the Knowledge of Panda Protection in Shenyang Forest Zoological Garden



"Protect Our Green Planet" Activity Attended and Subsidized by London Branch in the Mayor's Inaugural Tour of City of London (London Branch)



Volunteers from Zhengzhou Branch Popularizing Biodiversity Knowledge in China Green Expo Garden

Appendix

Key performance indicators

Table 1 Contribution to Social and Economic Values

Indicators	Unit	2021	2020	2019
Total assets	billion Yuan	8,136.8	7,950.2	7,005.9
Total loans	billion Yuan	4,786	4,534	4,025.9
Operating income	billion Yuan	191	196.4	190.7
Staff costs	billion Yuan	28.4	27.5	27
Interest expense	billion Yuan	164.7	156.4	153.2
Tax amount	billion Yuan	24.7	31.4	33
Total donations	million Yuan	29.0842	52.92	33.8697
Value of social contribution per share (by weighted average number of shares)	Yuan	9.04	9.22	9.22
Level 1 capital adequacy ratio	%	11.29	11.54	11.53
Provision coverage rate	%	143.96	152.77	134.94
Non-performing loan ratio	%	1.61	1.73	2.03

Note: ① The statistical coverage in Table 1 is based on group-wide data, of which the total loan in 2019 is the date restated.
② The statistical coverage in Table 2 - Table 23 is based on data of the parent company (including overseas branches).
③ Total donations: The source of funds only refers to the administrative allocation of the whole bank, excluding other sources of funds such as employee donations.
④ Value of social contribution per share: In the calculation formula of this indicator, except that the total public welfare investment is the amount of donations made by the Bank level of SPD Bank to external organizations, the other indicators are all financial indicator data at the consolidated level of the SPD Bank Group.

Table 2 Statistics on Professional Ethics, Anti-corruption and Learning Education

Indicators	Unit	2021	2020	2019
Number of anti-money laundering trainings	sessions	539	520	350
Large-sum transaction report submitted	million	11.33	10.45	10.90
Suspicious transaction reports submitted	thousand	136.4	177.7	161.7

Table 3 Statistics of International Business Development

Indicators	2021	2020	2019
Overseas institutions (number)	3	3	3
Total assets of overseas institutions (billion USD)	30.981	30.965	27.871
Balance of cross-border RMB settlement business (billion Yuan)	2,140.5	831.0	376.0
Cross-border RMB settlement business volume (transactions)	170,127	112,401	87,347

Note: "Overseas institution" refers to overseas branches, excluding overseas affiliated companies.

Table 4 Statistics on Services for Small and Micro Enterprises

Indicators	Unit	2021	2020	2019
Inclusive loan balance for small and micro businesses	billion Yuan	319.688	270.958	204.089
Number of customers of inclusive loan for small and micro businesses	thousand	231.8	187.5	150

Table 5 Statistics on Services for "Agriculture, Countryside and Farmers"

Indicators	Unit	2021	2020	2019
Total balance of agricultural loans	billion Yuan	345.020	354.898	344.903
Proportion of agricultural loans to total loans	%	7.48	7.99	8.9

Table 6 Statistics on Green Credit (in billion Yuan)

Indicators	2021	2020	2019
1. Green agriculture development project	6.099	9.146	9.536
2. Green forestry development project	15.112	9.448	6.391
3. Industrial energy saving, water saving and environmental protection projects	21.800	26.763	20.873
4. Natural protection, ecological restoration and disaster prevention and control projects	22.675	18.274	17.358
5. Resource recycling project	13.274	14.218	12.653
6. Garbage treatment and pollution prevention project	17.567	25.749	21.329
7. Renewable energy and clean energy project	57.388	36.224	23.570
7.1 Solar energy project	17.902	7.527	6.311
7.2 Wind power project	27.805	9.023	4.247
7.3 Biomass energy project	2.254	1.588	0.677
7.4 Hydroelectric power project	5.525	5.359	3.789
7.5 Other renewable energy and clean energy projects	3.751	12.491	8.359
7.6 Smart grid project	0.15	0.235	0.187
8. Rural and urban water projects	12.798	13.671	13.396
8.1 Rural drinking water safety project	1.61	1.22	0.996
8.2 Small-scale farmland water conservancy facilities construction project	1.29	0.737	0.87
8.3 Urban water saving project	9.898	11.714	11.53
9. Building energy conservation and green building	58.389	42.412	36.804
9.1 Green reconstruction project of existing buildings	3.574	5.172	5.264
9.2 Green building development, construction, operation and maintenance project	54.815	37.24	31.539
10. Green transportation project	56.306	54.692	56.118
10.1 Railway transportation project	18.002	20.774	18.713
10.2 Waterway regulation and ship purchase project	2.163	2.251	4.466
10.3 Urban public transport project	30.212	26.498	23.998
10.3.1 Urban public bus and tram passenger transport project	8.746	6.53	5.288
10.3.2 Urban rail transit project	21.466	19.968	18.71
10.4 Environmental protection projects for transportation	5.929	5.168	8.94
11. Energy conservation and environmental protection services	4.303	12.32	8.024
11.1 Energy saving services	1.222	5.414	2.65
11.2 Environmental protection services	1.793	4.386	3.961
11.3 Water saving services	0.981	1.793	1.41
11.4 Circular economy (resource recycling) services	0.307	0.727	0.003
13. Total	285.711	262.915	226.053
14. EIA rate of loan projects	100%	100%	100%

Note: ① The balance of green credit is disclosed according to the "Green Credit Guidelines" of the former CBRC.
② Green credit balance: Excluding green credit balance related to credit card centers, overseas branches and offshore businesses.
③ EIA rate of loan projects: Excluding green loan EIA projects related to credit card centers, overseas branches and offshore businesses.

Table 7 Statistics of Energy Consumption

Year	Office water consumption (thousand tons)	Office electricity consumption (thousand kWh)	Consumption of petrol for official vehicles (thousand liters)	Copy paper purchased (Packs)
2021	14.10	4,956.85	5.30	9,807
2020	13.08	4,358.60	5.28	10,429
2019	14.65	3,754.17	5.43	9,530

Note: ① Office water consumption: Including the office water consumption of the Bund Headquarters Building, Dongyin Building, SPD Bank Information Center and Zhangjiang Operation Center.
② Office power consumption: Including the office power consumption of the Bund Headquarters Building, Dongyin Building, SPD Bank Information Center and Zhangjiang Operation Center.
③ Copy paper purchased: Including copy paper purchased by Bund Headquarters Building, Dongyin Building, SPD Bank Information Center, Yashi Building and Zhangjiang Operation Center.

Table 8 Statistics of Digital Meetings

Meeting Type	2021	2020	2019
Videophone conferences	5,235	3,144	4,898
Important executive meetings	67	42	41
Regular local meetings	1,053	879	1,004
Online video invigilation	57	45	42
System exercise and launch	26	3	7
Total	6,438	4,113	5,992

Note: Statistics exclude the enterprise WeChat meeting channel.

Table 9 Proportion of Credit Card Electronic Bills

Year	Total annual bills (copies)	Electronic bills (copies)	Proportion of electronic bills (%)
2021	281,669,962	280,663,836	99.64%
2020	282,260,562	280,914,531	99.52%
2019	281,134,859	277,563,480	98.73%

Table 10 Credit Card Complaint Rate and Satisfaction Rate

Year	Complaint rate %	Satisfaction rate %
2021	0.26%	96.20%
2020	0.10%	98.72%
2019	0.03%	98.50%

Table 11 Service Channel Construction

Indicators	Unit	2021	2020	2019
ATM, foreign currency exchange machine, VTM and other self-service facilities	(number)	8,977	9,250	9,580
Rural outlets (including the number of community banks)	(number)	40	45	52
Community financial service outlets (Community sub-branches, small and micro sub-branches)	(number)	440	459	490

Table 12 Information on Electronic Banking

Service classification	Transaction scale (million transactions)	Environmental benefits (approximately equal to)		
		Planted trees (thousand)	CO ₂ Emission Reduction (Tons)	Quantity of paper reduced (Tons)
Online banking	209	49	882.0	2,925.2
Mobile banking	461			

Replacement rate of transaction volume in electronic channels	Unit	2021	2020	2019
Corporate business	%	99.43%	99.40%	98.29%
Personal business	%	99.40%	99.40%	98.29%

Note: Replacement Rate of Transaction Volume in Electronic Channels: Excluding the number of transactions completed in overseas branches, offshore businesses and the credit card center SPDB Credit Card software, and excluding the number of transactions completed by other banks on behalf of SPD Bank.

Table 13 Statistics of Customer Feedback from Customer Service Hotline

Indicators	2021	2020	2019
Cumulative numbers of customer service center staff (persons)	627	613	630
Timely handling rate of customer complaints (%)	99.91%	99.81%	99.90%

Note: On-time handling rate of customer complaints: Excluding complaints through credit card centers, overseas branches and offshore businesses.

Table 14 Donations by SPD Bank Customers through Online Donation Platform

Year	Number of donations	Amount (thousand Yuan)
2021	37,227	673.2
2020	65,145	807.9
2019	76,375	851

Note: Statistics include individual customers and enterprise customers.

Table 15 Basic information of employees

Indicators	2021	2020	2019
Total number of employees	60,406	59,051	55,509
Labor contract signing rate	100%	100%	100%
Social insurance coverage rate	100%	100%	100%
Number of new employees	4,345	6,252	4,628
Number of female employees	31,370	30,793	28,991
Ratio of male to female employees	0.9:1	0.9:1	0.9:1
Number of employees of ethnic minorities	2,158	2,034	1,805
Bachelor degree or above	51,425	49,715	44,019
College degree	8,981	9,336	11,490
Overseas employees	393	373	349
Employee medical examination coverage rate	100%	100%	100%
Staff turnover rate	5.8%	4.8%	5.8%
Employee satisfaction	96.6	93.9	95.7
Number of paid vacation days per employee	7.87	7.57	7.78

Table 16 Staff Training

Year	Number of training programs (sessions)	Number of training opportunities provided	Expenditure (million Yuan)	Per capita expenditure (Yuan)	Duration of training per capita (days)
2021	1,926	35,648,689	117.7947	1,950.05	66
2020	1,905	26,173,932	72.507	1,227.87	64
2019	2,471	8,856,344	114.43	2,121.28	62

Note: ① Staff training expenditure: Staff education expenditure of head office and domestic branches.
② Duration of training in days: 8 class hours/day.

Table 17 Statistics on Protection of Staff Rights and Interests

Indicators	Unit	2021	2020	2019
Trade union coverage	%	100	100	100
Coverage of workers' congress	%	100	100	100
Amount of disaster relief	thousand Yuan	7,977.8	15,780	162.1
Amount of medical assistance	thousand Yuan	9,407.6	5,384.5	2,950
Amount of living assistance	thousand Yuan	8,388.3	9,867	8,540

ESG Data

Table 18 Resources and Energy Consumption

Indicators	Unit	2021	2020	2019
Total natural gas consumption	m ³	987,403	873,639	993,029
Total office paper consumption	t	22.58	25.41	23.093
Data center energy utilization rate in	%	59.88	59.17	58.82

Table 19 Carbon Dioxide Emission

Indicators	Unit	2021	2020	2019
Total emission quantity of greenhouse gas	thousand tons	41.3	32.7	28.7
Emission quantity of direct greenhouse gas (Scope 1)	thousand tons	2.3	2	2.3
Emission quantity of indirect greenhouse gas (Scope 2)	thousand tons	39	30.7	26.4

Table 20 Wastes

Indicators	Unit	2021	2020	2019
Kitchen garbage	L	498,380	494,680	434,970

Table 21 Construction of Service Channels

Construction of service channel	2021	2020	2019
Number of e-banking users (thousand)	3,976.46	3,963.11	3,950.16
Number of mobile banking service users (thousand)	3,779.86	3,762.57	3,749.47
Number of WeChat banking service users (thousand)	3,435.45	3,435.43	3,435.38
Number of phone banking service users (thousand)	13,972	11,965	10,418
Number of smart bank(s)	1	2	2
Number of business outlets with wheelchair ramp	1,496	1,448	1,427
Number of outlets with courtesy counters	1,369	1,289	1,223

Table 22 Number of Employees (by Gender)

All employees	2021	2020	2019
Male	29,036	28,258	26,518
Female	31,370	30,793	28,991
Management personnel			
Male	261	260	254
Female	60	61	64
New employees			
Male	1,849	3,289	2,297
Female	2,496	2,963	2,331
Employee structure (by age bracket)			
Aged 30 or below	23,386	25,218	24,474
Aged at 31-40	25,607	23,064	20,815
Aged at 41-50	8,405	8,236	7,979
Aged above 51	3,008	2,533	2,241

Table 23 Employee Turnover Rate

By gender			
Male	6.0%	4.9%	6.0%
Female	5.7%	4.7%	5.7%
By age bracket			
Aged 30 or below	7.8%	5.5%	7.1%
Aged at 31-40	5.4%	4.7%	5.6%
Aged at 41-50	2.4%	2.4%	2.9%
Aged above 51	7.4%	8.8%	10.1%

Independent Authentication Report

毕马威华振通字第 2200039 号

上海浦东发展银行股份有限公司董事会：

我们接受上海浦东发展银行股份有限公司董事会委托，对上海浦东发展银行股份有限公司（“贵行”）2021 年度企业社会责任报告中选定的 2021 年度关键数据（以下简称“关键数据”）执行了有限保证的鉴证业务。

一、 关键数据

本报告就以下选定的 2021 年度贵行企业社会责任报告关键数据实施了有限保证鉴证工作程序：

- 普惠小微贷款余额（亿元）
- 申诉按时处理率（%）
- 员工培训经费支出（万元）
- 对外捐赠金额（万元）
- 绿色信贷余额（亿元）
- 电子渠道交易量替代率（%）
- 贷款项目环评率（%）
- 新增营业网点数量（个）
- 视频会议（次）
- 每股社会贡献值（元）
- 办公用水消耗量（万吨）
- 办公用电消耗量（万度）
- 复印纸采购量（包）
- 天然气使用总量（立方米）
- 办公用纸总量（吨）

我们的鉴证工作仅限于企业社会责任报告中选定的 2021 年度关键数据，企业社会责任报告中所披露的其他信息、2020 年及以前年度信息均不在我们的工作范围内。

毕马威华振通字第 2200039 号

二、标准

贵行编制 2021 年度企业社会责任报告关键数据所采用的标准列示于本报告附件一的关键数据编制基础（以下简称“编制基础”）中。

三、董事会的责任

按照编报基础编制 2021 年度企业社会责任报告关键数据是贵行董事会的责任。这种责任包括设计、执行和维护与编制企业社会责任报告关键数据有关的内部控制，以使该等数据不存在由于舞弊或错误而导致的重大错报。

四、我们的独立性与质量控制

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

本事务所遵循《国际质量控制准则第 1 号》，据此维护全面系统的质量控制体系，包括与遵守职业道德要求、专业标准和适用的法律和法规要求相关的书面政策与程序。

五、注册会计师的责任

我们的责任是在执行鉴证工作的基础上对 2021 年度企业社会责任报告关键数据发表结论。

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

毕马威华振通字第 2200039 号

六、实施的工作总结

有限保证鉴证业务所实施程序的性质和时间较合理保证鉴证业务有所不同，且范围较小。因此，有限保证鉴证业务的保证程度远低于合理保证鉴证业务。选择的鉴证程序取决于注册会计师的判断，包括对所选定的关键数据与编制基础有重大不符风险的评估。此外，我们的工作并不旨在就上海浦东发展银行股份有限公司内部控制的有效性发表意见。

我们所实施的工作包括：

- 1) 与贵方参与提供企业社会责任报告中所选定的关键数据的相关部门员工进行访谈，询问关键数据收集汇总的流程，以及相关系统或手工的取数逻辑及方法；
- 2) 对关键数据实施分析程序；
- 3) 将社会责任报告中部分关键财务数据与会计资料进行核对，以检查相关数据的一致性；
- 4) 对选定的企业社会责任报告中关键数据实施抽样检查，并将样本信息核对至贵行相关内部文件或相关外部监管公开信息；
- 5) 重新计算部分关键数据的明细合计金额或相关指标结果。

七、固有限制

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

八、结论

基于已实施的程序及获取的证据，我们没有注意到任何事项使我们相信贵行 2021 年度企业社会责任报告中选定的 2021 年度关键数据未能在所有重大方面按照编制基础编

Compilation Basis of key Data

毕马威华振通字第 2200039 号

九、 使用限制

本报告仅是为董事会编制社会责任报告之用，并不适合及不能用作其他用途。我们不会对除贵行董事会以外的任何第三方承担任何责任。

毕马威华振会计师事务所(特殊普通合伙)

毕马威华振会计师事务所(特殊普通合伙)

中国 北京

日期：2022 年 4 月 26 日

附件一：关键数据编制基础

普惠小微贷款余额(亿元)：普惠小微贷款余额为监管机构统计口径下上海浦东发展银行股份有限公司截至 2021 年 12 月 31 日被划型为小微贷款类型的表内贷款余额，主要指的是单户授信总额 1,000 万元以下(含)小微企业贷款和普惠型其他组织及个人经营性(非农户)贷款，上述口径不包括境外分行以及离岸业务相关的余额。普惠小微贷款的分类标准遵循《中国银保监会办公厅关于 2020 年推动小微企业金融服务“增量扩面、提质降本”有关工作的通知》银保监办发〔2020〕29 号中定义的贷款类型。

客户申诉按时处理率(%)：是指浦发银行根据《中国银保监会令〔2020〕3 号行业保险业消费投诉处理管理办法》以及行内相关管理办法对 2021 年度发起的申诉事项在规定时间内完成归档和申请延期申诉处理的总占比。上述申诉事项仅指浦发银行境内全行网络申诉和指定客服热线电话申诉，且不包含通过信用卡中心、境外分行及离岸业务的申诉。

员工培训经费支出(万元)：是指 2021 年度浦发银行境内全行组织的内部培训项目及网络培训项目获得人力资源部批准付款的经费支出总额，不包括境外分行和离岸业务相关的员工培训经费支出。

对外捐赠金额(万元)：是指 2021 年度以浦发银行名义，向公益和社会发展事业相关的公益项目进行捐赠的现金金额。本对外捐赠的资金来源仅指全行行政计划拨款项，不含员工捐赠等其他资金来源。

绿色信贷余额(亿元)：是指 2021 年末浦发银行绿色信贷表内余额。绿色信贷余额参考《中国银监会办公厅关于报送绿色信贷统计表的通知》(银监办发[2013]185 号)的规定范围，但统计口径不包括信用卡中心、境外分行和离岸业务相关的绿色贷款余额。

电子渠道交易量替代率(%)：是指 2021 年度浦发银行除柜面交易渠道以外的电子渠道(包含个人手机、个人网银、公司手机、公司网银、自助银行、电话银行、POS 机)的成功交易笔数占全年柜面交易渠道和电子渠道成功交易总笔数的比例。本统计口径不包括境外分行、离岸业务和信用卡中心浦大喜奔软件中的成交交易笔数，且不包括他行代本行完成的交易笔数。

贷款项目环评率(%)：是指截至 2021 年末浦发银行绿色信贷项目贷款中已获取环评相关的行政许可数量的比率。本统计口径不包括信用卡中心、境外分行和离岸业务相关的绿色贷款环评项目。

GRI STANDARD Index

新增营业网点数量（个）：该指标反映 2021 年浦发银行境内营业网点数量的净变动数，若网点数量下降，则体现为负值。营业网点是指获得监管部门开业批复的分支机构数量，包括一级分行、二级分行、一级支行、二级支行、社区支行、小微支行。已获取开业批复但尚未开始营业的分支机构亦纳入本统计口径。

视频会议（次）：是指 2021 年度浦发银行总行发起并采用电视和电话在两个或多个地点的用户之间举行会议的次数。

每股社会贡献值（元）：是指在浦发银行为股东创造的基本每股收益的基础上，增加 2021 年中创造的税收，向员工支付的工资，向债权人给付的利息支出及对外捐赠额等其他利益相关者创造的价值总额，以计算形成每股社会增值额。计算公式为：每股社会贡献值=每股收益+（支付的各项税费+职工费用+利息支出+公益投入总额）/ 加权平均股本。本公式中，除了公益投入总额为浦发银行本行层面对外捐赠金额外，其余指标均为浦发银行集团合并层面的财务指标数据。

办公用水消耗量（万吨）：是指浦发银行总行层面办公区域 2021 年度自来水消耗量。本处总行层面办公区域包括外滩总部大楼、东银大厦、浦发银行信息中心及张江作业中心。

办公用电消耗量（万度）：是指浦发银行总行层面办公区域 2021 年度电力消耗量。本处总行层面办公区域包括外滩总部大楼、东银大厦、浦发银行信息中心及张江作业中心。

复印纸采购量（包）：是指浦发银行总行层面办公区域 2021 年度复印纸采购量。本处总行层面办公区域包括外滩总部大楼、东银大厦、浦发银行信息中心、雅仕大厦以及张江作业中心。

天然气使用总量（立方米）：是指浦发银行总行层面办公区域 2021 年度天然气使用总量。本处总行层面办公区域包括外滩总部大楼、东银大厦与浦发银行信息中心。

办公用纸总量（吨）：是指浦发银行总行层面办公区域 2021 年度用纸消耗量。本处总行层面办公区域包括外滩总部大楼、东银大厦、浦发银行信息中心、雅仕大厦以及张江作业中心。

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ESG Index

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405-1	Diversification of governance body and employee	
407-1	Outlets and suppliers that may face risk in freedom of association and collective negotiation rights	
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413-1	Outlets whose assessment and development plans are participated in and affected by local community	
413-2	Outlets having actual or potential serious negative influence on local community	
414-1	New suppliers screened out according to social standard	
414-2	Negative social influence of supply chain and actions adopted	
416-1	Health and safety impact assessment of product and service categories	
416-2	Health and safety violations involving products and services	
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Level A1: emission	General disclosure	Contents about waste gas and greenhouse gas emission, pollution discharge to water and land and generation of harmful and harmless wastes: (a) policy; and (b) data regarding compliance of relevant laws and regulations that affect issuer significantly	69
	A1.1	Emission type and relevant emission data	69
	A1.2	Total emission (in terms of tons) and density (if applicable) of greenhouse (e.g. each facility is calculated by output unit)	69
	A1.3	Total quantity (in terms of tons) and density (if applicable) of generated harmful wastes (e.g. each facility is calculated by output unit)	69
	A1.4	Total quantity (in terms of tons) and density (if applicable) of generated harmless wastes (e.g. each facility is calculated by output unit)	69
	A1.5	Description on measures and results obtained of emission reduction	45
	A1.6	Description on method to dispose harmful and harmless wastes and measures and results obtained of generation reduction.	
Level A2: Resources utilization	General disclosure	Policy on utilizing resources effectively (including energy, water and other raw material)	45
	A2.1	Total consumption (in terms of 1,000 KWH) and density (if applicable) of direct and/or indirect energies (e.g. power, gas or oil) divided by type (e.g. each facility is calculated by output unit)	
	A2.2	Total water consumption and density (e.g. each facility is calculated by output unit)	
	A2.3	Description on energy use benefit plan and results obtained	45
	A2.4	Description on any possible problem in taking appropriate water and water use benefit improvement plan and results obtained	
Level A3: Environment and natural resources	A2.5	Total quantity (in terms of tons) of packaging material of finished products and proportion per unit of production (if applicable)	
	General disclosure	Policy on reducing issuer's serious influence on environment and natural resources	
	A3.1	Description on serious influence of business activities on environment and natural resources and actions adopted to management relevant influence	38,41,45

Environment	Indicator No.	Indicator Contents	Page
Level B1: Employment	General disclosure	Contents about remuneration and dismissal, recruitment and promotion, working hours, vacation, equal opportunity, diversification, anti-discrimination and other treatments and benefits: (a) policy; and (b) data regarding compliance of relevant laws and regulations that affect issuer significantly	58
	B1.1	Number of employees divided by gender, employment type, age bracket and region	68,70
	B1.2	Employee turnover rate divided by gender, age bracket and region	70
Level B2: Health and safety	General disclosure	Contents about providing safe working environment and keeping employees away from occupational hazard: (a) policy; and (b) data regarding compliance of relevant laws and regulations that affect issuer significantly	
	B2.1	Number and ratio of employees who are dead owing to work reason	
	B2.2	Working days lost owing to industrial injury	
	B2.3	Description on occupational health and safety measures adopted and implementation and surveillance method concerned.	58
Level B3: Development and training	General disclosure	Policy on improving employees' knowledge and skills for performing work duties and training activity description	58
	B3.1	Percentage of employees divided by gender and employee category (e.g. senior management and middle management)	
	B3.2	Average training hours completed by each employee (by gender and employee category)	68
Level B4: Labor standards	General disclosure	Contents about anti-child labor or compulsory labor: (a) policy; and (b) data regarding compliance of relevant laws and regulations that affect issuer significantly	
	B4.1	Review measure description of recruitment conventions, to avoid child labor and compulsory labor	
	B4.2	Steps taken to eliminate child labor and compulsory in case of discovering a violation	
Level B5: Supply chain management	General disclosure	Policy on managing supply chain's environmental and social risks	
	B5.1	Number of suppliers divided by region	
	B5.2	Conventions description of supplier recruitment, number of suppliers subject to the conventions and implementation and surveillance methods of relevant conventions	

Environment	Indicator No.	Indicator Contents	Page
Level B6: Product responsibility	General disclosure	Health and safety, advertising and label of relevant products and services provided, advertising, label, privacy and remedies: (a) policy; and (b) data regarding compliance of relevant laws and regulations that affect issuer significantly	
	B6.1	Percentage of products needed to be recovered owing to safety and health reason in total number of products having been sold or transported	
	B6.2	Number of accepted complaints about products and services and coping approach	56
	B6.3	Conventions description on IPR maintaining and protection	
	B6.4	Description on quality verification process and product recovery procedure	
Level B7: Anti-corruption	B6.5	Description on consumer data protection and privacy policy and relevant implementation and surveillance method.	53,54
	General disclosure	Contents about bribery, extortion, fraud and money laundering: (a) policy; and (b) data regarding compliance of relevant laws and regulations that affect issuer significantly	
	B7.1	Number of concluded corruption cases put forward by issuer or its employees during reporting period and litigation result	
Level B8: Community investment	B7.2	Description on preventive measures and reporting procedure and implementation and surveillance method concerned	
	General disclosure	Policy on community at business place solving its own requirements and making sure community's benefits are considered in business activities	61
	B8.1	Dedicated contribution category (e.g. education, environment, labor requirement, health, culture and sports)	61
	B8.2	Resources used within dedicated category (e.g. money or time)	

Feedback from readers

Thanks for reading the *2021 SPD Bank Corporate Social Responsibility Report*. As the first commercial bank in China's banking industry to issue corporate social responsibility report, this is the 16th consecutive report issued by SPD Bank.

In order to provide valuable information to you and other interested parties in a better way, promote the supervision on our social responsibility work and increase the ability and level of performing social responsibility, SPD Bank sincerely invites you to offer valuable comments and suggestions with regard to the report.

1. Your overall evaluation on corporate social responsibility report of SPD Bank:

☐ Good

☐ Relatively good

☐ Average

☐ Relatively bad

☐ Bad

2. Your overall evaluation on SPD Bank's performance of its economic, social and environmental responsibilities:

Economic:

☐ Good

☐ Relatively good

☐ Average

☐ Relatively bad

☐ Bad

Social:

☐ Good

☐ Relatively good

☐ Average

☐ Relatively bad

☐ Bad

Environmental:

☐ Good

☒ Relatively good

☐ Average

☐ Relatively bad

☐ Bad

3. Do you think this report can reflect the influence of SPD Bank's practice of social responsibility on the economy, society and environment?

☐ Absolutely

☐ Very well

☐ Average

☐ Not very well

☐ No

4. What do you think about the clarity, accuracy and completeness of the information, data and indicators disclosed in this report?

Clarity:

☐ Good

☐ Relatively good

☐ Average

☐ Relatively bad

☐ Bad

Accuracy:

☐ Good

☐ Relatively good

☐ Average

☐ Relatively bad

☐ Bad

Completeness:

☐ Good

☐ Relatively good

☐ Average

☐ Relatively bad

☐ Bad

5. Do you think the content arrangement and format design of this report is convenient for reading?

☐ Yes

☐ Average

☐ No

6. Other comments and suggestions to SPD Bank's social responsibility work and this report.