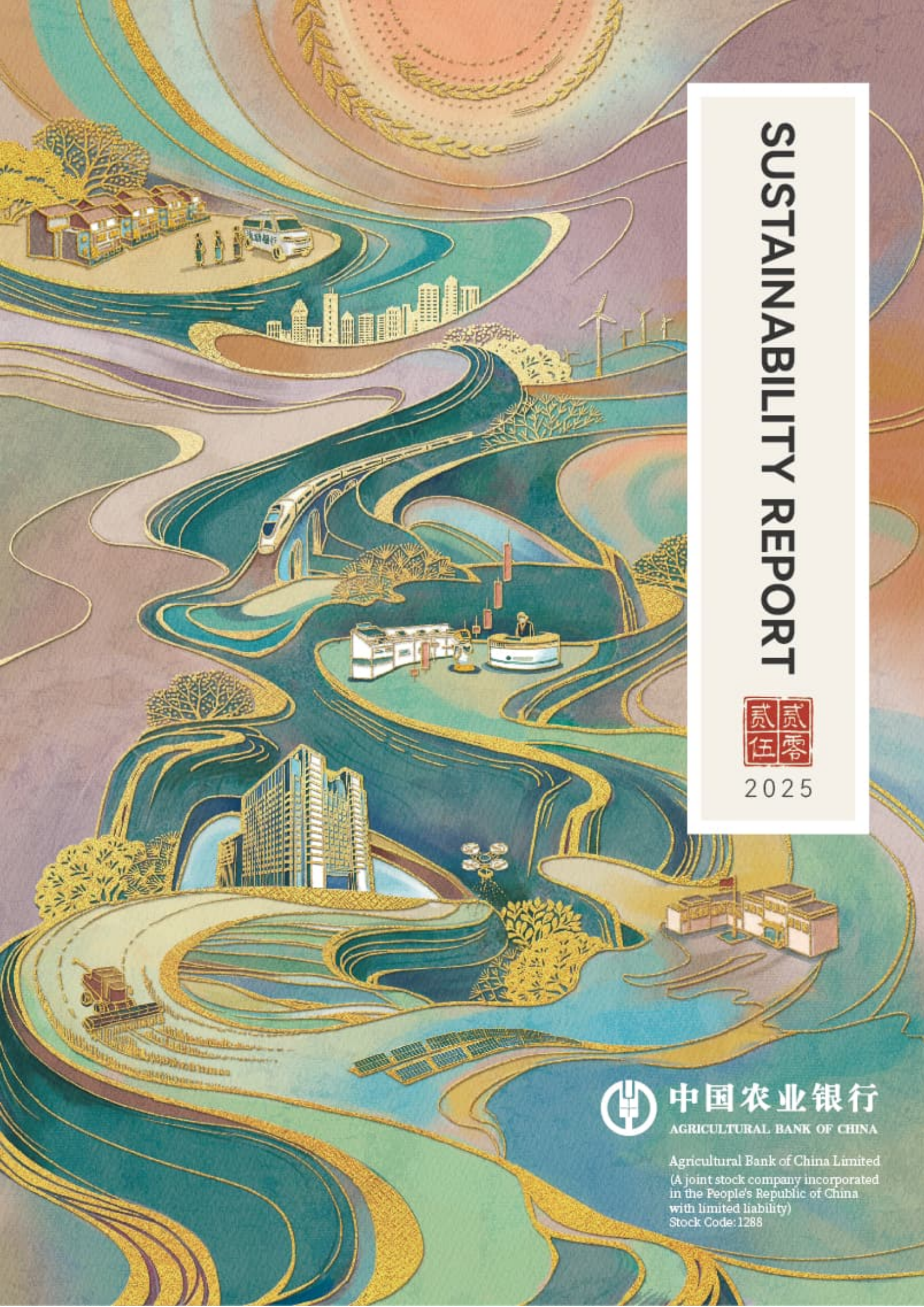




SUSTAINABILITY REPORT



2025



中国农业银行

AGRICULTURAL BANK OF CHINA

Agricultural Bank of China Limited
(A joint stock company incorporated
in the People's Republic of China
with limited liability)
Stock Code: 1288

I. Notes on Report Preparation

(I) Subject of the Report

The subject of this report is the Agricultural Bank of China Limited and its subsidiaries.

(II) Basis of Reporting

This report is based on the *Sustainability Disclosure Standards for Business Enterprises—Basic Standards (Trial)* and its application guidelines, and the *Sustainability Disclosure Standards for Business Enterprises No. 1—Climate (Trial)* jointly issued by the Ministry of Finance, and other nine ministries or administrations; the *Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial)* and the *Self-regulation Guidelines No. 4 of Shanghai Stock Exchange for Listed Companies—Preparation of Sustainability Report* issued by the Shanghai Stock Exchange; the *Opinions on Strengthening Social Responsibilities of Banking Institutions* issued by the National Financial Regulatory Administration (formerly China Banking and Insurance Regulatory Commission); the *Guidelines on Corporate Social Responsibility of Banking Institutions of China* issued by the China Banking Association; and the *Appendix C2 ESG Reporting Code to the Main Board Listing Rules* of the Stock Exchange of Hong Kong Limited. At the same time, reference is made to the *Guidelines on Sustainability Information Disclosure for Financial Institutions (Draft for Trial)* issued by the People's Bank of China, the *Global Reporting Initiative Standards (GRI Standards)* of the Global Sustainability Standards Board (GSSB), and the Sustainable Development Goals (SDGs) of the United Nations.

(III) Reporting Principles

This report follows the principles of materiality, reliability, relevance, comparability, verifiability, understandability, proportionality, timeliness, and quantification, etc.

Materiality: This report makes a clear distinction between material sustainability information and other information, takes into consideration, among others, the industry context and business characteristics of the Bank, and properly aggregates and breaks down the sustainability information.

Reliability: The sustainability information disclosed in this report is reliable, truthful, complete, neutral, and accurate.

Relevance: The sustainability information disclosed in this report is relevant to the decision-making of the information users and is thus helpful for the users to make assessments or predictions.

Comparability: The sustainability information disclosed in this report can be compared with information from different periods, and with the information provided by other companies in the same industry or engaged in similar business activities and having similar business models. If there is any change in the data collection, measurement, and calculation methods, the Bank will make retrospective adjustments to the data concerned, and explain the situations and causes of such adjustments.

Verifiability: The sustainability information disclosed in this report is verified and substantiated either by the information itself or by the inputs used to generate it.

Understandability: The content disclosed in this report is clearly stated, the source of the information involving references is indicated, and the meaning of the information involving terminology is explained in accessible language, thereby ensuring effective understanding and use by the information users.

Proportionality: This report is prepared using reasonable and well-supported information as of the date of this report, and for disclosures on expected financial effects of sustainability-related risks or opportunities, approaches proportionate to the Bank's expertise, capabilities, and resources are adopted.

Timeliness: This report is disclosed concurrently with the financial statements to meet the information needs of its users in a timely manner.

Quantification: This report measures key performance indicators using relevant quantitative standards and practices.

(IV) Reporting Period

The reporting period for this report is consistent with that of the Bank's financial statements, and the sustainability information is disclosed on a calendar-year basis. After the end of the reporting period and before the disclosure of this report, new developments that have already occurred by the end of the reporting period will be updated in this report truthfully; if information about transactions, events, and other situations arises and the Bank reasonably expects it to affect the decision-making of the users, the Bank discloses such information in this report accordingly.

(V) Form of Publication

This report has three text versions in Simplified Chinese, Traditional Chinese, and English. In case of any discrepancy among the three versions, the Simplified Chinese version shall prevail. This report can be viewed and downloaded on the Shanghai Stock Exchange (www.sse.com.cn), the Stock Exchange of Hong Kong Limited (www.hkexnews.hk), and the websites of the Bank (www.abchina.com.cn, www.abchina.com).

(VI) More Reports

For further information on the Bank's sustainable development, please refer to the annual reports, interim reports, and other ESG-related materials available on our websites (www.abchina.com.cn, www.abchina.com).

(VII) Contact Information

Agricultural Bank of China Limited

Address: No. 69 Jianguomen Nei Avenue, Dongcheng District, Beijing

Tel: 86-0-85109619 (for investors)

Fax: 86-0-85126571

Email: kcxfz@abchina.com.cn

Important Notes:

The information requiring estimation or prediction, as disclosed in this report, is based on reasonable assumptions and premises. The forward-looking statements in this report do not constitute a binding commitment of the Bank to investors. Investors and relevant persons are hereby advised to be fully aware of the risks involved and recognize that plans and forecasts are different from commitments.

CONTENTS

02	About the Bank
04	Honors and Awards
08	Definitions
11	Chairman's Statement
16	Financial Support for Sustainable Development
20	Materiality Assessment of Issues
20	Materiality Assessment
22	Due Diligence and Communications with Stakeholders
28	Conclusion of Materiality Assessment
32	ESG Governance
32	Board of Directors' Statement
32	Governance Structure
39	Performance Capabilities of Governance Level
42	Reporting, Oversight and Evaluation Mechanisms
43	External Engagement Activities
232	ESG Data
254	Index of the Guidelines and Standards
264	Independent Assurance Report
274	Third-party Statement
275	Reporting and Self-Assessment of Principles for Responsible Banking



	Environmental Issues
46	Climate Change Tackling
97	Pollutant Discharge
98	Waste Disposal
101	Ecosystem and Biodiversity Protection
103	Environmental Compliance Management
104	Energy Usage
108	Usage of Water Resources
109	Circular Economy



	Social Issues
111	Rural Revitalization
126	Inclusive Finance
133	Contributions to the Society
143	Innovation-Driven
147	Ethics of Science and Technology
148	Supply Chain Security
152	Equal Treatment to Small and Medium-Sized Enterprises
153	Consumer Interests Protection (Safety and Quality of Products and Services)
186	Data Security and Customer Privacy Protection
204	Employees



	Governance Issues
222	Anti-Commercial Bribery and Anti-Corruption
231	Anti-Unfair Competition

II. About the Bank

The predecessor of the Bank was Agricultural Cooperative Bank established in 1951. Since the resumption of establishment in February 1979, the Bank has evolved from a state-owned specialized bank to a wholly state-owned commercial bank and subsequently a state-controlled commercial bank. The Bank was restructured into a joint stock limited liability company in January 2009. In July 2010, the Bank was listed on both the Shanghai Stock Exchange and the Hong Kong Stock Exchange.

Guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, the Bank faithfully implements the decisions and strategic plans made by the Communist Party of China (CPC) Central Committee and the State Council. Focusing on high-quality development and upholding the sustainable development concept, it leverages its unique ESG strength and inherent green characteristics. The Bank has established a robust sustainable development governance system and highlighted its two positionings of “a leading bank serving rural revitalization” and “a major bank serving the real economy”. We implement the three strategies of rural and inclusive finance, green finance and digitalization. By deeply integrating the sustainable development concept with its comprehensive business portfolio, extensive distribution network, and advanced technology capabilities, the Bank has proactively tackled climate change, promoted green and low-carbon development, and served a broad range of stakeholders, contributing financial strength to economic development and people’s well-being.

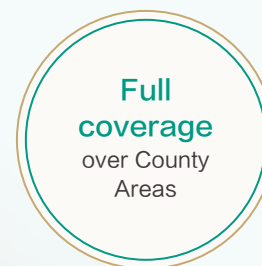
As of the end of 2025, the Bank had total assets of RMB48,784,674 million, total loans and advances to customers of RMB27,134,834 million and deposits from customers of RMB32,649,947 million, with a capital adequacy ratio of 17.93%. The Bank achieved a net profit of RMB292,003 million in 2025. The total tax paid was RMB99,273 million, with a social contribution value of RMB3.35 per share.

As of the end of 2025, the Bank operated 22.8 thousand business outlets in China, including 12.9 thousand outlets in County Areas, achieving full coverage over these regions. We attached great importance to all stakeholders, effectively protecting the rights and interests of 896 million personal customers and 13.29 million corporate customers and supporting the career development of 0.46 million employees. The Bank provided sustained and stable returns for 0.67 million shareholders and treated 14 thousand suppliers with integrity. In the past five years, the Bank accumulated over 0.85 million hours of volunteer activities.

¥48,784,674 million
total assets

22.8 thousand
number of outlets in China

12.9 thousand
included number of outlets in County Areas



¥27,134,834 million
total loans and advances to customers

¥32,649,947 million
deposits from customers

896 million
13.29 million
effectively protecting the rights and interests of 896 million personal customers and 13.29 million corporate customers

0.46 million
supporting the career development of 0.46 million employees

0.67 million
provided sustained and stable returns for 0.67 million shareholders

17.93%
capital adequacy ratio

14 thousand
treated 14 thousand suppliers with integrity

0.85 million+
accumulated over 0.85 million hours of volunteer activities in the past five years

¥292,003 million
net profit

¥99,273 million
total tax paid

¥3.35
social contribution value per share



III. Honors and Awards

The Bank was honored as an “**ESG Model Demonstration Base**” and **one of the inaugural top 10 “China ESG Exemplary Enterprises”** by China Media Group and China Enterprise Reform and Development Society.

In 2025, the Bank **ranked 3rd** in terms of Tier 1 capital among all global banks.

Since 2014, the Bank has been included in the **list of Global Systemically Important Banks (G-SIBs)**¹ by the Financial Stability Board (FSB) for 12 consecutive years.

✧ Honors

Comprehensive	
Given by	Honors and Awards
Division of Finance and Economics under China Media Group, jointly with the SASAC, the All-China Federation of Industry and Commerce, Institute of State-Owned Economy Research under Chinese Academy of Social Sciences, China Enterprise Reform and Development Society, and Responsible Cloud Research Institute	Included in the “Top 100 Pioneers of China ESG Listed Companies” list for three consecutive years (No.1 in the financial industry in 2025)
China Association for Public Companies	2025 Best Practice for Sustainable Development of Listed Companies
Brand Finance	Top 1 on the Global Retail Bank Brand Value List
Xinhuanet	2025 Corporate ESG Practice Case
Sina Finance	Tied for third on the “2025 Top 100 ESG Enterprises in China” list
	Best Retail Bank of the Year
SEEC, Hexun	Outstanding Retail Bank in 2025
The Paper	Outstanding ESG Financial Enterprise of the Year on the 2025 Top Finance List
EY Greater China	Best Practice for Sustainable Development of Listed Companies in 2025
China Finance	Integrated Marketing Case of the Year

¹. Banks with global characteristics that play critical roles in financial markets, as published by the Financial Stability Board (FSB).

Environmental	
Given by	Honors and Awards
Sina Finance	Excellent Case under the Green Consumption Promotion Category
Hexun	2025 Green Finance Practice Role Model Bank
China Times	2025 Exemplary Green Finance Practice Case
	Exemplary Green Finance Innovation Case
Beijing News	2025 Excellent Green Development Case
Hong Kong Quality Assurance Agency	Outstanding Award for Green and Sustainable Bond Lead Manager (Financial Sector) - Visionary Green Bond Framework
	Outstanding Award for Green and Sustainable Loan Structuring Advisor (International Agricultural Financing Program - Asia) - Visionary Sustainability-linked Loan Performance Metrics
	Pioneering Award for Climate Disclosure Contribution
The Asset	Best Sustainable Bond - Municipal Government
	Best Sustainable Bond - Financial Institution
	Best Green Bond/Blue Bond - Provincial Government
	Best Green Bond/Blue Bond - Financial Institution
	Best Green Bond - Provincial Government
	Best Green Bond - SOE
	Best Green Bond - Carbon Neutrality
	Best Debut Green Bond
	Best Green Bond - Leasing
Asia Pacific Loan Market Association	2024 Green/Sustainable/Renewable Energy Syndicate Project Award
China Enterprises Association (Singapore)	Innovation and Development Award for Chinese-Funded Enterprises

Social	
Given by	Honors and Awards
International Poverty Reduction Center in China, China Internet Information Center, World Bank, Food and Agriculture Organization of the United Nations, World Food Programme of the United Nations, International Fund for Agricultural Development, Asian Development Bank	Global Best Case for Poverty Reduction
People's Bank of China	Fintech Development Award
National Certification and Accreditation Administration	Next-generation procurement platform—ABC E-procurement platform was awarded the Three-Star (highest level) Certification of China Electronic Bidding System (EBS)
Bank Card Security Committee	Advanced Unit for Police-Bank Collaboration and Digital Risk Prevention & Control
Sina Finance	Excellent Financial Institution for Consumer Protection
	Best Consumer Protection Responsible Bank of the Year
	Excellent Case of FinTech Innovation Services
	Excellent Case of Credit Card Consumer Protection
The Asset	“Best Retail Mobile Banking Experience” Award
	Triple A Digital Awards - Best Digital Wealth Management User Experience Award
Southern Weekly	Exemplary Responsible Enterprise of the Year
China Times	2025 Exemplary Case of Financial Support for Disabled
	Huaxia Public Welfare · Benefit Creator
JRJ.com	Outstanding Consumer Rights Protection Benchmark Institution Award
	Outstanding Mobile Banking APP Award
	Outstanding Investment Education and Consumer Protection Creative Case Award
Harvard Business Review	Agricultural Bank of China Limited Credit Card Center was included in 2025 AI & Digitalization Index
TopDigital	Silver Award for Brand Marketing “ABC Wabao”

Kirin International Creative Festival	Excellent Brand Case “ABC Credit Card”
CFMC	Excellent Cases of Innovation of Financial Consumer Protection and Services
China Gold Coin Group Co., Ltd.	Best Sales Award for 2025 Proof Panda Coin
	Vanguard Award for Strength Uniting
	Outstanding Contribution Award for Regional Political Projects

Governance	
Given by	Honors and Awards
Shanghai Stock Exchange	Rated A, the highest grade, in the annual information disclosure appraisal
China Association for Public Companies	2025 Best Practice Case of Board of Directors for Listed Companies
	2025 Best Practice Case of Internal Control for Listed Companies in China
	Best Practice Case of Board of Directors Office for Listed Companies
	2024 Best Practice in Investor Relation Management for Listed Companies
	2024 Best Practice in Annual Performance Announcement Conference for Listed Companies
China Investment Network	2025 Excellent Company for Information Disclosure
CFMC	Submissions of ESG Best Practice Cases in the Banking Industry 2025: Risk Prevention and Control Practice Case

IV. Definitions

In this report, unless the context otherwise requires, the following terms shall have the meanings set out below.

1	ABC/Agricultural Bank of China/the Bank/the Group/We	Agricultural Bank of China Limited, or Agricultural Bank of China Limited and its subsidiaries
2	ABC-CA	ABC-CA Fund Management Co., Ltd.
3	ABC Financial Leasing	ABC Financial Leasing Co., Ltd.
4	ABC International	ABC International Holdings Limited
5	ABC Investment	ABC Financial Asset Investment Co., Ltd.
6	ABC Wealth Management	ABC Wealth Management Co., Ltd.
7	Business Model	The system through which the Bank's activities transform inputs into outputs and outcomes, designed to achieve the Bank's strategic objectives and create value, thereby generating cash flows over the short, medium, and long term
8	Carbon Dioxide Equivalent (CO ₂ e)	A common unit of measurement, which is used to compare the radiative forcing of a given greenhouse gas to that of carbon dioxide. The CO ₂ e of a greenhouse gas is calculated by multiplying the amount of the greenhouse gas by its global warming potential (GWP)
9	Circular Economy	An economic model characterized by the saving and recycling of resources to achieve harmony with the environment
10	Climate Resilience	The Bank's ability to adapt to climate-related changes, developments, or uncertainties, which encompasses the capability to manage climate-related risks and benefit from climate-related opportunities as well as the capability to address and adapt to climate-related physical risks and transition risks. The Bank's climate resilience also includes its strategic and operational resilience in response to climate-related changes, developments, and uncertainties
11	Climate Transition Plan	The systematic strategic framework established by the Bank for transitioning towards a low-carbon economy, which integrates science-based pathways, measurable objectives, and specific actions, including initiatives to reduce greenhouse gas emissions, to align short-term operational decisions with long-term climate objectives,

		while complying with national laws and regulations, strategic plans, and stakeholder expectations
12	Climate-Related Impacts	Impacts of the Bank's activities (including associated value chain activities) on climate change, including both actual and foreseeable potential impacts, as well as positive and negative impacts
13	Climate-Related Opportunities	Potential positive impacts of climate change on the Bank or climate-related opportunities that measures to mitigate and adapt to climate change may create for the Bank
14	Climate-Related Physical Risks	Risks arising from climate change, which may be driven by events (acute physical risks) or result from long-term shifts in climate patterns (chronic physical risks). Such risks may lead to financial impact on the Bank, and its operating results may also be affected
15	Climate-Related Risks	Potential negative impacts of climate change on the Bank, including climate-related physical risks and climate-related transition risks
16	Climate-Related Transition Risks	Risks incurred by the Bank's move toward a low-carbon economy, including but not limited to policy, legal, technology, market, and reputation risks
17	County Area Banking Division	An internal division with management mechanism adopted by us for specialized operation of financial services provided to agriculture, rural areas and rural residents and County Areas, as required under our restructuring into a joint stock limited liability company, which focuses on the County Area Banking Business with independence in aspects such as governance mechanism, operational decision making, financial accounting as well as incentive and constraint mechanism to a certain extent
18	Emission Factors	Amount of greenhouse gas emissions corresponding to a unit of activity data (e.g., energy consumption, production volume)
19	ESG	Environmental, Social, and Governance
20	Green Finance	Economic activities designed to support environmental improvement, respond to climate change and efficient use of resources, that is, financial services provided for project investment and financing, project operation, risk management, etc. in the fields of environmental protection, energy saving, clean energy, green transportation, green building, etc.
21	Greenhouse Gas (GHG)	The seven greenhouse gases identified in the Kyoto Protocol, namely carbon dioxide (CO ₂), methane (CH ₄),

		nitrous oxide (N ₂ O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF ₆), and nitrogen trifluoride (NF ₃)
22	Hong Kong Stock Exchange	The Stock Exchange of Hong Kong Limited
23	Independent Director	The independent director referred to in the Rules Governing the Listing of Stocks on Shanghai Stock Exchange, as well as the independent non-executive director referred to in the Hong Kong Listing Rules
24	Issues	Items or factors that indicate the impacts on the Bank, the economy, society, environment, and stakeholders
25	MEE	Ministry of Ecology and Environment of the People's Republic of China
26	MOF	Ministry of Finance of the People's Republic of China
27	NFRA	National Financial Regulatory Administration, or the former China Banking and Insurance Regulatory Commission
28	PBOC	The People's Bank of China
29	SASAC	State-owned Assets Supervision and Administration Commission of the State Council
30	Scenario Analysis	The approach and process for identifying and assessing the potential outcomes of future events under uncertain conditions
31	SSE	Shanghai Stock Exchange
32	Stakeholder	Any individual or group whose interest is or may be affected by the activities of the Bank, such as employees, customers, suppliers, and investors
33	Supply Chain	The range of activities conducted by the upstream entities that supply products or services to the Bank
34	Sustainable Development or Sustainability	Development that meets the needs of the present without compromising the ability of future generations to meet their own needs. It requires the society to promote economic development, while meeting the needs of human development by enhancing potential productivity and ensuring equal opportunities for all, hence balancing economic, social, and environmental development
35	Value Chain	All activities, resources, and relationships connected to the Bank's business model and external environment

V. Chairman's Statement

2025 is the last year of the 14th Five-Year Plan period and a milestone in the Process of Chinese Modernization. Agricultural Bank of China, guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, fully implemented the guiding principles of the 20th National Congress of the Communist Party of China (CPC) and the plenary sessions of the 20th CPC Central Committee. We comprehensively carried out the decisions from the Central Economic Work Conference, the Central Financial Work Conference, and the Central Rural Work Conference. We fully, accurately and comprehensively implemented the new development philosophy, adhering to the people-centered value orientation and placing serving the real economy at the core of our mission. We fostered and promoted the financial culture with Chinese characteristics. Over the past year, we actively advanced the Agenda for Sustainable Development and the Global Development Initiative, and implemented national strategies such as proactive climate change tackling. By focusing on the core tasks of “preventing risks and promoting high-quality development”, we fully integrated sustainable development goals into our governance, strategy and business operations, and delivered sustainable development outcomes to empower broad stakeholders.

Upholding the leadership of the CPC, we actively practiced the financial governance model with Chinese characteristics. Agricultural Bank of China upheld and reinforced the overall leadership of the CPC, strictly implemented the “First Agenda Item” policy, solidly advanced remediation of findings in CPC inspections, conducted in-depth education on the implementation of the central Party leadership’s eight-point decision on improving work conduct, further promoted the self-governance and the fight against corruption, and advanced the comprehensive and strict governance of the Party. The Bank continuously strengthened the governance mechanism for sustainable development, and the Board fully played its strategic decision-making and oversight roles. We integrated the sustainable development into the preparation of the Bank’s 15th Five-Year Plan, to enhance top-level design for key topics. We expanded the scope of sustainability-related topics reviewed and reported, and strengthened the Board’s decision-making and oversight of risks and opportunities related to sustainable development. The cross-functional Sustainable Development Working Group (SDWG) was further empowered to support the Board’s Strategic Planning and Sustainable Development Committee in decision-making, driving deeper integration of sustainability philosophy and improving management quality and effectiveness across the Bank. We proactively aligned with sustainability disclosure regulations, and issued our first sustainability report, setting a model for compliant sustainability disclosure in China. We have been awarded the “Best Practice for Sustainable Development” by China Association for Public Companies for four consecutive years, and has been included in the “China ESG Top 100 Pioneer Listed Companies” list by China Media Group and China Enterprise Reform and

Development Society for three consecutive years.

Upholding our core responsibilities, we served all-around rural revitalization and real economy. Bearing in mind “serving agriculture, as indicated by our name”, we resolutely shouldered the responsibility of serving all-around rural revitalization, continuously enhanced financial support, and facilitated the cultivation and development of new quality productive forces, and proactively aligned with the process of Chinese modernization. We continued to strengthen agriculture-related financial services, with incremental amount of loans to County Areas exceeding RMB1 trillion for four consecutive years. As of the end of 2025, the balance of loans to County Areas amounted to RMB10.9 trillion, accounting for 41.0% of our domestic loans. We continued to optimize our financial services in key areas, with loans for sufficient supply of food and major agricultural products, loans for rural industries, and loans for rural construction and related areas increasing by 20.3%, 19.5%, and 9.6%, respectively, compared with the end of the previous year. The growth rates of loans to 160 key counties receiving national assistance in pursuing rural revitalization and the former “Three Areas and Three Prefectures” remained above the Bank-wide average. We further expanded our service coverage, with 179 new or relocated outlets established in township areas. The number of outlets in County Areas increased to 12.9 thousand. We carried out mobile financial services on a regular basis, serving 120 thousand farmers during the year. Our support for the real economy grew both in scale and quality. We ranked among top comparable peers in financing support for new types of policy-backed financial instruments, technological transformation and equipment upgrading, “implementing major national strategies and enhancing security capacity in key areas”. The balance of technology loans was RMB4.7 trillion, an increase of 20.1% compared to the end of the previous year. Our retail loans, inclusive loans, and loans to private enterprises exceeded RMB9 trillion, RMB4 trillion, and RMB7 trillion, respectively. We were the first surpassing all of these milestones among peers. Among the 20 national financial institutions, the Bank is the only one that has been awarded the highest rating “Excellent” for five consecutive years in the regulatory assessment of services for rural revitalization. For four consecutive years, with a cumulative total of six cases selected into “the World’s Best Poverty Reduction Cases”, the Bank had the highest number of selections among all Chinese financial institutions.

Prioritizing ecological sustainability, we supported the achievement of next round of China’s Nationally Determined Contributions. Guided by the “Two Mountains” philosophy (lucid waters and lush mountains are invaluable assets), and driven by the goals of peak carbon emissions and carbon neutrality, we deepened the implementation of our green finance strategy, continuously diversified the green investment and financing system, made steady progress in energy conservation and carbon reduction within our own operations, and actively channeled funds into key initiatives including cutting carbon emissions, reducing pollution, pursuing green development, and boosting economic growth. These efforts aimed to

support the green and low-carbon transition of economy and society. As of the end of 2025, the balance of green loans stood at RMB5.93 trillion, an increase of 18.7%, equivalent to a carbon dioxide emission reduction of 0.17 billion tons. We issued two tranches of green bonds with a total amount of RMB66 billion in the domestic market. The balance of green bonds invested for our own account stood at RMB157.8 billion, an increase of 36.6%. We expanded the scope of greenhouse gas (GHG) emissions categories tracked in our inventory progressively, and in 2025, the Group's total carbon emissions and per capita carbon emissions both decreased. We launched the "ABC E-procurement Platform", saving 315 thousand sets of paper bidding documents in 2025. We carried out 1,650 green transportation initiatives, engaging 189 thousand person-times of employee participations. We established an environmental, social, and governance (ESG) evaluation metrics system, and launched the ESG assessment function for corporate clients. We continued to carry out transition risk stress tests for carbon-intensive industries such as thermal power and steel, and further explored to include physical risk stress tests for agricultural loans, individual housing loans, and loans to wind power enterprises, as well as macro scenario stress tests for climate risk. Meanwhile, we were progressively establishing financial connection to sustainability information such as climate change tackling. We have been awarded the "2025 Green Finance Practice Role Model Bank" by Hexun Finance and the "Pioneering Award for Climate Disclosure Contribution" by Hong Kong Quality Assurance Agency.

Putting people first, we effectively enhanced public wellbeing and common prosperity.

Guided by the principle of customer and employee satisfaction, we strived to reward shareholders and contribute to society, and focused on improving the inclusiveness, appropriateness and coverage of financial services, making the people's aspiration for a better life our goal of endeavor. We continued to expand the accessibility of financial services, from physical outlets and self-service terminals to Huinong Service Stations and mobile services, and to online and intelligent services, supporting integrated urban-rural development, benefiting every individual with modernization results. As of the end of 2025, the number of domestic outlets reached 22.8 thousand, maintaining full coverage across County Areas; and the number of monthly active users of retail mobile banking exceeded 276 million. We strengthened resource allocation in key sectors of people's livelihood. In support of consumption stimulation, the balance of personal consumption loans (including credit card loans) reached RMB1.45 trillion, representing a 9.0% growth rate, with the incremental volume and growth rate both ranking first among peers. We improved the service system to meet customer needs in the new era. The new customer-facing system was deployed at outlets, reducing counter service time by over 20%. Deepening the implementation of the Agriculture-related Service Project, we established a total of 3,300 elder-friendly service demonstration outlets, delivered 1.3 million person-times of outreach services to elderly customers and other groups, and enabled 8 million instances of "direct access to human agents" services for elderly customers through the remote banking care hotline during the

year. Placing significant emphasis on grassroots and employee care, we established and improved the operational mechanisms of the Employee Care Committee, and constructed 6,116 new Homes of Employees facilities. We newly selected over 2,200 outstanding young talents, and a total of 47 thousand professionals were included in our classified and tiered talent pool. We strengthened two-way engagement with the capital market, maintaining leading market capitalization growth among comparable peers for three consecutive years. Maintaining a high proportion of cash dividends, we created and delivered superior shareholder value. We vigorously advanced the “ABC Charity” brand. The Bank’s 22 thousand ABC Considerate Warm Space Trade Union Post Stations organized over 9,900 public welfare activities during the year, and our employees have accumulatively contributed over 850 thousand volunteer hours in the past five years. This demonstrates our commitment as a warm and responsible bank with human touch. For four consecutive years, we have remained at the top of the Global Retail Bank Brand Value List released by Brand Finance, the world’s leading brand valuation firm.

Upholding innovation-driven development, we were accelerating the application of “AI+”. With innovation as the primary driving force for development, we closely followed the national “AI+” progress, advancing the construction of a smart bank empowered by AI, model matrix, and multi-agent collaboration, which increasingly enhanced quality and efficiency of financial serviced, effectiveness of internal management, and scale-up and inclusiveness of AI application. We developed the “ABC Intelligence +” AI capability building platform, and initially established a model matrix covering multiple types, scales, and modalities. As of the end of 2025, the balance of “ABC E-Loan” was RMB6.80 trillion, an increase of 18.7% compared to the end of the previous year. We significantly reduced the operational burden on frontline teams. The “on-site + remote” investigation model reduced on-site visits by 225 thousand person-times for customer managers, and the intelligent performance management tools saved an average of 15 to 20 minutes per day per customer manager. Our technological security capabilities were continuously enhanced. We completed the largest mainframe migration and decommissioning project in the banking industry, involving the most customers. Under the distributed architecture, the core system achieved an average daily transaction volume of 1.736 billion on business days, a peak daily transaction volume of 2.183 billion, and a service availability rate of 100%. Our enterprise-level business architecture driven by data and intelligence was awarded the first prize in the FinTech Development Award by the People’s Bank of China.

Over the past year, ABC demonstrated strengthened resilience in sustainable development and sustained momentum in high-quality growth. These accomplishments were fundamentally rooted in the strong leadership of the CPC Central Committee, and supported by the guidance of regulators, the trust and partnership of shareholders and customers, the collaborative efforts of our suppliers, and the generous assistance of all sectors of society. Above all, they reflected

the dedication and hard work of our nearly 0.46 million employees. I extend my deepest gratitude on behalf of the Board.

“Holding financial commitment and serving the people with practical efforts”. 2026 marks the 105th anniversary of the founding of the Communist Party of China and the inaugural year of the 15th Five-Year Plan. Agricultural Bank of China will continue to follow the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, earnestly carry out the decisions of the CPC Central Committee and the State Council, and fully, accurately and comprehensively implement the new development philosophy. We will firmly uphold the political and people-oriented nature of financial work, build and implement a right view on performance evaluation, and promote economic, social and environmental sustainability, making more contribution to China’s modernization journey and the strong start to the 15th Five-Year Plan.

GU Shu

Chairman of the Board of Directors

30 March 2026

VI. Financial Support for Sustainable Development

The Bank thoroughly implemented the major policy decisions and work plans made by the CPC Central Committee and the State Council, fully carried out the guidelines of the Central Financial Work Conference. We integrated the concept of sustainable development into our corporate governance and the entire process of operations, to fulfill our social responsibilities as a major financial institution. We profoundly understood the political and people-oriented nature of financial work, and were committed to reinforcing our two positionings of a leading bank providing financial services for rural revitalization and a major bank serving the real economy. We were fully dedicated to effectively advancing our initiatives in the “Five Priorities”¹, including technology finance, green finance, inclusive finance, pension finance and digital finance. We actively served the modernization of the industrial system and high-level opening-up, and facilitated the building of an open economy featuring integration of domestic and foreign markets and mutual benefits.

Technology Finance

We actively innovated financial products and service mechanisms to support the greater self-reliance and strength in science and technology. We developed the NongYinChuangDa, a full life-cycle service solution of technology finance, to deliver differentiated financial services to sci-tech enterprises at various stages of development with diverse financing needs through the Online + Offline comprehensive product system. We developed a three-tier specialized service system comprising “Technology Finance Service Center - Technology Finance Division - Professional Technology Finance Sub-branch”, and established 25 technology finance service centers and over 300 professional technology finance sub-branches, to expand the coverage of professional services. We innovatively launched the Technology Quick Loan, an exclusive online product, and optimized and adjusted the Innovation Reward Points Loan and the Emerging Industries Empowerment Loan. We accelerated the implementation of various national policies supporting sci-tech innovation, and actively served enterprises on the national sci-tech innovation loan list. We successfully issued RMB20.0 billion of commercial banks’ sci-tech innovation bonds, and intensified efforts to invest in and underwrite sci-tech innovation bonds. We actively developed the business of M&A loans targeting sci-tech enterprises in a pilot program to support their mergers, acquisitions and reorganizations. We have signed cooperation agreements with all cities included in the pilot program for asset investment companies (AIC) equity investment, set up a total of 27 pilot funds, and 31 sci-tech innovation projects were invested by such funds. As of the end of 2025, the balance of technology loans amounted to RMB4.7 trillion, representing an increase of 20.1% as compared to the end of the previous year.

Green Finance

We thoroughly implemented the green finance strategy with a focus on the Beautiful China Initiative. We continuously improved the management system and mechanism, accelerated the

¹ The data related to the “Five Priorities” of finance in this report is compiled in accordance with the statistical criteria specified in the *Notice on Strengthening the Statistical Work of the “Five Priorities” of Finance* issued by the General Office of PBOC.

innovation of service models, and deepened the building of our green finance brand, to promote the high-quality development of green finance. We refined our multi-tiered policy system and continued to incorporate the requirements of green and low-carbon development into our credit policy system, to guide the investment of green funds. We improved the mechanism for the pool of major green finance projects, and increased the supply of green loans focusing on key areas including energy conservation and carbon reduction, environmental protection, resource recycling, and green and low-carbon transformation of energy. We established a multi-tiered, multi-dimensional green finance service system, issued green finance bonds, carried out green bond investment, and continuously developed innovative businesses such as green funds, green leasing and green wealth management to meet customers' diversified investment and financing needs. We also steadily advanced our own energy conservation and carbon reduction, and conducted carbon emission accounting for investment and financing activities. Ensuring both development and security, we comprehensively strengthened ESG risk management. As of the end of 2025, the balance of green loans was RMB5.93 trillion, representing an increase of 18.7% as compared to the end of the previous year.

Inclusive Finance

We proactively assumed our responsibilities and missions to serve the real economy and to benefit enterprises and the people, and to provide relief support. Pursuing high-quality development as our overarching task, driven by digital and intelligent management, and aiming to meet the financial needs of a broad range of market entities, we comprehensively advanced our strategy of rural and inclusive finance, expanded service scenarios, improved service models, optimized business processes, and solidified the development foundation, to effectively enhance our inclusive finance service capabilities and provide more convenient, affordable and sustainable financial services for micro and small-sized enterprises, self-employed individuals, and rural households, among others. As of the end of 2025, the balance of inclusive loans amounted to RMB4.35 trillion, representing an increase of 20.9% as compared to the end of the previous year. The balance of inclusive loans to small and micro enterprises reached RMB3.93 trillion, representing an increase of 21.7% as compared to the end of the previous year. The number of inclusive MSE customers with outstanding loan balances amounted to 5,239.4 thousand, representing an increase of 657.5 thousand customers as compared to the end of the previous year. Our role as a major bank in inclusive finance with the largest supply of inclusive loans, the broadest service coverage and leading capabilities in sustainable development was further consolidated.

Pension Finance

Focusing on the functional, people-centered and inclusive nature of pension finance, we built a "Two-Comprehensive and Three-Multi" service system¹, committing to building a bank featuring pension finance that would satisfy the people. We continued to facilitate expanding the coverage of the three-pillar pension finance system. As of the end of 2025, the number of users of physical and

¹ Comprehensive product supply, all-channel age-friendly services, multi-tiered industry support, multi-dimensional customer group services, and multi-scenario ecosystem development

electronic social security cards of the Bank reached 0.28 billion and 0.21 billion, respectively, both leading the banking industry. Our pension funds under entrusted management amounted to RMB388,134 million, representing an increase of 22.6% as compared to the end of the previous year. The number of private pension customers increased by 109.1% as compared to the end of the previous year, with contributed amounts rising by 101.5%, maintaining a leading position in the industry. We comprehensively enhanced the service experience of pension finance products. We innovatively launched the ABC Yi Yang Bao, a monthly payout product portfolio that incorporates selected innovative products such as funds, insurance and wealth management products. We continued to optimize the four-in-one age-friendly service system. We established 3,300 model branch outlets for age-friendly services and upgraded the Pension Zone on mobile banking. We improved access to the service hotline via remote banking, providing “direct access to staff” hotline services for 8 million person-times. We also offered door-to-door caring services, delivering services to elderly customers for 1.30 million times. We strengthened multi-tiered industry support and actively implemented the PBOC’s policies of relending facility aimed at boosting service consumption and elderly care. As of the end of 2025, the balance of loans to the elderly care industry amounted to RMB23.16 billion, representing an increase of 108.5% as compared to the end of the previous year.

Digital Finance

Taking customer and employee satisfaction as the standard, we made every effort to advance the smart banking construction to make our digital operation model more mature, the business value continuously unleashed, and the sense of fulfillment and satisfaction of employees at foundation level significantly improved. We continued to promote the large-scale application of AI in areas such as customer service, risk prevention and control as well as internal management, and continuously enhanced the AI application capability system to effectively improve the precision and inclusiveness of financial services. We launched the 11.0 version of mobile banking with the number of monthly active users (MAU) continuing to lead the industry, and developed the Super Workbench as a standard productivity tool for frontline staff to conduct business, accelerating the coordinated online-offline operations. We deepened the application of data and models as tools, to provide stronger data support for enhancing financial services. We completed the mainframe migration and decommissioning, which was the largest-scale project involving the largest number of customers in the banking industry. As of the end of 2025, the balance of ABC E-Loan amounted to RMB6.80 trillion, representing an increase of 18.7% as compared to the end of the previous year, and the number of MAU of retail mobile banking was 276 million.

Serving the Modern Industrial System

The Bank deeply implemented the strategy of building a manufacturing powerhouse and supported the development of a modern industrial system with advanced manufacturing as its backbone. We regarded financial services for the manufacturing sector as a key lever for supporting the real economy and continuously promoted the intelligent, green, and integrated development of manufacturing. We strengthened cooperation with national ministries, including the National Development and Reform Commission, the Ministry of Industry and Information Technology, and the Ministry of Science and Technology, promoting coordinated alignment between industrial

policies and financial services. We provided financing support for medium- and long-term manufacturing projects, technological transformation projects, and equipment upgrades. Focusing on areas such as industrial transformation and upgrading, the cultivation of emerging industries, and the planning of future industries, we established a list of key clients and major projects, reinforced policy and resource support, and increased loans to manufacturing industries, especially medium- and long-term loans. We enhanced financial services along the industrial chain, precisely meeting the financing needs of enterprises of all sizes across upstream, midstream, and downstream segments. We innovated and improved financing products to promote coordinated development among enterprises along the chain. We supported the clustered development of industries by comprehensively aligning with national advanced manufacturing clusters, implementing differentiated policies, and providing comprehensive financial services for these clusters. As of the end of 2025, the balance of loans to manufacturing industries was RMB3.72 trillion, an increase of 14.6% compared to the end of the previous year.

Serving High-level Opening-up

We implemented the national strategy of opening-up and formulated the *Work Plan on Serving National High-Level Opening-Up and Promoting Stable Foreign Trade and Foreign Investment*, clearly identifying the development of green trade as a key area for support. We strengthened cross-border financial support in fields such as clean energy, green technology research and development, and equipment manufacturing, and deepened green finance cooperation with international financial institutions. We supported the green development strategies of “going global” and the Belt and Road Initiative by providing cross-border guarantees and other “going global” financial products to meet enterprises’ guarantee and financing needs in areas such as overseas project contracting, outbound investment, low-carbon infrastructure construction, and green industry cooperation. In 2025, we handled USD5.1 billion worth of cross-border guarantee transactions involving Belt and Road partner countries, supporting the financing and implementation of multiple clean and green energy projects.

VII. Materiality Assessment of Issues

In order to meet the requirements of the MOF, the PBOC, the SSE and Hong Kong Stock Exchange for sustainability-related disclosures, taking into account the characteristics of the banking industry and the Bank's business, we conducted due diligence and stakeholder communication through multiple channels such as online questionnaires, management meetings, and expert review meetings, and identified, analyzed and assessed the materiality of sustainability issues. Materiality assessment was the core process for identifying, evaluating and disclosing sustainability-related risks, opportunities, and impacts, and served as the foundation for the Bank's management and oversight of sustainability-related information disclosure.

(I) Materiality Assessment

Step 1: Determine the initial list of issues.

1. Determine the scope and boundaries of the assessment.

We identified our stakeholders by reviewing national deployments, laws and regulations, industry policies and regulatory requirements, analyzing the development strategies, business activities, financial statements, and value chain of the Bank, and integrating insights from media coverage and peer benchmarking, among other methods. Our stakeholders covered the Bank's internal and external stakeholder groups, including investors, creditors, governments and their relevant departments, as well as other stakeholders such as employees, consumers, clients, suppliers, communities, business partners and social partners of the Bank.

2. Create an initial list of issues.

We identified our issues based on the *Sustainability Disclosure Standards for Business Enterprises - Basic Standards (Trial)* and its application guidance issued by the MOF and the *Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial)* issued by the SSE, and took the 21 issues as the basis for the list of issues. Based on regulatory policies, bank businesses and value chains, and by conducting policy and peer analysis and internal research etc., we combined the safety and quality of products and services issue with the consumer interests protection issue, and included inclusive finance issue into the list of issues, resulting in a total of 22 issues.

Step 2: Conduct materiality assessment of information on sustainability-related risks and opportunities.

1. Identification of information on sustainability-related risks and opportunities with potential materiality.

We identified information on sustainability-related risks and opportunities with potential materiality in accordance with the requirements of the Sustainability Disclosure Standards for Business

Enterprises. For information not specifically required by sustainability disclosure standards, if we determined that such information was necessary for the primary information users of sustainability-related information to understand the impact of sustainability-related risks and opportunities on the Bank's future development, it would also be considered to be of potential materiality.

2.Determination of materiality.

In making materiality judgments, we ensured consistency of materiality criteria applied in determining the current financial effects and in preparing financial statements. In determining the materiality of information on potential future events with uncertain outcomes, we focused on whether such information could affect the assessment of the Bank's future development and economic resource management by primary information users of sustainability information, and thus influencing their decision-making.

In assessing whether the information could influence the decisions of primary information users of sustainability information, we considered both quantitative and qualitative factors. In assessing the materiality of information on future events with uncertain outcomes, we considered the scope and probabilities of potential outcomes in accordance with the *Sustainability Disclosure Standards for Business Enterprises - Basic Standards (Trial)* issued by the MOF.

We assessed changes in circumstances and assumptions at the reporting date to re-evaluate materiality.

3.Assessment tools.

We surveyed our investors and creditors, organized internal expert review meetings, used scenario analysis and other methods to assess the possibility and financial effects of sustainability-related risks and opportunities.

4.Assessment results.

We determined the priority of material sustainability-related risks and opportunities, and identified important information on sustainability-related risks and opportunities.

Step 3: Conduct materiality assessment on sustainability impact information.

We determined the factors that affected materiality assessment, including scale, scope, likelihood of occurrence, and irremediable character. We took the principle of materiality set in the *Sustainability Disclosure Standards for Business Enterprises - Basic Standards (Trial)* issued by the MOF as our assessment criteria. We surveyed our stakeholders, including but not limited to government authorities and regulatory bodies, investors and creditors, clients, employees, suppliers and partners, and the community. We set thresholds for determining impact materiality. The level of impact materiality was measured by a scale of 1-5, where 1 was the minimal, 2 was the small, 3 was the medium, 4 was the large, and 5 was the maximal. The threshold was set at 4, so that issues with

impact level greater than 4 were considered as impact materiality issues.

Step 4: Consolidate the assessment results.

Through cross-analysis and correlation analysis, we integrated the assessment results of sustainability-related risks, opportunities, and impacts to form a comprehensive matrix of materiality issues.

(II) Due Diligence and Communications with Stakeholders

Due diligence is an important approach for the Bank to derive the results of the impact materiality assessment. The main processes include but are not limited to identifying key stakeholders, designing and distributing survey questionnaires, determining the weight of stakeholders, and conducting a comprehensive assessment to form the survey results. In 2025, we employed survey questionnaires, stakeholder symposia, and expert scoring to improve the accuracy and balance of the survey results.

We continued to organize communications with various stakeholders, proactively listened to the concerns and expectations of stakeholders on sustainability issues to understand their core demands and value considerations. Through online and offline channels, we actively promoted our sustainable development strategies, objectives and performance results, enhanced information transparency, and advanced the dissemination and acceptance of the sustainable development concept among internal and external stakeholders.

● Communication with Government Authorities and Regulatory Bodies

We maintained routine and high-quality communication with government authorities and regulatory authorities in terms of business development, risk management, and compliance operation. In response to the core expectations of government authorities and regulatory bodies, we actively implemented the requirements on serving national strategies, supporting the real economy, promoting rural revitalization, advancing initiatives in the “Five Priorities” of finance, operating according to laws and regulations, improving corporate governance, improving comprehensive risk management system, fulfilling the anti-money laundering responsibility, strengthening environmental management, etc.

We convened meetings in a timely manner to interpret government policies, conveyed new regulatory rules, and thoroughly explained key policy requirements, so as to ensure that we accurately understood and effectively implemented them, and made timely feedback on the problems and suggestions arising in policy implementation. Moreover, we actively participated in industry seminars, symposia and other activities organized by government authorities and regulatory authorities and shared practical experience and views. In strict accordance with regulatory requirements, we submitted various reports to the PBOC, the NFRA, the SSE and other regulatory authorities and made special reports on key business areas and regulatory concerns. We took the initiative to communicate closely and timely with government authorities and regulatory

authorities during the approval process of major projects to understand their requirements and comments, and ensure that the projects were advanced in accordance with relevant laws and regulations. For major policy changes or emergencies, we established a rapid response mechanism to facilitate immediate or on-demand communication, ensuring information symmetry.

- **Communication with Investors and Creditors**

We continuously enhanced the management of shareholder and investor relations. We formulated and implemented the *Market Value Management System*, the *Valuation Enhancement Plan and Corporate Value and Return Enhancement Action Plan*, and the *Measures for the Management of Investor Relations* to maintain in-depth daily communication with shareholders and investors. Our shareholders and investors gave special attention to information regarding shareholders' equity, business development, return on sustainable investment, ESG risk management, information disclosure, etc.

During the reporting period, we held three Shareholders' Meetings to communicate with our shareholders. We held four quarterly performance briefings, participated in more than 40 capital market summits and special events organized by the SSE such as the session titled "Dialogue with International Investors: Empowering Listed Companies through ESG". We organized more than 100 meetings with investors and analysts in various formats such as in-person meetings and conference calls, engaging the mainstream investment and research institutes in the market, for in-depth communication on topics including the strategic positioning and implementation progress of green finance, distinctive ESG practices concerning agriculture, rural areas and rural residents, and approaches to ESG risk management. Furthermore, we conducted online Q&A sessions on a routine basis and replied to investors' inquiries on the SSE e-interaction platform regularly. We also maintained close contact with the market through multiple channels such as roadshows, reverse roadshows, investor hotlines, and IR e-mails.

We disclosed information according to rules and regulations. The Chairman of the Board of Directors of the Bank shall assume primary responsibility for the management of information disclosure affairs. The Secretary to the Board of Directors is responsible for organizing and coordinating information disclosure affairs. We established an information disclosure institutional policy covering the basic policy, administrative measures and operating procedures, complying with the regulatory requirements for listed companies. During the reporting period, we implemented the latest information disclosure requirements of the regulatory authorities, and promoted the implementation of information disclosure policies and measures including the *Regulation on Information Disclosure* and the *Measures for Insiders Management*, to further enhance the policies, procedures and standards of information disclosure. The Bank's periodic reports highlighted its alignment with national strategic priorities. We actively responded to investors' concerns, continuously enriched the forms of disclosure, and constantly improved the precision and effectiveness of information disclosure. In 2025, the Bank disclosed 347 documents on the SSE and Hong Kong Stock Exchange, and the assessment of our information disclosure by the SSE was "A". During the reporting period, we had no rectification for any material accounting errors, no omission of material information, no amendment required for any preliminary results announcement or other

matters. We continued to strengthen the management of inside information and enhance the compliance awareness of the insiders. We also carried out annual self-examination on inside trading and registration and filling for the insiders.

- **Communication with Clients**

We formulated the *Measures for Joint Management of Client Services* and the *Measures for the Management of Client Complaints* to establish a bank-wide joint client service system and maintain routine communication with clients. Our clients gave special attention to consumer interests protection, data security and privacy protection, financial product innovation, client service innovation, service quality improvement, etc.

We actively responded to the concerns of our clients through online and offline communication channels. We regularly organized symposia and product experiencing activities with our clients, carried out client satisfaction surveys, ensured timely making and responding to customer hotline calls, provided mobile banking services and intelligent client services 24/7, and offered special groups professional services. The content of our communication with clients covered social security and medical insurance, credit card, rural and inclusive finance, investment and wealth management, pension finance, client complaints and suggestions, product and service consultation, etc.

- **Communication with Employees**

We formulated the *Rules on the Work of Employees' Congress* to build a bridge for constant and multi-dimensional communication with our employees. Our employees gave special attention to employee rights and interests, career development, humanistic care, internal management, reform and innovation, etc.

We proactively responded to the concerns of our employees. We held the employees' congress at least on a yearly basis to listen to the opinions and suggestions of employee representatives on topics related to the vital interests of employees, so as to promote democratic decision-making and management. Also, we issued and released internal publications and announcements in a timely manner to show our employees the Bank's business progress, management system construction, reform and innovation measures, etc. Moreover, we learned about the core demands of our employees in terms of work environment, career development, compensation and benefits, etc. Furthermore, we organized visits and research on an irregular basis, so that the management can engage with employees face-to-face and enhance the care for the employees.

- **Communication with Suppliers and Partners**

We formulated and implemented regulations such as the *Agricultural Bank of China Regulations on the Management of Challenges and Complaints Regarding Centralized Procurement* and the *Agricultural Bank of China Detailed Rules on the Management of Supplier Misconducts in Centralized Procurement*, ensuring smooth feedback mechanisms and channels. We maintained routine communication with our suppliers on business cooperation, behavior management, and other matters. Our suppliers and partners gave special attention to fairness and transparency,

integrity and performance, win-win cooperation, promotion of industry development, implementation of responsible procurement, etc.

We actively conducted supplier surveys. We conducted supplier surveys to understand their production and operation, compliance management, sustainable development status, and other relevant conditions, so as to ensure the compliance and stability of our supply chain and partnerships. When organizing public bidding, we explained the supply and demand requirements and procurement processes and standards of the Bank to the bidders, inquired about the suppliers and their product services, and promoted the information symmetry between both parties, to ensure fairness, justice, and openness of procurement activities.

We strengthened communication with and management of suppliers throughout the process. We communicated with suppliers to ensure their awareness and adherence of the requirements for ethical bidding, green procurement, and integrity commitments at every stage, including supplier registration, bidding, tender submission, and contract signing, which covered all participating suppliers. We conducted interviews with suppliers of various types through multiple forms to identify risks, resolve issues, and enforce accountability and corrective actions. We hosted annual supplier meetings to engage in compassionate communications, encouraging suppliers to uphold business ethics and actively implement green procurement practices.

- **Communication with Communities**

We kept routine communication with communities to help with their development. Communities placed emphasis on social contribution, financial services of business outlets, financial education, post-disaster rescue and reconstruction, etc.

We strengthened the communication with communities through means such as designated assistance, charitable education assistance, assistance for the disabled and the poor, community construction, and community service, among other activities. We continuously promoted financial education and community-oriented services through the “Bringing Financial Knowledge to the Community” series of activities that are carried out in diversified formats such as Party branch partnership building, health seminars, cultural performances, and interactive games, to educate residents on fundamental financial knowledge in areas such as deposits, loans, wealth management, and insurance. With a focus on key areas such as the prevention of telecom fraud, illegal fundraising, and over-indebtedness, we conducted case-based training to effectively enhance residents’ ability to identify and prevent risks. We also provided authoritative and practical financial consultations and convenient banking services, meeting residents’ needs through concrete actions. We routinely promoted diverse and socially inclusive care activities, such as supporting the elderly, environmental protection, and public welfare programs. When communities were affected by natural disasters or other emergencies, we promptly mobilized emergency response teams to participate in post-disaster relief efforts, providing financial safeguards and resource support to assist in recovery and reconstruction.

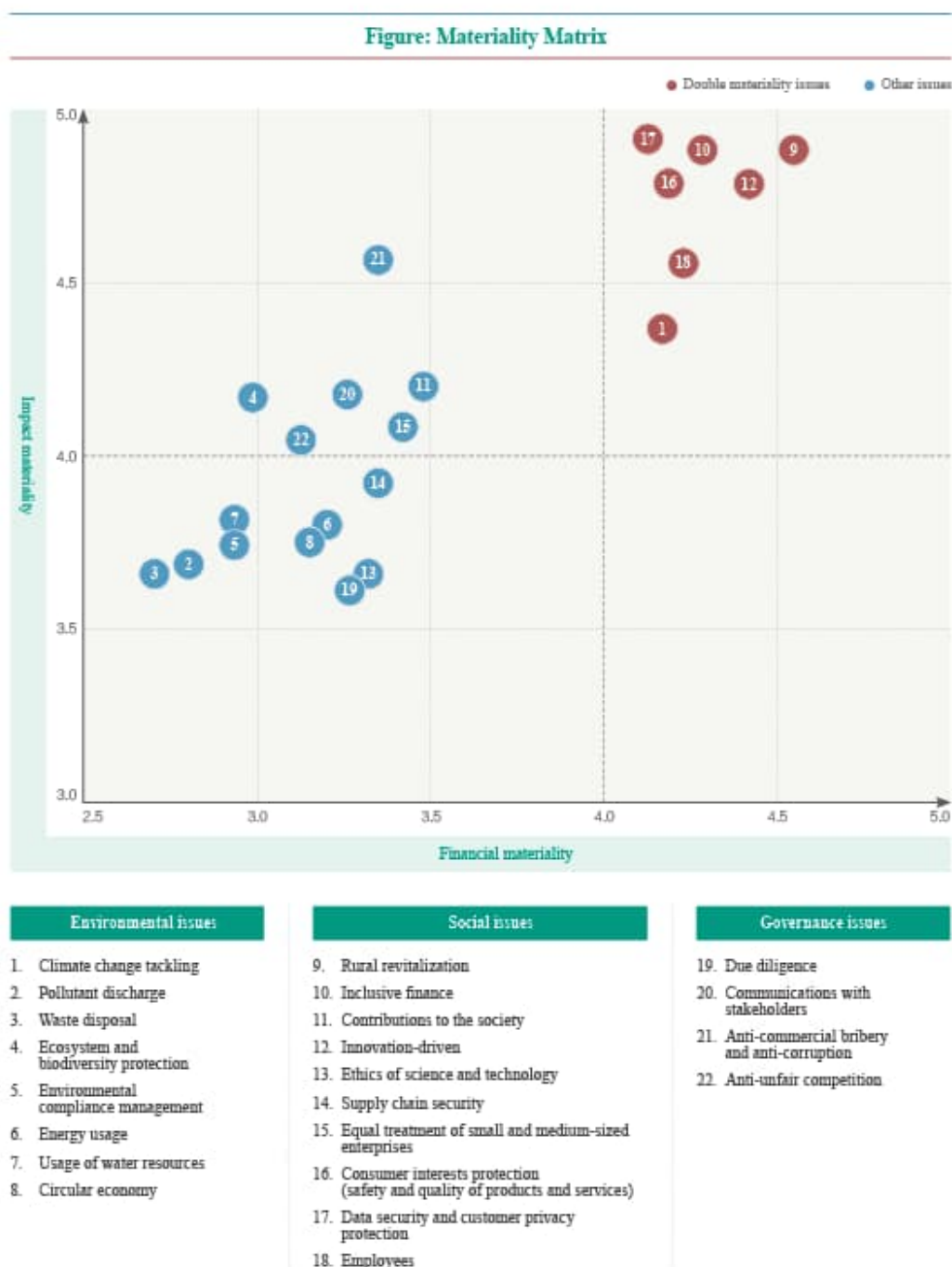
Communication with Stakeholders

Category	Core concerns	Communication methods	Response and performance
Government authorities and regulatory bodies	- Serving national strategies - Supporting the real economy - Rural revitalization “Five Priorities” of finance - Compliant operation - Corporate governance - Risk management - Anti-money laundering - Environmental management	- Company website - Industry seminar - Symposia - Report presentation	In 2025, we convened meetings in a timely manner to interpret government policies, actively participated in industry seminars, symposia and other activities organized by government authorities and regulatory authorities, submitted reports to regulatory authorities on time and made special reports.
Investors and creditors	- Shareholders’ equity - Business development - Return on sustainable investment - ESG risk management - Information disclosure	- Shareholders’ Meeting - Performance conference - Capital market summit - In-person meeting - Teleconference - SSE e-interaction platform - Investor hotline - IR e-mail	In 2025, we held 3 Shareholders’ Meetings and 4 quarterly performance conferences, participated in more than 40 capital market summits, and organized more than 100 meetings with investors and analysts.
Clients	- Consumer interests protection - Data security and privacy protection	- Symposia with clients - Product experiencing activity - Customer	In 2025, we regularly organized symposia and product experiencing activities for our clients, carried out client satisfaction surveys, ensured timely making and

	- Financial products and service innovation - Service quality improvement	satisfaction survey - Client hotline - Mobile bank - Intelligent client services	responding to customer hotline calls, addressed client needs through mobile banking services and intelligent client services.
Employees	- Protection of rights and interests - Professional development - Humanistic care - Internal management and reform and innovation	- The employees' congress - Internal publications and announcements - Annual employee satisfaction survey - Visits and research	In 2025, we held one employees' congress, issued and released internal publications and announcements in a timely manner, conducted annual employee satisfaction survey, and organized visits and research on an irregular basis.
Suppliers and partners	- Fairness and transparency - Integrity and performance - Win-win cooperation - Promotion of industry development - Responsible procurement	- Supplier survey and research - Interview with suppliers - Annual supplier meeting	In 2025, we carried out supplier survey and research, and held the annual supplier meeting.
Communities	- Contributions to the society - Financial services of business outlets - Financial education - Post-disaster rescue and reconstruction	- Community activities - Post-disaster rescue - Financial education activities	In 2025, we carried out financial education activities, organized care activities such as supporting the elderly, environmental protection, and public welfare programs, and participated in post-disaster relief efforts in time.

(III) Conclusion of Materiality Assessment

The materiality issues identified by the Bank included climate change tackling, rural revitalization, inclusive finance, innovation-driven, and consumer interests protection (safety and quality of products and services), data security and customer privacy protection, and employees. The materiality matrix is shown below.



Analysis of the Impacts, Risks and Opportunities of Material Issues			
No.	Issue	Impacts	Risks and Opportunities
1	Climate change tackling	● If banks tighten credit for high-carbon industries, it may lead to operational difficulties for related enterprises, putting pressure on parts of the external industrial chain. ● By increasing credit support for green industries, banks can direct social capital toward low-carbon sectors, promoting a sustainable transformation of the external economic structure.	● Risks: As policies tighten or technologies become obsolete, customers in high-carbon sectors may experience financial stress, thereby increasing credit risk and non-performing assets for banks. Failure to establish a climate risk management framework in a timely manner may expose banks to regulatory penalties or restrictions on business activities. ● Opportunities: By innovating green financial products, banks can tap into new markets, attract sustainability-conscious customers, and optimize their asset structure.
2	Rural revitalization	● By increasing credit support for rural infrastructure, and specialty industries, etc., banks can effectively stimulate economic vitality in County Areas and drive external employment and income growth.	● Risks: Natural disasters and fluctuations in agricultural commodity prices, among other factors, may increase credit risks associated with agricultural loans, placing pressure on asset quality. Inadequate risk control mechanisms in extending financial services into rural areas may lead to operational risks. ● Opportunities: By innovating financial products tailored to agriculture, rural areas and rural residents, banks can expand their customer base in markets in County Areas. Participation in rural revitalization projects may also bring policy incentives and support.

3	Inclusive finance	By providing credit support to micro-, small and medium-sized enterprises, banks can alleviate their funding pressures and support job creation. Offering financial services to low-income groups contributes to inclusive economic growth.	- Risks: Customers such as micro-, small and medium-sized enterprises and low-income groups generally have weaker risk resilience, and their repayment capacity is more vulnerable to economic fluctuations, which may exert pressure on the bank's asset quality. - Opportunities: Expanding into County Area markets and small enterprise markets allows banks to cultivate new sources of business growth. Policy support for inclusive finance contributes to banks' access to fiscal interest subsidies, tax incentives, and risk compensations.
4	Innovation-driven	By increasing credit support and implementing integrated investment-lending services for technology innovation enterprises, banks can accelerate the commercialization of technological achievements and promote the upgrading of industrial chains toward high-end value segments. In addition, banks' innovation practices in digital finance can drive collaborative development with external partners and foster a mutually beneficial industrial ecosystem.	- Risks: Rapid technological changes and immature business models among enterprises may expose banks to credit risks and place pressure on asset quality. Improper handling of technology applications by banks may also lead to operational or reputational risks. - Opportunities: Deepening the integration of FinTech with operations can enhance operational efficiency, improve customer experience, and strengthen the banks' digital competitiveness.
5	Consumer interests protection (safety and quality of products and services)	By effectively protecting consumer interests, banks can drive the upgrading of industry service standards, promote the healthy development of the financial ecosystem, and enhance public confidence and willingness to consume.	- Risks: Issues with banking products and services may lead to customer complaints, regulatory penalties, and reputational damage. - Opportunities: By strengthening consumer interests protection measures, banks can build a differentiated service brand, enhance customer loyalty, and explore new niche markets.

6	Data security and customer privacy protection	● A data breach at a bank may result in losses for customers and could also affect business partners. ● Banks' compliance practices in data security and privacy protection can encourage partners to enhance their own data governance, thereby promoting healthy and sustainable development across the industry ecosystem.	● Risks: Failure to promptly respond to cyberattacks may result in customer data breaches, leading to financial liabilities and regulatory penalties. Undetected insider misconduct or system vulnerabilities may also damage banks' reputation. ● Opportunities: By enhancing data protection capabilities through technological innovation, banks can build a competitive edge and attract high-net-worth customers who prioritize security. Leading data governance practices can also support expanded external partnerships and open new market opportunities in data security services.
7	Employees	● By establishing a competitive compensation system and career development pathways, banks can contribute to cultivating professional financial talent for the industry, advancing the reform of talent development mechanisms, and supporting the accelerated building of a national strategic talent pool.	● Risks: The trend of digital transformation may create misalignments in talent structure, leading to internal skill gaps and employee turnover, which could undermine business stability. If employee incentive mechanisms or corporate culture lack competitiveness, it may result in the loss of key talent. ● Opportunities: Banks can enhance their vocational training systems and establish diverse career advancement pathways to improve employee loyalty and foster innovation. Building an inclusive workplace culture can help attract younger and internationally diverse talent, building a strong talent pool for future business expansion.

VIII. ESG Governance

(I) Board of Directors' Statement

The Board of Directors of the Bank placed great emphasis on sustainable development, advancing it from the top down through governance, strategies, and management, and continuously improving the governance mechanisms and management systems for sustainable development. The concept of sustainable development was deeply integrated into all aspects of the Bank's business operations.

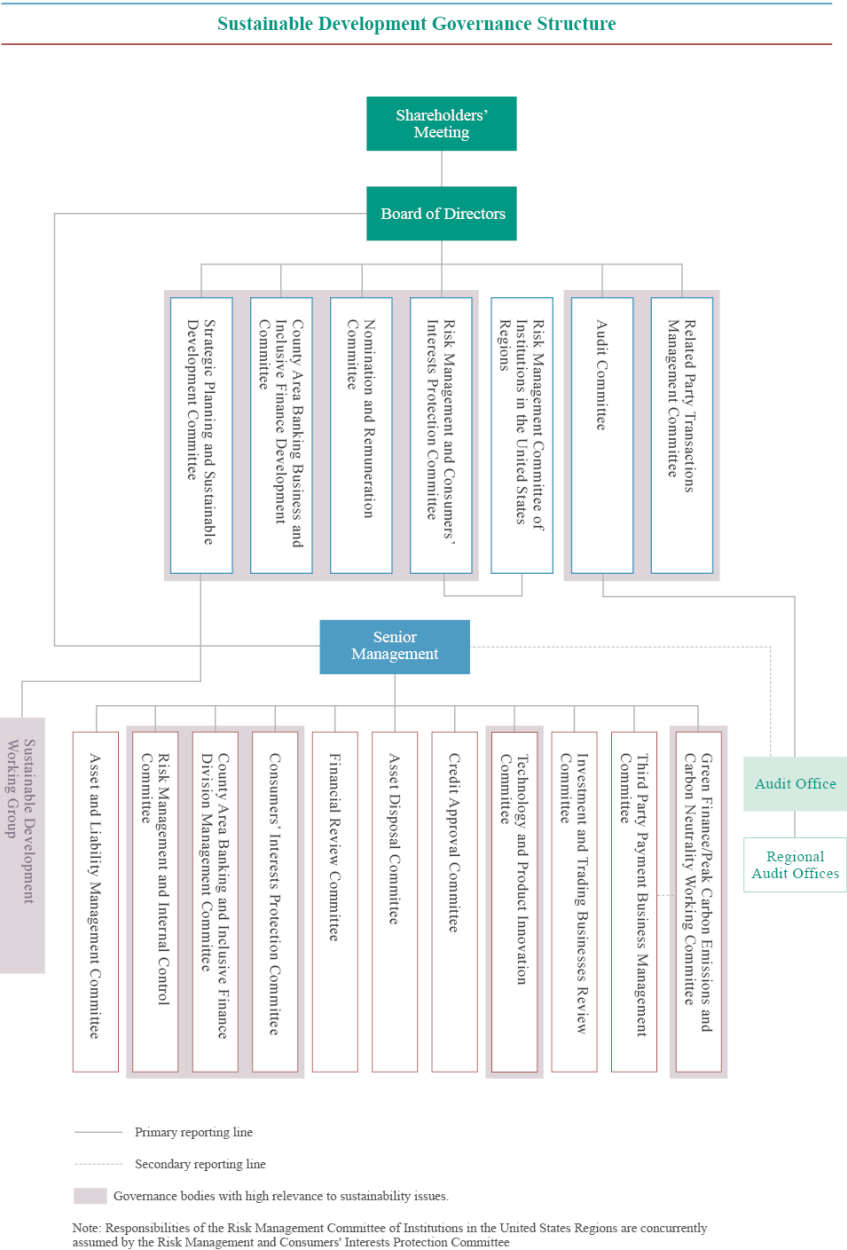
The Board fully leveraged its role in strategic planning and decision-making, expanding the consideration and report scope of sustainability issues progressively, and constantly strengthening its governance functions in identifying sustainability-related risks and opportunities. The Board defined strategic goals, key tasks, and management priorities for sustainable development, oversaw and evaluated the effectiveness of strategy implementation, and deliberated sustainability-related risk management policies, and sustainability-related information disclosure. We selected ESG experts and female directors, and provided training on sustainability-related duties to enhance the Board's capabilities, professionalism, and diversity in fulfilling its sustainable development-related responsibilities.

The Bank advanced and deepened the establishment of sustainable development management systems in a holistic approach. It defined overall objectives for sustainable development and developed short-, medium-, and long-term implementation paths for disclosure preparation, management enhancement, and value realization. The Board accessed the materiality of sustainability issues and promoted the deep integration of sustainable development concepts into management mechanisms. It aimed to continuously enhance the management quality and efficiency of environmental issues such as climate change tackling, social issues including rural revitalization, innovation-driven, employees, and consumer interests protection, as well as sustainable development governance issues such as anti-commercial bribery and anti-corruption. During the reporting period, the Board deliberated on proposals relating to the Bank's sustainability report, progress report on green finance/peak carbon emissions and carbon neutrality work, comprehensive risk management report (including environmental and climate-related financial risks), inclusive finance, consumer interests protection, internal control assessment, remuneration plans for directors and senior management, arrangements for external donations, and the 2024 annual report. The Board also listened to reports on data security and related party transactions.

(II) Governance Structure

The Bank continuously improved the top-down structure of sustainable development governance. The Board fully leveraged its role in strategic planning and decision-making, under which was established the Strategic Planning and Sustainable Development Committee, and special committees highly relevant to sustainability issues, including County Area

Banking Business and Inclusive Finance Development Committee, Nomination and Remuneration Committee, Risk Management and Consumers’ Interests Protection Committee, Audit Committee and Related Party Transactions Management Committee. The Sustainable Development Working Group was established under the Board’s Strategic Planning and Sustainable Development Committee, with the Board Secretary serving as the Group Leader, to enhance support for the Board’s decision making in sustainable development governance. Senior Management undertook the management of key sustainable development issues to ensure the efficient implementation of decisions and objectives related to sustainable development.



● Board of Directors and Specialized Committees

Board of Directors

The Bank's Board of Directors is accountable to the Shareholders' Meeting. It is responsible for convening the Shareholders' Meeting and reporting its work to the Shareholders' Meeting; implementing the resolutions of the Shareholders' Meeting; deciding on our development strategies (including the rural and inclusive finance strategy, green finance strategy and digitalization strategy), the business plans and investment plans; deciding the Bank's capital plan and assuming ultimate responsibility for capital or solvency management; formulating our annual financial budgets and final financial accounts, proposals on profit distribution plans and the loss appropriation plans, proposals on the increase or decrease of registered capital and financial restructuring; formulating the capital replenishment plans of the Bank including the issue and listing of corporate bonds and other negotiable securities; formulating proposal on major acquisitions and purchase of the Bank's shares; formulating proposal on the merger, division, dissolution or change of the corporate form of the Bank; deciding our basic management system and policies and supervising the implementation of the basic management system and policies; considering and approving the general risk management report and the plan on allocation of risk-based capital of the Bank, deciding the Bank's risk tolerance and evaluating the effectiveness of our risk management; formulating the Articles of Association, the rules of procedures for the Shareholders' Meeting and the rules of procedures for the Board of Directors, considering and approving the rules of procedures of the special committees of the Board of Directors, deciding the relevant corporate governance system; appointing or dismissing the President and the Secretary to the Board of Directors of the Bank; appointing and dismissing the Vice President and other senior management members (excluding the Secretary to the Board of Directors) according to the nomination by the President; and overseeing the Bank's information disclosure.

In 2025, the Board held 11 board meetings in total, and deliberated on proposals relating to the Bank's sustainability report, progress report on green finance/peak carbon emissions and carbon neutrality work, comprehensive risk management report (including environmental and climate-related financial risks), inclusive finance, consumer interests protection, internal control assessment, remuneration plans for directors and senior management, arrangements for external donations, and the 2024 annual report. The Board also received reports on data security and related-party transactions.

Special committee	Main responsibilities	Proposals considered or reports listened to related to sustainable development during the reporting period
Strategic Planning and Sustainable Development Committee	Considering our overall and specific plans for strategic development, the operation, investment and financing plans of the Bank, etc.; considering matters regarding material mergers and acquisitions, major external investments, material asset acquisitions, and the establishment and adjustment of institutions, etc.; considering the sustainable development strategies and objectives of the Bank and regularly evaluating the implementation of the sustainable development strategies; considering the report related to sustainable development, evaluating the development of green finance of the Bank; considering the development plans and objectives of the Bank's technology finance and digital finance business, etc. and making suggestions to the Board of Directors on the foregoing matters.	Held seven meetings in total, and considered proposals relating to sustainable development, and green finance/peak carbon emissions and carbon neutrality work, among others.
County Area Banking Business and Inclusive Finance Development Committee	Considering the strategic development plan of County Area Banking Business, the policy and basic management systems of County Area Banking Business, the risk and strategy plan for County Area Banking Business, the operation plan for County Area Banking Business, the development plans and objectives	Held one meeting, considered the proposal relating to inclusive finance, and listened to a report on county area banking business.

	of the Bank's pension finance business, as well as monitoring the implementation of strategic development plan, policy and basic management systems of County Area Banking Business, etc., and making suggestions to the Board of Directors on the foregoing matters; making and deciding the business development plan of Inclusive Finance and considering the policy, basic management systems, annual operation plan and risk and strategy plan of Inclusive Finance of the Bank, etc.	
Nomination and Remuneration Committee	Formulating the standards and considering procedures for the election of relevant Directors, chairman and members of relevant committees of the Board of Directors and senior management members, and submitting the same to the Board of Directors for approval; preliminarily reviewing and approving the eligibility of the candidates for relevant Directors, President, Secretary to the Board of Directors, and Vice Presidents and other senior management members nominated by the President, and providing advice to the Board of Directors; providing advice on candidates for relevant Directors and President to the Board of Directors; providing advice on the removal of relevant Directors and the dismissal of senior management to the Board of Directors; based on the performance assessment of directors and senior management members, providing suggestions	Held seven meetings in total, and considered proposals relating to the nomination of independent director candidates, performance assessment of the chairman of the Board of Directors, President and other persons in charge, and remuneration standards for senior management.

	on the remuneration allocation plans based on performance evaluations of directors and senior management members, and submitting to the Board of Directors for consideration, etc.	
Audit Committee	Inspecting the Bank's finances, considering significant financial and accounting policies of the Bank and their implementation, and supervising the financial operation of the Bank; supervising the conduct of Directors and senior management in performing their duties; considering our internal control management system and overseeing effective implementation and self-assessment of the Bank's internal control; considering our audit management basic systems and regulations, the medium- and long-term audit plans, annual work plan, etc., and making suggestions to the Board of Directors, etc.	Held six meetings in total, considered proposals relating to the 2024 annual report and its abstract, and listened to the report on external audit results.
Risk Management and Consumers' Interests Protection Committee	Considering our risk management strategic plan, risk appetite and major risk management policies, basic compliance management systems, and strategies, policies and objectives of consumers' rights and interests protection, etc., and making suggestions to the Board of Directors; considering overall risk management reports and proposals on the allocation plan of risk-based capital and submit the same to the Board of Directors for approval; promoting the building of a case risk prevention and control management system and	Held six meetings in total, considered proposals relating to comprehensive risk management (including environmental and climate-related financial risks) and consumer interests protection, and listened to the report on information technology risk.

	institutional mechanisms, considering relevant reports such as the annual assessment of case risk prevention and control, and making suggestions to the Board of Directors; urging the implementation of case risk prevention and control work; holding meetings regularly on consumers' rights and interests protection to review the work reports of senior management and consumers' rights and interests protection department, etc.	
Related Party Transactions Management Committee	Considering basic management systems for related party transactions, as well as overseeing their implementation and providing advice to the Board of Directors; conducting preliminary review on related party transactions to be approved by the Board of Directors or Shareholders' Meeting, and proposing to the Board of Directors or Shareholders' Meeting via the Board of Directors for approval; considering and approving related party transactions and other matters thereof to the extent of authorization by the Board of Directors, and maintaining records of related party transaction, etc.	Held two meetings in total, considered proposals relating to related party transactions, and listened to report on the management of related party transactions.

● Senior Management

The Bank continuously refines its sustainable development management system, focusing on key issues and ensuring accountability among all parties involved. Under the Senior Management, the Green Finance/Peak Carbon Emissions and Carbon Neutrality Working Committee, the County Area Banking and Inclusive Finance Division Management Committee, the Consumers' Interests Protection Committee, the Risk Management and Internal Control Committee, and the Technology and Production Innovation Committee are established. These specialized committees are responsible for tasks related to green finance, rural and inclusive finance business, consumer interests protection, comprehensive risk management, technology and product innovation, and other sustainability-related work. During the reporting period, the senior management reviewed proposals and received reports related to sustainable development. For details, please refer to the "Governance" section under relevant issues.

● Executive Level

Sustainable Development Working Group (SDWG) was established under the Strategic Planning and Sustainable Development Committee of the Board of Directors (SPSDC), led by the Board Secretary with 25 departments from Head Office serving as members, to enhance support for decisions made by those charged with sustainability governance and improve the efficiency in advancing sustainable development initiatives across all business lines within the Bank. During the reporting period, the SDWG held three meetings to review the 2024 Sustainability Report and received reports on external regulatory policies, ratings, etc. The Board Office set up the Sustainable Development Division to undertake the functions of the office for the SDWG, responsible for reporting to the Board and SPSDC, taking the lead in promoting the Bank's overall sustainable development (ESG) efforts, outlining overall goals and implementation paths for sustainable development, and continuously advancing the construction of the sustainability management and disclosure system.

(III) Performance Capabilities of Governance Level

● Diversity

The Bank formulated a nomination policy for the Board of Directors and a diversity policy for board members, outlining its stance on board member diversity and the ongoing measures taken to achieve it. The Bank viewed board member diversity as a key factor in attaining its strategic goals, maintaining competitive advantages, and achieving sustainable development. When composing the board membership, the Bank considered diversity in various aspects, including capabilities, skills, industry experience, cultural and educational backgrounds, gender, age, and other factors. As of the date the Board reviewed this report, the Bank's Board of Directors consisted of 15 directors, including four executive directors, five non-executive directors, and six independent directors.

● Specialization

The Bank's Board of Directors is comprised of professionals from various fields such as finance, economics, accounting, risk management, corporate governance and sustainable development, effectively enhancing the Board's decision-making capabilities and strategic management. Board members have relevant working experience in risk management, green finance, and ESG matters.

Mr. WANG Changyun has long been dedicated to research on corporate governance, financial risks, ESG, and other fields. He currently serves as a professor in finance at the School of Finance, a supervisor for Ph.D. candidates, the director of the Institute of International M&A and Investment, and the deputy director of ESG Research Center at Renmin University of China. He is a special auditor with the National Audit Office of the People's Republic of China, participating in a number of national financial audit projects to prevent and mitigate financial risks. Mr. WANG previously served as an independent director of Bank of China Limited and other listed companies. He now concurrently serves as an independent director of the listed companies China Cinda Asset Management Co., Ltd., and Shenwan Hongyuan Securities Co., Ltd., a vice president of China Investment Specialty Construction Association, an executive director of China Investment Association, and a director of China Finance Association.

Mr. JU Jiandong boasts academic and professional experience in international finance, green finance, and green transition. He is a Unigroup Chair Professor at PBC School of Finance in Tsinghua University, Chairman of China Trade Research Group (CTRG), Director of Center for International Finance and Economic Research (CIFER) and Center for Green Finance Research (CGFR), National Institute of Financial Research, Tsinghua University. He has been dedicated to academic and policy research on green finance and sustainable finance. He was previously a professor of economics (with tenure) at the University of Oklahoma, a consultant for World Bank, a resident scholar in International Monetary Fund, and an external supervisor of Bank of Communications Co., Ltd.

Ms. ZHUANG Yumin has extensive academic and professional experience in financial economics and risk management. She currently serves as the Dean and a professor of the School of Finance at Renmin University of China. She is also a deputy to the 14th National People's Congress and a member of the Finance and Economy Committee. She participated in several national expert seminars on preventing and resolving financial risks. She previously served as an independent director of Soochow Securities and Suzhou Trust Co., Ltd., and as an external supervisor of China CITIC Bank Corporation Limited.

Mr. ZHANG Qi (张琦) possesses outstanding professional expertise and practical experience in the fields of rural revitalization, inclusive finance, and ecological economy and green development. He currently serves as the Director of the China Institute for Poverty Reduction and the Center for Rural Revitalization and Development at Beijing Normal University, and

holds the title of Second-level Professor. He also serves as an expert on education-based poverty alleviation and rural revitalization under the Ministry of Education, a member of the Professional Committee on Rural Housing and Village Construction under the Ministry of Housing and Urban-Rural Development, and a consulting expert for the National Forestry and Grassland Administration. He has long been engaged in policy research and practical guidance in the fields of national rural revitalization and poverty alleviation, and has been deeply involved in efforts related to improving people's livelihoods, ecological conservation, and green development. He previously served as a member of the Expert Advisory Committee of the former State Council Leading Group for Poverty Alleviation and Development.

Ms. WONG Pui Sze Priscilla has a rich legal professional background and diverse experience in oversight and governance. She has been awarded the Silver Bauhinia Star by the Hong Kong Special Administrative Region Government and holds the title of Justice of the Peace. She is qualified as a Hong Kong barrister and a litigation and transactional solicitor in Singapore. She previously served as the Chairman of the University Council of the University of Hong Kong. Now, she concurrently serves as a member of the Shanghai Committee of the Chinese People's Political Consultative Conference, Chairman of the Minimum Wage Commission of Hong Kong, Chairman of the Governance Committee of Prince of Wales Hospital under the Hospital Authority, Chairman of the Independent Police Complaints Council, a mediator at the Centre for Effective Dispute Resolution, an arbitrator at the China International Economic and Trade Arbitration Commission, and an independent non-executive director of SINOPEC Kantons Holdings Limited.

● **Capacity Building**

The Bank continuously enhanced the professional competence of its those charged with governance in sustainable development. Directors regularly participated in various online and offline training programs tailored for their roles to gain a profound understanding of national strategic orientations, future economic and industry development trends, thereby effectively elevating the governance capabilities of the Board. During the reporting period, the Bank organized training sessions on corporate governance capacity building. These sessions focused on in-depth study and implementation of the spirit of the Third Plenary Session of the 20th CPC Central Committee, the Central Economic Work Conference, and the Central Financial Work Conference. Topics also included the macroeconomic situation, the "Five Priorities" of finance, financial risks, regulatory policies and corporate compliance management, as well as international best practices in sustainable development and sustainability governance by leading financial institutions. The training aimed to enhance the capacity to perform duties of the Board members. The Board members participated in specialized training sessions on the *Anti-Money Laundering Law of the People's Republic of China*, market capitalization management, and other related topics. This further enhanced their understanding of how sustainability concepts can be integrated into financial management and operations, and reinforced their competence in fulfilling their duties and their commitment to responsibility.

(IV) Reporting, Oversight and Evaluation Mechanisms

● Reporting Mechanism

The Bank established an internal reporting mechanism for sustainability information. The Board of Directors annually reviewed the progress of sustainable development-related goals, oversaw the implementation of strategies, periodically considered the sustainability reports, and irregularly listened to reports on the impacts, risks, and opportunities associated with sustainability. For detailed information about the internal reporting mechanism for issues of double materiality, please refer to the respective chapters.

● Oversight Mechanism

The Bank established an oversight and management mechanism related to sustainable development, defining in its Articles of Association the ESG governance responsibilities of the Board of Directors and its relevant specialized committees. The Board of Directors and its specialized committees oversee the Bank's overall progress in sustainable development by considering or listening to proposals or reports on the setting of sustainable development goals, the progress of strategy implementation and goal attainment, comprehensive risk management, internal control, internal audit, the sustainability reports, and other relevant matters.

● Evaluation Mechanism

Pay linked to sustainability

The Bank incorporated sustainability indicators such as green loans, rural revitalization loans, and inclusive finance loans into the performance evaluation system for senior management. It linked remuneration resources to performance evaluation results, and improved corporate governance and incentive-constraint mechanisms. This effectively leveraged remuneration as an incentive and constraint to promote sustainable development.

Say on pay policy

The Bank established clear regulations regarding the remuneration policies for directors and senior management members, and continuously improved the performance evaluation system and the incentive and restraint mechanisms for directors and senior management members. The Shareholders' Meeting exercised its legal authority to decide on matters related to directors' remuneration, reviewed and approved the remuneration levels of directors, and fully safeguarded shareholders' decision-making rights regarding the distribution of directors' remuneration. The Board of Directors reviewed and approved the remuneration levels of senior management members. The remuneration of the Chairman, President, and other senior executives was implemented in accordance with relevant state policies on the reform of remuneration for executives of central enterprises. Their remuneration structure consists of a base annual salary, performance-based remuneration, and term-linked incentive income that is

tied to performance evaluations over their tenure.

Remuneration clawback mechanism

The Bank established a mechanism for payment deferral and clawback of performance-based remuneration. In cases where senior management members or personnel in key positions engage in activities that violate laws, regulations, or internal disciplinary rules, or where risks within their scope of responsibility are abnormally exposed, the Bank will, depending on the severity of the situation, deduct, reclaim, or suspend the payment of performance-based remuneration, or defer the remuneration, for the corresponding period. By establishing an incentive and restraint mechanism for remuneration distribution, the Bank balanced the relationship between short-term gains and long-term outcomes, as well as returns and risks, ensuring that remuneration incentives are aligned with risk-adjusted performance.

(V) External Engagement Activities

The Bank attached great importance to external communication and international cooperation in the field of sustainable development. We actively engaged in global sustainable finance governance frameworks and continuously expanded dialogue and collaboration with regulators, industry associations, rating agencies, leading financial institutions, and international organizations, in order to promote the dissemination of sustainable development concepts and innovation in practices.

We took part in international organizations and multilateral platforms to enhance our global influence. We were invited to attend the Fourth International Conference on Financing for Development (FFD4) and the International Business Forum (IBF). We participated in the Fourth China-UK Financial Services Summit and the Asia Financial Cooperation Association's Forum on Finance Bolstering Production Capacity Cooperation in the New Energy Industry, and other multilateral exchange events. We joined the Sustainable Finance Working Group of the Institute of International Finance (IIF) and the China-UK Transition Finance Working Group.

We also engaged in diverse collaborative exchanges to promote industry consensus. During the reporting period, we participated in the ESG Lecture Hall program titled Financial Vitality Supporting High-Quality and Sustainable Development, hosted by the Division of Finance and Economics under China Media Group. We engaged in in-depth dialogue with experts and scholars from institutions such as the Chinese Academy of Sciences and China Energy Conservation and Environmental Protection Group. We attended the 2025 Sustainability Global Leaders Conference and delivered a keynote speech. We participated in the 11th China Enterprise Lecture Hall hosted by the China Enterprise Reform and Development Society, themed "ESG as a New Driving Force: Reshaping the Engine for Corporate Value Growth", and delivered a thematic speech. We actively participated in seminars and dialogues organized by the Ministry of Finance, the People's Bank of China, the National Financial Regulatory Administration, the Shanghai Stock Exchange, and the International Sustainability Standards

Board (ISSB). We also maintained close communication with market institutions.

For more details on the governance over issues of double materiality, please refer to the “Governance” chapters under issues such as climate change tackling, rural revitalization, inclusive finance, innovation-driven, consumer interests protection (safety and quality of products and services), data security and customer privacy protection, and employees.



ENVIRONMENTAL ISSUES

- Climate Change Tackling
- Pollutant Discharge
- Waste Disposal
- Ecosystem and Biodiversity Protection
- Environmental Compliance Management
- Energy Usage
- Usage of Water Resources
- Circular Economy



IX. Environmental Issues

(I) Climate Change Tackling

Focusing on the national peak carbon emissions and carbon neutrality goals, we comprehensively advanced the implementation of plans including the Bank's *Green Finance Development Plan (2021-2025)* and the plan for the high-quality development of green finance, and integrated the concept of sustainable development into every aspect and stage of our operation and management. During the reporting period, we revised the *Peak Carbon Emissions and Carbon Neutrality Work Plan of Agricultural Bank of China*, and optimized our energy conservation and carbon reduction targets and the path to achieving these targets. We issued annual key work points for green finance/peak carbon emissions and carbon neutrality, and specified annual development goals and detailed measures. We continued to improve the management systems and mechanisms, accelerated innovation in service models, built up our green bank brand image, and fully supported the Beautiful China initiative.

1. Governance

1.1 Climate-Related Governance Bodies

We integrated climate-related strategic goals into our corporate governance structure so as to provide organizational guarantee for coordinated efforts to promote the development of green finance and the realization of our peak carbon emissions and carbon neutrality goals.

Board of Directors Decision-making level	The Board of Directors decides on the Bank's development strategies (including the rural and inclusive finance strategy, the green finance strategy, and the digitalization strategy), considers and approves the comprehensive risk management reports (including environmental and climate-related financial risks). In 2025, the Board of Directors considered or listened to reports on the green finance/peak carbon emissions and carbon neutrality work, the comprehensive management of risks (including environmental and climate-related financial risks), and the implementation of stress tests (including climate-related stress tests), among other things. The Strategic Planning and Sustainable Development Committee and Risk Management and Consumers' Interests Protection Committee are established under the Board of Directors. For details, please refer to the section "ESG Governance – Governance Structure – Board of Directors and Specialized Committees".
Senior Management	In accordance with the resolutions adopted by the Board of Directors and its specialized committees, the Senior Management is responsible for advancing the peak carbon emissions and carbon neutrality work,

Management level	coordinating the management of climate-related risks and green finance, formulating and implementing the risk management strategies and risk preferences, and continuously improving the management of green finance. The Senior Management has set up a Green Finance/Peak Carbon Emissions and Carbon Neutrality Working Committee, with President of the Bank serving as its Chairman. The Green Finance/Peak Carbon Emissions and Carbon Neutrality Working Committee is the deliberation, coordination and decision-making body for our green finance/peak carbon emissions and carbon neutrality work, responsible for planning the Bank's green finance/peak carbon emissions and carbon neutrality work as a whole, coordinating and implementing strategic decisions and overall deployment of the Board of Directors on the said work, reviewing major policy measures and annual work reports on the same, and deploying key tasks of the green finance work. In 2025, the Green Finance/Peak Carbon Emissions and Carbon Neutrality Working Committee considered the proposals including the Bank's <i>2024 Green Finance/Peak Carbon Emissions and Carbon Neutrality Work Report</i>, <i>2024 Green Finance Development (Environmental Information Disclosure) Report</i>, and <i>2025 Green Finance/Peak Carbon Emissions and Carbon Neutrality Work Points</i>, established key tasks, and promoted the development of green finance. The Senior Management has set up a Risk Management and Internal Control Committee, with President of the Bank serving as its Chairman. The Risk Management and Internal Control Committee is the consideration and decision-making body for the risk management of the Bank, responsible for coordinating the risk management and compliance management work, studying and considering the basic systems, programs and plans, major policies, important procedures, work plans and other important matters on risk management, and supervising the implementation of the foregoing. In 2025, the Risk Management and Internal Control Committee held 5 meetings, considered 13 proposals, and listened to 3 reports.
Relevant Departments of the Head Office Executive level	We continue to improve the long-term mechanism for green finance development. Specifically, we set up an Office for the Green Finance/Peak Carbon Emissions and Carbon Neutrality Working Committee, identify member departments of the committee, and continuously enhance the cooperation between the Head Office and branches as well as collaboration between departments, with a view to jointly promoting the high-quality development of green finance.

	The departments implemented the working mechanism of the Risk Management and Internal Control Committee set up by the Senior Management, organized regular meetings, submitted for consideration of the Group’s risk appetite and comprehensive risk management strategy, listened to the comprehensive risk management reports, and oversaw the implementation of the resolutions of the meetings.
--	--

1.2 Expertise and Skills of Climate-Related Governance Bodies (Personnel)

The Board of Directors, Senior Management, and relevant departments of the Head Office have the expertise and skills required to monitor and implement strategies and systems related to climate-related risks, opportunities and impacts. Mr. JU Jiandong, Director of the Bank, boasts academic and professional experience in green finance and green transition. As a director of Center for Green Finance Research (CGFR) of Tsinghua University, he has been dedicated to academic and policy research on green finance and sustainable finance.

We attached great importance to enhancing the expertise and skills of climate-related governance bodies (personnel) through a combination of online and offline training sessions. During the reporting period, we provided training sessions on capacity building for corporate governance, covering the “Five Priorities” of finance (including green finance), sustainable development practices of internationally advanced financial institutions, and sustainable development governance. We convened the plenary meeting of Green Finance/Peak Carbon Emissions and Carbon Neutrality Working Committee, at which we reviewed key issues of green finance covering an analysis of green development trends, and prevention and control measures for green transition risks, etc., and enhanced the understanding of the green development among Senior Management.

1.3 Mechanisms for Information Access by Climate-Related Governance Bodies (Personnel)

The Green Finance/Peak Carbon Emissions and Carbon Neutrality Working Committee held regular meetings to coordinate and communicate the implementation status of green finance operations and peak carbon emissions/carbon neutrality initiatives. It reviewed and approved development plans, major policies and measures related to peak carbon emissions and carbon neutrality. The execution status and performance outcomes of the bank-wide green finance/peak carbon emissions and carbon neutrality development plans were periodically reported to the Board of Directors and Senior Management through Board meetings and Green Finance/Peak Carbon Emissions and Carbon Neutrality Working Committee meetings.

The Risk Management and Internal Control Committee under the Senior Management kept abreast of information including risk trends and control measures by holding regular meetings, establishing normalized information acquisition and decision-making mechanisms, considering the Group’s annual risk appetite and comprehensive risk management policies,

and listening to interim and annual comprehensive risk management reports.

1.4 Supervision over Climate-Related Governance Bodies (Personnel)

We included green finance/peak carbon emissions and carbon neutrality in the matters to be considered by the Board of Directors, and regularly evaluated the implementation of green finance development strategies. We implemented the *Green Finance Guidelines for Banking and Insurance Industries* issued by the National Financial Regulatory Administration (NFRA), incorporated the implementation of green finance policies into the internal control compliance check, regularly organized the implementation of internal audits, and took disciplinary actions in accordance with regulations for any violations identified during the audits. In 2025, our risk management audits prioritized the compliance management of green finance operations.

The Bank continued to incorporate sustainability-related metrics, such as green loans, into the performance evaluation system for senior executives, linking remuneration resources to performance evaluation results to enhance corporate governance as well as incentive and restraint mechanisms. This ensured that remuneration served as an incentive and restraint for promoting sustainable development. The assessment of green finance performance was linked to the performance evaluations of management-level staff of relevant departments at the Head Office, branches and sub-branches, with remuneration resources tied to performance evaluation results.

1.5 Climate-related Factors Incorporated into the Decision-making Process by Climate-Related Governance Bodies

We identified green finance as one of the three strategies during the 14th Five-Year Plan period, and established the organizational structure, policy system, business system, and risk control mechanism to meet the requirements of green development and climate change tackling.

2. Strategies

We identified climate-related risks, opportunities and impacts, formulated climate-related strategies and transition plans, and defined objectives and tasks. In practice, we implemented relevant work measures and made positive progress.

2.1 Climate-Related Risks and Opportunities

(1) Climate-Related Risks

The climate-related risks faced by the Bank include physical and transition risks.

Key risks	Risk factors	Key impacts	Time frames	Countermeasures
Credit risks	Physical risk: Extreme weather and other natural disasters may cause damage to clients' properties, assets, etc., and accelerate their depreciation, resulting in business interruption or collateral damage. Transition risk: In the background of addressing climate change and promoting the transition to low-carbon economy, policies on energy transformation and carbon emission reduction may be introduced or relevant standards may be improved, and high-carbon and other industries may experience cost increases, production reduction, and heightened operational uncertainties.	The credit risk may increase as some clients may face higher production and operation costs, and a decline in the value of collaterals. Failure to meet the requirements of national laws, regulations, or policies may trigger administrative penalties or legal proceedings, which will increase the credit risks.	Medium-to-long term	Actively build an asset structure with higher climate risk resilience, increase fund supply to green and low-carbon transition, and strengthen the management of investments and financing business in certain high-carbon industries. Continue to improve the ESG risk management system for the credit business, and strengthen the compliance investigation and review for areas such as environmental protection and production safety.
Market risks	Transition risk: Carbon emission reduction policies and market preferences may trigger price fluctuations in energy and industrial	Consumers may reduce the consumption of high-carbon or non-environment-friendly	Medium-to-long term	Continuously monitor policy changes and properly assess their market impact. Research and develop low-carbon and

	commodities, revaluation of corporate bonds and stocks, and shifts in consumer preferences.	products, and investors may cut investments in corresponding sectors, leading to deterioration of operation. The value of assets held by the Bank, such as bonds and equities, in high-carbon industries may decline.		environment-friendly products and services in a timely manner to meet customer needs. Optimize the asset structure and explore the development of climate risk hedging tools and products.
Liquidity risks	Physical risk: Extreme weather and other natural disasters may lead to operational difficulties for clients, increased default risk, and decrease in deposits, which subsequently impact the Bank's liquidity position.	The Bank's liquidity risks increase due to negative impact on the stability of its funding sources.	Short term Medium-to-long term	Closely monitor and assess the impact of climate-related risks on the operation of the clients and the Bank; and optimize the liquidity management in a timely manner.
Operational risks	Physical risk: Natural disasters or extreme weather may damage or interrupt the operation of building facilities such as bank outlets and data centers, resulting in asset losses. Transition risk: The policies and regulations enacted to deal with climate	The business operation of the Bank may be disrupted.	Short term	Ensure that the infrastructure of outlets complies with national standards for climate resilience; promote the construction of multiple data centers to ensure the continuity of the operation of data centers; and put business on the line and strengthen the

	change may modify the norms governing the business operation of the Bank.			building of the capacity to handle business online.
Reputational risks	Physical risk: The Bank fails to provide enough support to clients affected by climate disasters; natural disasters may cause outlet service disruptions, affecting customer transactions. Transition risk: Stakeholders may have negative opinions on the operation and management of the Bank which holds an excessive amount of high-carbon assets, and issues loans to high-carbon enterprises in violation of regulations.	Negative views may be formed on the part of the public, media and regulatory agencies, adversely affecting investor relations, customer relations, brand value, etc., which may result in greater operational risks.	Short term Medium-to-long term	Regularly check potential reputational risks, proactively accept public supervision, continue to improve services; and enhance the disclosure of climate-related information.
Legal risks	Transition risk: Environmental protection, pollution prevention and control, energy conservation, and other laws and regulations may be introduced and strictly implemented.	Failure to follow up on the relevant laws and regulations of the country in a timely manner may result in legal proceedings or fines.	Medium-to-long term	Keep track of relevant laws and regulations, strengthen research and analysis, and effectively carry out risk prevention and control and internalization of external regulations; and organize relevant training on legal knowledge to improve the legal awareness of employees.

Note: Short term refers to the period within 1 year (included) after the end of this reporting period; medium term refers to the period from 1 to 5 years (included) after the end of this reporting period; long term refers to the period more than 5 years after the end of this reporting period.

(2) Climate-Related Opportunities

Guided by the peak carbon emissions and carbon neutrality goals, we implemented the new development concept, accelerated the transformation of our governance system, actively identified business development opportunities in the process of addressing climate change, vigorously developed green finance, optimized credit and investment structure, and drove innovation in products and service models, to provide financial support for the construction of China's ecological civilization and green high-quality development.

2.2 Impact of Climate-Related Risks and Opportunities on Business Model and Value Chain

The impacts of climate-related risks and opportunities on the Bank's business model mainly cover driving product and service innovation, optimizing the asset structure, strengthening risk management, guiding customer consumption, reinforcing social responsibility, enhancing brand image, etc. The impacts on the Bank's value chain mainly include selection of green suppliers, provision of comprehensive, innovative green or transition finance services to clients, and promotion of sustainable development of clients.

Impact of Climate-Related Risks and Opportunities on Business Model and Value Chain

Business model and value chain	Impacts
Business model	➤ The credit and investment structures are integrated to guide the flow of funds to such key fields as clean energy, energy conservation and environmental protection, and ecological conservation, to promote the green transition and sustainable development of the economy. ➤ Environmental and climate risk factors are incorporated into the business decision-making processes to push enterprises to strengthen environmental management, energy conservation and emission reduction, and reduce their negative impact on the environment. ➤ Green and low-carbon consumption scenarios are created to guide customers toward green consumption.
Value chain	➤ Environment-friendly products and services are prioritized in the procurement process, promoting the sustainable development of suppliers and indirectly reducing the environmental impact of the industrial chain. ➤ Green finance and transition related financial instruments are used to provide financial support to enterprises committed to green and low-carbon transition as well as green and low-carbon projects, and support the enterprises in low-carbon transition. ➤ Great efforts are made to cultivate and advocate a green culture, enhance the public's ideological consciousness and action awareness in ecological and environmental protection, and promote the deep-rooted concept of green development in people's hearts.

2.3 Impact of Climate-Related Risks and Opportunities on the Strategies and Decision-Making of the Bank

For details of the methods adopted by the Bank to formulate strategies and make major

decisions in response to climate-related risks and opportunities, such as strategic decision-making mechanisms and management measures, please refer to the section “Climate Change Tackling – Governance”. For the Bank’s plans to achieve climate-related strategic goals and the information on how we measure the progress of such plans, please see the section “Climate Change Tackling – Climate-Related Strategies and Transition Plans”.

2.4 Climate-Related Strategies and Transition Plans

We established the green finance strategy as one of the three major strategies during the 14th Five-Year Plan period, implemented the requirements set out in the *14th Five-Year Plan of Agricultural Bank of China* and the *Green Finance Development Plan of Agricultural Bank of China (2021-2025)*, and promoted the green transition of our operation and management in all respects.

(1) Basic Assumptions

On the one hand, guided by the concept of green development, China’s comprehensive policy system and market environment supporting green finance keep improving. An industrial structure, ways of production and life, and spatial layout that emphasize resource conservation and environmental protection are taking shape at an accelerated pace. Market opportunities are gradually increasing, with green financing needs emerging. On the other hand, peak carbon emissions and carbon neutrality will accelerate profound shift of traditional economic growth patterns, and drive bank asset portfolio restructuring and value re-evaluation. These challenge commercial banks’ business development, and risk prevention and control capabilities.

(2) Transition Plans and Progress

The Bank revised *Peak Carbon Emissions and Carbon Neutrality Work Plan of Agricultural Bank of China*. We developed the annual key work plan on green finance/peak carbon emissions and carbon neutrality, refined our annual development objectives and specific measures, implemented the green finance strategy, and promoted energy conservation and carbon reduction in our operation. We also actively supported energy transformation, industrial upgrading, ecological protection and restoration and green technological innovation, provided our own solutions for serving the Beautiful China initiative.

Feature: Responding to 2035 Nationally Determined Contributions

The Bank actively responded to China’s 2035 Nationally Determined Contributions (NDCs), focused on the Beautiful China initiative, deeply implemented the green finance strategy, and comprehensively advanced the implementation of plans including the *Bank’s Green Finance Development Plan (2021-2025)* and the plan for the high-quality development of green finance. We continued to improve management mechanisms, accelerated innovation in service models,

and coordinated development and security.

We refined the multi-tiered policy system, incorporated the green and low-carbon requirements into our annual credit policy guidelines, the credit policy guidance for agriculture, rural areas and rural residents, and the credit policy guidance for inclusive finance. Moreover, we clarified priority industries, regions and programs, expanded the coverage of green financial services, provided coordinated support for rural revitalization, and the green transformation of micro and small businesses and the real economy, encouraged the development of transition finance, and promoted the green transformation and upgrading of traditional industries.

We improved the mechanism for the pool of major green finance projects, and strengthened the marketing of major projects and the dynamic management of project pools. Focusing on key areas such as green upgrading of infrastructure and green and low-carbon energy transition, we increased the supply of credit funds.

We made steady progress in energy conservation and carbon reduction within our own operations, revised and issued the *Peak Carbon Emissions and Carbon Neutrality Work Plan of Agricultural Bank of China*, set clear energy conservation and emission reduction targets and defined management functions to actively and steadily promote energy conservation and carbon reduction of the Bank.

Performance of Agricultural Bank of China in supporting 2035 Nationally Determined Contributions

NDC policy actions	ABC's performance
Coordinated efforts in greenhouse gas (GHG) emissions control	
Promote the transition to green and low-carbon industries	As of the end of 2025, the balance of green loans was RMB5.93 trillion, and green bonds invested for our own account reached RMB157.8 billion.
Promote energy transformation in a steady and orderly manner	We enhanced financial services in the energy sector by focusing on national large-scale wind and photovoltaic power bases, as well as the key projects listed in the energy sector's 14th Five-Year Plan. We increased the credit support for the energy sector and actively promoted the development of a new power system. We improved the energy efficiency in our operation and advocated the use of clean energy.
Develop an overall plan to guide the green and	Focusing on overall rural revitalization, we clarified key areas for green financial support such as the integrated protection and

low-carbon transformation of urban and rural development	systematic treatment of mountain, water, forest, farmland, grassland and desert ecosystems, and actively guided the investment of green funds. We also advanced the “carbon neutrality” for the Bank’s buildings.
Build a green and low-carbon transportation system	As of the end of 2025, the balance of installment loans granted for new energy vehicles was RMB113.255 billion, representing an annual increase of RMB34.338 billion. We optimized the credit strategies, and actively supported the construction of urban rail transit projects to empower urban transition and development.
Actively control non-carbon dioxide GHG emissions	The air pollutants generated during the Bank’s operations are primarily attributable to vehicles used for business purposes. We established an approval and management mechanism for official vehicle use, implemented measures such as regular inspection and maintenance, and reduced the frequency of official travel, to lower air pollutant emissions.
Active adaptation to climate change	
Strengthen the synergy in reducing pollution and carbon emissions	We deeply implemented the green finance strategy, actively supporting energy transition, industrial upgrading, ecological conservation and restoration, and green technology innovation. We revised the <i>Peak Carbon Emissions and Carbon Neutrality Work Plan of Agricultural Bank of China</i> , optimizing emission reduction targets and implementation pathways. We implemented green outlet construction requirements and advanced energy conservation and carbon reduction across the outlets.
Enhance the carbon absorption capacity of ecosystems	Focusing on areas such as integrated protection and systematic treatment of mountain, water, forest, farmland, grassland and desert ecosystems, carbon emission reduction and sequestration in agriculture and rural areas, and ecological conservation, restoration and utilization, we strengthened the innovation of product and service models, optimized and promoted smart forestry scenarios. We explored financial service models to support forestry carbon sink and marine carbon sink projects.

Enhance the adaptive capacity of natural ecosystems	We increased support in key fields of ecological and environmental protection. We formulated credit policies for industries related to biodiversity protection such as crop seed, forestry and processing, and increased omni-chain support for green agriculture such as ecological planting, ecological breeding, under-forest economy, and modern seed industry. Moreover, we stepped up support for key projects within the pool of national ecological and environmental protection projects, supported the protection of natural forests and animal and plant resources, and served the construction and protective operation of nature reserves and national parks.
Enhance climate resilience of the economy, the society and key regions	Focusing on serving the “Yellow River Bend” conservation initiative, we formulated special policies to double our credit support for key areas such as ecological protection and optimized utilization of water resource.
Strengthened supporting system	
Improve GHG statistics and accounting frameworks	We conducted annual carbon inventory across the Bank to strengthen the management of carbon data, and disclosed carbon emission data.
Enhance technological support for climate change tackling	We established a carbon emission and energy consumption monitoring platform. For credit business, we promoted the establishment and improvement of client ESG evaluation function, and leveraged technological means to support ESG risk assessments for clients.
Increase financial support for climate initiatives	Refer to sections “Climate Change Tackling – Climate-Related Strategies and Transition Plans – Resource Guarantee”, and “Climate Change Tackling – Current and Expected Climate-Related Financial Effects”.
Encourage the participation of all employees	We updated the <i>Corporate Culture Manual</i> to strengthen the publicity of green concept, continuously foster a green culture, guide our employees to establish the awareness of ecological and environmental protection, and promote green culture and green concept to be kept in mind. We organized a series of public welfare activities such as sorting garbage, landscaping cities,

	saving water and electricity, using green means of mobility, and ecological protection, and strengthened the publicity of green-themed activities.	
--	--	--

● Investment and Financing

Green Loans

We incorporated the green and low-carbon requirements into our annual credit policy guidelines, the credit policy guidance for agriculture, rural areas and rural residents, and the credit policy guidance for inclusive finance. Moreover, we provided coordinated support for rural revitalization, and the green transformation of micro and small businesses and the real economy. We improved the mechanism for the pool of major green finance projects, developed a list of major green finance projects for the year 2025, and entered more than 800 new projects into the list. Focusing on key areas such as green upgrading of infrastructure and green and low-carbon energy transition, we increased the supply of funds. As of the end of 2025, the balance of green loans was RMB5.93 trillion, representing an increase of 18.7% from the end of 2024.

We promoted the integrated innovation of agriculture, rural areas and rural residents with green development, optimized the establishment of innovation bases for agriculture, rural areas and rural residents, and strengthened the innovation of product and service models in areas such as the integrated protection and systematic treatment of mountain, water, forest, farmland, grassland and desert ecosystems, carbon emission reduction and carbon sequestration in agriculture, and ecological rehabilitation of abandoned mines.

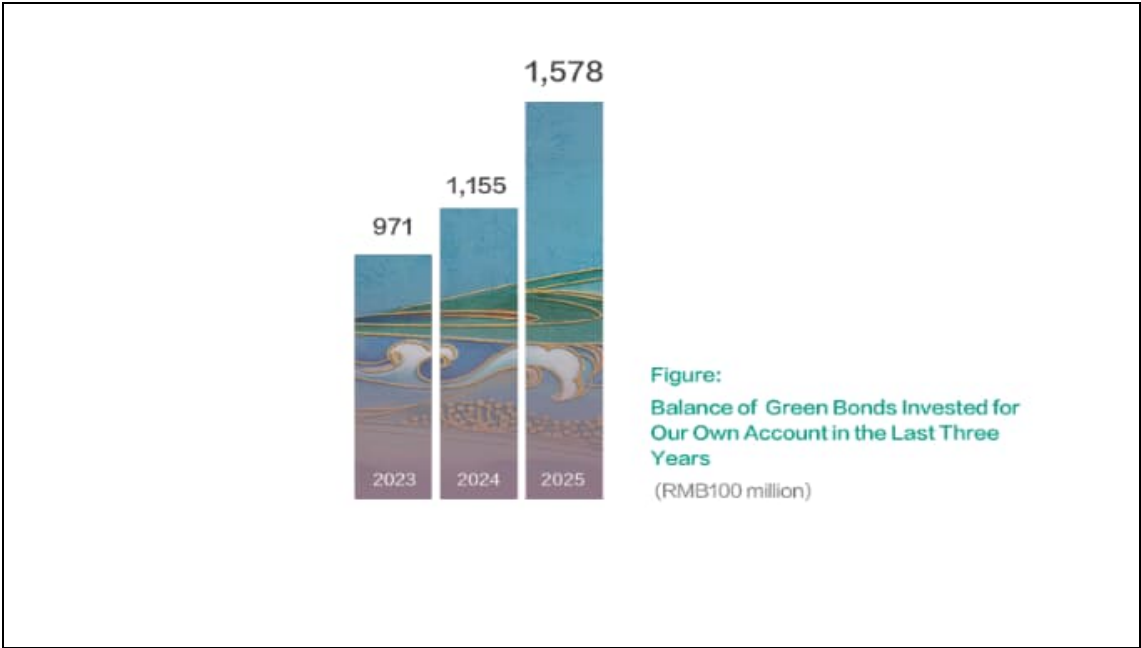
Green Bonds

Green bond issuance. In February 2025, we issued RMB60 billion green bonds, the largest single issuance of green bonds in China in record. The issuance size for three-year green bonds was RMB50 billion with an interest rate of 1.85%, and for five-year green bond was RMB10 billion with an interest rate of 1.88%. In August 2025, we issued RMB6 billion floating rate green bonds, with a term of 3 years and a coupon rate set at the 7-day reverse repo rate plus 40 basis points. It was the first floating-rate financial bond linked to the interest rate of the People's Bank of China's open market operations.

Green bond underwriting. We focused on green and low-carbon fields such as clean energy, green buildings, energy-saving and environmental protection, to underwrite green bonds, carbon-neutral bonds, transition bonds, and sustainability-linked bonds, among others. In 2025, we underwrote 90 tranches of green bonds (including carbon-neutral bonds), with an offering size of RMB274 billion and an underwriting size of RMB61.1 billion. We underwrote 1 sustainability-linked bond, with an underwriting size of RMB200 million. Our green bond underwriting ranked among the top in the market, and we received the award

“Outstanding Underwriter by ChinaBond Green Bond Index” during the reporting period.

Green bond investment. Focusing on green industries such as clean energy, green upgrading of infrastructure, energy conservation and environmental protection, we actively invested in green bonds. As of the end of 2025, the balance of green bond invested for our own account was RMB157.8 billion¹, an increase of 36.6%. Green bond investment ranked among the top in the market, and we received multiple recognitions during the reporting period, including “Outstanding Underwriter by ChinaBond Green Bond Index”, “Green Development Leading Institution” award from the Export-Import Bank of China and “Green and Low Carbon Financial Bond Award” from China’s National Development Bank. We also ranked second among the investors of green debt financing instrument for the year by the National Association of Financial Market Institutional Investors (NAFMII).



Green Investment

As of the end of 2025, the cumulative investment size of green equity investment by ABC Investment was RMB64.3 billion, an increase of 20.2% compared with the end of the previous year, accounting for 34.7% of total equity assets. ABC International continued to improve the quality and efficiency of green finance services. As of the end of 2025, the balance of green investments of ABC International exceeded HKD4 billion.

¹ The caliber has been adjusted in accordance with regulatory requirements to reflect the balance of bonds held within our proprietary investment portfolios that meet the requirements outlined in the *Notice on Matters Concerning the Issuance of Green Financial Bonds in the Interbank Bond Market* (People’s Bank of China Announcement [2015] No.39), the *China Green Bond Principles* (Green Bond Standards Committee Announcement [2022] No. 1), and whose proceeds are allocated to projects within the *Green Finance-Supported Projects Catalogue (2025)*.

Green Funds

We deepened the cooperation relationship with the National Green Development Fund to satisfy the demand for equity financing in the field of green development. As of the end of 2025, we paid in RMB4.8 billion in total for that purpose. By establishing Shanghai Power Investment Suihe Equity Investment Fund, Jiaying Suihe Zhejiang Investment Fund, Beijing Green Science and Technology Innovation Suihe Beigong Equity Investment Fund, and Suihe Zhirong Lvke (Shanghai) Private Equity Fund, ABC Investment focally invested in enterprises and projects related to green fields such as wind power, photovoltaic power, and other clean energy industries. As of the end of 2025, it invested RMB6.84 billion in those areas on a cumulative basis. ABC-CA continued to improve its capabilities of providing green finance services. As of the end of 2025, the green assets in publicly offered equity portfolios amounted to RMB6.87 billion, and the positions of green bonds amounted to RMB2.82 billion.

Green Leasing, Green Wealth Management

In 2025, ABC Financial Leasing invested RMB14.178 billion in green leasing projects, accounting for 58.94% of the total. As of the end of 2025, the Bank's balance of green leasing assets was 65.825 billion, accounting for 62.4% of the total. As of the end of 2025, ABC Wealth Management had an accumulated amount of 132 ESG-themed wealth management products in existence, with a total point-in-time size of RMB113.111 billion.

Green Consumption

We continued to promote environmental protection cards such as green credit card products. As of the end of 2025, we issued a total of 2.66 million cards. We promoted the use of electronic bills, with the coverage rate of credit card electronic bills reaching 97.62%. Furthermore, we continued to provide preferential prices for green travel, such as bus and subway, covering 41 large and medium-sized cities and all provincial capital cities, with a total of more than 4 million participants throughout the year. We promoted installment plans for new energy vehicles and enhanced relevant credit support to stimulate end-user demand and drive the transition to a green economy. As of the end of 2025, the balance of installment loans granted for new energy vehicles was RMB113.255 billion, representing an annual increase of RMB34.338 billion.

Carbon Financial Services

As the only state-owned commercial bank that has connected to the national carbon market, we continued to improve the functions of "ABC Carbon Service" system to provide comprehensive financial services to the national carbon market and key emitting entities included in the carbon market in a timely and efficient manner and to ensure the efficient and stable operation of the market.

● Operation

We implemented the *Peak Carbon Emissions and Carbon Neutrality Work Plan of Agricultural Bank of China*, and rolled out relevant measures to promote energy conservation and carbon reduction around key tasks, including building green outlets, advancing green energy use, building green logistics, promoting green offices, establishing green data centers, improving carbon management capabilities, deepening “carbon neutralization” of buildings, advocating green transportation, enhancing technology empowerment, implementing green procurement and creating green culture.

Promoting Green Offices

Promote green meeting. We promoted electronic meeting materials, double-sided printing requirements, and the mobile meeting system. We revised the *Administrative Measures of Agricultural Bank of China on Video Conference*, encouraging staff to make full use of video conference system and lessen in-person meetings. We strengthened the overall planning of meetings, with flexible communications and task delegation by means of work reminder, emails and telephone calls to minimize meetings. In principle, tasks already documented and issued will not be deployed through meetings. The intelligent meeting system enables end-to-end life-cycle management of online meetings, covering scheduling, execution, and minutes recording.

At the Head Office level, we strengthened print management and optimized equipment use, reducing color printing to approximately 1.07 million sheets for the year, representing a decrease of 35.5% compared to before the controls were implemented. We also established a full-process smart meeting system, cumulatively saving 11,417.8 thousand sheets of paper.

Enable whole-process digitalization of our business travel platform. We introduced electronic voucher accounting data standards, established mechanisms for automated reconciliation and invoicing, one-click consolidation for reporting, intelligent order completion, etc. These efforts enable lifecycle automated, standardized, transparent, and paperless management of travels, significantly reduce the cycles of employee advances, and contribute to reduction of costs and workloads, higher efficiency, and risk control. We also promoted the digitalization of archives in outlet construction project management system, further reducing paper consumption.

Enhance the digitization of official documents. We strengthened regular supervision and inspection, promoted the use of electronic signed approval, and encouraged the reduction of paper signed approval. Under normal circumstances, all non-confidential documents are required to be transmitted via email to minimize the number of paper documents. We also accelerated the development of a paperless office system, built and deployed disaster recovery architecture for the integrated office platform and document management system, further advancing system interoperability. We innovated intelligent office scenarios and created new AI-empowered models.

Building Green Outlets

We promoted the construction of green outlets and continued to implement the Guidelines of Agricultural Bank of China for the Construction of Green Outlets. During the reporting period, we incorporated more green development concept in our revised *Outlet Image Design for Agricultural Bank of China (2025 edition)*, with improvements in areas such as heating and air conditioning systems, lighting design, building material selection, and sound insulation, aiming to reduce energy consumption, pollution, and noise, while creating healthier and more comfortable working environments and client service spaces.

Advancing Green Energy Use

For details, please refer to the sections of “Pollutant Discharge”, “Waste Disposal”, “Energy Usage”, “Usage of Water Resources”, and “Circular Economy” under “Environmental Issues”.

Building Green Logistics

Accelerate the application of the “new materials, technologies and processes” in logistics. The Head Office held a professional forum on logistics to pool wisdom for the green operation and maintenance of the Head Office buildings. We worked to reduce carbon emissions in construction projects. In the waterproofing and repair project of the Head Office, carbon emissions were reduced by decreasing the area of waterproof tiles under the premise of ensuring functional performance. For details, please refer to the “Environmental Issues – Waste Disposal”.

Establishing Green Data Centers

We promoted the implementation of green energy solutions in data centers. By taking into account local climate conditions and the structural characteristics of the data centers, we enhanced energy efficiency by applying a range of green technologies, including indirect evaporative cooling, AI-powered cooling optimization, integrated power modules, natural cooling, photovoltaic power generation, and smart lighting. We also built a new generation of low-carbon data centers, and organized the testing and final acceptance of energy-saving technologies used in new data centers in Beijing, Inner Mongolia, and Shanghai, such as indirect evaporative cooling, magnetic levitation chillers, and natural cooling. It was proved that all energy consumption indicators meet design requirements, marking the successful implementation of green and energy-saving technologies.

Improving Carbon Management Capabilities

We consolidated the data basis for carbon emission trend analysis. In addition to continued group-wide carbon accounting for Scope 1 and Scope 2 emissions and municipal water use under Scope 3 emissions, we further included the purchased office paper and waste (including food waste and office waste) within Scope 3 into the accounting. We also engaged a third-

party professional institution to verify the energy data and carbon dioxide emissions, ensuring that the carbon dioxide emissions and relevant supporting documents are complete and reliable, and comply with the applicable local standards and accounting report guidelines.

Deepening “Carbon Neutralization” of Buildings

The Head Office advanced a series of measures, including energy-saving management optimization, technical renovation, gas to electricity transition, and green power trading. Professional emissions verification agencies were also engaged to conduct the accounting. In 2025, the replacement of natural gas with electricity at the south building pilot of the Head Office resulted in a reduction of 55 thousand cubic meters of natural gas consumption, equivalent to a reduction of 120 tons of carbon emissions. The use of green electricity further reduced emissions by 2,854 tons, while the retirement of VCU carbon credits offset an additional 1,525 tons of emissions associated with externally purchased heat. As a result, the south building of the Head Office achieved carbon neutrality, which has been verified and certified by an authoritative institution, and was awarded the “Carbon Neutrality” certification.

Advocating Green Transportation

The Head Office promoted green and low-carbon transportation, with new energy vehicles accounting for 33.4% of the newly purchased vehicles. In addition, we incorporated metrics such as fuel consumption control into the performance evaluation of outsourced driving services, pushing the outsourcing units to optimize the scheduling plans. In 2025, the fuel consumption reduced 4,066.12 liters on a year-on-year basis. The management system of “one vehicle, one card, one file” was implemented to achieve full-cycle low-carbon control. Experiences in green travel were shared and the “three priorities and one advocacy” initiatives were promoted. Thematic publicity campaigns were conducted to advocate green travel among employees. Branches carried out 1,650 themed activities on “Green Travel, Low-Carbon Lifestyle” based on local conditions for employees, with a total participation of 189 thousand person-times. We deployed green EV charging station scenario on our mobile banking app, and offered ongoing payment discount for EV charging throughout the year.

Enhancing Technology Empowerment

The Bank advanced the construction of “ABC Carbon Service” system. We strengthened the security defenses for fund transactions, and added new functions such as monitoring abnormal fund flows in accounts in China Carbon Emissions Registration and Clearing; and supported the development of green financial services and national carbon emission trading, providing solid and reliable financial services for the national carbon market. We optimized the system’s basic service capabilities, completed the architectural upgrade, and further enhanced customer experience.

We strengthened the development of the green loan management system, implemented the

requirements of People's Bank of China for adjusting green loan statistics, optimized the management function of green loan services, and improved the compliance management of green credit operations. We also explored the construction of a client ESG evaluation metrics system to further strengthen client ESG risk management.

We advanced the construction of a carbon emission and energy consumption monitoring platform. We pursued “visualized and data-driven management” in the construction, strengthened our capacity building in systematic carbon accounting, and completed interim launch of the carbon emissions and energy monitoring platform upgrade project. The upgraded platform supports seven additional types of energy consumption assessments, significantly broadening the scope of energy accounting, and enhanced functionalities including energy and carbon management, boundary management, and data analytics, which have improved the quality of data entry, and the speed and precision of carbon accounting.

Implementing Green Procurement

During the reporting period, the Head Office developed the *2025 Catalogue for Centralized Procurement of the Head Office of Agricultural Bank of China* to specify the green procurement concept. The Bank attended the relevant meetings organized by the State Administration for Market Regulation on “Green Product Certification and Labeling” and implemented the requirement of the Ministry of Finance to “prioritize the procurement of energy-saving and environmentally friendly products”. We also established green procurement requirements and promoted green evaluation criteria. For service procurement projects of data centers, we unprecedentedly applied review indicators for green implementation plans, guiding suppliers to implement national energy conservation and emission reduction requirements. In logistics service procurement, we incorporated energy-saving indicators into technical specifications. We explored the direct purchasing models to reduce carbon emissions in the procurement process. We also defined the models of energy-efficient equipment and standards of environment-friendly materials, and recommended Grade I energy-efficient equipment for household appliances. The implementation of green procurement and regular audits were included in the property service assessment system. For procurement projects on e-commerce platforms, we used online orders to replace traditional paper contracts.

All centralized procurement projects were migrated to the new generation of procurement platform ABC E-procurement Platform, saving more than 90% of paper archive materials and reducing 315 thousand sets of paper tender documents throughout the year. The platform's functions further covered the fulfillment processes and fully supported electronic invoices.

Internal training sessions were organized to encourage purchasing managers at grass-roots level to incorporate sustainability concept requirements into their work. Through external platforms such as the High-Quality Development Forum for Financial Procurement, we conducted peer exchanges, promoted standard research, and pooled strength to advance green procurement practices in the financial sector.

Creating Green Culture

We gave full play to the role of organizations, continued to promote green travel campaigns and energy conservation, low-carbon and healthy lifestyles, which helped raise employees' awareness of environmental and ecological protection, supporting the implementation of the Bank's green finance strategy. The Head Office advanced the greening programs in the surrounding areas and conducted the "Internet + national voluntary tree planting" activity to help regional ecological development.

(3) Responding to Green Initiatives

We continued to deepen win-win collaboration in the field of green finance. In practice, we joined the United Nations' Global Investors for Sustainable Development Alliance (GISDA), signed the *Belt and Road Green Investment Principles* and the *Principles for Responsible Banking* successively, and integrated the concept of sustainable development into our operations. We conducted self-assessment centered around the *Principles for Responsible Banking* evaluation framework, strengthened the management of green industries, and promoted the integration of relevant standards, such as the ones on technology, energy consumption, and environmental impact, in our industry-specific credit policies. We also actively supported the implementation of the United Nations Sustainable Development Goals and the *Paris Agreement*.

(4) Resource Guarantee

● Strengthening the guarantee of resources

We gradually increased various resource inputs to promote the development of green finance and ensure that the allocation of resources matched the needs of green finance operation and management. We also provided support for green loans in terms of economic capital measurement to secure our business development. For green finance business, we established a green channel for review and approval, and included relevant business of our key green finance clients and items of our major green finance project library in the scope of differentiated review and approval to raise the efficiency of our business approval. Moreover, we strengthened financial support and allocated special resources for green finance business.

● Strengthening cultivation and training of professionals

We continued to advance the development of a green finance talent pool, providing tiered and comprehensive specialized training for talents in the pool from institutions such as the Head Office and branches. We organized them to conduct research on topics related to the environment, climate, and other relevant fields, and continuously cultivated them into a high-quality green finance talent team through various means such as project practice, seminars, and exchanges. Besides, we offered 140 special training sessions on "green finance", benefiting over 6.6 thousand participants. On the "ABC E-Learning" platform, we also

launched selected online courses related to green finance, providing employees with high-quality learning resources. Using the “ABC Lecture Hall” as the platform, we invited internal and external experts to lecture on climate change response and green finance, so as to broaden our employees’ vision and inspire new ideas.

- **Research and exchange outcomes**

Based on national strategic deployments and focusing on the Bank’s business concerns, we produced multiple research outcomes addressing areas such as new energy bases, the blue economy, biodiversity, transition finance, the green bond market, carbon accounting for investment and financing, corporate ESG performance, and green bond issuance.

2.5 Current and Expected Climate-Related Financial Effects

2.5.1 Current Climate-Related Financial Effects

We assessed the impact of climate change on the Group’s profit and loss, taking into account factors such as expected credit loss, fair value, income and expenditure, estimated liabilities, and additional inputs and costs required to achieve climate-related objectives and commitments.

(1) In terms of expected credit losses

We considered the impact of climate change-related risks and opportunities in the process of measuring such loss for the current reporting period. In terms of the categorization of exposure, we added the climate risk consideration to reflect its impact on the credit risk exposure of our portfolios in a timely manner. At the same time, we integrated the ESG risk management into the entire credit business management process and regarded it as an important basis for the credit rating of our clients. Furthermore, we adjusted the stage of the management in a timely manner, and re-assessed the value of our collaterals regularly to reflect the impact of climate risk on our model parameters. On that basis, we reasonably accrued relevant impairment provisions according to the expected credit loss model.

(2) In terms of estimated liabilities

As of the end of the reporting period, the Bank had no pending litigations directly related to climate, environment, or environmental protection that would require the accrual of estimated liabilities.

(3) In terms of changes in fair value

Our assets measured at Level 3 fair value included investments in climate-affected enterprises. The impact of climate change was considered in the above-mentioned fair value assessment model. The affected assets mainly included non-listed equity formed by our debt-to-equity swaps, with a carrying value of approximately RMB1.75 billion as of the end of the

reporting period. During the reporting period, the impact of climate change on fair value was not significant.

(4) In terms of income and expenditure

We thoroughly implemented the new development concept, actively served major initiatives in green finance, and continued to enrich the supply of financial products in related areas. Overall, green finance services had a positive impact on our finance.

● In terms of supply of green financial products

Centered on the diversified needs of residents for green consumption finance scenarios, we continuously improved the quality and efficiency of our services. First, we increased support for green building mortgage business. We assisted consumers in purchasing green housing and consistently enhancing credit support for energy-efficient and green buildings, effectively promoting the development of green housing credit business. Second, we innovated in major green consumption scenarios. Focusing on the purchase, use and replacement of new energy vehicles, we continued to increase the consumer loans for NEVs through products such as Expedited Online Loans, Car Link Loans and Car E-Loans. Third, we collaborated with subsidiaries to strengthen green financial services. As of the end of 2025, the balance of green bond investments through wealth management products of ABC Wealth Management Co., Ltd. reached RMB5.4 billion. Overall, the deployment of green financial products played a positive role in driving the growth of the Bank's main business revenue.

● In terms of green investment

The Bank continuously optimized the mechanism and systems for green investment, further expanding the scope of investment form primarily focusing on green upgrading of infrastructure and the clean energy industry to gradually including new areas and client segments such as energy conservation and environmental protection, ecological environment, green supply chains, and green agriculture. We also deepened the development of professional investment teams in the green and low-carbon sectors, establishing specialized teams around three key sub-sectors: "hydro, thermal, and nuclear power", "wind, solar, and energy storage", and "new energy vehicles", to systematically monitor industry policies and development trends. During the reporting period, ABC Investment initiated 10 new projects in green sectors, with an investment amount of RMB10.8 billion. As of the end of the reporting period, ABC investment's outstanding investment in green projects reached RMB46.96 billion (using its own funds). Overall, investments in green projects contributed positively to the growth of the Bank's other non-interest income.

● In terms of green financing

In 2022, we issued RMB15 billion of green bonds in three-year fixed interest rate with a 2.40% coupon rate, which matured in October 2025, and RMB5 billion of green bonds in

five-year fixed interest rate with a 2.80% coupon rate. In 2025, we issued RMB50 billion of green bonds in three-year fixed interest rate with a coupon rate of 1.85%, RMB10 billion of green bonds in five-year fixed interest rate with a coupon rate of 1.88%, and RMB6 billion in three-year floating interest rate with a coupon rate of 7-day reverse repo rate +40BP. In general, the cost of green financing was lower than that of other related liabilities in the same period, which was beneficial to saving the interest expense of the Bank.

2.5.2 Expected Climate-Related Financial Effects

In terms of quantitative impact, as relevant financial effects cannot be individually identified, and there is high measurement uncertainty in estimating these effects, the resulting quantitative information cannot be readily used. Therefore, the Bank has not disclosed quantitative information on expected climate-related financial effects temporarily. In terms of qualitative impact, guided by the “Dual Carbon” goals, the Bank expects that the green finance business will generate positive financial effects on the Bank in short-, medium-, and long-term horizons.

3. Risks and Opportunities Management

3.1 ESG Risk Management System

We incorporated climate-related risk factors into the ESG risk management system to enhance the identification, assessment, management and process control of ESG risks and continuously improve the effectiveness of ESG risk management. Our ESG risk management covers credit (including corporate and project financing) and investment banking businesses.

Enhancing the management of client ESG risks. We identified, assessed, and controlled the ESG risks according to *Measures of Agricultural Bank of China for the Environmental, Social and Governance Risk Management of Credit Business*. We strengthened ESG risk control in the whole process of our credit business, and clarified the key points to be reviewed on various links such as due diligence, review, approval, and duration management. We also improved the delicacy management of ESG risks, actively guided and facilitated the credit business in support of green, low-carbon and circular economy, and enforced “one-vote veto” for non-eco-friendly clients and projects.

Implementing categorized management of for client ESG. Based on regulatory guidance and the level of potential ESG risks faced by clients, we categorized corporate clients into three classes according to their industry-specific characteristics or project-specific attributes. Specifically, Class A refers to clients whose construction, production, or operational activities may change the environment significantly and generate irreversible adverse environmental or social consequences. Class B refers to clients whose construction, production, or operational activities may generate adverse environmental or social consequences that can be easily eliminated through mitigation measures. Class C refers to clients whose construction, production, or operational activities do not generate obviously adverse environmental or

social consequences.

Integrating ESG risks into risk appetite. In terms of risk appetite, in 2025, the Board of Directors reviewed and approved the revised version of the *Group Risk Appetite Statement* and the *Comprehensive Risk Management Strategy*, contentiously improving requirements related to green finance as well as environmental and climate risks. We reviewed, updated, and progressively refined the articulation of the credit risk appetite for green finance business with the Group's overall risk appetite, formulated risk strategies, and clarified the risk management requirements for green finance business. This enabled better coordination between the development and security of green loan operations.

Building and refining the ESG risk management system. We strengthened the support of the credit management system and advanced the improvement of a digital and intelligent ESG risk management mechanism. Taking into account various factors such as data resources, regulatory guidance, and business needs, we established and continuously improved the functionality of client ESG risk management within our core credit business system, and developed an ESG evaluation model for corporate clients, with alerts issued on client ESG risk information during the investigation and review stages of credit business processing, to help improve the effectiveness of client ESG risk management by applying technologies to conduct client ESG risk assessments.

Improving the emergency plan system for operations. We defined the emergency management requirements for rainstorm, flood, typhoon and other natural disasters, and established sound material reserve, disaster prevention patrol and on-duty reporting mechanisms, to ensure the safety of our clients and employees and the continuity of our financial services.

3.2 Inclusion of ESG in Credit Policy

● Credit Policies Related to Agriculture

In an effort to implement the national requirements for promoting green development of agriculture and accelerating the reduction of agricultural inputs to increase efficiency, we fully implemented policy documents such as the *National Agricultural Green Development Plan for the 14th Five-Year Plan Period* and the *Implementation Plan for Agricultural and Rural Emission Reduction and Carbon Sequestration*, and formulated the *Credit Support Policy for Grain Industry*, the *Credit Policy for Crop Seed Industry*, the *Credit Policy for Pesticide Manufacturing Industry*, the *Credit Policy for Fertilizer Manufacturing Industry*, the *Credit Policy for Edible Vegetable Oil Processing Industry*, and other industry-specific policies, to reinforce green and eco-friendly policy guidance, with a focus on supporting agriculture businesses that are sustainable, efficient, and safety-compliant. We strengthened the identification and management of ecological and environmental risks for clients in agriculture-related industries, and rigorously implemented the “one-vote veto” policy for clients and projects without meeting ecological and environmental protection standards. We

specified prudent involvement in pesticide production projects in environmentally sensitive areas such as the Yangtze River Economic Belt, the Yellow River Basin, and key rivers and lakes. We prohibited involvement in projects involving outdated equipment and processes or enterprises with a significant proportion of highly toxic, high-risk products. For enterprises violating China's ecological and environmental protection policy, production safety policy, or failing to meet regulatory standards, we proactively mitigated single client risks and focused on screening existing clients. For enterprises whose production qualifications are jeopardized for failure to effectively manage pollutants, we exited in a timely manner.

● Credit Policies Related to Biodiversity

The Bank co-released the *Common Action Plan for Banking Sector to Support Biodiversity Conservation* at the China Corner side event of the 15th Conference of the Signatory Parties to the United Nations *Convention on Biological Diversity*. We developed the *Credit Policy for Crop Seed Industry*, the *Credit Policy for Forestry and Processing Industries*, and other credit policies related to biodiversity protection. In particular, we actively provided financial services for the integrated protection and systematic treatment of mountain, water, forest, farmland, grassland and desert ecosystems, and for major biodiversity protection projects. We kept a close eye on the environmental violation records and environmental protection supervision of enterprises. With respect to clients and projects that posed material ESG risks or failed to meet ecological and environmental protection requirements, we strictly enforced the "one-vote veto" policy. We explicitly required high attention to the impacts of environmental incidents such as emissions of air pollutants and formaldehyde emission out of limits on forestry processing enterprises. We enhanced investigations and reviews of clients' environmental protection facilities and project environmental impact assessments (EIAs). For clients providing products below industry standards, using outdated production processes or having inadequate equipment safeguards, we exited in a proactive and forward-looking manner.

● Credit Policies Related to Power Utilities

The Bank fully implemented policy documents including the *14th Five-Year Plan for a Modern Energy System*, the *14th Five-Year Plan for Renewable Energy Development*, and the *Notice on Achieving Full Coverage of Renewable Energy Green Electricity Certificates and Promoting Renewable Energy Electricity Consumption*, along with related regulatory requirements. We developed credit policies for power utilities, including the *Credit Policy for Thermal Power Industry*, the *Credit Policy for Hydropower Industry*, the *Credit Policy for Wind Power Industry*, the *Credit Policy for Solar Power Industry*, the *Credit Policy for Nuclear Power Industry*, and the *Credit Policy for Biomass Power Generation Industry*. In practice, we comprehensively managed the relationship between carbon reduction and energy security, highlighted such requirements as greenness, environmental protection, energy consumption and production safety, specified the requirements for pollution discharge permission and environmental protection in industry-specific credit policies, paid attention to key indicators for ESG risks, gave priority to clients and projects complying with ecological

protection requirements, and resolutely exited the projects explicitly banned or eliminated by the government. We explicitly required proactively exiting from thermal power enterprises that do not align with the direction of China's green and low-carbon transition and have no viable path to remediate; focusing on supporting clients and projects in hydropower bases which are included in national plans and meet ecological conservation requirements; paying attention to issue such as prevention from potential natural disasters arising from the construction of wind and solar power projects, and tracking environmental violation records of enterprises; rejecting credit support for nuclear power projects without implementing environmental protection requirements or other legal procedures; regularly tracking metrics such as technology upgrades and emissions of biomass energy generation enterprises, tracking the facts of client EIAs, energy consumption, water conservation, pollutant emission, and environmental violation records, and implementing the requirements for management of ESG risks.

● **Credit Policies Related to Oil, Gas and Mining**

This Bank fully implemented national policy documents such as the *Catalogue for the Guidance of Adjustment to Industrial Structure* and related regulatory requirements. We formulated relevant industry credit policies, such as the *Credit Policy for Coal Industry*, the *Credit Policy for Petrochemical Industry*, and the *Credit Policy for Mining and Dressing Industry of Metal Mines*. These policies defined the access standards for clients and projects, and required to strictly deny projects failing to meet the minimum requirements of the national industrial policies. Furthermore, we put forward relevant requirements for the management of ESG risks and attached great importance to the performance of enterprises in terms of energy efficiency, environmental protection, and production safety. We attached great importance to production safety of clients in the coal industry, and actively seized the opportunity to exit from those lacking robust safety monitoring systems and management framework, using inadequate safety equipment, implementing substandard production safety, and having no viable rectification path. We prioritized environmental protection, production safety, hazardous material management, and energy efficiency performance of chemical enterprises, and prohibited credit support for projects failing to meet environmental protection requirements or lacking required approvals for energy conservation and EIAs. We paid close attention to environmental protection and production safety of metal ore mining clients, and strictly prohibited from involvement in projects such as nature reserves, forest parks, drinking water source protection areas, periphery of important lakes, geological heritage conservation areas, and basic farmland conservation zones.

3.3 Incorporation of ESG in Due Diligence

We incorporated ESG risk management requirements into the entire credit business process. Meanwhile, ESG risk due diligence was conducted in bond investment and bond underwriting operations.

Credit Business

We attached great importance to the impacts of ESG risks on credit risks. As per the level of potential ESG risks faced by our clients, we divided them into different risk categories and implemented differentiated management measures for them based on the risk assessments. We incorporated the requirements for ESG risk management into the whole process of credit business management, clarified the key points of review for various links such as due diligence, review, approval, duration management, and implemented dynamic assessment and whole-process control requirements to improve the delicacy management of ESG risks.

● **Strengthening Policy Constraints**

The Bank closely monitored corporate compliance performance in areas such as environmental protection, workplace safety, and occupational disease prevention, and developed the *Measures of Agricultural Bank of China for the Environmental, Social and Governance Risk Management of Credit Business*, specifying that personnel responsible for credit investigation and review shall treat ESG risks as a key component of risk assessment, conduct ESG risk investigation and assessment, and provide opinions based on the ESG risk assessment. The Bank continued to optimize its credit rating policies, incorporating ESG risks as a factor in client credit ratings.

In 2025, the Bank issued the *Notice on Continuously Strengthening the Management of Clients with Environmental, Social, and Governance Risks*, to urge our business institutions to collect information on client ESG risks, fully utilize the system function of risk alerts, and strengthen client ESG risk management.

● **ESG Due Diligence Principles**

During the due diligence process, our business institutions actively enhanced communication with administrative authorities, regulatory bodies, and other relevant parties based on practical circumstances, proactively broadening channels for collecting ESG risk information. We verified clients' ESG performance from multiple perspectives and levels, fully considering factors such as their industry and geographical location to assess ESG risk exposure. For ESG intensive industries such as steel and coal, we strengthened investigation and review of compliance in terms of environmental protection, production safety, and occupational disease prevention, among other things.

The Bank implemented differentiated risk management measures for clients categorized under three ESG risk levels (A, B and C). For example, for Class A clients, we required enhanced monitoring through more frequent ESG risk inspections during the loan period. For clients in the higher ESG risk categories, we required them to submit ESG risk reports, enhance ESG risk management statement and commitments, and establish remedial provisions for ESG-related breaches.

● **Customer Access**

- The personnel responsible for credit business due diligence treated ESG risks as a key

component of the due diligence process, conducted client ESG risk investigation and assessment, and provided opinions on the ESG risk investigation.

- The personnel responsible for credit business review treated ESG risks as a key component of the review process, and provided opinions on the ESG risk review.
- We created and implemented ESG risk due diligence and review checklists, with a focus on the compliance, validity, and completeness of documents submitted by Class A and Class B clients and related procedures.
- We required clients to focus on related ESG risk points, and laid down effective dynamic control measures to facilitate the clients and projects to align with requirements of national industrial policies and technical and economic trends of industry development, and prioritized supporting clients and projects that demonstrated internationally and domestically advanced technical and economic standards.

● **Credit Review and Approval**

- We strengthened approval management by integrating the nature and severity of client ESG risks as key basis for credit approval, developing reasonable credit approval plans, and where appropriate, put forward restrictions and management requirements related to ESG risk management.
- We supported mitigation measures to reduce client ESG risks, including but not limited to: encouraging clients to cover environmental pollution liability insurance as much as possible, and establishing syndicated loan arrangements.

● **Duration Management**

- We refined contract terms to urge clients to strengthen ESG risk management.
- We enhanced loan disbursement review management, and focused on verifying whether restrictions related to ESG risk management in the credit approval plans were implemented.
- For clients with high ESG risks, we strengthened risk monitoring, and formulate and implement targeted management measures.
- For clients experiencing significant deterioration of ESG risk profile, we promptly took relevant management measures to prevent the transmission of ESG risks into credit risks.

Due diligence case: In-depth assessments in due diligence for sectors characterized by high concentration of ESG risks

A company was primarily engaged in food production and sales. When we conducted due diligence for this company, we paid close attention to its ESG risk profile. We learned that the company had previously received administrative penalties from the local ecological and environmental authorities due to violations such as exceeding wastewater discharge limits, and had not completed the rectification. After prudent risk assessment, the Bank suspended the loan processing for the company, enhanced communication and coordination with both the local ecological and environmental authorities and the company, and promptly followed up on the progress of the rectification related to the incident. Subsequently, after confirming that the company completed the rectification for the penalties and its credit information

restoration on the Credit China website, we resumed the financial services for the company. Meanwhile, we strengthened ongoing management to urge the company to enhance its ESG risk prevention.

Bond Investment Business

We carried out ESG risk due diligence in green bond investment business. We strengthened the pre- and post-investment management of green bonds. In the pre-investment stage, we focus on the green attributes of the funded projects, their economic and environmental benefits, fund supervision, and the issuer's management of ESG risks. In the post-investment stage, we continuously tracked and analyzed the environmental benefits of the investment targets, improving the quality and effectiveness of post-investment management.

Bond Underwriting Business

Carrying out ESG risk due diligence in green bond underwriting business. We conducted checks on whether the use of funds raised from green bonds aligned with the *Green Bond Endorsed Projects Catalogue*, assisted green bond issuers in disclosing information in accordance with the *Information Disclosure Form for Green Financing Instruments* of the National Association of Financial Market Institutional Investors, and required regular disclosure on the use of funds raised as stipulated in the *Guidelines for Green Debt Financing Instruments of Non-Financial Enterprises*.

3.4 ESG Due Diligence Triggers and Risk Escalation Process

Establishing an ESG risk identification system. We explicitly defined the ESG risk escalation process, and laid down measures such as risk investigation, risk assessment and risk escalation. We clearly included energy consumption, pollution, land, health, safety, ecological protection, climate change, etc. of our customers in the scope of ESG risk management, extending the coverage of such management to all corporate customers and various credit businesses. Therefore, the foregoing risks were all incorporated into our credit management system as an important basis for credit decision-making.

Establishing appropriate ESG risk management threshold. We attached great importance to national industrial policies and regulatory policy orientation. In accordance with relevant laws, regulations, policies and regulatory requirements, we monitored corporate ESG performance and established appropriate ESG risk management threshold. During investigation and review, we assessed ESG risk factors dynamically in line with industry development trends and policy requirements, continued to improve the digital empowerment and promote ESG risk management toward digitalization and intelligence, to ensure lawful, compliant and effective ESG risk management.

Enhancing ESG risk trigger and escalation management. The Bank closely focused

changes in clients’ ESG risks, with particular attention to administrative penalties related to environmental protection and production safety, major negative public opinions, and the legality of project-related procedures. We developed targeted control measures for clients with records of violations in environmental protection, workplace safety and other areas that remained unrectified (risk escalation triggers). We fully utilized the risk indicators identified through system monitoring. Where the ESG risk management threshold was triggered, the Bank implemented credit control measures for the client and urged the client to strengthen rectification efforts. For clients with relatively high ESG risk concerns, we entered into statements and commitment clauses for enhanced ESG risk management in loan contracts or commitment letters, and for clients confirmed to have significant ESG risks, we adopted measures such as termination of fund disbursement and recovery of issued credits in accordance with contractual agreements.

ESG risk escalation case

We provided financing services for a client in the ceramic industry. During the service period, the client was subject to administrative punishment by the local administrative authority due to relevant violations of laws and regulations (including failing to inform employees of the true occupational health hazards at the time of signing employment contracts and assigning workers with occupational contraindications to work that they are prohibited from performing). The relevant penalty information was published on the Credit China website.

We promptly applied system controls to the client in the business system, refraining from issuing new credit loans. After the client made the rectification required, it submitted to us its rectification measures and the rectification completion certificate issued by the competent department, and completed the credit repair on Credit China. We strictly reviewed its rectification materials, confirmed its completion of the rectification. As a result, we lifted the credit lock in the business system and resumed our services for the client.

3.5 Improving Climate Resilience

We employed technologies and tools such as scenario modeling, stress test, financial technology, and big data to improve the delicacy management of environment and climate risks and enhance climate resilience. In 2025, the Bank further strengthened its quantitative analysis of climate-related risks, built and improved a climate-related risk stress testing system that fit the national conditions of China and was close to our actual condition. The Bank continuously expanded the scope of stress testing, dynamically adjusted and enriched climate scenarios, deepened the research on transmission paths and stress test for both transition and physical risks, and comprehensively identified and assessed climate-related risks and opportunities, thereby enhancing the Bank’s capacity to address such risks.

Designing Climate Scenarios

Closely following the latest international agreements on climate change, such as the *Paris Agreement*, and Nationally Determined Contributions (NDCs), drawing on international common scenarios provided by the Central Bank and Supervisors Network for Greening the Financial System (NGFS), the United Nations Intergovernmental Panel on Climate Change (IPCC), and considering China's strategic plans such as the Dual Carbon policies and carbon emission reduction targets, we constructed several transition risk scenarios, including orderly transition, disordered transition, greenhouse world, and the "3060 road map" with Chinese characteristics, as well as physical risk scenarios covering different temperature rise levels, including high greenhouse gas emission (RCP8.5), moderate greenhouse gas emission (RCP6.0), and low greenhouse gas emission (RCP2.6). The design of scenarios comprehensively considered the short-, medium-, and long-term impacts of climate change, and covered a series of quantitative indicators such as macroeconomics, industrial capacity, carbon emissions, carbon price, disaster losses and wind speed changes. It aimed to simulate possible climate patterns and paths in the future, capture multiple dimensions of climate-related risks, with a view to providing references for us to identify and manage the uncertainties brought about by climate change.

Brief Description of Typical Climate Scenarios

Scenario name		Scenario description	Scenario application	Scenario horizon
Orderly transition	Net Zero 2050	Through strict climate policy and innovation, keep global warming below 1.5°C and achieve net zero global carbon dioxide emissions around 2050. In this scenario, the physical risk is low, but the transition risk is high.	Transition risk Physical risk	Short term Medium term Long term
	Highway to Paris	Climate policies are implemented in a coordinated and orderly manner, with technology-driven green investment and sustained increases in green subsidies and investment. Consumers and investors increasingly favor green industries, while high-carbon sectors face escalating cost pressures, with carbon taxes rising progressively. These dynamics lead to continuous emissions reductions and make the transition toward net zero emissions more cost-effective.	Transition risk	Short term
Disorderly transition	Delayed Transition	Assuming that emissions reductions do not begin until after 2030, stricter policies	Transition risk Physical risk	Short term Medium term

		will be needed to reduce carbon emissions more rapidly to ensure that there is an opportunity to limit global warming below 2°C. This will result in higher transition and physical risks than in the “net zero 2050” scenario.		Long term
	Sudden Wake-up Call	Climate policies remain stagnant in the early phase. Starting in 2027, green policies are suddenly accelerated, leading to a sharp rise in carbon prices and triggering a supply-side shock. The market, unprepared for such rapid change, experiences significant asset revaluations and financial market volatility. Although greenhouse gas emissions are substantially reduced by 2030, the economic cost of the transition is even higher.	Transition risk	Short term
Hot house world	Current Policies	Assuming that only the policies currently in place continue, global carbon emissions will continue to grow until 2080 and temperatures are expected to rise by 3°C, resulting in high physical risks.	Transition risk Physical risk	Short term Medium term Long term

“3060 Road Map” of China	Implement climate policies and control carbon dioxide emissions in accordance with China’s goals, i.e., peaking carbon emissions by 2030 and neutralizing carbon emissions by 2060.	Transition risk Physical risk	Short term Medium term Long term
High GHG Emissions (RCP8.5)	It is estimated that the global mean surface temperature may increase by 1.4°C to 2.6°C between 2046 and 2065 and by 2.6°C to 4.8°C between 2081 and 2100 relative to the period from 1986 to 2005, resulting in serious physical risks.	Physical risk	Short term Medium term Long term
Moderate GHG Emissions (RCP6.0)	It is estimated that the global mean surface temperature may increase by 0.8°C to 1.8°C between 2046 and 2065 and by 1.4°C to 3.1°C between 2081 and 2100 relative to the period 1986 to 2005, resulting in higher physical risks.	Physical risk	Short term Medium term Long term
Low GHG Emissions (RCP2.6)	It is estimated that the global mean surface temperature may increase by 0.4°C to 1.6°C between 2046 and 2065 and by 0.3°C to 1.7°C between 2081 and 2100 relative to the period 1986 to 2005.	Physical risk	Short term Medium term Long term

	This is the scenario with the strongest emissions reduction effort, resulting in relatively lower physical climate risks.		
--	---	--	--

Note: Among the above scenarios, the Highway to Paris scenario and the Sudden Wake-Up Call scenario are new NGFS scenarios released in 2025.

Deepening Stress Test for Climate Transition Risk

Scope and method of the test: The Bank used a “top-down” approach to conduct climate macro scenario stress test for transition risk at the industry portfolio level, categorizing industries into five groups: high-carbon, green, upstream high-carbon, downstream high-carbon, and others. The test leveraged the newly released short-term climate scenarios from the NGFS, with a test horizon of 2025–2030. Building on prior practical experience, the test refined industry classification, optimized model construction, and enriched scenario design. A sufficient volume of modeling sample data was collected, and the risk transmission analysis framework incorporated key macroeconomic and industry operating variables, carbon costs, green transition investments, and corporate financial performance. Based on key assumptions, including the needs of enterprises to cover part of the carbon emission cost, the grounding of some assets due to carbon reduction efforts, and a semi-dynamic balance sheet approach, the Bank developed a multi-variable statistical regression model to forecast changes in default probabilities across industry categories under different carbon emission reduction paths. The model was then used to estimate the potential impact on the Bank’s asset quality and capital adequacy, enabling a quantitative assessment of the Bank’s pressure bearing capacity to the transition risk.

The Bank also adopted a “bottom-up” approach to conduct in-depth transition risk stress test on key industries significantly exposed to transition risks, including thermal power and steel. To date, the testing has been extended to cover 10 carbon-intensive industries. The test followed a “climate-macro-industry-enterprise-bank” risk transmission logic, incorporating key factors under different climate scenarios, such as production volume, carbon prices, carbon emission intensity, ratio of free carbon emission allowances and carbon tariffs, along with enterprises’ carbon emission reduction technology paths. It accordingly refined the risk transmission model and used the Bank’s internal credit rating models to assess future financial performance and changes in default probability for each enterprise. The test focused on evaluating the potential impact of rising carbon costs and increasing transition pressures on the Bank’s credit assets. In addition, the Bank actively explored the transmission mechanisms through which climate risks affect market risk. It analyzed the impact of changing market interest rates and credit spreads under different climate scenarios on the valuation of industrial bonds, extending the scope of stress test from lending business to bond business, and from credit risk to the market risk.

The results showed that, under the influence of transition risks and rising carbon costs, default probabilities increased across high-carbon industries, with more pronounced rises observed in aviation and thermal power. This led to varying degrees of increases in default probabilities across upstream and downstream industries. Loan quality in green industries remained stable. Industrial bonds experienced valuation losses due to the combined effects of credit risk and market risk. Overall, the Bank’s asset quality and capital adequacy declined slightly, but the overall risks remained manageable, demonstrating the Bank’s resilience and capacity to withstand climate-related uncertainties.

Actively Expanding Stress Test for Climate Physical Risk

Scope and method of the test: Building on previous physical risk stress tests on agricultural loans and individual housing loans, the Bank further expanded the scope to include wind power enterprises that are particularly exposed to physical climate risks, with a testing horizon of 2025–2050. The test was based on future wind speed projections published by authoritative climate research institutions. Wind power projects in two representative regions—northwest inland areas (onshore wind) and southeast coastal areas (offshore wind)—were selected as test objects. The Bank constructed three core modules, i.e. “physical risk quantification → enterprise financial impact assessment → credit risk analysis”, to module simulate the transmission mechanism between wind speed variations under different climate scenarios and power generation revenue, solvency, and credit ratings of wind power enterprises, with the objective of quantifying the potential impact of climate change on the risk level of loans to these enterprises.

The test results showed that, under the climate scenarios, climate and wind speed changes exhibit differentiated impacts on onshore wind power enterprises in the northwest and offshore wind power enterprises in the southeast. In some regions, variations in wind speed may lead to a decline in wind project revenues. When combined with factors such as electricity price fluctuations, the solvency of the tested wind power enterprises may weaken slightly. However, their overall ratings remain stable, indicating a limited direct impact on the Bank’s loans.

Enhancing Application of Climate-Related Risk Stress Test Results

Stress test has become an important tool for the Bank to manage climate risks. The results of such test are included in the comprehensive risk management report and submitted to the Board of Directors for consideration. At the same time, they are gradually applied to climate-related risk identification and investment and financing management activities to enhance the Bank’s foresight and precision of climate-related risk management. Its applications include: identifying and assessing climate resilience and potential systemic risks, providing reference for the formulation and refinement of the Group’s risk appetite, green finance risk management strategies, emergency plans, strategic planning, industry credit policies, and asset structure optimization; promoting awareness of emerging risk management at the front-line employees, and, by means like developing training cases based on climate-related risk stress testing and cultivating specialized teams for climate risk quantitative analysis, deepening the understanding of climate-related risks and opportunities, enhancing and advancing the overall development of the capacity to address such risks.

Strengthening Climate-Related Risk Stress Test for Overseas Institutions

The Bank’s Hong Kong Branch established a workflow and methodology model for climate-related risk stress test. During the reporting period, in terms of transition risks, the branch optimized its stress test method based on the experience gained from the second round of

climate-related risk stress test organized by Hong Kong Monetary Authority for the banking sector, as well as good industry practices. A transition risk stress test under the NGFS disorderly transition scenario was carried out for high-carbon industries. Regarding physical risk, the branch drew on data from the Hong Kong Monetary Authority Physical Risk Assessment Platform to continuously enhance the precision of its stress test. It conducted the physical risk stress test for its real estate collaterals and self-owned properties under the IPCC high greenhouse gas emission (RCP8.5) scenario.

The Bank's Frankfurt Branch continuously enhanced its climate-related risk management capabilities in line with the latest regulatory requirements. It further improved its climate-related risk quantification framework and regularly conducted stress test. During the reporting period, the branch constructed orderly transition, disorderly transition, and hot house world scenarios, to assess the impact of each scenario on its asset quality and identify those with the most significant effects. With reference to the European Central Bank's climate-related risk stress test method, the branch integrated external industry data with internal risk parameters to assess and analyze changes in key indicators such as the probability of default for major industry clients and prudently assessed the credit risk exposure to climate-related risks at the portfolio level.

The Bank's Luxembourg Branch established the framework for climate-related risk stress test. During the reporting period, the branch drew on typical NGFS delayed transition and hot house world scenario to design composite climate scenarios tailored to its specific conditions. Based on the degree of clients' exposure to climate-related risks, the Branch applied differentiated stress test, and quantitatively assessed the potential impact of climate-related risks on client credit ratings and the branch's asset quality.

Deepening Research and Communication on Climate-Related Risk Stress Testing

During the reporting period, we continued to track the new dynamics and trends of climate-related risk stress test carried out by domestic and foreign regulatory authorities, discussed and exchanged the experience of climate-related risk stress test with regulators, peers and industry experts several times, and continuously enriched and improved our practices of climate-related risk stress test. As a result, our capabilities in data mining, scenario design, model development, risk analysis, and application of management were further enhanced.

4. Metrics and Targets

4.1 Setting Climate-Related Targets

Climate Targets of Investment and Financing

We identified green finance as one of the three strategies during the 14th Five-Year Plan period, and promoted the green transition of our operation and management in all respects. We set a range of targets including expanding the green finance business on an ongoing basis,

maintaining stable asset quality, and continuing to build up our brand image. We used a growth rate of green loans consistently higher than the average growth rate of total loans of the Bank as the indicator to measure the climate target at the investment and financing level during the 14th Five-Year Plan period. These efforts contributed to an increasing proportion of green loans. For green bonds, the targets are shown in the table below.

Target for green bond issuance	Target for green bond underwriting	Target for green bond investment
The Bank will continue to implement the green finance strategy and actively issue green bonds.	The Bank actively underwrites green bonds, carbon neutrality bonds, sustainability-lined bonds, etc., aiming to maintain a leading market position in green bond underwriting.	The Bank actively participates in investing in green bonds issued by high-quality entities, supports green development in key industrial sectors, and strives to maintain growth in the scale of green bond investment by the end of 2026.

Climate Targets of Operations

We set 12 key priorities at the operational level, including building green outlets, advancing green energy use, building green logistics, promoting green offices, establishing green data centers, improving carbon management capabilities, deepening “carbon neutralization” of buildings, advocating green transportation, enhancing technology empowerment, implementing green procurement, creating green culture, and enhancing information disclosure, striving to achieve the goal of a year-on-year reduction in both total carbon emissions and per capita carbon emissions during the 15th Five-Year Plan period.

4.2 Progress of Climate-Related Targets and Practices of Emissions Reduction

During the 14th Five-Year Plan period, we achieved climate-related targets every year.

Progress of Climate Targets of Investment and Financing

Our green finance achieved improved quality and increased quantity, with significant environmental benefits. As of the end of 2025, the balance of our green loans was RMB5.93 trillion, equivalent to a carbon dioxide emission reduction of 0.17 billion tons.

Green bonds issuance. In February 2025, we issued RMB60 billion green bonds. In August 2025, we issued RMB6 billion floating rate green bonds.

Green bonds underwriting. In 2025, we underwrote 90 green bonds (including carbon-neutral bonds), with an offering size of RMB274 billion and an underwriting size of RMB61.1 billion. We underwrote 1 sustainability-linked bond, with an underwriting size of RMB200 million.

Green bonds investment. As of the end of 2025, the balance of green bonds invested for our own account stood at RMB157.8 billion, an increase of 36.6% compared with the end of the previous year.

Progress of Climate Targets of Operations

In support of the energy-saving goals of the Beijing Municipal Government for the 14th Five-Year Plan period, the Bank carried out energy-saving and emission-reduction efforts. According to the 2025 carbon emission verification results, Beijing Municipal Government allocated carbon emission allowances amounting to 15,010 tons of carbon dioxide to the Head Office for the year 2024, with an actual surrendering requirement of 14,859 tons. The Head Office completed the surrendering in a timely manner. During the reporting period, the Head Office invested more than RMB7 million in areas including energy-saving renovations, procurement of new energy equipment, and transition to green electricity sources.

For the progress of other tasks, please see the section “Climate Change Tackling – Climate-related Strategies and Transition Plans”.

4.3 GHG Emissions

Before calculating and reporting greenhouse gas emissions, we determined the consolidation method to define its organizational boundaries. The control approach was adopted where we accounted for all greenhouse gas emissions from the business operations we control, while excluding emissions from operations we hold interests but do not have control. When applying the control approach, we adopted the operational control standard. The reporting period for greenhouse gas emission accounting and reporting aligned with that of this report.

The Bank continued to advance carbon emission accounting for investment and financing activities. We issued the *Notice on Further Carrying out Pilot Work on Carbon Emission Accounting for Investment and Financing Activities*, and organized carbon emission accounting for investment and financing activities in eight high-carbon industries, such as power generation, steel, building materials, non-ferrous metals, petrochemicals, chemicals, papermaking, and aviation, and for the investment and financing in the livestock and poultry farming industry.

The Scope 1, Scope 2 and Scope 3 GHG emissions of the Bank are shown in the table below.

GHG Emissions Disclosure

GHG scope	Unit	2025	2024
Total GHG emissions (Scope 1 and Scope 2)	tCO ₂ e	2,049,407.04	2,138,909.92
GHG emissions per unit of revenue (Scope 1 and Scope 2)	tCO ₂ e per RMB million	2.83	3.01
GHG emissions per capita (Scope 1 and Scope 2)	tCO ₂ e per capita	3.63	4.61
Scope 1 GHG emissions	tCO ₂ e	151,438.27	165,275.90
Emissions from stationary sources	tCO ₂ e	73,200.97	80,557.61
Emissions from mobile sources	tCO ₂ e	78,237.30	84,718.29
Scope 2 GHG emissions	tCO ₂ e	1,897,968.77	1,973,634.02
Scope 3 GHG emissions	tCO ₂ e	27,234.40	4,049.06
Category 1 - purchased goods and services	tCO ₂ e	24,541.92	4,049.06
Category 5 - waste generated in operations	tCO ₂ e	2,692.48	/

Note: 1. In 2025, the statistical scope for Scope 1, Scope 2, and Scope 3 - Category 1 (including municipal water use and purchased office paper) covers the Group. The statistical scope for Scope 3-Category 5 (including food waste and office waste) covered the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and Hong Kong Branch;

2. In 2024, the statistical scope for Scope 1, Scope 2, and Scope 3 - Category 1 (including municipal water use) covered the Group.

3. In 2025, the per capita data was calculated based on the number of employees and labor dispatch workers of each institution at the time of their carbon inventory. In 2024, the per capita data was calculated based on the number of actual payroll headcount of each institution at the time of their carbon inventory.

Sources of GHG Emissions

Scope	Sources of GHG Emissions
Scope 1 emissions	Emissions from stationary sources: generators, boilers, gas cookers Emissions from mobile sources: vehicles
Scope 2 emissions	Purchased electricity and heat
Scope 3 emissions	Category 1 - purchased goods and services, including municipal water and purchased office paper Category 5 - waste generated in operations, including food waste and office waste

4.4 GHG Emissions Calculation Methods

The scope of GHG emissions calculation and related requirements are based on ISO14064-1 *Greenhouse Gases — Part 1: Specification with Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals*, *GHG Protocol Corporate Accounting and Reporting Standard*, and *Corporate Value Chain (Scope 3) Accounting and Reporting Standard*, and GHG emission factors/activity level data are based on *Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions by Public Building Operating Units (Enterprises) (Trial)*, *2006 IPCC Guidelines for National Greenhouse Gas Inventories*, 2023 power sector CO₂ emission factors issued by the Ministry of Ecology and Environment and National Bureau of Statistics, Ecoinvent Database, and Ministry of Industry and Information Technology of the People's Republic of China Key Raw Material Industry Carbon Peaking and Carbon Neutrality Public Service Platform - Raw Material Industrial Product Carbon Footprint Basic Database (CNCD).

4.4.1 Calculation Method for Scope 1 Emissions

The Bank's Scope 1 GHG emissions were accounted for using the emission factor approach. Emission factors are the GHG emissions per unit source activity level.

$$E_{\text{GHG}} = AD \times EF \times GWP$$

EGHG—Greenhouse gas emissions, measured in tonne of carbon dioxide equivalent (tCO₂e)

AD—Greenhouse gas activity data, including fossil fuel consumed by emission sources such as generators, boilers, gas stoves, vehicles, etc.

EF—Greenhouse gas emission factors

GWP—Global warming potential value, measured by carbon dioxide emissions from fixed/mobile emission sources only, without other categories of greenhouse gases. Therefore, the value equals 1

4.4.2 Calculation Method for Scope 2 Emissions

The sources of our Scope 2 emissions were mainly purchased electricity and heat, which were calculated according to the emission factor method.

- Purchased electricity formula

$$E_{\text{Purchased electricity}} = AD_{\text{Electricity}} \times EF_{\text{Electricity}}$$

EPurchased electricity—The carbon dioxide emission of the electricity purchased by the Bank, with the unit being tonne of carbon dioxide equivalent (tCO₂e)

AD_{Electricity}—The volume of electricity purchased in the accounting and reporting year, in megawatt-hour (MW·h)

EF_{Electricity}—The grid emission factor in tonne of carbon dioxide equivalent per megawatt hour (tCO₂e/MW·h)

For the selection of the grid emission factor, the regional factors specified in the *Carbon Dioxide Emission Factors for the Power Sector 2023* issued by the Ministry of Ecology and Environment were used.

- Purchased heat formula

$$E_{\text{Purchased heat}} = AD_{\text{Heat}} \times EF_{\text{Heat}}$$

EPurchased heat—The carbon dioxide emission of the heat purchased by the Bank, with the unit being tonne of carbon dioxide equivalent (tCO₂e)

ADHeat—The volume of heat purchased in the accounting and reporting year, in gigajoule (GJ)

EFHeat—The emission factor of heat consumption in tonne of carbon dioxide equivalent per gigajoule (tCO₂e/ GJ)

As the purchased heat was traceable, the carbon dioxide emission factor provided by the supplier of heat was therefore adopted.

4.4.3 Calculation Method for Scope 3 Emissions

Based on actual conditions, the Bank first calculated category 1-purchased goods and services, including municipal water and purchased office paper and Category 5 - waste generated in operations, including food waste and office waste. The calculation is based on the *GHG Protocol Corporate Accounting and Reporting Standard*, and the *Corporate Value Chain (Scope 3) Accounting and Reporting Standard*. The specific formula is:

● Municipal water formula

$$E_{\text{Municipal water use}} = A_{\text{Municipal water use}} \times EF_{\text{Municipal water use}} \times GWP_{\text{Global warming potential value}}$$

E_{Municipal water use}—GHG emissions from the upstream production and manufacturing stages of the lifecycle of municipal water use, in tonne of carbon dioxide equivalent (tCO₂e)

A_{Municipal water use}—Annual quantity of municipal water use, in tons (t)

EF_{Municipal water use}—Emission factor for municipal water use, in tonne of carbon dioxide per ton (tCO₂e/t)

GWP_{Global warming potential value}—Global warming potential value

● Purchased office paper formula

$$E_{\text{Purchased office paper}} = A_{\text{Purchased office paper}} \times EF_{\text{Purchased office paper}} \times GWP_{\text{Global warming potential value}}$$

E_{Purchased office paper}—GHG emissions from the upstream production and manufacturing stages of the lifecycle of purchased office paper, in tonne of carbon dioxide equivalent (tCO₂e)

A_{Purchased office paper}—Annual quantity of purchased office paper, in tons (t)

EF_{Purchased office paper}—Emission factor for purchased office paper, in tonne of carbon dioxide equivalent per ton (tCO₂e/t)

GWP_{Global warming potential value}—Global warming potential value

● Waste disposal formula

$$E_{\text{Waste disposal}} = \sum_{i=1}^I \sum_{j=1}^J (A_{\text{Waste } i, j} \times EF_{\text{Waste } i, j} \times GWP_{\text{Global warming potential value}})$$

E_{Waste disposal}—Greenhouse gas emissions from waste disposal, measured in metric tonne of carbon dioxide equivalent (tCO₂e)

i—Types of waste

j—Types of waste disposal

A_{Waste i, j} — Activity level data for the type i waste, adopting disposal method j, with units matching those of the waste disposed

EF_{Waste i, j} — Emission factor for the type i waste, adopting disposal method j, with units matching those of the waste disposed

GWPGlobal warming potential value — GHG global warming potential value

Primary and Secondary Data Status for Categories under Scope 3

Category	Primary Data	Secondary Data
Category 1 Purchased Goods and Services – municipal water	The volume of the municipal water use at the Group level during the reporting period	Emission factor for municipal water use from the “Ministry of Industry and Information Technology of the People’s Republic of China on the dual carbon public service platform for key raw material industries - Basic Database of Carbon Footprint of Raw Material Industrial Products (CNCD)”
Category 1 Purchased Goods and Services – purchased office paper	Total volume of purchased office paper at the Group level during the reporting period, including A3 and A4 papers	Ecoinvent Database
Category 5 Waste generated in operations	Total volume of waste generated from operations during the reporting period, including food waste and office waste. The statistical scope covers the Head Office, main offices of domestic tier-1 branches, institutions at the same level of Head Office departments, and Hong Kong Branch	2006 IPCC Guidelines for National Greenhouse Gas Inventories (2019 Refinement), Ecoinvent Database

4.5 Cross-Industry Metrics

Climate-Related Risk Metrics

The Bank referenced international mainstream frameworks and financial industry practices to research and formulate classification standards and measurement methodologies for climate-related risks applicable to the banking sector; gradually advanced climate-related risk stress

testing and scenario analysis for asset portfolios to lay the foundation for quantitative disclosure; and continuously improved internal data collection and governance processes to enhance the quality of climate-related data. As methodologies and data foundations further improve, the Bank will gradually achieve quantitative disclosure of relevant indicators.

Climate-Related Opportunity Metrics

Refer to the section “Climate Change Tackling – Climate-Related Strategies and Transition Plans”.

Capital Deployment

Capital expenditure	Refer to the section “Climate Change Tackling – Climate-Related Strategies and Transition Plans”.
Financing	In February 2025, we issued RMB60 billion green bonds. In August 2025, we issued RMB6 billion floating rate green bonds.
Investment	As of the end of 2025, green loans amounted to RMB5.93 trillion, and green bonds invested for our own account amounted to RMB157.8 billion. As of the end of 2025, the outstanding balance of installment loans granted for new energy vehicles was RMB113.255 billion. As of the end of 2025, ABC Investment’s cumulative investment size of green equity investment was RMB64.3 billion. We deepened the cooperation relationship with the National Green Development Fund to satisfy the demand for equity financing in green fields. As of the end of 2025, we paid in RMB4.8 billion in total for that purpose. By establishing Shanghai Power Investment Suihe Equity Investment Fund, Jiaxing Suihe Zhejiang Investment Fund, Beijing Green Science and Technology Innovation Suihe Beigong Equity Investment Fund, and Suihe Zhirong Lvke (Shanghai) Private Equity Fund, ABC Investment focally invested in enterprises and projects related to green fields such as wind power, photovoltaic power, and other clean energy industries. As of the end of 2025, it invested RMB6.84 billion in those areas on a cumulative basis.

4.6 Internal Carbon Prices

The Bank conducted exploratory research on internal carbon pricing and will gradually advance related management and application by integrating the implementation progress of “Dual Carbon” goals, industry trends, and the Bank’s practical experience.

5. Impacts

5.1 Economic, Environmental and Social Impacts

Economic impacts	Positive impact	With the raising of environmental protection awareness and the promotion of policies, green finance business such as green credit and green bonds is developing rapidly, bringing new growth drivers and income sources. The credit and investment structures are adjusted to guide the flow of funds to such key fields as clean energy, low-carbon transportation, and green manufacturing, thus promoting the green transition and sustainable development of the economy, and improving the overall efficiency and competitiveness of the economy.
	Negative impact	Extreme weather events, such as floods, droughts, and typhoons, will directly damage assets of enterprises and individuals, and reduce the repayment ability of enterprises and individuals. As China transitions toward a low-carbon economy, changes in policies, technologies, and markets will impact on high-carbon industries.

Environmental impacts	The Bank's operations	Through green office, energy-saving and emission reduction measures are adopted in our own operations to reduce energy consumption and greenhouse gas emissions, thereby lowering our direct impact on the environment. Through green procurement, environment-friendly products and services are prioritized in the procurement process, promoting the sustainable development of suppliers and indirectly reducing the environmental impact of the industrial chain.
	Investment and financing	Through resource allocation, the credit and investment structures are adjusted to guide the flow of funds to such key fields as clean energy, low-carbon transportation, and green manufacturing, thus promoting the green transition and sustainable development of the economy, and improving the overall efficiency and competitiveness of the economy. Through risk management, environmental and climate risk factors are incorporated into the credit approval and investment decision-making processes to push enterprises to strengthen environmental management, energy conservation and emission reduction, and reduce their negative impact on the environment.
Social impacts	Employment structure	Investment and support to green industries can help to create more jobs related to new energy and environmental protection technology; in the process of supporting the transformation of high-carbon industries, enterprises are encouraged to recruit more employees with relevant skills, enhance the professional skills of existing employees, and facilitate the transition of the labor force to green and transformational fields.
	Security of livelihood	Efforts in the development of sponge cities and climate-resilient cities can enhance climate adaptability, strengthen resilience, and reduce vulnerability, thereby safeguarding of people's livelihoods and the stability of social operations.
	Public	Climate-related actions and publicity can help to

	behaviors	enhance the public awareness of climate change, guide society to form the concept and ethos of green consumption and low-carbon life, and improve the awareness of sustainable development across the society.
--	-----------	--

5.2 Representative Cases

Case study on “Carbon Reduction + ESG” linked transformation finance

Huzhou Branch’s Innovative “Transition Finance Loan”

Huzhou Branch innovatively launched the “Transition Finance Loan”, linking loan interest rates with enterprises’ carbon reduction results and ESG performance, and provided low-cost funding support to eligible carbon-intensive industries. Annually, Huzhou Branch adjusts interest rates based on enterprises’ completion of transition goals, the implementation of transition technologies or routes, and their performance in impartial transition and social responsibility. If an enterprise achieves its annual transition targets, it may continue to benefit from preferential interest rate policies. Otherwise, the Branch cancels the qualification for such incentives timely.

Case study on supporting biodiversity protection

Huangshan Branch’s biodiversity-linked loan

Huangshan Branch in Anhui Province issued a biodiversity-linked loan for the acquisition, renovation, and enhancement of the scenic area as well as biodiversity protection in the Guniujiang Tourism Project in Qimen County. With a total loan amount of RMB500 million, the interest rate was linked to the biodiversity conservation effectiveness evaluation results issued by a third-party assessment agency. This case demonstrated the effective integration of financial instruments and biodiversity protection.

Case study on green inclusive finance

Yunnan Branch’s “Baoshan Coffee Loan”

The nationally recognized geographical indication product “Baoshan Xiaoli Coffee” is a distinguished emblem of China’s plateau-specific agriculture and a crucial pillar for Yunnan Province in promoting rural industrial revitalization. Focusing on the core needs across the “cultivation, processing, and sales” stages of the coffee industry, Yunnan Branch innovatively developed a comprehensive green financial service solution covering the entire value chain. By specially creating the “Baoshan Coffee Loan” and integrating inclusive products such as “Huinong e-loan” and “Merchant E-loan”, a diversified product system

was formed. This effectively addressed the financing bottlenecks for various business entities, supporting the Baoshan coffee industry in achieving coordinated leaps in scale, quality, and efficiency, leading to its successful inclusion in the China Agricultural Brand Catalog. The thriving development of the industry tangibly translated into prosperity for the people, cumulatively creating over 13 thousand jobs and generating an average industrial income exceeding RMB100 thousand per farming household.

Case study on the construction of green finance reform and innovation pilot zone

Jiangxi Branch supports the construction of green finance reform and innovation pilot zone

Jiangxi Branch formulated the *Implementation Plan for Green Finance Work* and the *Implementation Plan for Promoting the Green Finance Initiative under the “Five Priorities”* to support the construction of the green finance reform and innovation pilot zone in the Ganjiang New Area. The branch also developed the *Service Guidance Plan for Supporting the Construction of the Green Finance Reform and Innovation Pilot Zone in Jiangxi Ganjiang New Area*, which clarified the key industries, major projects, and policy measures for green finance support. For green projects in the Ganjiang New Area, the branch provided preferential treatment and support in terms of credit quotas and credit business. Under the principles of controllable risks and commercial sustainability, it established a “green channel” for the review and approval of green clients and projects. Furthermore, the branch actively engaged with local government departments and professional institutions. Leveraging the region’s green resource endowments and focusing on green industries such as solar power generation, ecological restoration, wastewater treatment, and green building, it continuously increased the allocation of green loans.

Case study on supporting low-carbon transition of key industry clients

Shandong Branch’s green technology innovation bond

Shandong Branch issued the fourth “Technology Innovation + Green Bond + Rural Revitalization” triple-tagged green technology innovation bond in 2025 for a new materials company, raising RMB500 million. The funds are specifically allocated for the construction of 28 photovoltaic power station projects in locations such as Honghe Prefecture, Yunnan Province. Upon completion, these projects are expected to achieve an annual reduction of 2,926.3 thousand tons of carbon dioxide and decrease pollutant emissions. The estimated annual power generation is 4.646 billion kilowatt-hours, with projected annual revenue exceeding RMB2 billion. With the projects, the company can optimize its energy mix, reduce carbon emissions, and promote the development of clean energy, delivering significant environmental and social benefits.

(II) Pollutant Discharge

In compliance with the *Environmental Protection Law of the People's Republic of China* and the *Law of the People's Republic of China on the Prevention and Control of Air Pollution*, among other laws and regulations, we integrated the Beautiful China and ecological environmental protection initiatives into our development strategy and corporate governance process, and implemented relevant environmental management policies. We and our holding subsidiaries were not included in the list of enterprises required to disclose their environmental information according to the laws.

The air pollutants generated during the Bank's operations are primarily attributable to vehicles used for business purposes. We established an approval and management mechanism for official vehicle use, implemented measures such as regular inspection and maintenance, and reduced the frequency of official vehicle use, to lower air pollutant emissions. During the reporting period, the Head Office issued the *Green Logistics Work Regulations*, further clarifying policies on green commuting and green procurement. We actively promoted the use of low-carbon transportation, with new energy vehicles accounting for 33.4% of newly purchased vehicles at the Head Office. This met the requirement set by the National Government Offices Administration and the Administration of Departments Directly under the CPC Central Committee that the proportion of new energy vehicles in newly added or updated vehicle fleets should be no less than 30% in principle.

For details, please refer to the chapter of “Environmental Issues – Climate Change Tackling – Climate-Related Strategies and Transition Plans – Advocating Green Transportation”.

Air pollutants	Unit	2025	2024
Particulate matter emissions	ton	0.04	0.07
Sulfur oxide emissions	ton	0.01	0.03
Nitrogen oxide emissions	ton	0.11	0.20
Carbon monoxide emissions	ton	2.90	5.52

Note: The statistical scope for 2025 covers the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and Hong Kong Branch, while that for 2024 covers the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and domestic subsidiaries.

(III) Waste Disposal

In compliance with the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* and the *Standard for Pollution Control on Hazardous Waste Storage*, among other laws and regulations, we stepped up efforts in identifying and reducing the waste generated in our operation process according to the principles of reduction, recycling and safe disposal. We formulated waste management policies such as the *Measures of Agricultural Bank of China for the Management of Fixed Assets Disposal* to clarify the management requirements for various wastes.

Standardization of Waste Management

During the reporting period, the Bank continued to standardize waste disposal procedures, strictly implemented waste sorting policies, promoted a culture of resource conservation and waste reduction, and ensured the efficient and appropriate use of equipment to support recycling and sustainable resource management.

- Optimize the coordinated use of office equipment. We reduced the frequency of equipment replacement by optimizing the lifecycle management of office equipment and sharing resources, thereby minimizing waste generation at the source.
- Ensure compliance in hazardous waste disposal. The Bank only collaborates with third-party waste treatment providers holding the Hazardous Waste Operation License, and signs specialized hazardous waste treatment service contracts. The contracts clearly define the standard procedures for waste transportation, temporary storage, and final disposal, as well as the legal responsibilities of suppliers for the harmless treatment of pollutants.
- Establish standardized criteria and approval procedures for the disposal of electronic equipment. We established technical standards for the scrapping of electronic equipment and implemented a tiered approval mechanism. Equipment that meets the scrapping criteria must undergo technical evaluation before entering the disposal process. Before equipment is scrapped, a professional team must thoroughly erase all data from storage media to ensure that customer information and the bank's data are irrecoverable. Selling or donating equipment to unauthorized third parties is strictly prohibited to prevent information leakage. Disposal is carried out by environmentally responsible companies with electronic waste recycling qualifications, with signed handover records maintained for future reference.
- Put in place the requirements for the sorting of domestic garbage. We put forward the requirements for waste classification, centralized removal, and waste room environmental management. Food waste is collected and processed uniformly by professional companies commissioned by the urban management committee of the respective district, enabling

categorized statistical tracking of waste data.

- Establish an evaluation system for the effectiveness of food waste reduction initiatives. We control waste at the source to reduce losses, eliminate waste at the supply end, and ensure a closed-loop and controllable management process. We regularly conduct awareness campaigns to promote the reduction of food waste, and implement a reward mechanism for employees participating in the “Clear Your Plate Campaign” to fully motivate employees to actively conserve food. During the reporting period, the per capita food waste volume at the Head Office decreased by 10% year-on-year.
- Advocate the resource conservation and waste reduction culture. We post waste sorting labels, guidance signs, and promotional posters to create a positive awareness-building environment.

Waste	Unit	2025	2024
Total volume of hazardous waste	ton	165.71	164.88
Hazardous waste density	kg per capita	2.72	/
Discarded storage batteries	ton	148.51	106.68
Discarded fluorescent tubes	ton	6.73	33.30
Discarded toner cartridges	ton	10.47	24.90
Total volume of non-hazardous waste	ton	8,825.48	591.21
Non-hazardous waste density	kg per capita	144.67	/
Food waste	ton	3,287.35	/
Office waste	ton	5,538.13	/

Note: 1. In 2025, hazardous waste includes discarded toner cartridges, discarded lead-acid batteries, and discarded fluorescent tubes. The statistical scope covers the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and Hong

Kong Branch. The statistical scope for 2024 covers the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and domestic subsidiaries.

2. In 2025, non-hazardous waste includes food waste and office waste. The statistical scope covers the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and Hong Kong Branch. In 2024, non-hazardous waste includes computers (mainframes) scrap, monitors scrap, laptop scrap, printers scrap, servers scrap, discarded dry batteries and office paper. The statistical scope covers the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and domestic subsidiaries.

3. In 2025, the density data is calculated based on the number of employees and labor dispatch workers of each institution at the time of their carbon inventory.

(IV) Ecosystem and Biodiversity Protection

We strictly adhered to the ecological conservation red lines to secure the ecosystem and avoid potential biodiversity damage. We actively implemented the policies including the *Guidelines on Leveraging Green Finance to Support the Building of a Beautiful China* issued by the PBOC, the MEE, the NFRA and the CSRC, and the *Implementation Plan for High-Quality Development of Green Finance in the Banking and Insurance Industries* issued by the NFRA and PBOC. We defined annual green finance priorities, identified key support areas, channeled funds into biodiversity-friendly projects, and enriched our biodiversity-related financial products and services.

1. Adhering to the Ecological Operation Baselines

In strict accordance with the requirements of ecological environment-related laws and regulations, we did not set up any outlets within the scope of ecological protection red line areas. The five outlets located in the residential areas of nature reserves all strictly comply with the management requirements of local authorities, observing the operation concept of seeking harmonious coexistence between man and nature.

- Tianjin Dahuangbao Sub-branch, located in the residential area of Dahuangbao Wetland Reserve, Wuqing District, was set up earlier than the nature reserve. According to the *Wetland Protection Law of the People's Republic of China* and the *Opinions of Tianjin on the Long-term Ecological Protection and Treatment Mechanism for Dahuangbao Wetland Reserve*, the outlet adheres to the basic principle of “giving priority to ecology and taking protection first” in its daily operations to maintain the ecosystem function and biodiversity of the wetland.
- Foziling Sub-branch, located in the residential area of the Foziling Forest Nature Reserve in Huoshan County, Anhui Province, was established earlier than the said nature reserve. According to the *Forest Law of the People's Republic of China* and the *Master Plan for Foziling Reservoir Scenic Spot*, the outlet adheres to the principles of “giving priority to ecology, taking protection first and seeking sustainable development” in its daily operations to ensure the ecological security of the forest reserve.
- Gaoyang Sub-branch, located in the residential area of Xiaojiang Wetland Reserve in Yunyang County, Chongqing, was established earlier than the ecological protection area said. The outlet complies with the *Wetland Protection Law of the People's Republic of China* and the *Wetland Protection Plan of Yunyang County (2024-2030)* in its daily operations, and firmly implements the principle of securing the ecosystem functions and sustainable utilization of the wetland, ensuring all activities are conducted in a lawful and compliant manner.

- Chentang Sub-branch in Dingjie County and Qudang Sub-branch in Dingri County, Tibet, are both located in the residential area of Mount Qomolangma International Forest Reserve. In daily operations, they comply with the *Forest Law of the People's Republic of China* and the *Administrative Measures for Mount Qomolangma National Nature Reserve* to protect the extremely high mountain ecosystem, mountain forest ecosystem, and shrub and grassland ecosystem there.

2. Actively Supporting Ecological and Environmental Protection Industries

Clarifying credit management requirements for key industries, and strictly observing the ecological conservation red lines. We formulated the *Credit Policy Guidelines 2025*, the *Inclusive Finance Credit Policy Guidelines 2025*, and the *Credit Policy Guidance for Agriculture, Rural Areas and Rural Residents 2025*. Additionally, we formulated policies for agriculture-related industries such as grain, livestock and poultry breeding. We explored the construction of an environmental, social, and governance (ESG) evaluation metrics system covering dimensions such as environmental pollution and production safety, and clarified credit access and environmental risk management standards for key industries. We tracked the impact of key projects on the environment, natural resources, and ecosystems, with a focus on ecological and environmental risks such as soil erosion and grassland degradation caused by illegal expansion or excessive development of projects. We strengthened the identification and management of ecological and environmental risks for customers in agriculture-related industries, and enforced stricter environmental protection requirements for discharge. We strictly implemented the “one-vote veto” rule for clients or projects violated ecological protection red line requirements or failed to comply with environmental protection standards, such as illegal discharge of pollutants. In addition, we clearly stipulated that clients in the mining, petrochemical and other industries are prohibited from engaging in activities within nature reserves, among other management requirements.

Increasing support in key fields of ecological and environmental protection. We formulated credit policies for industries related to biodiversity protection such as crop seed, forestry and processing, rolled out the business model of “reserve forest loan + smart forestry”, and increased omni-chain support for green agriculture such as ecological planting, ecological breeding, under-forest economy, and modern seed industry. Moreover, we stepped up support for key projects within the pool of national ecological and environmental protection projects, supported the protection of natural forests and animal and plant resources, and served the construction and protective operation of nature reserves and national parks. We explored financial support for regional ecological protection projects. Focusing on serving the “Yellow River Bend” conservation initiative, we increased financial support for key areas such as ecological protection and optimized utilization of water resources. In addition, we continued to provide financial services for the integrated protection and systematic treatment of mountain, water, forest, farmland, lake, grassland and desert ecosystems, and for major biodiversity protection projects.

3. Participating in Ecological and Environmental Protection Activities

Under the “ABC Charity” brand, we actively carried out the “Guard” campaign, organizing various green-themed public welfare activities, such as forest ecological restoration, planting trees, wetland protection, bird-related publicity, cleaning cities, and “Earth Hour” lights off for energy conservation, and practiced the green concept. For details, please refer to the “Social Issues – Contributions to the Society” section.

(V) Environmental Compliance Management

Under the criteria outlined in the *Rules Governing the Listing of Stocks on Shanghai Stock Exchange*, the Bank did not incur any significant administrative penalties from environmental or other relevant authorities, and no criminal liability was pursued against the Bank, due to environmental incidents.

(VI) Energy Usage

Following the *Action Plan for Energy Conservation and Carbon Reduction (2024-2025)* issued by the State Council of the People's Republic of China and other relevant requirements of the State Council, we formulated the *Energy Management Measures for the Head Office of Agricultural Bank of China* to further enhance energy management and raise the overall efficiency of energy use. To meet our annual energy-saving goals and secure the energy supply for high-quality development, we continuously monitored the total amount and intensity of energy consumption and strengthened the management of energy-consuming equipment, thus achieving the steady improvement of energy efficiency.

We continuously optimized green energy use in the data and computer rooms, tapped the energy saving potential of air conditioning systems, and used AI technology to basically achieve the intelligent assessment and allocation of air conditioning loads and effectively enhance the energy efficiency of data and computer rooms.

During the reporting period, the Helinger computer room of Inner Mongolia data center, leveraging its geographical advantages and climatic conditions, achieved sustainable development goals of high efficiency and low energy consumption through multi-dimensional innovations.

- **In terms of plan design**, by taking advantage of Inner Mongolia's abundant power supply, the significant share of green energy, and low annual average temperature, the data center adopted energy-efficient technologies such as indirect evaporative cooling and fluorine pump natural cooling, and fully leveraged natural cooling resources, thus setting the power usage effectiveness (PUE) as low as 1.2.
- **In terms of equipment selection for the computer room**, indicators such as low carbon emissions, environmental protection, safety, and reliability were considered. Advanced and suitable technology products were selected to build a green data center, reducing equipment operating energy consumption, and improving energy utilization efficiency.
- **In terms of system construction**, the data center achieved real-time monitoring of PUE, carbon emissions, electricity consumption, water consumption and other data by using the Internet of Things, AI and other technologies.
- **In terms of energy efficiency in buildings**, the data center aligned with the highest domestic standards, took into account factors such as building shape, materials, insulation, air tightness, and water-saving measures to enhance overall energy performance.

Energy Conservation and Carbon Reduction Measures

- Accelerate the transformation of building construction methods towards energy efficiency and carbon reduction, strengthen green design and construction management, and establish engineering task forces to promote the application of “new materials, technologies and processes” in energy conservation of buildings. Promote the renovation of existing buildings following the principles of “eco-friendliness, energy efficiency and functional utility”, and gradually incorporate green and energy-efficient materials with good performance and lower costs in maintenance projects. Use energy-saving lighting equipment such as LED lights to replace conventional lights in office buildings, substitute high-energy-consumption water pumps, and renovate lighting devices in public areas on a regular basis.
- Conduct inspections on energy-efficient buildings, to effectively manage “electricity saving, cooling, and heating” operations; enhance the management of lighting in public areas on an area-by-area basis to ensure that the lights are out when people leave; monitor outdoor temperature to optimize the operation of the cooling and heating systems to strike a balance between energy use and indoor temperature; and strengthen the management of hot water supply, and adjust the temperature of hot water according to temperature changes to save heat. Sign energy management contracts with property management companies and prepare breakdown tables of energy saving and carbon reduction targets for each building to enforce management responsibility.
- Conduct building energy audits and carbon emission verification. Introduce the energy consumption data aggregation function, enabling multi-dimensional validation and batch aggregation of 15 types of energy usage data. Conduct energy audits on the energy use of each building of the Head Office to explore the potential for energy savings; engage professional emission verification agencies to assess energy usage and carbon reductions, and advance the implementation of “carbon neutrality” for buildings.
- Reduce the use of fossil energy and promote the gas to electricity transition. During the reporting period, the pilot program for transforming buildings at the Head Office was completed, achieving zero cubic meters of natural gas consumption.

Energy consumption	Unit	2025	2024
Comprehensive energy consumption	ton of standard coal	540,244.51	541,519.14
Comprehensive energy consumption per unit of revenue	ton of standard coal per RMB million	0.74	0.76
Comprehensive energy consumption per capita	ton of standard coal per capita	0.96	1.17
Direct energy consumption	ton of standard coal	76,438.11	82,965.78
Direct energy consumption per capita	ton of standard coal per capita	0.14	0.18
Natural gas	cubic meter	23,461,202.00	24,962,601.52
Gasoline	liter	35,225,228.00	38,291,601.03
Diesel	liter	1,486,386.00	1,422,447.05
Liquefied petroleum gas	ton	556.00	790.82
Coal	ton	6,443.00	7,648.86
Indirect energy consumption	ton of standard coal	463,806.40	458,553.36
Indirect energy consumption per capita	ton of standard coal per capita	0.82	0.99
Purchased electricity	MW·h	3,094,197.07	3,084,408.409
Purchased heat	GJ	2,448,112.00	2,329,412.90
Clean energy usage	ton of standard coal	31,203.40	33,200.26
Proportion of clean energy usage	%	5.78	6.13

Note: 1. The data is calculated at the Group level. In 2025, the per capita data is calculated based on the number of employees and labor dispatch workers of each institution at the time of their carbon inventory; in 2024, the per capita data is calculated based on the number of actual payroll headcount of each institution at the time of their carbon inventory.

2. Clean energy includes natural gas.

(VII) Usage of Water Resources

The Bank strictly implemented relevant laws and regulations such as the *Water Law of the People's Republic of China*, and the *Regulations on Water Conservation* issued by the State Council, continuously strengthening the overall control of water resources and systematically advancing water-saving and efficiency-enhancement projects. Particularly, the Head Office strictly observed the water-saving requirements of Beijing, and achieved the water conservation target assigned by the Beijing Municipal Water Conservation Office in 2025.

During the reporting period, we enhanced water usage monitoring in office buildings. Key efforts focused on addressing issues such as water leakage, overflow, dripping, and seepage. Simultaneously, the aging domestic water supply pipeline system was transformed. Water facilities in restrooms were optimized through the installation of water-efficient fixtures and scientific adjustment of water flow intensity, thereby improving water use efficiency. We recycled and reused domestic wastewater, central air-conditioning cooling water, and condensate water from office buildings to promote reclaimed water utilization.

Water consumption	Unit	2025	2024
Total water consumption	ton	27,363,702.00	31,146,613.64
Water consumption per capita	ton per capita	48.41	67.15
Water consumption per unit of revenue	ton per RMB million	37.73	43.83

Note: The scope of statistics covers municipal water use at the Group level. In 2025, the per capita data is calculated based on the number of employees and labor dispatch workers of each institution at the time of their carbon accounting; in 2024, the per capita data is calculated based on the number of actual payroll headcount of each institution at the time of their carbon accounting.

(VIII) Circular Economy

We actively implemented the *Circular Economy Promotion Law of the People's Republic of China* and the *Circular Economy Development Program for the 14th Five-Year Plan Period*, established the concept of using resources in an economical, intensive and circular manner, and promoted the circular working practices to constantly improve the utilization rate of resources.

- **Promote the circular use of office equipment.** The Bank formed a closed-loop circular economy system through initiatives such as trade-in programs and the reuse of second-hand devices. We strengthened control over printing and copying operations and promoted the centralized use of equipment by retiring standalone printing devices and encouraging recycling initiatives. During the reporting period, the Head Office deployed 379 used computers, 365 units of used office furniture, and 269 pieces of repaired furniture. For details, please refer to the chapter of “Climate Change Tackling – Climate-Related Strategies and Transition Plans – Building Green Logistics”.
- **Strengthen the management of greywater recycling.** During the reporting period, the Bank explored a new model for the recycling of central air-conditioning cooling water and condensate water, based on the collection of domestic wastewater from office buildings. By connecting to the recycled water system through dedicated pipelines, the Bank achieved categorized collection and circular utilization.
- **Enhance food waste reduction capabilities.** The Head Office piloted the “Reimagine Food Scraps” recycling initiative, reducing the per capita volume of food waste by 10% compared to the previous year.

SOCIAL ISSUES



- Rural Revitalization
- Inclusive Finance
- Contributions to the Society
- Innovation-Driven
- Ethics of Science and Technology
- Supply Chain Security
- Equal Treatment to Small and Medium-sized Enterprises
- Consumer Interests Protection (Safety and Quality of Products and Services)
- Data Security and Customer Privacy Protection
- Employees



(I) Rural Revitalization

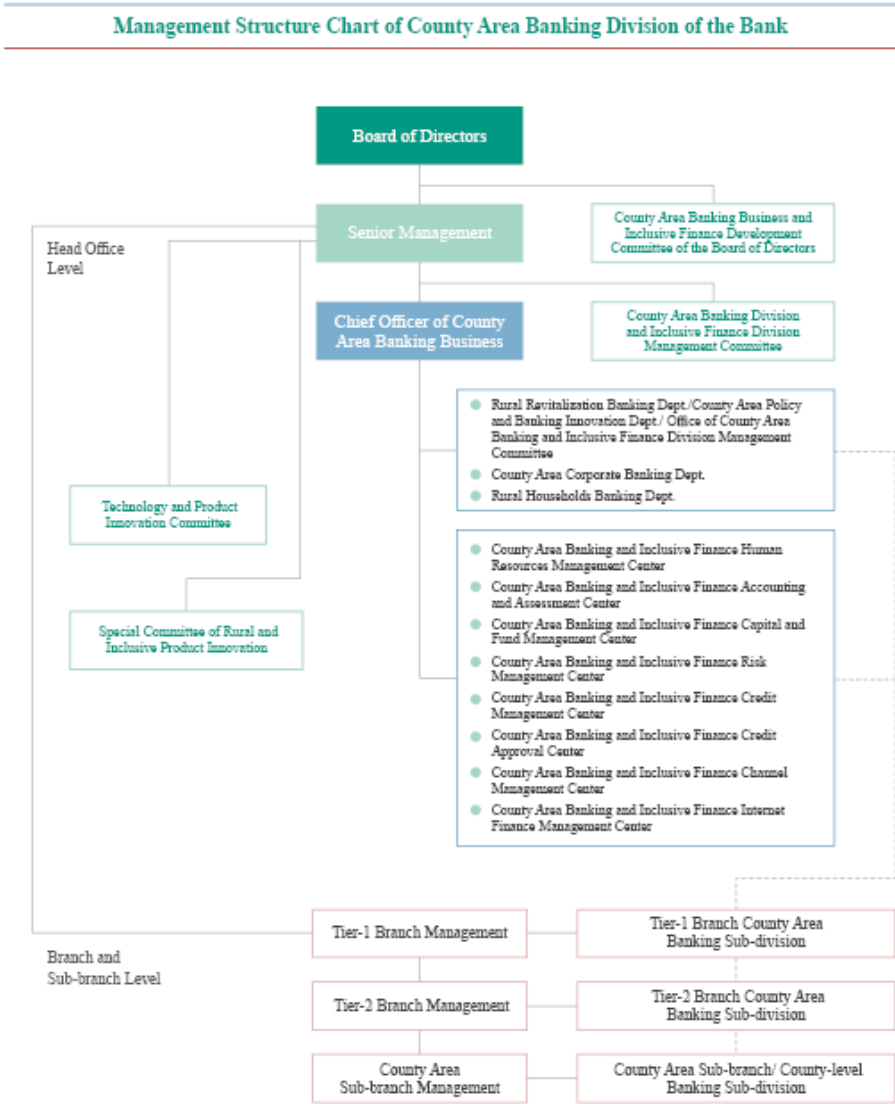
Guided by the Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, the Bank conscientiously implemented the guidelines of the Central Financial Work Conference, the Central Economic Work Conference, and the Central Rural Work Conference. We upheld the overall leadership of the CPC in financial support to agriculture, rural areas and rural residents and thoroughly implemented the strategic plan made by the CPC Central Committee to advance rural revitalization in an all-round manner. Focusing on high-quality development, the Bank performed the financial work embedded with political significance and people-centered philosophy, gave full play to its role as a leading bank in serving agriculture, rural areas and rural residents, and continued to strengthen financial support for key and vulnerable areas of rural revitalization. Aligning with the goals of comprehensive rural revitalization and integrated urban-rural development, we increased the supply of financial services.

As of the end of 2025, the balance of loans to County Areas reached RMB10.9 trillion, with a growth rate of 11%, which was 2.1 percentage points higher than that of the Bank's total loans. The number of the Bank's personal loan customers in County Areas was 31,536.1 thousand, representing an increase of 2,070.4 thousand compared to the end of the previous year, and the number of corporate customers in County Areas was 256.9 thousand, representing an increase of 17.9 thousand compared to the end of the previous year. We actively underwrite rural revitalization-themed credit bonds. In 2025, we underwrote RMB8.5 billion of rural revitalization bonds as a main underwriter, representing a year-on-year increase of 12.7%, and ranking first in the market in terms of the cumulative underwriting size. The Bank is the only national financial institution that has been rated "Excellent" for five consecutive years in the assessment and evaluation of financial institutions' services for rural revitalization conducted by the PBOC and the NFRA. During the reporting period, 100% of our tier-1 branches were rated "Excellent" in their respective local assessment and evaluation. Our exemplary practices in supporting the designated assistance counties have been recognized as "Global Best Case for Poverty Reduction" for four consecutive years in a joint evaluation by institutions including the World Bank and the Food and Agriculture Organization of the United Nations (FAO). Furthermore, we were honored with the title of "National Advanced Collective in Work for Persons with Disabilities" for our financial services provided to persons with disabilities facilitated through "eTuike".

1. Governance

The Board of Directors of the Bank has established the County Area Banking Business and Inclusive Finance Development Committee. It is responsible for formulating the Bank's County Area Banking Business development plans and annual plans, deliberating on major policy decisions for agriculture, rural areas and rural residents, and ensuring timely implementation of the central government's requirements for serving agriculture, rural areas and rural residents at the strategic decision-making level. The senior management has set up the County Area Banking and Inclusive Finance Division Management Committee to

coordinate the implementation of the relevant strategic decisions and overall arrangements made by the Board of Directors. The committee deliberates and organizes the implementation of annual business plan for agriculture, rural areas and rural residents, coordinates and resolves significant issues in the development of the County Area Banking Business, and ensures the implementation of the Bank’s strategic decisions for rural and inclusive finance.



2. Strategy

During the 14th Five-Year Plan period, the Bank positioned itself as a leading bank in serving rural revitalization, and has identified rural and inclusive finance strategy as one of its three major strategies. The Bank thoroughly implemented the strategic plan made by the CPC Central Committee to advance rural revitalization in an all-round manner. Focusing on our primary responsibilities and core businesses, we provided full support to build up China’s

strength in agriculture and integrated urban-rural development, and continuously improved the sustainable development capacity for agriculture, rural areas and rural residents. We continued to consolidate and enhance the distinctive competitive advantages of our County Area banking businesses. We fulfilled our role as a leading bank in serving agriculture, rural areas and rural residents, striving for leadership in market share, FinTech and service approaches, risk control, and brand image.

2.1 Strengthening System Building

Enhancing overall planning for serving rural revitalization. In line with the spirit of the Central Document No.1, the Bank released the *Opinions on Implementing the Guidelines of the Central Rural Work Conference and Solidly Advancing Financial Services for Comprehensive Rural Revitalization in 2025*. Centering on the CPC Central Committee's task requirements for 2025 of "two continuous efforts and four key focuses", we prioritized financial services in key areas of rural revitalization. Focusing on increasing the supply of credit funds and innovation-driven development of financial products and service models, we strove to make greater contributions to overall rural revitalization and the development of a strong agricultural nation. Additionally, we outlined the key priorities for the Bank's services in support of rural revitalization and the businesses for agriculture, rural areas and rural residents and County Areas in 2025, defining the Bank's objectives and tasks in this regard.

Continuously optimizing credit policy system and procedures. We issued the 2025 rural credit policy guidelines for agriculture, rural areas and rural residents, focusing on key areas such as food security, rural industries, and rural construction, and clarified over 30 differentiated policies covering customer access, credit limit determination, credit utilization, and guarantees. We further refined credit policies for key areas of rural revitalization, concentrating on leading agricultural industrialization enterprises, agricultural technology and equipment, and agricultural and rural infrastructure and other areas. We specified 13 differentiated policies regarding credit utilization methods, loan terms, and project capital ratios, while optimizing credit business processes to support the growth and expansion of agriculture-related industries. We strengthened the development of a green approval channel, incorporating credit operations such as loans for 832 counties lifted out of poverty, 160 key counties receiving national assistance for rural revitalization, formerly "Three Areas and Three Prefectures", and other key areas receiving assistance, as well as for grain, soybeans and oilseeds, and the modern seed industry, into the scope of priority processing.

Prioritizing the allocation of resources to agriculture, rural areas and rural residents and County Areas. We introduced an evaluation scheme for the County Area Banking Division to strengthen policy guidance and further inspire motivation for serving rural revitalization. We strengthened categorized guidance and management of County Area sub-branches, with differentiated policies for credit authorization and resource allocation. We continued to prioritize the allocation of credit in the field of rural revitalization, giving priority to meeting the credit needs in banking businesses for agriculture, rural areas and rural residents and County Areas, and issuing separate credit plans for loans to County Areas,

agriculture-related loans, and loans for counties lifted out of poverty. Fixed assets, financial expenses, and incentive salaries were allocated to the frontline units that serve rural revitalization. Policies such as preferential internal fund transfer pricing and discounts on economic capital measurement were implemented for loans in key areas of rural revitalization.

2.2 Improving Basic Financial Service Capacity in Rural Areas

The Bank insisted on deepening online and offline collaborative operations, vigorously promoted the extension of inclusive finance to rural areas for rural revitalization, and continuously improved the “six-in-one” rural service channel system of “physical outlets + self-service equipment + Internet finance + Huinongtong service points + remote banking + mobile financial services”, effectively expanding the rural basic financial service network. Our banking businesses for agriculture, rural areas and rural residents and County Areas formed unique advantages.

Increasing the proportion of outlets in County Areas. We promoted the distribution of newly established or relocated outlets to key areas of new urbanization, such as County Areas, urban-rural fringes, and townships, continuously expanding the coverage of financial services and the capacity for basic financial services. As of the end of 2025, the number of the Bank’s outlets in County Areas reached 12.9 thousand, with the proportion further increasing to 56.7%. During the reporting period, we completed the building and relocation of 179 outlets in township areas, improving financial inclusion in areas such as urban-rural fringe areas, underserved townships and previously unbanked townships.

Continuously expanding Internet finance scenarios. The rural version of our mobile banking app launched a smart assistant service exclusively for County Area Banking customers. We expanded channels for loans to benefit farmers, including branch-specific loans and the “Credit Express” service, built online-offline collaborative scenarios, and introduced distinctive features including transfer and withdrawal, red packet benefits, and the “ABC Lecture Hall”. These efforts comprehensively enhanced the accessibility to finance and the service experience for customers in county and rural areas. By the end of 2025, the number of monthly active users of the rural version of retail mobile banking reached 52.17 million, representing a growth rate of 8.7%.

Continuously optimizing the functions of Huinong Service Stations and mobile services. We established Huinong Service Stations in townships. During the reporting period, we established 1,742 new Huinong Service Stations in underserved rural areas across the country, contributing to an increase of 5.8 percentage points in coverage rate of services in township areas. Dedicated service teams were consistently formed with a fixed team, fixed location, and fixed schedule, to provide scheduled on-site services and outreach mobile services, offering financial services such as farmer loans, card and account opening, social and medical insurance services, and financial education to township customers. “Jinsui Huinongtong” service points were set up in locations like rural supermarkets and agricultural supply stores,

providing farmers with basic financial services including cash withdrawals, funds transfers, and utility payments. All the townships in the 160 key counties receiving national assistance in pursuing rural revitalization were covered by service points.

2.3 Enhancing Financial Services in Key Areas

We continuously strengthened financial support for key areas such as ensuring food security, consolidating and expanding the achievements of poverty alleviation, promoting integrated urban-rural development, providing financial services for farmers, building a digital countryside, and developing low-carbon rural areas. We improved the professional service system covering customers, capital, scenarios, models, policies, and products, effectively driving the implementation and results of all tasks related to rural revitalization.

Providing comprehensive services for national food security. The Bank comprehensively reinforced the financial safeguard for national food security, effectively ensuring the supply security of grain and essential agricultural products. During the reporting period, the Bank implemented a special action for financial services in food security, creating a full-industrial-chain financial service model “from farmland to dining table”. Focusing on critical agricultural seasons such as spring plowing and planting preparation, and summer harvesting and autumn sowing, we increased the targeted allocation of “Grain Farmer e-Loan”, comprehensively strengthening the financial service capacity for stable production and supply assurance of grain and essential agricultural products. The Bank developed innovative financing models such as “High-Standard Farmland Development + Integrated Agricultural Operation”, formulated financial service plans for the seed industry and seed production bases, and launched products including seed industry Loan and loan secured by new plant variety rights. We explored products and services such as agricultural machinery loan and agricultural machinery installment plan, with a focus on supporting the research and development, manufacturing, and promotion of “One Large and One Small” agricultural machinery equipment and key farm tools. As of the end of 2025, the balance of loans for sufficient supply of food and major agricultural products related areas reached RMB1.21 trillion, an increase of RMB203.2 billion or 20.3% from the end of the previous year.

Comprehensively consolidating and expanding the achievements of poverty alleviation. The Bank placed a strong emphasis on the financial services for consolidating and expanding the achievements in poverty alleviation. Focusing on key regions including 832 counties lifted out of poverty, 160 key counties receiving national assistance in pursuing rural revitalization, and the former “Three Areas and Three Prefectures”, we continued to pay close attention to the population lifted out of poverty and low-income groups, making every effort to accelerate the development of areas that have emerged from poverty and promote the income growth and prosperity of those lifted out of poverty.

Increasing loan support. As of the end of 2025, the balance of loans to 832 counties lifted out of poverty was RMB2.53 trillion, an increase of 11% from the end of the previous year; and the balance of loans to 160 key counties receiving national assistance in pursuing rural

revitalization amounted to RMB480.0 billion, with a growth rate of 9.9%.

Enhancing financial services for key demographic groups. The Bank issued opinions on improving loan services for farmers in key areas receiving assistance, clarifying support policies and work requirements for these areas. We promoted the “Enriching Farmers Loan” product to strengthen loan support for farmers lifted out of poverty. As of the end of 2025, the balance of targeted assistance loans was RMB580.8 billion, directly supporting 902 thousand people lifted out of poverty, and driving employment and income growth for over 3.7 million people lifted out of poverty. The balance of the “Enriching Farmers Loans” reached RMB120.4 billion, growing by 27.8%.

Enhancing comprehensive financial assistance efforts. Throughout the year, the Bank directly purchased and facilitated the sale of agricultural and sideline products from areas lifted out of poverty totaling RMB2.71 billion; and actively supported local governments’ east-west industrial transfer and project introduction arrangements, providing supporting financial services for 122 east-west collaboration projects of local governments, introducing 87 assistance projects to western regions, and bringing in funds amounting to RMB0.4 billion in 2025.

The Bank continued to implement the “Financial Talent Assignment Program for County-Level Assistance in Towns and Villages to Improve People’s Income”, and optimized the selection and management mechanism for cadres assisting in rural revitalization. As of the end of 2025, the Bank had 2,770 assistance cadres assigned to over 1,000 county-level administrative regions nationwide, and 322 of them were dispatched to key counties receiving assistance in pursuing rural revitalization. The Bank continued to implement the “Double Hundred” Cadre-Talent Pairing Assistance Program for East-West Collaboration, and organized the completion of assignments for returning cadres upon the expiration of their terms and the selection of a new batch of personnel.

Supporting the establishment of a new pattern for Integrated Urban-Rural

Development. The Bank supported rural industries based on local conditions. We conducted extensive visits to leading agricultural enterprises and private enterprises operating in rural areas, implementing the approaches of “one plan per industry” and “one plan per industrial park”, and explored financial services for agriculture-related supply chains and industrial chains. We established a rural revitalization project repository and promoted the implementation of county-level projects under the national initiatives of “Two Majors” implementation of major national strategies and security capacity building in key areas and “Two News”, a new round of large-scale equipment upgrades and consumer goods trade-in programs using the “list system”. We introduced service plans for “Four Good Rural Roads”, cold chain assistance for agriculture, and the construction of harmonious and beautiful villages, striving to keep industrial entities within counties and leave the value-added benefits of agriculture with farmers. We built a comprehensive financial service system for new citizens to support the integration of rural migrants into urban areas. We proactively explored the “Salary Treasure” fund supervision and payroll disbursement platform for migrant

workers, innovated and promoted exclusive products such as personal entrepreneurship guarantee loans and “New Citizen Housing Loans”, and launched a dedicated comprehensive financial service plan for new citizens to support their settlement and employment. As of the end of 2025, the balance of loans for rural industries and rural construction related areas was RMB2.66 trillion and RMB2.46 trillion, respectively, increasing by RMB434.7 billion and RMB215.2 billion compared to the end of the previous year.

Delivering high-quality financial services for farmers. The Bank increased the allocation of loans to farmers, and organized customer managers to visit villages and households to conduct customer surveys to advance the establishment of farmer information archives on a village-wide basis. We launched service plans such as Facility Loans, Merchant Loans, Large Professional Farmer Loans, and Rural Tourism Loans to support farmers in developing industries that benefit local people. We introduced online loan products for farmers, utilizing modern technological means to optimize operational models including investigation and approval, one-click loan renewal, and post-loan management, thereby enhancing the convenience for farmers in applying for and obtaining loans. Keeping pace with the reform of rural property rights, we vigorously promoted loans secured by the management rights of contracted rural land, helping farmers gain a greater share of the benefits from the reforms. As of the end of 2025, the Bank’s balance of “Huinong e-loan” was RMB1.84 trillion, an increase of RMB341.6 billion or 22.9% compared to the end of the previous year,

Vigorously promoting digital rural projects. Through the “ABC Huinongyun” digital rural platform, we built a digital scenario system covering agricultural production, rural governance, and public services, providing a package of digital tools for production, operation, and management to agriculture-related entities such as county and township governments, village CPC committees and villager committees (G-end), county-level corporate clients (B-end), and farmers (C-end). We promoted the deep integration of financial products such as credit and settlement into smart scenarios, achieving the precise alignment of “scenario + finance” integrated services with the production and livelihood needs in rural areas. As of the end of 2025, the “ABC Huinongyun” platform had 367 thousand registered institutions, covering 2,682 counties (districts), and serving over 6.80 million customers.

Promoting integrated innovation in rural revitalization and green development. Focusing on comprehensive rural revitalization, the Bank issued the implementation plan for the “Ten Major Financial Offerings” product and service system, optimized the setup of County Area Banking product innovation bases, and strengthened innovation in green products and service models for rural revitalization. These efforts centered around areas such as integrated protection and systematic governance of mountains, rivers, forests, farmland, lakes, grasslands, and deserts, agricultural emission reduction and carbon sequestration, energy conservation and environmental protection, rural clean energy, new energy sources like photovoltaic and wind power, and ecological restoration of abandoned mines.

3. Risks and Opportunities Management

The Bank strengthened the compliance management of its County Area Banking Business and strictly implemented the “one-vote veto” requirement for ecological and environmental protection. Focusing on key regions, industries, and customers, we consistently conducted risk monitoring and prevention in priority rural areas, and continuously reinforced the foundation of credit risk management in counties. As of the end of 2025, the non-performing loan ratio was 1.13%, a decrease of 8 basis points compared to the end of the previous year, which indicates stable credit asset quality in County Areas.

4. Metrics and Targets

During the 14th Five-Year Plan period, the Bank aimed to achieve the following three primary objectives:

Significantly enhancing the breadth and depth of services in supporting rural revitalization. We aimed to significantly increase the number of new agricultural business entities served by the Bank, fostering and supporting a number of entities in the chain of unique and advantageous industries in rural areas. The Bank’s ability to provide digital financial services related to agriculture in counties continued to improve, and a new model of FinTech empowering rural revitalization took initial shape.

Achieving high-quality and leapfrog development in county-level business. Loans for key areas such as food security, rural industries, and rural construction grew significantly, with the growth rate of loans to County Areas continuously exceeding the Bank’s average loan growth rate. The business structure in counties continued to optimize, and asset quality remained stable compared to the Bank’s overall performance. All regulatory indicators continued to meet required standards, and the operational efficiency of county-level business further improved.

Consolidating and enhancing the Bank’s leading position in the county market. The customer base in counties was further strengthened, with improved customer structure and enhanced customer satisfaction. The Bank’s brand image and social influence continued to improve, highlighting its demonstrative and leading role in the new pattern of financial development with Chinese characteristics.

Since the 14th Five- Year Plan, the Bank thoroughly implemented the strategic plan made by the CPC Central Committee to advance rural revitalization in an all-round manner. Focusing on our primary responsibilities and core businesses, we provided full support to build up China’s strength in agriculture and integrated urban-rural development. We continuously increased the allocation of loans for County Area Banking businesses, consistently strengthened financial technology and service delivery methods, significantly elevated risk control standards, and further enhanced our brand image of County Area Banking. All development objectives were achieved.

Case: Chongqing Branch Created “Xiazhuang Sky Road” Brands to Drive Villager Income Growth and Prosperity

To implement the central government’s strategic deployment on advancing comprehensive rural revitalization and continuously consolidating and expanding the achievements in poverty alleviation, we were committed to driving income growth for rural residents and supporting the all-round revitalization covering rural industries, talent, culture, ecology, and organization. Chongqing Branch deeply explored the economic value of the “Xiazhuang Spirit” and local specialties in Xiazhuang Village, Wushan County, Chongqing, and further strengthened the initiatives to recruit and benefit more rural residents through skills training, credit support, and consumption support. It innovatively launched the three “Xiazhuang Sky Road” brands of cultural tourism, navel orange industry, and financial support to carry out diverse financial assistance initiatives. In 2025, the case of “Agricultural Bank of China Innovatively Creating the ‘Xiazhuang Sky Road’ Brands to Drive Income Growth for Residents of Xiazhuang Village in Chongqing” was recognized as an exemplary case during the Sixth Global Solicitation on Best Poverty Reduction Practices Campaign organized by the World Bank, the Food and Agriculture Organization of the United Nations (FAO), and other institutions. During the five-year transition period from poverty alleviation to rural revitalization, Chongqing Branch helped Xiazhuang Village achieve a breakthrough in average per capita income, which exceeded RMB20,000, representing a 50% increase compared to 2021.



Figure 1 Award certificate for the “6th Global Best Poverty Reduction Case”

I. Project background

Xiazhuang Village is located in Zhuxian Township, Wushan County, Chongqing, in a

precipitous terrain within the contiguous poverty-stricken mountainous area of the Qinba region. It is a “sinkhole village” surrounded by steep cliffs on all sides, with a vertical elevation of more than 1,100 meters, and was once a deeply impoverished village in Chongqing. The villagers of Xiazhuang spent seven years carving out an 8-kilometer-long, 2-meter-wide road—known as the “Xiazhuang Sky Road”—on sheer cliffs, providing crucial support for local agricultural products such as citrus fruits and potatoes to reach external markets, and fundamentally transforming the village’s impoverished and isolated situation. At the 2021 National Poverty Alleviation Summary and Commendation Conference, President Xi Jinping called on the entire nation to learn from the “Xiazhuang Spirit” characterized by a refusal to fall behind, a proactive attitude, fearlessness in the face of hardship, and the willingness to make sacrifices.

As the focus of initiatives for agriculture, rural areas and rural residents shifts toward comprehensive rural revitalization, Xiazhuang Village now faces new circumstances and challenges. First, tourism infrastructure remains underdeveloped, limiting the village’s capacity to accommodate visitors and hindering the integrated development of agriculture, culture, and tourism. Second, the quality of agricultural products needs improvement. Traditional citrus industries suffer from inadequate distribution channels and low market recognition, necessitating further innovation in initiatives that engage and benefit more rural residents.

II. Project implementation

Developing the “Xiazhuang Sky Road” cultural tourism brand and cultivating new forms of rural cultural and tourism industries. Following the National Poverty Alleviation Summary and Commendation Conference, a nationwide wave of enthusiasm for learning about the “Xiazhuang Spirit” emerged, generating strong demand for educational tours and cultural tourism in the area. Chongqing Branch actively explored the cultural and tourism value of the “Xiazhuang Spirit” and supported the upgrading of local tourism infrastructure. In 2022, the branch provided RMB74 million in the special credit product “Loans to Key Villages in Rural Tourism” to Xiazhuang Village, with an interest rate reduced by 50 basis points below the benchmark rate. The funds were used to construct and renovate a series of tourist attraction spots under the “Xiazhuang Spirit” brand, contributing to the village’s successful designation as a national 4A-level tourist attraction. Within two months of opening to the public, the attraction received 150,000 visitors, generating RMB12.7 million in local revenue. Meanwhile, an accommodation industry model engaging rural residents by integrating “project company + village collective + rural households” was established. The project company carried out free, unified facade renovations on 86 rooms in 19 buildings of 34 households, transforming idle rural housing into homestays. Income from the homestays is distributed among the project company, the village collective, and participating households at a ratio of 55%:5%:40%. Additionally, local villagers were given priority for employment in roles such as tour guides, security personnel, cooks, and sanitation workers within the tourism area, with income levels exceeding the average urban resident income in Wushan County.



Figure 2 The upgraded “Xiazhuang Sky Road” tourism area

Developing the “Xiazhuang Sky Road” navel orange brand to promote the transformation and upgrading of traditional “local specialty” products. First, innovating the mechanism to recruit and benefit more rural residents. In response to challenges such as low product quality and inadequate distribution channels in the citrus industry, Chongqing Branch fully leveraged its strengths in government-bank collaboration, financial services, and customer channels by innovating the initiatives to recruit and benefit more rural residents through skills training, credit support, and consumption support, thus promoting the transformation and upgrading of the citrus industry. **Second, providing technical support to enhance product quality.** The branch coordinated with the Chongqing Academy of Agricultural Sciences to dispatch a team of citrus experts to guide villagers in cultivating the new “Longhuihong” navel orange variety, and they completed integrated water and fertilizer system upgrades across 66.67 hectares of the “Smart Citrus Base”. **Third, developing new exclusive credit products.** A dedicated credit product “Rural Revitalization - Huinong Fruit Industry Loan” was launched, featuring preferential interest rates, high credit limits, and flexible credit utilization methods, to precisely meet the financing needs of local fruit growers. **Fourth, facilitating smooth sales channels.** At the request of Xiazhuang Village’s collective economic organization, the branch coordinated the introduction of relevant enterprises to assist in building the citrus brand, including the registration and full entrusted operation of the “Xiazhuang Sky Road” citrus trademark. To further expand market access, the branch helped establish an online and offline sales model combining “Xingnong Mall + consumption support”. Online, the citrus products were launched on the “Xingnong Mall” on the Bank’s mobile banking app, connecting to a consumer base of 650,000 people; and offline, the branch guided 41 sub-branches in organizing consumption support activities.



Figure 3 Demonstration base for “Xiazhuang Sky Road” citrus cultivation

Developing the “Xiazhuang Sky Road” financial support brand to drive the “Five Revitalizations” in the local area. ABC Chongqing Wushan Sub-branch, in collaboration with the Zhuxian Township Government of Wushan County, launched the “Xiazhuang Sky Road” financial assistance brand, promoting the integrated development of rural financial services and grassroots governance, and advancing the comprehensive revitalization covering industries, talent, culture, ecology, and organization. **First, establishing a regular support mechanism.** For the purpose of organizational revitalization, the sub-branch, in coordination with Zhuxian Township, Wushan County, established a support mechanism featuring “Five Ones”, including delivering one policy briefing, carrying out one research, organizing one field visit, implementing one practical project that benefits local residents, and supporting one local industry every year. Through these efforts, we are committed to addressing key livelihood issues and delivering tangible benefits to the residents. **Second, promoting integrated development of ecological and cultural revitalization.** Front-end financing and advisory support was provided to upgrade the “Xiazhuang Sky Road” tourism area. Together with Xiazhuang Village, the sub-branch organized the thematic activity “Walk the Xiazhuang Sky Road, Learn from Role Models’ Spirit”, and jointly with the Zhuxian Township Government of Wushan County, hosted the First Wushan “Village BA” Basketball Tournament, enriching the cultural life of local villagers. **Third, promoting coordinated development of talent and industrial revitalization.** The sub-branch collaborated with the Wushan County government to appoint “financial village directors” within the “two committees of villages”, helping cultivate supporting talents who understand finance, industry, and rural conditions, to address the issue of information asymmetry in rural financial development. The “financial village directors” play key roles in loan recommendations, financial education, and risk management. Using the Bank’s “eTuike” system, they promptly refer farmers with credit needs to the Bank for loan application, injecting financial vitality

into the development of local specialty industries.



Figure 4 The Bank's employees study the "XiaZhuang Spirit" at the "Yugong Lecture Hall"

III. Key achievements

Developing new forms of cultural and tourism industries to help villagers increase their income and achieve prosperity. After the upgrading and transformation of the "Xiazhuang Sky Road" tourist attraction, the daily maximum number of visitors that can be accommodated reached 4,000, annual visitor number reached 514,000, and annual revenue reached RMB154.2 million, representing increases of 10 times, 6 times, and 7 times respectively compared to before the renovation. The project has created employment for more than 40 people, accounting for 12.5% of Xiazhuang Village's permanent resident population. Through homestay dividends and employment opportunities, villagers' average annual income reached RMB22,000, an increase of 65% compared to 2021.

Establishing a comprehensive support mechanism to promote "local specialty products" to a new level. Chongqing Branch implemented a full-scale industrial support mechanism combining "skills training + credit support + consumption support" to help develop and expand the citrus industry in Xiazhuang Village. From 2021 to 2025, the "Rural Revitalization - Huinong Fruit Industry Loan" program cumulatively issued 153 loans totaling RMB12.72 million. Through consumption support, RMB3.187 million worth of agricultural products such as navel oranges, rice, and preserved pork under the "Xiazhuang Sky Road" brand were sold. This initiative drove the annual income of Xiazhuang Village's citrus industry to exceed RMB1 million. The village collective income and per capita income of villagers reached RMB162,000 and RMB20,000 respectively, representing growth of 46% and 50% compared to 2021.

Diversifying support measures to promote improvement of local people's livelihood. From 2021 to 2025, the "Five Ones" regular support program was implemented, including

donating teaching computers to Xiazhuang Primary School of Zhuxian Township, providing heating equipment to villagers in high-cold areas of Xiazhuang Village, and organizing free medical clinics for villagers in collaboration with Jiangbei District People's Hospital. The branch deepened cooperation with the two committees of Xiazhuang Village, and organized more than 1,000 visits and study tours by employees at all levels to Xiazhuang Village. The "Village BA" basketball tournament was held, which attracted participation from many nearby tourists, promoting the development of local catering, homestays, and other industries. Through the "eTuike" system, a total of RMB99.5 million in credit funds were allocated to support the growth of 98 new business entities.

IV. Experience and insights

Leveraging local distinctive resources and continuously strengthening financial support.

Industrial revitalization is the top priority of rural revitalization and the core foundation for achieving sustained prosperity for farmers. Banking institutions have unique advantages in terms of channels, capital, information, and financial literacy promotion. They should base their efforts on local resources, conduct in-depth field research, identify the key pains and difficulties in the development of local specialty industries, and design targeted credit products and service models to continuously inject financial vitality into local industrial development.

Taking common prosperity as the starting point and ultimate goal, and continuously innovating financial support measures. Banking institutions must always uphold the original mission of "Finance for the People", and regard the promotion of common prosperity as the starting point and ultimate goal of financial work. Under the "finance + industry" service model, they should actively leverage their advantages in channels and capital, upgrade the mechanism of "skills training + credit support + consumption support" that engages and benefits farmers, and adhere to the strategy of "work-relief programs and category-based policies". This approach encourages rural collective economic organizations to take on more economic responsibilities, continuously stimulate the internal growth momentum of the population that has been lifted out of poverty, and help farmers achieve common prosperity.

Strengthening collaboration among multiple stakeholders to enhance the effectiveness of support measures. Finance is the lifeline of the national economy. Banking institutions should skillfully utilize their information advantages and fully leverage geographical, personal, and relational networks to form synergies and enhance outcomes of support measures. They should actively promote bank-government cooperation to bridge rural information asymmetry and create more beneficial practices such as the "financial village director" model. They should also strengthen bank-enterprise cooperation to advise on product upgrades and transformations, and organize activities such as free medical clinics, "Village BA" basketball tournament, and financial literacy campaigns in rural areas.

V. Real-life stories

This is a three-story courtyard house with a spacious and clean yard. On the first floor is a restaurant that serves visiting tourists, while the second and third floors house 17 simply furnished “farmhouse” guest rooms. Villager Mr. Yang is busily tending to guests at his own farmhouse inn. Five years ago, Mr. Yang was still classified as poverty-stricken. Today, with financial support from the Bank, he has embarked on a path to prosperity and is reaping substantial returns. When he faced a shortage of funds, a customer manager from ABC Wushan Sub-branch visited his home, helped him analyze the financials, and provided recommendations. Eventually, he was granted a RMB300,000 agricultural support loan. After preparation and setup, his integrated leisure, accommodation, and dining farmhouse officially opened for business. Tourists now come and go throughout the day, keeping him constantly busy. Mr. Yang has gradually become a leader in wealth creation within Xiazhuang Village. Under his leadership, the number of farmhouse inns in Xiazhuang has also steadily increased.



Figure 5 “Xiazhuang Sky Road” homestay upgraded and renovated by villagers

(II) Inclusive Finance

1. Governance

The Bank established the County Area Banking Business and Inclusive Finance Development Committee under its Board of Directors, responsible for formulating strategic plans and basic management systems, as well as reviewing annual business plans and evaluation measures for inclusive finance, and established the County Area Banking and Inclusive Finance Division Management Committee under Senior Management, responsible for coordinating and implementing the strategic decisions and overall plans made by the Board of Directors regarding the development of inclusive finance. In 2025, the County Area Banking Business and Inclusive Finance Development Committee of the Board of Directors held one meeting, and considered proposals including the *Special Evaluation for Inclusive Finance Business 2025*. The County Area Banking and Inclusive Finance Division Management Committee of the Senior Management held four meetings to consider proposals such as the *Work Rules for County Area Banking and Inclusive Finance Division Management Committee of Senior Management*.

2. Strategy

The Bank regarded Rural and Inclusive Finance as one of the three major strategies, and promoted the strategy in an integrated manner. In 2025, the Bank convened a bank-wide meeting on supporting the development of the private economy and promoting inclusive finance, to further elevate the Bank's political stance and reinforce its sense of responsibility, define the annual operational targets for inclusive finance business, and put annual key items in place, ensuring the sustainable and high-quality development of inclusive finance. To implement the requirements set forth in the *Notice on Issuing the Implementation Plan for Promoting High-Quality Development of Inclusive Finance in the Banking and Insurance Sectors* issued by the General Office of NFRA and the General Administration Department of the PBOC (Jin Ban Fa [2025] No. 58), the Bank made plans for inclusive finance, and proposed implementing the development strategy for Rural and Inclusive Finance based on our positioning of "a leading bank providing financial services for rural revitalization and a major bank serving the real economy". The Bank continuously optimized its inclusive financial service system, consolidated and improved its inclusive credit system, progressively enhanced its inclusive insurance system, and basically built a high-quality, comprehensive inclusive finance system. These efforts further solidified our position as a leading bank in the inclusive finance sector in terms of total supply, customer coverage, and sustainable development capabilities. In virtue of excellent performance in inclusive finance, the Bank contributed to new strides in promoting common prosperity.

2.1 Policy Support

During the reporting period, the Bank formulated the *Agricultural Bank of China 2025 Credit Policy Guidelines* and the *Agricultural Bank of China 2025 Inclusive Finance Credit Policy*

Guidelines, to further the implementation of differentiated credit policies for inclusive finance. For inclusive finance customers with individual credit below RMB10 million (inclusive), a differentiated customer classification policy is applied. Except for the construction industry, no binding industry credit limits are imposed. We optimized the credit granting management policy, reasonably determining the theoretical credit limits for micro and small-sized enterprises. For eligible customers meeting the conditions for loan renewal without principal repayment, the Bank ensured full and timely renewal to alleviate the repayment pressure on micro and small-sized enterprises. We implemented preferential policies for economic capital and internal fund transfer pricing to enhance the willingness of operating branches to lend.

We formulated the *Implementation Plan of Agricultural Bank of China for Strengthening Support for Micro and Small Enterprise Financing*, clarifying the development goals of “ample quantity, improved quality, stable pricing, and optimal structure”. We aimed to increase credit support for micro and small-sized enterprises, optimize the supply of financial services, set loan interest rates for micro and small-sized enterprises reasonably, and strengthen financial support in key areas.

2.2 Initiatives

We proactively assumed our responsibilities and missions to serve the real economy and to benefit enterprises and the people, and to provide relief support. Pursuing high-quality development as our overarching task, driven by digital and intelligent management, and aiming to meet the financial needs of a broad range of market entities, we comprehensively advanced our strategy of rural and inclusive finance, expanded service scenarios, improved service models, optimized business processes, and solidified the development foundation, to effectively enhance our inclusive finance service capabilities and provide more convenient, affordable and sustainable financial services for micro and small-sized enterprises, self-employed individuals, and rural households, among others. As of the end of 2025, the balance of inclusive loans amounted to RMB4.35 trillion, representing an increase of 20.9% as compared to the end of the previous year. The balance of inclusive loans to small and micro enterprises reached RMB3.93 trillion, representing an increase of 21.7% as compared to the end of the previous year. The number of inclusive micro and small-sized enterprise customers with outstanding loan balances amounted to 5,239.4 thousand, representing an increase of 657.5 thousand customers as compared to the end of the previous year. Our role as a major bank in inclusive finance with the largest supply of inclusive loans, the broadest service coverage and leading capabilities in sustainable development was further consolidated.

● Establishing a Robust Coordination and Working Mechanism to Support Financing for Micro and Small-Sized Enterprises

We established and refined a four-level dedicated task force—spanning Head Office, branches, sub-branches, and outlets—to advance the implementation of the “Visits to Thousands of MSEs” campaign. Focusing on key sectors such as private enterprises, foreign

trade, technology, and consumption, we accurately identified and efficiently connected with the genuine and effective financing needs of micro and small-sized enterprises, ensuring credit funds reach the grassroots level swiftly, conveniently, and at reasonable interest rates. As of the end of 2025, we accumulatively granted credit lines of RMB5.77 trillion to 3.68 million micro and small-sized enterprises and disbursed loans amounting to RMB4.49 trillion to 3.63 million micro and small-sized enterprises. The number of credit granting customers, the credit granting amount, the number of loan customers, and loans to customers all ranked first among our peers.

- **Innovating Specialized Financing Products and Service Models**

We expanded financing service scenarios by launching the exclusive online product “Quick Loan for Science and Technology” for technology-based micro and small-sized enterprises. We introduced the “Micro Quick Loan · Industrial Chain Financing” model, and rolled out the “Government Guaranteed e-Loan· Employment Guarantee Loan” for enterprises stabilizing and expanding employment. We also promoted specialized products like the “Veteran Entrepreneurship Loan”. We optimized credit service models, preliminarily establishing an AI-powered intelligent loan processing system. We iteratively launched upgraded products such as “Mortgage e-Loan 4.0”, “Merchant e-Loan 2.0”, and “Huinong e-Loan”, while steadily advancing batch documentation for rural households. By comprehensively utilizing diverse tools like “Quick Renewal for e-Loan”, “Renewal for Merchant e-Loan”, and “One-Click Loan Renewal”, we effectively alleviated the repayment pressure on inclusive finance customers.

- **Building an Integrated, Omni-Scenario Financial Service Ecosystem**

We built an online enterprise-benefiting service ecosystem, upgrading the “Inclusive E-Station” integrated service platform, which integrated diverse functions such as industry information (“Huiqixun”), preferential logistics services (“Huiqiji”), and exclusive corporate credit cards (“Huiqika”), providing one-stop access to “Finance + Non-Finance” omni-scenario services. We established an offline hierarchical operating system based on “sub-branches + outlets”, selected 500 annual inclusive finance model sub-branches, and optimized the application mechanism for the rating results of MSE credit business operations and management at outlets, leveraging benchmark effects to comprehensively enhance the quality and efficiency of inclusive finance services.

- **Improving the Long-term Development Mechanism for Inclusive Finance Business**

We enhanced the institutional structure of the Inclusive Finance Division. In line with the growth of credit scale, risk management, and business development needs, we optimized the organizational setup of the MSE finance division and strengthened its staffing. We reinforced internal resource allocation, consistently prioritizing the inclusive finance sector in areas such as credit quota allocation, performance evaluation, salary and expense arrangements, internal

fund transfer pricing, and economic capital allocation. We fully implemented a mechanism for exemption from liability upon fulfillment of duties, refined the standards for exemption, established a regular evaluation system, and conducted periodic assessment of the mechanism's implementation effectiveness. These measures effectively protect the motivation of frontline credit personnel and foster a favorable environment that encourages them to “dare to lend, be willing to lend, be able to lend, and know how to lend”.

2.3 Access to Finance

● Offline Distribution Channels

Expanding service channels for rural and inclusive finance. We scientifically planned the layout of newly established and relocated outlets, prioritizing areas such as county regions, urban-rural fringe areas, and townships. We continuously expanded the breadth of our financial services. As of the end of 2025, we had 22.8 thousand outlets in China, including 12.9 thousand outlets in County Areas, maintaining full coverage over County Areas and becoming the only financial institution with outlets in all county-level administrative regions.

Optimizing self-service banking services. Continued efforts were made to improve the deployment of hardware facilities for financial services, including super tellers and cash self-service devices. These facilities provide basic financial services such as cash deposit and withdrawal, transfer remittances, current-to-fixed deposits, and balance inquiries, effectively extending the reach of financial services to make them more convenient and efficient. As of the end of 2025, the Bank had 53.7 thousand super tellers and 52.0 thousand cash self-service devices installed. The coverage rates for self-service banking channels in County Areas remained at 100%.

Comprehensively enhancing the age-friendly service capabilities at our outlets. We upgraded the age-friendly hardware facilities, including the installation of accessible ramps (including flat ground) and emergency call devices at 21 thousand outlets. This contributed to a safer, more convenient and comfortable service environment for special population groups including the elderly. We established exclusive service counters and intercom systems to provide priority service and one-on-one consultations for the elderly. By promoting the “Golden Harbor” service brand and integrating the pension finance advisory mechanism, we effectively addressed the elderly's financial needs for retirement wealth management and wealth planning. We built a community-based service ecosystem by organizing regular campaigns such as calligraphy and painting exchanges, health seminars, and anti-financial fraud education. In addition, we established elderly care teams to explore innovative models of retirement service.

● Online Distribution Channels

We built an integrated online service system with multiple channels, including mobile banking, online banking and WeChat banking. We enriched and improved the scenario-based

service model of “finance + non-finance”, and extended our service reach to areas with low financial service penetration rate and underserved populations, so as to provide convenient, efficient, high-quality and intelligent online financial services.

Mobile banking. We launched the “Smart Assistant” service and the innovative interaction model of “conversation as a service” to provide customers with a lighter and more intelligent digital financial experience. We improved the corporate mobile banking service system to meet the diverse and intelligent mobile financial services needs of various medium, small, and micro enterprises (MSMEs). As of the end of 2025, the number of monthly active users of retail mobile banking was 276 million, and the number of contracted corporate mobile banking users was 12.59 million.

Online banking. We improved the personal online banking service system encompassing account management, investment and wealth management, loan financing, and private banking services, providing personalized and customized online financial services for diverse customer segments such as new urban residents, inclusive finance customers, and county area customers. We developed an efficient, intelligent, secure, and convenient corporate online banking platform to meet the personalized and specialized corporate financial service needs of enterprise clients across different industries and scales.

WeChat banking. We established the official service account “Agricultural Bank of China Micro-banking” to offer convenient and accessible online financial services such as account transaction reminders, debit card customization, account inquiries, loan applications, and utility bill payments for services to our customers. The “ABC Micro-services” WeChat mini-program provides auxiliary services, including real-time queue number generation, outlet appointments, pre-filling of super teller forms, and outlet operation status inquiries.

Convenient service scenarios. Focusing on scenarios such as campuses, canteens, government services, salaries, elderly care, and transportation, we introduced solutions in areas including school canteen fund supervision, official dining fund settlement, and subsidy distribution for senior care institutions. We continuously increased and optimized scenario-based financial services, consistently improving customer experience to meet the diverse and contextualized service needs of different customer groups.

● Remote Distribution Channels

Through omnichannel customer services encompassing voice, text, video, new media, and more, we accumulated a total of 383 million person-times of customer interactions, an increase of 39 million compared to the end of the previous year. Specifically, inbound voice calls handled by human agents totaled 81.83 million person-times, an increase of 10.76 million compared to the end of the previous year.

Enhancing the services for special customer groups. During the reporting period, we upgraded the “one-click direct access” human agent service for customers and introduced

video guidance for mobile banking operations, achieving a customer satisfaction rate of 99.91% for these exclusive services. We optimized the service interface for sign language customer service and activated the text message push function. We expanded the types of business supported by the “one on-site visit + one remote video session” service model for special customers. We launched a Tibetan language “on-site + remote” farmer loan interview service and added video service support for Tibetan dialects such as Ali dialect, Nyingchi dialect, and Nagqu dialect.

Enhancing customer service experience. For services such as debit card replacement with the same number and card application appointments, we launched a collaborative “remote pre-fill and offline processing” service to improve the convenience of financial services. We upgraded the “ABC Cloud Customer Service” WeChat official account by launching commonly used functions such as outlet information inquiries, to promote financial knowledge and the Bank’s service policies based on customer needs. As of the end of 2025, the “ABC Cloud Customer Service” official account had 11 million followers.

Accelerating the development of digital and intelligent customer service. We established a corporate-level knowledge base and developed intelligent Q&A capabilities to provide knowledge support for AI applications in smart banking. We employed large language models to assist in customer intent recognition, enhancing the customer service robots’ ability to parse and understand complex customer inquiries. In telephone customer service, we promoted intelligent voice navigation strategies, replacing traditional keypad selection operations with a convenient “say and connect” interactive mode, thereby optimizing the customer service experience.

● **Serving Underserved Areas and Populations**

Bridging the “last mile” in delivering financial services to the grassroots level.

Leveraging Huinongtong service points as a key tool, we extended financial services to grassroots level. “Jinsui Huinongtong” service points were set up in locations like rural supermarkets and agricultural supply stores, providing farmers with basic financial services including cash withdrawals, funds transfers, and utility payments. All the townships in the 160 key counties receiving national assistance in pursuing rural revitalization were covered by service points. At qualified Huinong Service Stations, we deployed the “direct access to staff” 95599 customer service hotline function, further extending services to county and rural areas. During the reporting period, we completed the building and relocation of 179 outlets in township areas, improving financial inclusion in areas such as urban-rural fringe areas, underserved townships and unbanked townships, and established 1,742 new Huinong Service Stations in underserved rural areas across the country. These efforts contributed to an increase of 5.8 percentage points in coverage rate of services in township areas. We established the vanguard team for rural revitalization services and routinely conducted mobile financial services. During the reporting period, the team provided services to farmers for 0.12 million person-times. Using a service model with fixed teams, fixed locations, and fixed schedules, we provided comprehensive financial services to township customers, including farmer loans,

account opening, social and medical insurance agency services, and financial literacy education.

Empowering financial accessibility in rural and ethnic minority regions. We optimized the functions of the rural version of mobile banking, strengthening the foundation for online services to support agriculture, rural areas, and farmers, and continuously expanded the coverage of county and rural customers. We developed mobile banking versions in ethnic languages such as Mongolian, Tibetan, and Uyghur to effectively meet the needs of ethnic minority customers in accessing online financial services.

3. Risks and Opportunities Management

The Bank consistently coordinated the advancement of business development with risk prevention and control in the inclusive finance sector. Leveraging digital and intelligent technological means, we comprehensively advanced the reform of the centralized “on-site + remote” operation model, precisely implemented portfolio risk management strategies and strengthened tiered and categorized post-loan refined management. We continuously enriched the compliance risk model pool, enhancing capabilities in precise interception, real-time early warning, and efficient response to effectively prevent fraud and operational risks. In 2025, the asset quality of the Bank’s inclusive loans remained compliant with regulatory requirements.

4. Metrics and Targets

The Bank resolutely implemented the requirements set forth by the NFRA regarding financial services for micro and small-sized enterprises. We continued to strengthen financial support for micro and small-sized enterprises that maintain compliant and continuous operations, have fixed business premises, demonstrate genuine financing needs, possess good credit standing, and use loans in a legal and compliant manner. We ensured that the growth rate of inclusive loans to micro and small-sized enterprises was no lower than the growth rate of total loans. As of the end of 2025, the Bank’s inclusive loans to micro and small-sized enterprises achieved a growth rate of 21.7%, 12.8 percentage points higher than the growth rate of the Bank’s total loans.

(III) Contributions to the Society

Following the concept of “shouldering responsibility and serving the people, taking responsibility first and benefiting the society”, we vigorously promote the building of the brand “ABC Charity”, benefiting the public through various means such as donations, volunteer services, and mutual aid and support mechanisms. In 2025, donations to external parties (Group level) amounted to RMB122.68 million.

Public Welfare Practices

	Unit	2025	2024
Donations to external parties (Group level)	RMB10 thousand	12,268	11,824
Number of public welfare activities	10 thousand	1.3	1.2
Service hours for public welfare activities	10 thousand hours	19.3	13.2

	Unit	As of the end of 2025	As of the end of 2024
Number of youth volunteer teams	-	3,633	3,751
Number of youth volunteers	10 thousand	6.3	6.3

1. Policy Development

We continued to refine and strengthen the policy framework for public welfare activities, and established a long-term mechanism to promote the systematic, standardized, and branded development of philanthropy and volunteer activities. The *Measures of Agricultural Bank of China for the Management of Donations* was formulated to standardize external donation practices. The *Implementation Plan of Agricultural Bank of China for the Building of Public Welfare Brands* was formulated to strengthen the management mechanisms for public welfare projects and volunteer activities. The “ABC Public Welfare” Brand User Manual was formulated to clarify the bank-wide use and promotion of the public welfare brand. The *Plan of Agricultural Bank of China for the Selection and Citation of Advanced Teams and Individuals in Public Welfare Activities* was formulated to foster a stronger sense of social responsibility among all employees, unite efforts across the Bank, and further advance charitable and volunteer initiatives. During the reporting period, we prepared the first *Public Welfare Practice Report* to communicate the characteristics and highlights of our philanthropy and volunteer activities across the Bank.

2. Public Welfare Actions

Focusing on such priority areas as rural revitalization, green ecology, and vulnerable group protection, we systematically conducted a wide range of public welfare actions, including the four initiatives of “Revitalization”, “Protection”, “Caring”, and “Fulfilling Dreams”, in which volunteer service teams, Party member vanguards, youth task forces, and other key groups serving as the primary force. The purpose was to continuously strengthen the cultivation and promotion of outstanding role models in public welfare activities.

Always with You – “ABC Charity” Brand Building
Building the Image of a State-owned Bank with More Warmth, Love and Responsibility

Carrying out the Revitalization action to help the rural areas achieve common prosperity. Focusing on key areas including rural cultural inheritance, education and medical care improvement, infrastructure construction, living environment improvement, and other important domains, we systematically planned and strategically allocated targeted public welfare resources across rural communities to continuously enhance the impact and effectiveness of assistance. We conducted in-depth research into the real needs of rural communities, coordinated policy instruments and financial resources, and strengthened internal and external coordination, to ensure that public welfare effort works toward the key areas of rural development. We also collaborated with government departments, social organizations, and corporate partners to promote the upgrading of rural industries, talent development, and cultural prosperity.

Carrying out the Protection action to practice green development principles. Focusing on the Beautiful China initiative, we deepened the integration of the green development principles into business operations by addressing core themes such as energy conservation and carbon reduction, ecological protection and environmental governance, among others. We organized a series of public welfare activities such as sorting garbage, landscaping cities, saving water and electricity, using green means of mobility, and ecological protection, and strengthened the publicity of green-themed activities, contributing to an ecological environment characterized by blue skies, clean water, green land, and harmonious communities and supporting the realization of peak carbon emissions and carbon neutrality goals.

Carrying out the Caring action to pass on warmth and strength. With a focus on serving vulnerable groups, we advanced compassionate and sustainable public welfare projects and voluntary services targeting key areas such as medical assistance, disability support, elderly care, and public education, among others. Through the service brand “ABC Considerate Warm Space” for public welfare activities by business outlets, we carried out “Cooling Care” and “Warmth Delivery” campaigns for outdoor workers, providing essential summer relief supplies, daily necessities, rest areas, and emergency services. We strengthened the integration of public welfare services and outlet functions, expanded the outreach of welfare resources into communities, and improved accessibility and coverage of the services. Moreover, we

built and strengthened emergency response mechanisms for natural disasters, such as rainstorm and earthquake, and integrated financial resources and volunteer services with external cooperation networks, to ensure rapid response and targeted assistance, and leverage financial strength in supporting communities during major emergencies.

Carrying out the Fulfilling Dream action to build a bright future together. For youth and children, we deeply explored the convergence points between financial services and developmental needs of young people, and actively built a platform for providing diversified public welfare services. Through conducting public welfare activities such as educational empowerment, donations, health care, and warm companionship, we developed a model that integrates education empowerment, psychological support, and social inclusion to illuminate the path of youth through purposeful actions.

Key Public Welfare Activities of the Agricultural Bank of China in 2025

Public Welfare Actions	Project Titles	Partnership Organizations	Accumulated Amount of Funds Raised for Donation	Action Period	Progress
Revitalization	ABC Ningbo Branch Charity Foundation	Ningbo Charity Federation	Accumulated funds raised amounted to RMB1.13 million.	From 2024 to present	The branch explored a new model of “Finance + Public welfare” to step up the support for public welfare practices through the cooperation between the eastern and western China. As of the end of 2025, a total of 11 projects were funded, and six of them were successfully implemented, including the education support project delivered at Jinxing Village in Liangshan Prefecture, Sichuan Province through the cooperation between the eastern and western regions of China and the winter project of assisting Ningbo students from the prefecture, with donations amounted to RMB802 thousand.
Protection	“Cherishing the Gift of Nature and Protecting the Life in Wetlands” by Tianjin Dagang Sub-branch	-	-	From 2017 to present	The sub-branch established a network of eco-finance experience zones at its outlets, featuring the scenario of “Love Bird” initiative, the showcase of promotional video, and the platform of fish fry donation. The sub-branch erected “Wetland Volunteers’ Love Houses”, and has collaborated with the Management Committee of Beidagang Wetland Nature Reserve in Tianjin to conduct Love Bird Week communication campaigns for six consecutive years.
	“Wow Public Welfare” thematic activity of the	Master Card	-	From 2024 to	The Head Office Credit Card Center joined hands with Mastercard to launch forest ecological restoration projects in areas such as Jiangchuan District in Yuxi, Yunnan Province. So far, 17.5 thousand trees have been planted. Following the implementation of the project, it is expected to

Public Welfare Actions	Project Titles	Partnership Organizations	Accumulated Amount of Funds Raised for Donation	Action Period	Progress
	Head Office Credit Card Center			present	enable 21 thousand tons of carbon sequestration within five years, restore the ecological environment of wild mushrooms, and improve the livelihood of Yi ethnic group, achieving a win-win outcome of ecological conservation and community development.
	The Earth Hour campaign	-	-	From 2010 to present	Shenzhen Branch has supported the Earth Hour public welfare activities under the World Wildlife Foundation (WWF) for 16 consecutive years. From 20:30 to 21:30 on 22 March 2025, the signboard lights on the roof, office lights and outdoor screen lights of the branch office building were extinguished as a concrete action to promote green and environmental protection to the public.
Caring	“My Voice, Your Eyes” volunteer service for the blind	Hongdandan Cultural Service Center for the Visually Impaired	Accumulated amount of donation amounted to RMB60 thousand.	From 2013 to present	As of the end of 2025, a total of 127 films were narrated; more than 2.6 million characters of script were written; and nearly 13 thousand hours of volunteer service were provided, directly benefiting 11.6 thousand person-times of blind people.
	“Source Dream ABC·Respect the Elderly” volunteer service	-	-	From 2016 to present	As of the end of 2025, cumulative volunteer participation reached 2,140 person-times, elderly individuals benefited by service activities totaled over 5,400 person-times, more than 80 birthday celebration events were organized, and over 7,000 volunteer service hours were recorded. Particularly, in 2025, 12 activities were organized, 240 person-times of participants were involved in volunteer services, and 960 volunteer

Public Welfare Actions	Project Titles	Partnership Organizations	Accumulated Amount of Funds Raised for Donation	Action Period	Progress
	project by Xiamen Branch				service hours were recorded, and the branch won the Third Prize in the 7th Chinese Youth Volunteer Service Project Competition.
	“Health Express for Mothers” public welfare project	China Women’s Development Foundation	Accumulated amount of donation was RMB24.1 million. Particularly, RMB3.5 million was donated to purchase 20 vehicles of Health Express for Mothers in 2025.	From 2013 to present	As of the end of 2025, a total of 146 vehicles of Health Express for Mothers were purchased to provide services such as health education, gynecological disease screening, medical assistance, and maternal healthcare. in 17 provinces (autonomous regions or municipalities), including Hebei and Inner Mongolia. The person-times of beneficiaries exceeded 1.5 million.
	“ABC Considerate Warm Space” public welfare activities by	All-China Federation of Trade Unions	-	From 2022 to present	Public service activities were carried out at “ABC Considerate Warm Space” trade union service stations established at 22 thousand outlets. Public welfare activities, such as “Summer Cooling Care” and “Winter Warmth Delivery”, were carried out during traditional festivals, outdoor workers and their families were invited to the outlets, and services are offered beyond outlets to provide care for outdoor workers and new

Public Welfare Actions	Project Titles	Partnership Organizations	Accumulated Amount of Funds Raised for Donation	Action Period	Progress
	business outlets				residents. 68 24-hour intelligent employee union stations were operated and maintained. In 2025, more than 9,900 “ABC Considerate Warm Space+” public welfare activities were organized nationwide.
	“ABC Love for Deliverymen” public welfare activities	Meituan (Beijing Sankuai Online Technology Co., Ltd.), dianping.com	-	From 2024 to present	A total of six public welfare activities for deliverymen were held, care gift packages were handed out to 4,000 deliverymen, more than 3,000 financial knowledge brochures were distributed, and 129 hours of voluntary service were provided.
Fulfilling Dream	“Small Points, Big Dream” public welfare activities by youth volunteers	China Youth Development Foundation	A total of RMB11 million was raised for public welfare purposes.	From 2015 to present	A total of 816 classes in 136 schools were supported to establish reading corners, 3,896 children left behind in rural areas were provided with financial aids for schooling purposes, and 1,005 hectares of youth forest and 7 youth homes were established.
	“Collaborative Educational Support” volunteer	-	Accumulated funds raised amounted to RMB1.04	From 2004 to present	The project aims to improve the educational environment in mountain areas and care for the left-behind children. As of the end of 2025, nearly 1,000 children were aided to complete their education, and 56 of them realized the long-cherished dream of attending university.

Public Welfare Actions	Project Titles	Partnership Organizations	Accumulated Amount of Funds Raised for Donation	Action Period	Progress
	service project by Guangxi Liuzhou Branch		million, and social donations secured exceeded RMB2 million.		
	“ABC Love for Youth” volunteer activities for Dandelion School initiated by the Corporate Business Department of the Head Office	-	-	From 2021 to present	Established in 2005, the Dandelion School in Daxing District, Beijing is the first non-profit private junior middle school established for public welfare purposes, providing compulsory education for children who live with their migrant-worker parents in Beijing. Since 2021, the volunteer team has continued to carry out “ABC Love for Youth” volunteer activities. As of the end of 2025, the volunteer team had prepared various public welfare courses on topics such as career orientation and legal knowledge, covering more than 1,100 students.

3. Community Engagement

We proactively integrated ourselves into the local community and communicated extensively with local governments, community organizations and residents in a bid to understand community needs in depth and respond to community expectations. We also continuously strengthened the cultivation and promotion of advanced models in public welfare activities, explored models such as “Party Building + Public Welfare”, “Finance + Public Welfare” and “Culture + Public Welfare” to mobilize customers, employees, institutions, organizations, and other parties to participate in philanthropy. The Head Office continued to promote green ecological development, participated in the greening work of Beijing Municipal Government, and continued to maintain the first grove of trees jointly planted by government and enterprises near the office building of the Head Office of Agricultural Bank of China.

We proactively dealt with natural disasters and immediately launched the relief emergency mechanism after the occurrence of disasters, rapidly mobilized resources to participate in rescue efforts to ensure the continuity and stability of financial services in the affected areas. Meanwhile, we actively cooperated with local governments in emergency response and post-disaster recovery efforts, and coordinated financial resources to support the reconstruction of disaster-stricken areas. In response to fire swept through multiple residential buildings at Wang Fuk Court in Tai Po, Hong Kong, we donated HKD10 million to support rescue and reconstruction efforts. Hong Kong Branch collaborated with public welfare organizations to make targeted donations and organize volunteer support, cooperated with insurance companies to speed up the settlement of claims, and communicated with government agencies to follow up on the reconstruction needs. ABC International organized voluntary blood donation among employees. ABC Property Insurance conducted customer screening, implemented a series of measures, such as a service fast track, streamlined claims processes, and humanistic care, to protect the rights and interests of disaster victims. In response to the continuous heavy rainfall and subsequent flash floods in Yuzhong County, Gansu Province and other regions, Gansu Branch took immediate action to conduct comprehensive safety inspections of its office premises. At the outlets of Yuzhong sub-branch, the “Fast Track for Flood Control and Disaster Relief” was established, enabling immediate handling of urgent fund transfers requested by key departments responsible for fire control, defense, transportation, water management, and civil administration. We strengthened financial services during the flood season by increasing cash reserves at outlets, proactively offering exchange services for damaged RMB, thus ensuring consistent and stable financial services.

4. Exemplary Models

During the reporting period, we hosted the event titled “Power of Benevolence - Storytelling Forum and Commendation Ceremony for Exemplary Public Welfare Role Models”, focusing on the tangible contributions of employees in public welfare services through the three chapters of “Taking Responsibility”, “Lighting up Dreams”, and “With Love”. Three

outstanding individuals and two outstanding teams were selected from the first cohort of 20 exemplary models in public welfare activities for dedicated spotlight presentations. Through real-life case studies and narrative presentations of exemplary achievements, we reinforced the exemplary role of these models, encouraging a culture where employees learn from the models, aim higher, and rise to become the best in their own right.

(IV) Innovation-Driven

1. Governance

The Bank included enhancing technology empowerment in the Bank's 14th Five-Year Plan, subject to the consideration and approval of the Board and its Strategic Planning and Sustainable Development Committee. The Bank established Technology and Product Innovation Committee under senior management. Under this committee are the specialized sub-committees for product innovation of various segments and for overseas organization system innovation, respectively, which serve as deliberative bodies for significant matters related to the Bank's IT development and product innovation. In 2025, the Technology and Product Innovation Committee held 5 meetings in various forms, considered 6 proposals, and listened to 4 reports.

2. Strategy

The Bank identified digital operation as one of its "Three Major Strategies". We leveraged "Data + Algorithms" to drive product innovation, and strengthened online and offline information exchange and resource sharing, continuously enhancing AI innovation and application capabilities, and effectively advancing the development of smart bank in the digital era. Besides, we made steady progress in implementing and completing the 14th Five-Year development plan for IT construction, and carried out evaluation of implementation effectiveness, continuously enhancing technological support and empowerment.

● Policy Development

During the reporting period, the Bank continuously improved and optimized its management mechanisms. We revised the *Management Measures for Science and Technology Projects at Agricultural Bank of China* and its supporting rules, including the *Detailed Rules for the Implementation of Management of the Head Office's Application R&D Projects*, the *Operating Procedures for Management of Branches' Technology Projects*, the *Detailed Rules for the Implementation of Management of Robotic Process Automation (RPA) Projects*, and the *Detailed Rules for the Implementation of Management of Product Catalogs*, to enhance the capabilities and efficiency of management.

● Organizational System

The Bank developed a normalized and institutionalized organizational system for product innovation by establishing Technology and Product Innovation Committee and specialized sub-committees for product innovation of various segments. We defined the roles and responsibilities of various departments and units in charge of innovation at different links of the innovation chain, and clarified the requirements for the full life-cycle management of products and technology projects to establish standardized organization and control processes.

● Smart Bank Construction

In 2025, the Bank continued to deepen the application of AI, achieving efficient coordination among business, technology, and data. We have achieved notable results in unlocking business value, reducing the burden on and empowering frontline operations, innovating business models, and enhancing risk control capabilities.

- **Continuous In-depth Innovation of Products and Services.** The Bank expanded its online credit business steadily, with the launch of distinctive products such as “ABC Guarantee e-Loan”, enhancing the quality and effectiveness of credit services for rural households. We launched innovative technology finance credit products, such as the “Quick Loan for Science and Technology” to strengthen support for small and micro technology enterprises, continuously improving the new digital service ecosystem. We continuously enhanced our personalized services and interactive experiences on the mobile banking app, realizing “heartfelt services for borderless finance”.
- **Significant Improvement in Intelligent Operations and Risk Control.** The Bank further deepened the application of credit risk identification models, strengthened control over risks related to telecom fraud and money laundering, and intensified monitoring of operational risks in key areas. We continuously improved the full-chain risk prevention and control model system, covering pre-event, in-process, and post-event stages, enhancing the ability to identify, mitigate, and resolve risks at an early stage.
- **Notable Results in Empowering Frontline Teams and Reducing Their Operational Burdens.** The Bank leveraged PAD devices to establish a centralized “on-site + remote” service model. This significantly reduced the number of customer visits to outlets and the frequency of on-site visits by customer managers, thereby improving business processing efficiency. We continued to enhance the AI-driven digital employee “Yi Ming”, and leveraged the Bank’s enterprise-level knowledge base, to empower customer managers to better serve customers. We comprehensively upgraded the intelligent client services, and promoted features such as real-time knowledge push and intelligent form filling. The average call duration per agent was reduced from 207 seconds to 176 seconds.
- **Consolidation of Data and Technology Foundation.** The Bank continuously advanced data engineering and knowledge engineering to support the large-scale application of AI. We deployed multiple mainstream industry LLMs on our “ABC Intelligence +” platform, establishing a model matrix covering multiple types, scales, and modalities, further improving the AI capabilities. We continuously enhanced our capability to secure business continuity, and completed the switchover and decommissioning of large mainframes which had the largest size in the banking industry and involved the most customers, laying a solid security foundation for stable operations and innovative development.

● Application of Technological Innovations

The Bank actively responded to faster technological changes, by accelerating the transformation of its new-generation technology architecture. We deepened the application of financial technology to empower high-quality development of business operations.

For the application of big data, we continued to enhance capabilities such as product storage-computing separation in the data lake, and gradually initiated pilot migrations of applications.

For the application of cloud computing, we continued to enhance cloud native capabilities, achieving a 97.9% adoption rate of applications deployed on Platform-as-a-Service (PaaS).

For the application of distributed framework, we completed the switchover and decommissioning of large mainframes which had the largest size in the banking industry and involved the most customers. This effort provided an important reference for the transformation of core system architecture adopted by China's commercial banks.

For the application of network technology, we continued to promote IPv6 deployment, and completed IPv6 implementation in the user domain for 37 tier-1 branches in total. We comprehensively enhanced the capabilities of standardized, automated, and continuous operation of branch networks, achieving a 100% success rate in network change implementation.

For the application of artificial intelligence, guided by the *Implementation Plan for "AI+ " Innovation of Agricultural Bank of China*, we developed the "ABC Intelligence +" platform featuring co-construction, sharing, and utilization of AI capabilities across the Bank, continued to optimize our computing power center, model center, and operations center, and accelerated the expansion of the "AI+" applications through three implementation approaches—embedded AI, assistant-based AI, and agent-driven AI, thus empowering high-quality development across all areas and systems of ABC as a smart bank.

● Cultivation of Innovation Talents

The Bank attached great importance to the construction of talent team in scientific and technological innovation. By organizing the selection of annual excellent scientific and technological achievements, we gave special recognition to units and individuals who made outstanding contributions to IT construction. This effectively stimulated the proactivity and creativity of technology personnel, providing strong support for the continuous advancement of scientific and technological innovation. As of the end of 2025, the Bank had 28,411 technology and digital operation management personnel, accounting for 6.2% of the total.

● **Honors for Innovation Achievements**

The Bank won five “2024 FinTech Development Awards” granted by the PBOC. Specifically, we won the First Prize for the “Practice of Building an Enterprise-Level Business Architecture Driven by Digitalization and Intelligence”. We were awarded the Second Prize for the “Unified Infrastructure-Based Fully Integrated Cybersecurity Protection System”, “CloudSpeed Precision Calculation - High-Performance Distributed Accounting Platform”, and “Group-Wide Integrated R&D Cloud Platform”. And we were awarded the Third Prize for the “Counter Service Innovation Project”.

3. Risks and Opportunities Management

● **Conducting Risk and Compliance Review for New Technology Application**

The Bank implemented financial technology innovation and practical application, organized and implemented product innovation driven by new technologies, as well as innovation through external collaboration. We reviewed the risk assessment outcomes associated with the application of new technologies in product innovation. Departments responsible for implementing technology innovation projects strove to reduce technology innovation risks through technical feasibility studies, technology reviews, testing, and pilot validation.

● **Strengthening Intellectual Property Protection**

The Bank strictly complied with relevant laws and regulations on intellectual property rights (IPR), enhancing IPR management and protection. We formulated rules including the *Intellectual Property Management Measures of Agricultural Bank of China*, the *Detailed Rules for the Implementation of IT Intellectual Property Management of Agricultural Bank of China*, and the *Detailed Rules for the Implementation of Trademark Management of Agricultural Bank of China*, establishing a comprehensive intellectual property management system. We clearly defined the mechanisms for IPR application, maintenance, use, transfer, and licensing, protecting our own innovative achievements while effectively preventing legal risks related to IPR infringement. We established risk control measures covering key areas such as marketing, R&D, procurement, and employee onboarding/offboarding, and proactively monitored, identified, and appropriately mitigated potential legal risks. During the reporting period, the Bank had no major IPR infringements.

The Bank encouraged invention and creation to enhance its capabilities of independent innovation in financial technology. During the reporting period, the Bank leveraged the authorized patented technology “A Fault Detection Method, Device, Equipment, and Storage Medium” (Patent No. ZL202111551983.4) to build an enterprise-level business architecture driven by digitalization and intelligence, which was awarded the First Prize for the “2024 FinTech Development Awards”. During the reporting period, the Bank applied 1,338 patents,

443 authorized patents. As of the end of 2025, the Bank held 1,631 valid patents.

4. Metrics and Targets

The Bank compiled annual plans for science and technology projects, outlining the arrangements for project R&D and resource allocation throughout the year. We allocated adequate R&D resources to key projects to ensure the smooth implementation of the R&D plans. During the reporting period, the Bank initiated 2,538 technology projects. In 2025, the Bank's total investment in information technology was RMB25.65 billion, a year-on-year increase of 2.7%, and accounting for 3.5% of operating income.

(V) Ethics of Science and Technology

The Bank actively implemented the relevant national requirements on science and technology ethics, and in accordance with documents such as the *Guidelines to Strengthen the Governance over Ethics in Science and Technology* issued by the General Office of the CPC Central Committee and the General Office of the State Council, as well as the *Guidelines for Science and Technology Ethics in the Financial Sector* issued by the PBOC, followed the value concepts of integrity and innovation, data security, inclusiveness, openness and transparency, fair competition, risk prevention and control, etc. These ethical principles were deeply integrated into all stages in the lifecycle of FinTech innovation from project initiation, research and development to test running and trials. We were committed to ensuring that all FinTech activities are conducted in compliance with applicable laws and regulations, actively safeguarding national and financial security, and providing safe and stable financial services for a broad range of customers.

(VI) Supply Chain Security

1. Enhancing the Management of Supply Chain Risks

● Objectives and Plans

Following the principle of good faith and the concept of rigorous and standardized management, we continuously strengthened our supply chain risk management system to conduct comprehensive risk identification, assessment, monitoring, and response measures, thereby improving the resilience and stability of our supply chains. In addition, we strengthened our capabilities in multi-dimensional identification of supplier risks by improving emergency response plans, optimizing procurement strategies, and strengthening market research and supplier investigation, enhanced our proactive management of supplier misconduct, and reinforced regular communication with key suppliers to ensure the continuity of the supply chain. Furthermore, we identified the priorities of our annual supply chain management work, and defined key tasks and implementation pathways, facilitating whole-process management of our suppliers throughout the procurement process.

● Effects of Coping Mechanisms and Countermeasures

Improving procurement systems

The Bank's procurement and supplier management systems were established in accordance with national laws, regulations, and supervisory requirements governing tendering and procurement. We defined the entry rules, review standards, and misconduct management requirements for suppliers, and realized standardized operation throughout the whole process of procurement, including for project approval, bid invitation and review, contract performance and order placement, among other things.

- We revised the *Agricultural Bank of China Detailed Rules on the Management of Supplier Misconducts* to advance preventive measures. For suppliers suspected of offering bribes or providing improper benefits to the Bank's personnel, their bidding qualifications will be suspended in accordance with laws and regulations, until a final resolution is made or suspicion is cleared based on authoritative conclusions such as judicial judgments. We refined the criteria for discretionary decisions and requirements for grading and classification to reflect the principle of proportionality between misconduct and penalty, implemented bank-wide integrated supplier management, and enhanced the applicability and deterrent effect of the relevant rules.
- We also revised the *Agricultural Bank of China Rules for the Management of Centralized Procurement Commission Agents*, improving the selection and performance evaluation of agent institutions, strengthening supervision, and putting forward detailed management

and operational requirements for commissioned agency projects, to further reinforce risk prevention in commissioned procurement.

- In addition, we formulated the *Agricultural Bank of China Operation Procedures of ABC E-procurement Platform*, to specify the operational processes and work requirements for digital and online bidding activities, thereby establishing a bank-wide policy framework for standardized management and compliant operations of the digital procurement platform.

Strengthening supplier entry control

In line with the deployment decisions of the Third Plenum Session of the 20th CPC Central Committee on “building a unified national market”, we reinforced our primary responsibilities as the procuring entity, by enhancing whole-process compliance management over suppliers, and strictly standardizing supplier selection procedures. Comprehensive assessments were conducted across multiple dimensions, including qualifications, financial status, past performance, and personnel and teams, to ensure that selected suppliers possess the performance capabilities, operate in compliance with laws and regulations, and meet the Bank’s operational needs.

- At the selection stage, we explicitly designated suppliers with a history of unlawful or dishonest conduct, involvement in corruption, prior exclusion by the Bank or specific associated circumstances as prohibited entities in bidding and procurement activities, thereby reinforcing the compliance control for supplier entry.
- During the supplier solicitation phase, we conducted comprehensive screening for related-party relationships and exercised prudence in evaluating suppliers with records of misconduct or involvement in legal cases, thereby enhancing risk identification and front-loaded control management to effectively prevent potential compliance risks.
- For procurement involving business process outsourcing, we carried out due diligence on suppliers’ operational status and service capabilities in advance to ensure the stability and reliability of the upstream of the supply chain.

Enhancing compliance control in the review process

- We adhered to a dual-person on-site supervision mechanism throughout bid opening and evaluation, strictly reviewed the circumstances such as false records of the financial data by suppliers, and rejected the bid or canceled the qualification of the suppliers who did not meet the qualification conditions or did not substantially respond to the requirements of the procurement documents.

- The Bank supported anonymous bidding with “double-blind” review to effectively prevent risks of fraud, bid rigging, and collusion. Leveraging digital and intelligent tools, we conducted real-time monitoring and smart identification of abnormal behaviors during the review, to enhance early warning and control capabilities against risks such as bid rigging and collusion, and improper review practices, thereby improving the fairness and compliance of the review.
- Instances of improper conduct by evaluation experts, abnormal supplier pricing, and bid rigging or collusion were addressed promptly.

Strengthening inspection and supervision over performance

- We established a multi-dimensional supervision system that integrates various approaches, including performance monitoring and inspections, pre-contract integrity education, routine supervision, internal and external feedback, and investigation of potential leads, to comprehensively oversee the performance behavior of engaged suppliers. In 2025, the Head Office carried out due diligence supervision on 7 branches and 34 local service outlets, thoroughly inspected the performance of suppliers, and achieved a closed-loop management of “procurement-use-procurement”.
- We intensified oversight of procurement agencies, improved the closed-loop evaluation mechanism, and strictly reviewed the qualifications and service quality of agency personnel, effectively preventing ethical and operational risks associated with commissioned agency arrangements, and significantly enhancing the compliance and effectiveness of their performance.
- We continued to refine the contract templates for centralized procurement projects and optimize performance acceptance criteria to elevate the standardization level of contracts.

Managing environmental and social risks in supply chain

In 2025, the Bank served as the rotating chair of the “Financial Industry Bidding and Procurement Professional Committee under the China Tendering & Bidding Association” (CTBA). We took the lead in establishing a “mechanism for peer check of performance within the financial sector”, which created a cross-regional and cross-institutional platform for sharing and verifying performance information, facilitating the prevention of quality, ethical, and legal risks in the procurement supply chain at the source, and enhancing the ability of financial institutions to jointly monitor and manage supplier performance risks. The establishment of the “mechanism for peer check of performance within the financial sector” represented an innovative contribution to the development of a unified national market, the building of a healthy ecosystem in the bidding and procurement sector, and the maintenance

of a fair and competitive market environment. As of the end of 2025, 13 financial institutions nationwide had signed the verification cooperation agreements.

We incorporated green evaluation criteria for bidders in procurement projects to promote the development of a green supply chain. For details of our green procurement, please refer to the chapter of “Environmental Issues – Climate Change Tackling – Climate-Related Strategies and Transition Plans – Implementing Green Procurement”.

2. Ensuring the Security and Stability of Supply Chain

The Bank strictly implemented the requirements related to supply chain management and supply chain security, continuously enhancing the standardization of procurement management.

- In centralized procurement projects, we prioritized open bidding to solicit suppliers widely from society, thereby expanding the scope of competition, and enhancing procurement transparency and market vitality.
- For the procurement projects involving fields such as technology and operation, we adopted the mechanism of parallel sourcing of main and standby suppliers or multiple suppliers to effectively reduce the risks of supply disruption, business continuity challenges, and supply chain bottlenecks caused by overreliance on a single supplier. We continued to enhance the construction of our own scientific and technological capabilities with a focus on core systems and key technology areas. By increasing investment in in-house research and development, we enhanced the independence and resilience of our FinTech systems, and strengthened control over critical links, thus building a strong defense for supply chain security.

Number of Suppliers by Registration Region

Region	As of the end of 2025	As of the end of 2024
Yangtze River Delta	2,050	2,038
Pearl River Delta	1,751	1,802
Bohai Rim	3,001	2,890
Central Region	2,442	2,367
Northeastern Region	1,017	873
Western Region	3,805	3,511
Overseas and others	7	10
Total	14,073	13,491

As of the end of 2025, the supplier performance rate of the Head Office stood at 100%.

(VII) Equal Treatment of Small and Medium-sized Enterprises

As of the end of 2025, the Bank's accounts payable (including notes payable) balance did not exceed RMB30 billion, and its proportion of total assets was no more than 50%.

The Bank had already disclosed its annual business report on the National Enterprise Credit Information Publicity System in June 2025, and there were no overdue payments to SMEs by the Head Office of the Bank in 2024.

(VIII) Consumer Interests Protection (Safety and Quality of Products and Services)

The Bank adhered to a people-centered value orientation, and integrated consumer interests protection (hereinafter referred to as “consumer protection”) into corporate governance, corporate culture construction and business development strategies. Guided by the concept of “comprehensive consumer protection”, we advanced the construction of the pattern of “the bank-wide management of consumers’ interests protection, and the bank-wide responsibility for consumers’ interests protection”.

We actively practiced a culture of consumer protection, continuously refining the consumer protection review mechanism, information disclosure, suitability management, traceability management, and cooperation institution management. By innovating products and services and optimizing service processes, we integrated consumer protection principles and management requirements throughout the entire product lifecycle and service delivery process, consistently treating consumers with fairness, impartiality, and integrity.

1. Governance

The Bank established a clearly-defined supervision and management system for consumer protection. Specialized committees for consumer interests protection were set up under both the Board of Directors and the Senior Management, responsible for guiding, overseeing, and coordinating related consumer protection management work.

The **Board of Directors** serves as the ultimate decision-making body for consumer protection. It is responsible for the overall planning and guidance of consumer protection, safeguarding the legitimate rights and interests of financial consumers and other stakeholders, and reviewing and approving major consumer protection matters. The **Risk Management and Consumers’ Interests Protection Committee under the Board of Directors**, in accordance with the Bank’s overall development strategy, reviews the strategy, policies, and objectives of consumer protection, submits consumer protection work reports and annual reports to the Board of Directors, addresses major consumer protection issues and policies, and guides and supervises the establishment and improvement of the consumer protection management system, as well as the fulfillment of consumer protection responsibilities by Senior Management and others.

The **Consumers’ Interests Protection Committee** is established under the **Senior Management**, leading the Bank’s overall consumer protection work. It implements relevant consumer protection laws, regulations, and regulatory requirements, formulates and reviews basic consumer protection rules and regulations, and establishes a sound consumer protection policy system. The committee guides the establishment of a consumer protection management system with clear objectives, a rational structure, adequate support, and effective implementation. It improves the decision-making, execution, and performance evaluation mechanisms for consumer protection, ensures the allocation of necessary resources, and

promotes the orderly progress of consumer protection work. The committee implements relevant resolutions of the Board of Directors regarding consumer protection, develops, reviews, and coordinates work plans, programs, and tasks, and regularly reports on the progress of consumer protection work to the Board of Directors and its Risk Management and Consumers' Interests Protection Committee. It strengthens the analysis and application of complaint data, fully considers issues and demands reflected in consumer complaints within business operations, internal control, and risk management. The committee fosters a culture and philosophy of fairness and integrity in consumer protection, raising awareness among employees. The Head Office's Consumer Interests Protection Office is the leading management department for the Bank's consumer protection work, responsible for organizing, coordinating, supervising, and guiding other departments at the Head Office and subordinate branches in conducting consumer protection work. The Consumer Interests Protection Department (tier-2 department), established under the Consumer Interests Protection Office, is mainly responsible for taking the lead in the bank-wide consumer interests protection work, and developing the work and implementation plans; formulating rules and policies on consumer interests protection, internal assessment of consumer protection, consumer protection review, and customer complaint handling, and updating timely in line with evolving laws, regulations, and regulatory requirements; organizing the supervision, inspection, and internal evaluation related to consumer interests protection efforts; organizing the reviews of the Head Office's consumer interests protection; leading the bank-wide personal information protection, establishing and improving the mechanisms for the bank-wide personal information protection in a coordinated manner; taking the lead in managing the complaints from the Bank's customers (including retail banking and corporate customers), and leading customer service coordination and complaint resolution coordination across the branches and sub-branches; taking the lead in developing and organizing the implementation of work policies and plans for financial education and publicity; undertaking the routine tasks of the Head Office's Consumers' Interests Protection Committee and the Head Office's Consumer Interests Protection Emergency Response Leadership Group Office; establishing a bank-wide risk prevention and control system for respective business lines, formulating the management measures for business risk compliance, monitoring, analyzing, preventing and resolving business risks of respective lines, and report risk incidents promptly.

Under the Senior Management, the **Technology and Product Innovation Committee** is established as the deliberative body for significant matters concerning the Bank's IT construction and product innovation. It is responsible for deliberating on, coordinating and making decisions regarding major matters related to the information technology and product innovation of the Bank. The Office of the Technology and Product Innovation Committee is set up within the Head Office's Technology and Product Management Bureau.

In 2025, the Bank's Board of Directors, its specialized committees, and the Senior Management conducted more than 60 discussions on consumer protection-related matters,

such as extending financial services to townships, providing services for special customer groups, and consolidating customer interests. We convened a bank-wide Party building and business operation conference, highlighting “providing life-cycle financial services in areas of public concern including education, healthcare, elderly care, and childcare”, and proposing “enhancing regulation of product marketing practices, strengthening suitability management, and effectively protecting consumers’ rights to be informed and to choose”. We convened a bank-wide consumer protection conference to underscore the critical importance of consumer protection work, and made comprehensive arrangements to build an end-to-end consumer protection system covering pre-event, in-process, and post-event stages. We held a promotion meeting on optimizing the Agriculture-related Service project, and clarified the standards of “proactive, professional, standardized, and efficient” services. The Technology and Product Innovation Committee held five meetings in various forms, considered six proposals and listened to four reports.

2. Strategy

The Bank incorporated consumer protection into its 14th Five-Year development plan and listed it as a key focus in the 15th Five-Year plan. We included a dedicated section regarding the plans for areas such as the building of the consumer protection mechanism, complaint management, financial literacy promotion, employee training, system construction, further reinforcing the strategic importance of consumer protection within the Bank’s overall business development strategy.

We strictly implemented the *Agricultural Bank of China Work Plan for Cultivating and Practicing Financial Culture with Chinese Characteristics (2024-2026)*, made efforts to foster a harmonious and healthy financial consumption environment at the strategic level, continuously improved the service mechanism of “Handling Complaints Immediately”, and carried out diverse financial literacy activities on an ongoing basis. These efforts aimed to enhance consumers’ sense of fulfillment, happiness, and security.

2.1 Consumer Protection Policy System

The Bank has developed and continuously improved its consumer protection policy system. This system is led by the overarching regulation, the *Agricultural Bank of China Management Measures for Consumer Interests Protection Work*, and supported by 91 directly related policies, including the *Working Rules of the Consumers’ Interests Protection Committee*, the *Management Measures for Consumer Interests Protection Reviews Work*, the *Guidelines for Consumers’ Interests Protection Information Disclosure*, the *Management Measures for Customer Information Protection*, the *Implementation Rules for the Protection of Personal Customer Information*, the *Management Measures for Service Cooperation Institutions*, the *Measures for the Management of Client Complaints*, the *Management Measures for Financial Knowledge Education and Publicity*, and the *Management Measures for Evaluation of Consumer Interests Protection Work*. These policies encompass 13 types of working

mechanisms, including decision-making, consumer protection reviews, information disclosure, suitability management, traceability management, information protection, cooperation institution management, complaint management, diversified dispute resolution, education and publicity, performance assessment, internal audit, and accountability. They ensure comprehensive protection for consumers' interests throughout the entire product lifecycle and service delivery process.

In 2025, the Bank fully aligned its policies with new regulatory requirements concerning agency sales, suitability management, and marketing and promotion. We formulated the *Administrative Measures for Product Suitability*, and revised 69 bank-wide rules and policies including the *Management Measures for Agency Sales of Publicly Offered Securities Investment Funds*, the *Management Measures for Agency Sales of Wealth Management Products*, the *Management Measures for Agency Insurance Business*, the *Management Measures for Agency Sales Risk Management*, the *Management Measures for Agency Sales of Insurance Asset Management Products*, the *Administrative Measures for Retail Marketing and Promotion Activities*, and the *Management Measures for Agency Sales of Private Placement Personal Financial Products*.

Effectively enhancing the value of the Agriculture-related Service brand. We held a work advancement meeting on optimizing the Agriculture-related Service project. At the meeting, we proposed coordinating the outlet-wide services from the bank-wide strategic level and playing a significant strategic and foundational role of the Agriculture-related Service project in supporting the stable reform and development across the Bank to meet the requirements of “proactive, professional, standardized, and efficient” services. Rooted in the culture of “Agriculture-related Service for Continuous Progress”, we continued to promote the “Agriculture-related Service” project to drive significant improvement in service capabilities through targeted actions. Specifically, we established a total of 300 benchmark outlets for agriculture-related services and 3,300 demonstration outlets for age-friendly services, and organized interactive experience events for senior customers. Leveraging 22 thousand “ABC Considerate Warm Space” trade union post stations, we carried out over 9.9 thousand public welfare activities under the “ABC Considerate Warm Space+” initiative. For the second consecutive year, the Bank won the award of age-friendly service innovation cases publicly selected by the regulatory media. We continued to improve the services for special customer groups. By introducing a package of policies on convenient services for special customer groups, we provided valuable insights in addressing industry-wide challenges. We strengthened the real-time response of the managing offices to complex operations at outlets, conducting seven rounds of emergency service drills covering all staff of the outlets, and delivering over 1.3 million on-site services. We established a mechanism for traceability and rectification of customer complaints to assign dedicated personnel in specialized roles for case-by-case analysis and rectification of customer complaints, achieving significant year-on-year decrease in complaints at outlets. We actively took measures such as optimizing the

workforce composition and increasing the counter staff coverage ratio to shorten the customer queuing time at outlets. In addition, we ensured smooth access to the “Love Hotline” on remote banking services, providing “direct access to human agents” services for 8 million person-times of senior customers throughout the year.

2.2 Training on Consumer Financial Protection

Training Participants

The Bank strictly required all employees (including all customer-facing employees) at all levels across the Bank to participate in special consumer protection training sessions every year. During the reporting period, we conducted 7,461 consumer protection training sessions for all employees across the Bank, achieving a 100% training coverage rate and full coverage of business lines, levels, and personnel in terms of consumer protection training.

Training Methods and Content

The Bank formulated the *Management Measures for Financial Education and Publicity* and the *Post-Training Evaluation Plan for Consumer Protection Work*, specifying the division of responsibilities, training content, training formats, organization, implementation, and evaluation management for consumer protection training across the Bank. We developed annual employee consumer protection training plans and conducted tiered and stratified training for all employees through a combination of “online and offline” methods. The training covered consumer protection policies, the Bank’s consumer protection mechanisms and systems, personal information protection, financial knowledge education and publicity, complaint handling, financial literacy, and ethical sales practices. Special emphasis was placed on strengthening training regarding the *Administrative Measures for Product Suitability of Financial Institutions* and the *Administrative Measures for Agency Sales Business of Commercial Banks*, aiming to enhance the overall consumer protection compliance awareness and service capabilities of all employees. Tailored training programs were provided for different groups: management-focused training for middle and senior management, enhancement training for consumer protection staff, practical training for frontline operation personnel, and foundational training for new recruits. Furthermore, targeted training was conducted in response to frequently occurring complaints and hot issues based on business and service processes to improve training quality and effectiveness.

Consumer Protection Specialized Training

At the Head Office level, we conducted training programs including the consumer protection and anti-money laundering compliance management training course, the consumer protection and emergency response special training course, the online training on consumer interests protection (including personal information protection), and the online training on complaint handling skills enhancement. Participants included heads of departments at the Head Office, heads of consumer protection departments at tier-1 branches, and key business personnel. We

established online consumer protection courses on the “ABC E-Learning” platform for all bank employees to study online. Each branch also organized special consumer protection training to interpret the concepts and key priorities of consumer protection work, thereby improving the consumer protection practices.

Targeted Training

For middle and senior management, we provided interpretations of the *Administrative Measures for Product Suitability of Financial Institutions*; organized special training programs, including those for leading talents in pension finance, leading talents in retail business marketing, and retail-focused training sessions for branch presidents in provincial capital cities under the theme of “Big Wealth and Strong Retail”; and delivered courses such as “Strengthening Consumer Protection and Compliance Management to Drive High-Quality Business Development”. For heads of consumer protection departments at tier-1 branches and those in charge of anti-money laundering compliance within the personal finance divisions, we conducted training sessions on consumer protection and anti-money laundering compliance management to enhance their professional capabilities in consumer protection, risk management, and compliance. Ningxia Branch organized a centralized training session for deputy branch presidents from 23 operating branches, focusing on the *Administrative Measures for Product Suitability of Financial Institutions* and the *Administrative Measures for Agency Sales Business of Commercial Banks*, thereby strengthening compliance awareness among management personnel.

For consumer protection staff, we provided training programs including the consumer protection and emergency response training course, the special online training on consumer interests protection (including personal information protection), and the online training for enhancing complaint handling skills. The *Measures for the Suitability Management of Financial Institution Products* were interpreted with typical case studies explained. Fujian Branch invited senior internal and external experts to interpret key focuses of consumer protection work for its consumer protection staff through case analysis and on-site drills, enhancing their professional capabilities in this area. Hubei Branch conducted multiple sessions of the “Consumer Protection Lecture Hall”, using a “theoretical guidance + case presentation” approach to explain full-process consumer protection management, complaint management, personal information protection, consumer protection reviews, and suitability management to its consumer protection personnel.

For personnel across business lines, we offered consumer protection training sessions for all business lines. We formulated a training plan for the deep integration of consumer protection and personal credit business. Leveraging online courses on the “ABC E-Learning” platform and specialized training classes such as the “Intelligent Personal Loan” workshop, we conducted systematic training on regulatory policies and product specifications, effectively enhancing the professional competence and customer service capabilities of personal credit

staff. For employees of the credit card line and the frontline agents, we focused on specialized training for consumer interests protection and compliance, case study of debt collection complaints, “repayment reminders” consumer protection training, and case study of debt collection risk, of the credit card line in 2025. For individual customer managers, we conducted “Rising Sun” online training tailored to their job requirements, and included a risk compliance module in the training to explain operational guidelines for consumer protection, guidelines for complaint resolution, and summary of personal data protection work, applicable to customers managers. The remote banking center improved the employees’ consumer protection efforts through consumer protection training sessions, training on service communication, training on capacity building for complaint resolution, and mandatory pre-job training courses for customer service personnel.

For frontline operations personnel, we organized micro training sessions on protection of personal information, 11 “Monthly Insights” online learning courses, and published a total of 84 editions of “Case of the Week” publication. Morning and evening briefings were fully utilized to interpret content such as outlet publicity and education, customer information protection, customer communication skills, and public opinion response. Special training sessions were held to explain key consumer protection points of relevant businesses. Beijing Branch conducted personal financial information protection training for its frontline employees, emphasizing key points of customer information protection. Yunnan Branch organized a service capability enhancement training program for outlet managers, covering topics such as consumer protection rules and regulations, and complaint handling skills.

For new recruits, a dedicated course on pension finance and consumer interests protection was included in the Head Office’s new employee orientation, explaining the content and mechanisms of consumer protection work. The consumer protection content in the *New Employee Orientation Manual* was revised and distributed for study by all new employees across the Bank. New employees are required to complete consumer protection education and training before starting their positions. Branches such as Beijing and Tianjin focused on explaining fundamental knowledge including consumer protection laws, personal information protection, consumer protection reviews, and complaint case handling to new recruits, enhancing their awareness of the importance of consumer protection work and complaint handling capabilities.

For areas with frequent complaints and high-risk businesses, we conducted targeted training. A specialized training session on consumer protection and emergency response, along with an online training program to enhance complaint handling skills, was organized, for complaint emergency response personnel at tier-1 and tier-2 branches, complaint handling staff at branches and sub-branches, and outlet managers. In response to frequent complaints regarding mortgage prepayments, overdue repayment negotiations, non-compliant loan processing, and loan rejections, quarterly briefings and training sessions on consumer

protection were held for mid-to-senior managers and consumer protection staff. Concerning the high number of on-site service complaints at outlets, three training sessions were organized for senior managers, focusing on outlet service capability enhancement and the performance of duties by internal operations managers. Gansu Branch provided training for responsible managers of sub-branches with frequent complaints, covering key areas and critical links such as regulatory systems, complaint management, and customer service coordination, aiming to specifically enhance their consumer protection performance capabilities.

Exams to Promote Learning

Consumer protection content was included as essential knowledge in the employee job qualification certification exam and incorporated into the public question bank for the bank-wide employee job qualification certification exam, achieving organic integration between the consumer protection knowledge system and job competency requirements. During the “3·15” Financial Consumer Interests Protection Education and Publicity Campaign period, the Head Office organized an essential knowledge and competency test on consumer protection for the leaders in charge of consumer protection departments at 37 tier-1 branches and dedicated consumer protection personnel at the tier-1 and tier-2 branch headquarters. The test content covered consumer protection laws and regulations, regulatory requirements, and relevant internal policies. A total of 1,042 employees participated in the test. Hunan Branch held the 2025 Consumer Protection Professional Skills Competition, testing employees’ professional consumer protection skills through online knowledge tests, on-site review written exams, and scenario simulation presentations. Gansu Branch organized a “Learn Consumer Protection, Understand Consumer Protection, Apply Consumer Protection” knowledge contest, covering 2,005 participants including leadership teams of tier-2 branches and sub-branches, heads of departments represented in the Consumer Protection Committee, and consumer protection handling staff and outlet employees. Qinghai Branch held the “ABC Sentiment for Consumer Protection, Competing for a New Journey” financial consumer protection knowledge competition, which included segments on foundational consumer protection knowledge, personal information protection, and simulated resolution of financial disputes, comprehensively testing participants’ mastery of consumer protection knowledge and skills.

2.3 Financial Education

The Bank established a normalized education and publicity mechanism, and formulated the *Management Measures for Financial Education and Publicity* and the *2025 Public Financial Education, Consumer Protection Publicity, and Employee Consumer Protection Training Program*. These documents provide a framework for financial knowledge publicity tasks of the Head Office and branches, and clarify the Bank’s guiding principles, objectives, arrangements, and requirements for financial publicity and education activities, including publicity objectives, target audiences, publicity content, and forms of promotion. We

combined consumer protection publicity with the “Five Priorities”, with people’s production and living scenarios and banking service processes, with doing practical things for the people and promoting measures to facilitate and benefit the people, with the Bank’s advantages and with cultivating financial culture with Chinese characteristics. We continued to enable technology enablement. To enhance online promotion, we released a 3D digital exhibition hall titled “ABC Considerate Consumer Protection” on our mobile banking app, and displayed 158 photos and articles and 78 videos. We pursued the innovation-driven concept, and launched the first consumer protection-themed musical animated short film *Fresh Voices for Consumer Protection*. We conducted extensive outreach in communities, rural areas, business districts, enterprises, and schools, and delivered financial knowledge to specific consumers through means such as consultation sites, special lectures, and interactive experiencing activities. In 2025, the Bank carried out more than 175 thousand centralized publicity activities, involving more than 22 thousand business outlets, and reaching nearly 1,906 million consumers. The precision and effectiveness of these activities were further enhanced. In addition, we organize consumer protection publicity day campaigns. We carry out monthly publicity events on the theme of consumer protection at outlets, and foster a favorable environment featuring “Wherever the Customers are, Consumer Protection Publicity Reaches”.

Targeted Financial Education for Specific Demographic Groups

- **The elderly.** Focusing on key areas such as elderly care industry, smart scenarios, and age-friendly services, we popularized financial knowledge by visiting nursing homes, communities, service institutions, and universities for the elderly, to engage with senior customers in person and meet their financial needs. We designed large-font version of promotional brochures, handbooks and other reading materials to facilitate reading for senior customers. We upgraded the “Pension Community” feature on our mobile banking app and launched the “ABC Considerate Elderly Care Treasure” zone to offer exclusive financial services for the elderly. Shanghai Branch visited the Shanghai University for The Senior and local nursing homes, and Shaanxi Branch visited the Ankang Veteran Cadres Activity Center and the Yucai Community Teaching Site of Ankang Senior University, to explain typical elderly care frauds and introduce the Bank’s mobile banking services and exclusive benefits tailored for silver-haired customers.
- **The youth.** We collaborated with government departments, schools, communities, etc., to organize a variety of face-to-face activities to effectively instill financial knowledge in young people, help them establish correct financial concepts, and enhance their awareness of fraud prevention and capability to protect themselves. Inner Mongolia Branch adopted an innovative approach combining “Case Sharing + Interactive Q&A + Scenario Simulation” in primary and secondary schools to

remind the youth to consume responsibly, value their credit records, and strengthen their awareness of personal information protection. Chongqing Branch visited campuses and implemented a “Three Lessons + Red Resource Empowerment” model to customize financial safety growth programs for more than 900 teachers and students. Xinjiang Corps Branch hosted a “Little Bankers” financial enlightenment experiencing event, and invited the youth to explore the smart service areas and counter windows of the outlets.

- **New citizens.** We continued to build “ABC Considerate Warm Space Trade Union Post Stations” to provide public welfare services such as rest place, drinking water and charging for outdoor workers. Hebei Branch delivered the “Financial Classroom Around You” at SF Express service points, and explained common wealth management tools, personal credit protection, and proper use of financial products in the process of couriers’ parcel sorting and delivery. Gansu Branch focused on new citizens such as sanitation workers, takeout delivery personnel, couriers, and migrant workers to carry out service activities in the theme of “ABC Cooling Care and Warmth Delivery for New Citizens” by explaining personal information protection, deposit insurance, credit policies, and prevention from telecom fraud. Ningxia Branch collaborated with the Ningxia Department of Human Resources and Social Security to interpret policies for opening accounts in different locations and inclusive finance loans for new citizens and help them adapt to urban life.
- **Farmers and ethnic minority groups.** Focusing on the living scenarios of rural residents, we popularized basic and hot financial knowledge in 832 counties lifted out of poverty, and carried out more than 20 thousand “Financial Publicity Rural Tour” events. We established and promoted 68 thousand county area banking lecture halls, and conducted financial publicity for farmers on fraud prevention, pension finance, and compliant loan procedures. Yunnan Branch established a “Financial Education and Publicity Team” and a “Horse Caravan Publicity Team”, to provide pastoralists in pastoral areas with “one-on-one” consultation services in Tibetan dialect and explain in Tibetan on topics such as illegal fund-raising traps and personal credit. Branches including Sichuan, Tibet, and Qinghai adopted a “Mobile Banking + Knowledge Lecture Halls” model to provide financial support and popularize RMB counterfeit detection, anti-fraud and anti-illegal skills in multiple languages for the public in the “Three Areas and Three Prefectures”.
- **The disabled.** We paid attention to the financial needs of the disabled, continuously optimized service facilities and processes, cultivated employees’ sign language and Braille communication skills, and provided convenient services and extensive products for special groups of people. In the 3D digital exhibition hall titled “ABC Considerate Consumer Protection” on the mobile banking app, we set up a zone

titled “Support for the Disabled” to popularize hot spots and risk knowledge, and raise the disabled’s risk prevention awareness. Guangdong Branch collaborated with the Guangzhou Disabled Persons’ Federation to popularize anti-fraud and anti-illegal knowledge, introduce heartwarming services as “ABC Considerate Warm Space” brand, “Green Channel”, and “On-site Services”. Qingdao Branch tailored a financial safety and anti-fraud education classroom for hearing-impaired customers, and delivered foundational financial knowledge and broke down fraud tactics through “Sign Language Interpretation + Visual Presentation”.

Partnerships with Financial Education Organizations

Upholding the principle of “Finance for the People”, the Bank continued to enhance in-depth cooperation with various institutions to build a multi-tiered and widely covered financial literacy promotion network. **First, partnering with institutions such as local financial regulatory bureaus and banking associations.** Branches including Beijing Branch hosted or co-hosted the launch ceremonies of local centralized financial education and publicity events. **Second, partnering with education organizations such as universities, universities for the elderly, and primary and secondary schools.** So far, we have established a mechanism for regular communication with universities such as Renmin University of China, Tianjin University, Nankai University, Tongji University, Chongqing University, Lanzhou University, and Xiamen University to regularly conduct financial knowledge lectures and anti-fraud simulation drills, and embed financial publicity and education into students’ daily study and life by continuously sharing anti-fraud tips through campus WeChat official account and live streaming. Shanxi Branch leveraged local universities for the elderly to establish a “Pension Finance Demonstration Base”, adopted a development model integrating “Finance + Education + Health Care”, and embedded financial services into the learning and living scenarios of the elderly. Branches including Anhui, Henan, Hubei, Dalian, and Ningbo joined hands with local primary and secondary schools to promote financial education for young people. **Third, strengthening partnerships with institutions such as enterprises and communities.** Shandong Branch deepened partnerships with the Xinhua Bookstore Group and promoted “Finance + Culture” innovations. Leveraging the strengths of both parties, the branch created a normalized and immersive platform for financial education and publicity, and delivered financial knowledge to consumers. Xiamen Branch conducted grid-based publicity in collaboration with communities and local police stations through its 20 consumer protection service stations covering all administrative districts. Hunan Branch collaborated with enterprises and merchants to launch innovative “Six Assistance” initiative covering assistance for farmers, enterprises, merchants, students, the elderly, and those in difficulty, effectively serving the security of livelihood.

2.4 Fair Advertising and Marketing

Policies

The Bank strictly complied with laws and regulations such as the *Advertising Law of the People's Republic of China* and the *Management Measures for Internet Advertisements*, and implements the *Notice on Further Regulating Advertising and Endorsement Activities for Financial Product* issued by the NFRA. We formulated and published policies and measures such as the *Agricultural Bank of China's Brand Management Measures*, the *Agricultural Bank of China's Advertising Guidelines (Trial)*. These policies and measures on fair advertising practices were applied to advertisement management, intellectual property protection, and risk prevention across domestic institutions at all levels, overseas branches, and overseas representative offices of the Bank. They specify that advertising content must be objective, truthful, fair and just, without including false or deceptive publicity content, exaggerating facts and misleading consumers, or infringing on others' rights and interests. In addition, basic information on financial products or services should be presented accurately and clearly with prominent risk warnings. We strictly implemented the *Measures for Reputation Risk Management of Banking and Insurance Institutions (Trial)* issued by the NFRA, by establishing a pre-event reputational risk assessment mechanism and clarifying that relevant functions and branches should conduct reputation risk assessments before carrying out significant marketing and promotional activities.

To fully implement the latest regulatory requirements in the *Administrative Measures for the Agency Distribution Businesses of Commercial Banks*, the *Administrative Measures for the Suitability of Financial Institution Products* and the *Notice on Further Strengthening the Management of Financial Institutions' Marketing Activities*, during the reporting period, we revised the *Measures for the Administration of the Behavior of Retail Marketing and Promotion of Agricultural Bank of China*. This revision added nine higher-level laws as reference, including the *Personal Information Protection Law*, and incorporated the latest regulatory requirements effective in 2025. Upholding the principles of “Lawful and Compliant Operation, Customer-centric Services, Full-process Control, and Problem-oriented Governance”, the revision comprehensively standardized retail advertising and marketing behaviors across domestic institutions to effectively protect the legitimate rights and interests of financial consumers and promote healthy and long-term business development. We formulated and issued the *Key Points of Retail Marketing and Promotion Policy of Agricultural Bank of China*¹, specifying that advertising and marketing behaviors include our activities to market, advertise, and promote products or services to individual customers through promotional tools or means.

Oversight of Fair Marketing

¹ Please refer to the *Key Points of Retail Marketing and Promotion Policy of Agricultural Bank of China* issued in “ABC ESG - Policy Highlights” section of the official website of the Agricultural Bank of China: <https://www.abchina.com/cn/AboutABC/CSR/ZCYD/202506/P020250626658580726466.pdf>

We formulated the *Guidelines for Internal Audit of Consumers' Interests Protection (Trial)*, specifying the requirements for special audits on consumer protection, establishing a normalized and standardized internal audit mechanism, and covering elements such as audit cycle, frequency, focus areas, and scope of audit. We conducted annual special audits on consumer protection, including the implementation of fair marketing policy, and reported audit findings to the Board of Directors and its Risk Management and Consumers' Interests Protection Committee. We covered all tier-1 branches and relevant departments of the Head Office in audits on consumer protection on a five-year cycle, to constantly enhance the standardization and effectiveness of consumer protection work. Moreover, we enhanced the oversight of fair marketing practices by including fair marketing practices in the key areas of supervision and inspections across business units, organizing the implementation prudently, and strengthening the employees' awareness of sales compliance.

Practices

Strengthening suitability management: We embedded the full process of “Knowing Your Customer – Matching Products – Adequate Disclosure – Independent Decision-making” into marketing management, and added “Five Elements” considerations for customers aged 65 and above to purchase high-risk products.

Refining control over marketing scenarios: We consolidated fragmented provisions for telephone, SMS, and Internet marketing into consistent specialized regulations for four major scenarios including “Outbound Calls, Electronic Messaging, Internet, and Third-party Cooperation”, and added requirements for mandatory operation such as “One-click Opt-out”, “No Call Tag” and “Fair Pricing”.

Developing standardized terms in accordance with laws and regulations. We defined rights and obligations between the Bank and consumers based on the principle of fairness and reasonableness, in alignment with laws, regulations, and regulatory requirements, such as the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*, and the *Rules on Consumer Rights Protection of Banking and Insurance Institutions*. For standardized terms having a material stake in consumers, we drew consumers' attention in an obvious way, and provided explanations at consumers' request to fully safeguard consumers' legitimate rights including the right to be informed and the right to fair transactions. Over the past three years, we cumulatively concluded 486 new and revised standard form contracts for individual customers to ensure comprehensive and timely implementation of China's laws and major policies regarding personal information protection, interest rate adjustments to existing loans, interest subsidies, and gold tax reform. Additionally, we developed and issued 432 guidance documents regarding standard form contracts for individual customers to enhance the customer service capabilities of frontline operations personnel.

Conducting standardized credit card marketing: In terms of card issuance marketing, we

deployed operational prompts on credit card issuance marketing on the homepage of marketing personnel’s mobile terminals, clarifying codes of conduct such as “we must understand the customers’ employment and income to recommend products tailored to their needs; disclose the rules on functions, services, and fees related to the credit card products, and relevant inquiry channels to the customers, especially special groups of customers including the elderly, students, and the disabled; and disclose the complaint hotline, encourage customers to review and understand the card usage agreements and rules”, and reminded marketing personnel of prohibited behaviors in real time through system pop-ups to strengthen compliance. In terms of installment marketing, we embedded the functions of script prompts into the page of outbound call system to ensure that marketing personnel implement the suitability principle and fully notify the customers about the nature of the business and related rights.

Strictly controlling the release of advertisements. The Head Office and branches reviewed the content, design elements, visual specifications, and visual presentations of advertisements before release; and completed the required review on consumer protection for content involving basic rights of individual customers to ensure compliance, fairness, truthfulness, and healthiness of the content.

Enhancing compliance management of farmer loan marketing. We continued to improve the monitoring system of marketing behaviors related to farmer loans, established a three-dimensional mechanism featuring “Daily Screening + Intelligent Monitoring + Technology Empowerment” to prevent from non-compliant marketing behaviors, safeguard the customer’s legitimate rights, and ensure fair and compliant marketing.

Strengthening daily screening

We achieved full coverage of centralized outbound calls for first-time farmer loan customers with loan amounts below RMB1 million, and focused on monitoring non-compliant marketing practices such as tie-in sales, illegal fees, and misappropriation of customers’ funds.

Conducting real-time monitoring

We launched lead-based models including “Unlawful Intermediaries Facilitating Loans”, “Use of Farmer Loans to Purchase Wealth Management Products”, “Use of Farmer Loans to Purchase Funds”, and “Fund Transactions between Customer Managers and Customers” to generate real-time leads indicating potential violations and conduct verification and correction.

Special Training

Through a combination of online and offline methods, we organized institutions at all levels

to arrange internal trainers, product managers, or external trainers to carry out compliance training on advertising and marketing behaviors of marketing personnel, to ensure that the annual training hours of sales personnel meet regulatory requirements.

Brand management and compliance awareness enhancement training: Through a combination of online and offline training, we provided systematic and professional training to employees across the brand management line. In 2025, we carried out special training on brand management for personnel across the publicity line at the Head Office, tier-1 branches, tier-2 branches, and sub-branches, with a focus on enhancing brand communication compliance awareness and professional capabilities of performance.

Credit card marketing norms and practice training: Throughout the year, we continuously promoted consumer protection awareness and conducted special training on marketing standards for marketing personnel, and made the results of the consumer protection examination a requirement for personnel engaged in installment product promotion.

Enhancing fair marketing of farmer loan customers: We carried out demonstration training programs for farmer loan customer managers, and focused on courses such as consumer protection for farmer loan customers and strategies for integrated marketing, to deepen employees' understanding and practical application of fair marketing principles.

Offering training programs to enhance the professional competence of retail teams. We adopted a dual-track model of “specialized training + real-time learning” to focus on improving practical skills in product sales and customer service. In 2025, we conducted 26 on-site training sessions for a total of 1,311 employees, and launched seven online course series covering over 26 thousand participants.

3. Risks and Opportunities Management

The Bank incorporated consumer protection into the comprehensive risk management and internal control systems, continued to strengthen the prevention and control of consumer protection risks, refined policies and processes, strengthened and included assessment and supervision in economic capital measurement, and fulfilled consumer protection responsibilities, to promptly resolve customer issues and effectively enhance customer experience.

We conducted annual audits focused on consumer interests protection, with particular attention to the completeness of the consumer protection management system and mechanisms, as well as the implementation of consumer protection requirements throughout the entire lifecycle of products and services, including product approval, information disclosure, consumer suitability management, and sales practices.

3.1 Product and Service Reviews

The Bank attached great importance to the review of products and services throughout their entire lifecycle, which covered stages such as product design, policy formulation, pricing management, agreement drafting, and marketing and publicity. We gave special attention to suitability management, product and service information disclosure, personal information protection, and other core areas. We identified, flagged and eliminated risks and hidden dangers in a timely manner to establish a robust defense for consumers' rights and interests at the source.

We formulated the *Management Measures for Product Innovation at Agricultural Bank of China*, which clearly define the responsibilities of domestic institutions at all levels and overseas branches (subsidiary banks) in product innovation management. This improved the product innovation management mechanism and enhanced the Bank's product competitiveness. Under the Technology and Product Innovation Committee, the Special Committee of Retail Product Innovation was established, responsible for deliberating on, coordinating and making decisions regarding major matters related to product innovation in the retail business segment.

Management Structure

● Board of Directors and Specialized Committees

The Board of Directors and the Risk Management and Consumers' Interests Protection Committee under the Board of Directors faithfully fulfilled their responsibilities of supervising, evaluating and managing product and service review, and regularly convened meetings to be briefed on consumer protection work related to product and service reviews, and to deliberate and approve major matters concerning the reviews.

In 2025, the Board of Directors considered a number of reports and work priorities, including the 2024 Consumer Protection Report and the 2025 Consumer Protection Work Priorities, the 2024 Overall Risk Management Report, the 2024 Sustainability Report, the Consumer Protection Report for the First Half of 2025, and the Overall Risk Management Report for the First Half of 2025. The Board of Directors focused particularly on major issues such as product and service reviews, proactive complaint management, complaint traceability and rectification, personal information protection, financial literacy promotion, and consumer protection-related training sessions. The Risk Management and Consumers' Interests Protection Committee under the Board of Directors reviewed the Consumer Protection Progress Report for 2024 and the 2025 Consumer Protection Work Priorities, the 2024 Overall Risk Management Report, the 2024 Consumer Protection Regulatory Assessment and Complaints Report, the Consumer Protection Report for the First Half of 2025, and the Overall Risk Management Report for the First Half of 2025. These reviews ensured that consumer protection requirements related to product and service reviews were effectively

implemented across the entire business lifecycle.

● **Senior Management**

The Bank's Senior Management took an integrated approach to formulating consumer protection work plans, initiatives, and tasks related to product and service reviews. By strengthening the guarantee of resources, they promoted the systematic, standardized, and routine implementation of product and service review processes.

In 2025, the Senior Management conducted specialized reviews of matters related to product and service reviews, including consumer protection progress, key tasks, internal performance assessments, special evaluation plans, special audit reports, and regulatory assessment outcomes. They enhanced top-level design and process oversight, encouraged proactive actions and collaborative implementation across the Bank to ensure the full execution of consumer protection strategic objectives and policies. Progress updates were regularly reported to the Board of Directors and the Special Committee on Consumer Rights Protection of the Board of Directors.

Working Mechanism

The Bank continued to strengthen the construction of its product and service review mechanisms, establishing a review system characterized by “full-process coverage combined with enforceable strong safeguards”.

- In terms of full-process coverage, the Bank established a 3-tier institutional system consisting of the foundational regulation, the specialized regulation, and department-level detailed rules.

● **Basic policy**

Based on the *Management Measures for Consumers' Interests Protection Work*, as the foundational policy, the Bank established the top-level design of the consumer protection review mechanism. It clearly defines that the review scope covers the entire lifecycle of products and services, including design and development, policy formulation, pricing management, agreement drafting, and marketing and publicity. The policy also stipulates that a consumer protection review must be conducted whenever significant amendments to terms and conditions related to consumer interests occur in current and new products and services. This provides a principled foundation for the review work.

● **Specialized policy**

The Bank established the *Management Measures for Consumer Protection Review Work* as the specialized policy. This document specifies core operational elements such as responsible units, review scope, key review areas, and review procedures, thereby establishing a unified implementation standard for product and service reviews across the Bank.

● Department-level detailed rules

Head Office business units that were granted independent authority for consumer protection reviews were required to formulate or revise more targeted implementation rules tailored to the specific characteristics and practical needs of each business line, in compliance with the foundational and specialized regulations. These rules enhanced the flexibility and adaptability of the policy implementation.

- All external information release channels of the Bank require early-stage product and service reviews, enhancing control and safeguard.

● Product launch

The Bank developed and integrated a product and service review module into its product management system, making the review a mandatory step before any new or updated offering is launched. A classified and graded management approach was applied to products and services targeting retail banking customers, with continuous monitoring whether related items were submitted for review and properly implemented to ensure that all required items were submitted and were thoroughly reviewed.

● Marketing material release

Consumer protection review was fully integrated into the processes for marketing material release and credit card-related business activities. Whether through mobile banking app, SMS or other channels to release information, or publishing marketing content on official accounts, it is required to upload “consumer protection review documents” on the corresponding platform, or to complete the consumer protection review through the online approval process before release.

Initiatives

The Bank developed specialized review guidelines covering ten key business areas, including wealth management products the Bank sells as an agent, public funds, private equity asset management products, insurance, physical precious metals, personal information protection, deposits, mobile banking marketing, personal loans, and credit cards. The *Personal Information Protection Review Guidelines* were also issued, achieving comprehensive coverage across key business areas. The Bank revised the *Implementation Rules for Consumers’ Interests Protection Review at the Credit Card Center* and the *Implementation Rules for Consumers’ Interests Protection Review Work at the Remote Banking Center*. We also issued the *Consumers’ Interests Protection Regulations for the Private Banking Department*, the *2025 Consumers’ Interests Protection Work Priorities for the Private Banking Department*, and the *Notice on Further Strengthening Consumers’ Interests Protection Review Practices*. These efforts were made to continuously improve the consumer protection review system, enhancing the standardization and professionalism of the review process. We issued the *Guidelines on Advance Impact Assessment for Personal Information*

Protection, and established an advance impact assessment mechanism to ensure the full coverage of assessment items. In 2025, the Bank conducted 61 thousand consumer protection reviews and issued 74 thousand review comments.

In terms of consumer protection reviews for credit card business, on top of consumer protection reviews, we established a mechanism for tiered customer experience review and internal marketing testing, under which we conducted comprehensive reviews of products and services from dimensions including compliance, consumer interests protection, and social impact, to prevent consumer protection risks arising from system parameter flaws and functional deficiencies. We developed a consumer protection review system equipped with AI-powered smart scanner to enable automatic detection of prohibited language, and to promptly identify potential consumer protection risks in customer-facing information across channels.

3.2 Loan Modification Options

The Bank placed great emphasis on the protection of consumer interests during the loan contract signing process and throughout the contract period. By dynamically assessing customers' financial situations and repayment capabilities, the Bank offered appropriate and reasonable options for adjusting elements of loan contracts. Based on a thorough understanding of customer needs and active support in resolving practical issues, the Bank facilitated improved access to convenient and efficient loan services through reasonable adjustments to credit limits, repayment arrangements, and other relevant factors.

Management Mechanism

The Bank established policies such as the *Post-loan Management Operating Procedures for Personal Credit Business* and the *Guidelines for Due Diligence in Personal Credit Business*, which clarify the applicable conditions, content, and application channels for loan contract modification. The Head Office departments are responsible for establishing and improving the loan modification management system, as well as formulating and refining relevant policies. Branches and sub-branches are responsible for implementation and daily operations.

Applicable Conditions

Throughout the contract period, the Bank fully takes into account the impact of objective factors, such as extreme disasters and major unforeseen events, and subjective factors such as changes in borrowers' financial situations on loan repayment capacity. For customers who meet the relevant policy requirements, upon a mutual agreement with the Bank and submission of relevant applications, an objective assessment will be conducted based on the actual impact on their financial condition. We may provide appropriate relief policy support or loan modification services.

Loan Modification Elements

The Bank conducts a comprehensive assessment of various factors, including the customer's identity authenticity, credit performance, income stability, and collateral status, and formulates differentiated support plans, such as adjustment of repayment plan, extension of loan term, change of repayment method and adjustment of credit line in combination based on the customer's actual repayment capacity. These plans are provided under the premise that the customer maintains a strong willingness to repay and has the ability to sustain repayments. Specific loan modification elements include:

- Shortening the remaining loan term with the monthly payment unchanged, or maintaining the original term with a reduced monthly installment, to meet customer demand for early repayment;
- Providing services, including adjustments to installment amounts, changes in repayment methods, and modifications to maturity, to meet the needs of customers in distress;
- For creditworthy customers who meet eligibility criteria, offering options such as increased credit limits, and extended loan terms;
- For customers with deteriorating credit performance or reduced repayment capacity, taking measures such as reducing or revoking credit limits.

Information Access and Application Channels

For loan products or services that include options for loan clause modification, the Bank explicitly outlines relevant modification clauses in loan contracts, fully informing customers of their associated rights and interests. Such information is readily available to customers via multiple channels, including the Bank's outlets, official website, WeChat official account, and mobile banking app.

Customers can apply for loan modifications via multiple channels, including outlets and the mobile banking app, and are free to choose the method that best suits their preferences. **In service mechanism**, the Bank established a rapid response mechanism that supports a dual-channel service model combining human customer service with intelligent voice Q&A. This enables efficient handling of customer requests for loan modifications and ensures timely, professional consultation and resolution. **In business process**, for eligible customers, the system offers an integrated service model that combines online automated approval with offline manual review. Customers may choose to submit their applications independently via the mobile banking app, where the system will automatically complete the approval process. Alternatively, customers may opt for the offline channel, where the application will be initially investigated by the customer manager, followed by review by the institution head, and second review by the reviewer, ensuring a standardized process and rigorous risk control.

Practices

Ensuring that the one-time credit repair policy benefits customers. We formulated the *Plan for Safeguarding the Implementation of One-time Credit Repair Policy of Agricultural Bank of China*, which specified addressing public concerns through WeChat Official Account and online customer service, and refined the customer issue resolution mechanism. We enhanced online and offline query of personal credit reports, developed the function of credit information detail query on our mobile banking app, and enhanced support for customer credit information services.

Introducing policies regarding farmer loans for relief. We optimized and improved credit policies for farmer loan renewal and restructuring, issued a negative list of loan renewal, and specified due diligence exemption requirements. We developed, launched and rolled out the functions of renewal of mortgage loans without principal repayment, and restructuring through signing new contractual agreements, to address challenges in renewal of mortgage and overdue loans, and to proactively support farmers suffering from cash flow constraints due to downturn economy.

Facilitating “trade-in” credit services. Focusing on key areas such as automotive, home appliances, and home renovation, we launched multiplication program for trade-in of consumer goods, and introduced ten measures to benefit the public through credit card consumption support programs, with incremental amount and growth rate of personal consumption loans ranking top among the peers.

Fully promoting the implementation of the “dual interest subsidy policy” (two loan interest subsidy programs to stimulate consumer spending and support service sector businesses). We took the lead among the peers in publishing the “dual interest subsidy policy” announcement and customer Q&As, and publicized this policy through our outlets and mobile banking app, to ensure targeted and efficient dissemination to benefit enterprises and households across the country. We also offered penetrated training programs for outlets and customer service personnel to provide precise, efficient, and convenient financial services during policy implementation, effectively safeguarding consumer interests and translating government policy dividends into tangible outcomes to boost consumption and improve people’s livelihood.

3.3 Debt Collection Management

The Consumers’ Interests Protection Committee oversees and reviews the implementation of debt collection policies. The Bank continued to refine rules and policies related to debt collection, formulated debt collection execution plans, and organized training, supervision and inspections. We conducted inspections to examine the protection of consumers’ legitimate rights and interests throughout the collection process.

Debt Collection Policies

We strictly complied with national laws and regulations, as well as regulatory documents such

as the *Measures for the Supervision and Management of Credit Card Business of Commercial Banks* and the *Guidelines on Collection of Personal Consumption Loans of Financial Institutions (Trial)*. The Bank formulated and publicly disclosed the *Key Policies on Debt Collection of Agricultural Bank of China*¹, and implemented a series of specialized management regulations, including *Agricultural Bank of China's Operating Procedures for Personal Loan Overdue Collection Management*, *Agricultural Bank of China's Operating Procedures for Kins Quasi-Credit Card Post-loan Risk Management*, *Administrative Measures for Entrusted Debt Collection Business of Kins Quasi-Credit Card of Agricultural Bank of China*, *Key Operational Guidelines for Local Debt Collection of Farmers' Loans of Agricultural Bank of China* and *Post-Loan Management Regulations for Farmers' Loans of Agricultural Bank of China*. These regulations clearly define the mechanisms for debt collection, including collection methods, operational requirements, management and performance evaluation criteria; specify the responsibilities related to consumer rights protection throughout the debt collection process; and put forward requirements for regular training on debt collection practices and strict enforcement of debt collection procedures.

- **Applicable scope**

The Bank's debt collection policies apply to all employees across the Bank and its affiliated institutions, covering many types of products and services, including operation loans, housing loans, consumer loans, farmer loans, loans to micro and small-sized enterprises, and credit cards.

- **Responsibility allocation**

The Head Office is primarily responsible for the coordination of overall planning of debt collection management, the improvement of relevant policy system, the advancement of collection system construction and optimization, as well as the organization of training, supervision and inspections. Branches are responsible for the implementation of debt collection.

Debt Collection Procedures

- **Collection methods**

The Bank's collection methods are divided into manual and non-manual approaches. Manual approaches include phone calls, door-to-door visits, manual voice messages and judicial collection, while non-manual ones encompass intelligent voice messages, automated voice calls, SMS, letter reminders, etc. Outsourced collection is implemented based on actual circumstances.

¹ Please refer to the *Key Policies on Debt Collection of Agricultural Bank of China* issued in "ABC ESG - Policy Highlights" section of the official website of the Agricultural Bank of China:
<http://www.abchina.com/cn/AboutABC/CSR/ZCYD/202506/P020250626658894014244.pdf>

● **Collection phases**

The Bank adopted a self-collection model combining centralized and localized collection.

In the **centralized collection phase**, the Head Office employs a “Smart + Manual” approach to provide differentiated repayment reminders for customers with upcoming due dates, matured debts, and overdue debts. We use a consistent outbound dialing system with standardized scripts for human voice communication. To respect regional linguistic and cultural diversity, we offer Tibetan and Cantonese services in Tibet and Guangdong to ensure clear and accurate delivery of information, accommodate customer preferences, and deliver more inclusive and humanistic services.

In the **localized collection phase**, branches are responsible for implementation. For overdue loans that remain unpaid after centralized collection, they continue follow-up collection through multiple channels, including phone calls, door-to-door visits, and judicial collection, ensuring sustained collection. The collection personnel strictly adhere to the standardized operating procedures and script guidelines formulated by the Bank, and the specific rules on collection time, frequency, and communication targets to ensure all collection activities comply with laws, regulations, and internal policies, and to avoid undue disturbance to customers.

The Bank strengthened its response to unusual circumstances. In the event of emergencies such as natural disasters (e.g., earthquakes, floods), public health incidents, or social security events, we would promptly adjust our collection strategies based on the assessed risk levels of each type of incident, and implement differentiated response measures.

● **Consumer interests protection measures**

The Bank requires all collectors to strictly comply with applicable laws, regulations, and regulatory requirements, and to adhere to the standardized operating procedures for debt collection, ensuring that consumer rights protection provisions are effectively implemented. During collection activities, collectors proactively disclose their identity and purpose of collection, and observe basic professional etiquette. The following behaviors are strictly prohibited:

- Disclosing borrower’s lending information to contacts or third parties unrelated to the debt. Contacts are permitted to assist only in obtaining valid contact details for the borrower or guarantor;
- Impersonating administrative or judicial authorities for collection;
- Using violent, intimidating, threatening, or fraudulent methods toward borrowers or guarantors;
- Conducting collection activities in ways that violate laws, breach public order

and good customs, or harm public interests.

The Bank dynamically adjusts the ratio between intelligent voice collection and human collection based on evolving market conditions and customer needs, implementing a “respectful” and differentiated collection strategy. The Bank continues to strengthen entrusted collection management. By formulating clear guidelines, enhancing whole-process supervision, and performing institution assessments, we ensured full compliance with consumer rights and personal data protection rules.

Training for Collection Relevant Employees

The Bank continuously enhanced the consumer protection awareness and professional capabilities of collectors by establishing a systematic and ongoing training and development mechanism, covering all personnel involved in collection and related roles across the Bank. The Bank conducts annual specialized training sessions on debt collection. All personnel must pass a compliance assessment before onboarding and undergo regular refresher training as required, ensuring a 100% training coverage rate for centralized collection staff. The training is built on a core framework of laws, regulations, regulatory requirements, and the Bank’s internal management systems. It covers key areas including relevant policies and regulations on debt collection, standardized operating procedures and scripts, compliance communication techniques, customer psychology recognition, personal information protection, and complaint handling and escalation procedures. The training adopts a combination of online and offline training methods, including in-person lectures, remote teaching, case studies, and role-playing simulations, among others.

In 2025, we conducted a specialized training session on farmer loan collection practices, providing an in-depth interpretation of the background and rationale behind the *Post-Loan Management Regulations on Farmer Loans*, and systematically explaining key operational requirements to ensure full implementation of policy mandates. We also organized both online and offline specialized training sessions focused on compliance in outbound collection calls. Through case studies, policy interpretation, standard requirements, and response strategies, the training enhanced the standardization of practice in outbound collection calls, reduced the risk of complaints at the source, and effectively mitigated potential risks associated with outbound communications. The Bank developed standardized script templates for credit card collection, establishing clear guidelines for the use of scripts. To proactively address potential customer complaints, new scripts for complaint traceability and prevention were introduced for different scenarios, preparing explanations and responses in advance and reducing the likelihood of complaints. Innovation in training delivery was achieved through the introduction of targeted micro-lessons, allowing employees to reinforce their understanding of relevant policies, systems, and procedures during short, flexible time windows. This approach strengthened compliance awareness in collections.

Enhancing review and supervision of debt collection practices. The Bank conducted annual audits of credit operations and consumer interests protection, and regularly performed audits of technology outsourcing. These audits covered debt collection-related activities such as overdue inclusive and retail loan collections and credit card collections outsourced to third parties. The audits focused on the compliance of collection management for overdue loans, the effectiveness of on-site collections, the implementation of consumer protection regulations by collection agencies, and the management of data security risks. Audit results were promptly reported to the Party Committee, the Board of Directors and its Risk Management and Consumers' Interests Protection Committee of the Bank.

Strengthening the management of entrusted collection. The Bank continued to strengthen its institutional system, clearly defining operational requirements and standard procedures, and enhancing supervision over outsourcing service providers to ensure strict compliance with consumer rights protection, personal information protection, and other relevant requirements. A rigorous entry and exit mechanism was established for collection service partners, with strict screening to ensure that all partners hold valid legal and operational qualifications and meet industry standards. The Bank held regular meetings on credit card entrusted collection business to conduct compliance promotion and guidance and experience summary. The Bank publicly disclosed and dynamically updated the list of approved collection partners via its official website, enhancing transparency and enabling public oversight.

Collection system construction and optimization. The Bank continued to strengthen its collection system to achieve full-process digital control over debt collection activities. Through technical solutions such as cloud desktops and dedicated lines, the functionality related to entrusted collection was continuously enhanced, ensuring information security, regulatory compliance, and improved operational efficiency in entrusted collection system. All entrusted collection activities were carried out through the Bank's internal system, with no offline initiation permitted.

3.4 Customer Complaint Management

The Board of Directors and its specialized committees as well as Senior Management of the Bank continued to strengthen oversight and review of complaint management, and promoted the establishment of an efficient and smooth complaint management system. The Bank continued to maintain smooth complaint channels and optimized the complaint handling process to constantly enhance the ability of governance at source and handling efficiency. The Bank strictly oversaw and reviewed complaint management to safeguard orderly and effective implementation of complaint management.

Complaint Management Structure

- **Board of Directors and Specialized Committees**

The Bank's Board of Directors is responsible for overseeing and reviewing customer complaint management. The Risk Management and Consumers' Interests Protection Committee under the Board of Directors is responsible for overseeing customer complaint management, regularly holds consumer protection meetings, listens to complaint management work reports submitted by the Senior Management and the consumer protection department, examines annual consumer protection (including complaint management) audit reports, regulators' evaluations of consumer protection, and internal evaluation. The Committee also oversees the Senior Management and relevant departments promptly addressing and rectifying identified issues, and strengthens guidance and oversight on complaint management.

In 2025, the Bank's Board of Directors reviewed the consumer protection work reports and key tasks, comprehensive risk management report, sustainability report, consumer protection work updates, and other key documents, and paid particular attention to critical areas including product and service review, proactive complaint management, root-cause rectification, personal information protection, financial literacy promotion, and consumer protection training. The Risk Management and Consumers' Interests Protection Committee under the Board of Directors reviewed consumer protection work updates and key tasks, comprehensive risk management reports, regulatory consumer protection assessment outcomes, and regulatory complaint statistics, promoting the full implementation of consumer protection requirements in product and service reviews across the entire business lifecycle. The Board continued to fully exercise its supervisory and evaluation functions over the Bank's consumer protection initiatives. The Risk Management and Consumers' Interests Protection Committee under the Board of Directors demonstrated effective governance, establishing a closed-loop management mechanism from strategic decision-making to execution oversight.

● **Senior Management**

The Senior Management leads the Bank's overall consumer protection efforts to ensure the effective execution of consumer protection strategic objectives and policies. The Senior Management listens to the report on complaint management work, and organizes analysis and discussion of the Bank's complaints from all channels. As the deliberative body for the Bank's consumer protection work, the Consumers' Interests Protection Committee is established under the Senior Management to be responsible to uniformly plan and deploy the consumer protection work of the Bank, study and deliberate major consumer protection issues, and collaborate with member departments.

In 2025, the Consumers' Interests Protection Committee actively performed its duties in strengthening oversight of complaint management. The Committee gave full consideration to issues and needs embodied by consumer complaints in the Bank's business operations, internal control, and risk management. It continued to strengthen the planning and guidance

on related work, and supervised departments to constantly boost the initiative to ensure effective execution of the supervision functions and management policies. In addition, the Committee regularly reported the progress of consumer protection work to the Board of Directors and its specialized committees.

● **Executive Level**

The Bank defined the departments and positions responsible for consumer protection at all levels of institutions, and assigned designated consumer protection personnel across all business lines to handle customer complaints. The Head Office's Consumer Interests Protection Office serves as the leading department responsible for managing and overseeing customer complaints across the Bank. The department is responsible for formulating and organizing the implementation of the bank-wide consumer protection plan, developing and updating relevant management policies, organizing supervision, inspection, and internal evaluation, and undertaking the routine tasks of the Office of the Consumers' Interests Protection Committee. The member departments of the Bank's Consumers' Interests Protection Committee adopt a "Three-Level Contact Points" mechanism and designate heads in charge of consumer protection, specific divisions and contact points leading the consumer protection work, who are responsible for daily communication and collaboration with the Head Office's Consumer Interests Protection Office, and guiding and overseeing complaints management within their respective lines. Each tier-1 and below branch has an independent consumer protection section (team) or working unit (position) to conduct management and oversight of customer complaints within the branch, handle customer complaints within its jurisdiction, regularly conduct statistical analysis of complaint data, drive traceability and rectification, and continuously improve the customer service experience.

Complaint Management Mechanism

● **Enhancing policy framework**

The Bank continued to strengthen the construction of the customer complaint management system. By formulating the *Management Measures for Handling Customer Complaints*, the *Guidelines on Handling Complaints*, the *Management Measures of Root-Cause Rectification for Complaints*, and the *Guidelines on Mediation of Financial Consumer Disputes*, the Bank clarified the requirements for complaint registration, handling processes, verification and oversight mechanism, statistical analysis, archive management, and information disclosure, and put in place a complaint handling mechanism characterized by smooth internal communication, information sharing, coordinated and efficient operation, and strong oversight. The Bank revised the *Management Measures for Small-Claim Settlement of Financial Consumer Disputes*, specifying the increased amount of settlement, and the delegated power of approval. The Bank also specified preventive measures and emergency response mechanisms in the *Emergency Response Plan for Major Complaints* to improve the capabilities to respond to unexpected events. In response to key challenges and difficulties in

the complaint handling processes, the Bank developed the operational guidance titled *Ten Do's and Don'ts for Complaint Handling*, to further standardize the handling processes and improve the quality and efficiency of complaint handling.

- **Enabling responsibility implementation**

The Bank performed consumer protection work embedded with political significance and people-centered philosophy, adhered to the principles of “acting for the people” and “handling complaints immediately”, reinforced the primary responsibilities of institutions at all levels and business lines in complaint management, and fully advanced the pattern of “the Party Committee’s management of consumers’ interests protection” leading “the bank-wide management of consumers’ interests protection”. We incorporated indicators related to “the Party Committee’s management of consumer interests protection” into the performance evaluation system of tier-1 branches, and included complaint reduction targets in the Party building assessment for branch leadership. The weight of complaint management assessment accounted for the highest proportion in consumer protection assessment, covering indicators such as the quality and efficiency of complaint handling, diversified dispute resolution, and source governance. Each business line assigned professional complaint handling personnel as required to effectively respond to customer complaints and timely resolve disputes. We properly utilized diverse dispute resolution mechanisms such as mediation and conciliation to address complex customer complaints, and actively assigned mediators to local mediation organizations to support mediation work. Through due diligence oversight and inspection, data quality check, and other means, the Bank continuously oversaw complaint management of branches to ensure that customer complaints are addressed promptly and effectively.

- **Improving monitoring and early warning**

The Bank continued to improve the mechanisms for monitoring, sharing, and jointly analyzing consumer protection risk information, and integrated risk prevention and control into all aspects of the Bank’s operation, management, and business development. The Bank monitored daily changes in complaint volumes, developed functions such as warning of complaints, and strengthened oversight and management of complaint handling of institutions at all levels, to enhance the timeliness of risk identification and resolution, and prevent the escalation of disputes.

In 2025, the Bank conducted cross-line emergency response drills for major complaints across all tier-1 branches, focusing on scenarios such as services for special customer groups and returns on wealth management, and oversaw effective implementation of the Head Office’s consumer protection policies at the grass-roots level. These efforts improved our capabilities to respond to major complaints. In addition, the Bank developed scenario-based, category-specific complaint handling templates, to continuously advance the standardization of complaint resolution.

● Empowering with innovative technology

The Bank established an IT-based handling system covering complaints from all channels, enabling real-time updates of complaint acceptance and handling, and forming a full-process complaint handling mechanism with traceable records and closed-loop management. We optimized the multi-dimensional reporting functions including basic information of complaints, business complaint distribution, channel-based complaint statistics, and assessment of handling quality and efficiency, to significantly improve the efficiency and refinement of complaint monitoring and management. We also launched the “Intelligent Complaint Classification Assistant” to use AI for intelligent categorization of complaint content, providing strong support for complaint monitoring, analysis, and risk early warning.

● Emphasizing root-cause rectification

The Bank placed great importance on customer feedback and suggestions. We conducted timely analysis to draw insights and resolve complaints at source. During the reporting period, we formulated the *Management Measures of Root-Cause Rectification for Complaints*. The consumer protection department proactively conducted preliminary traceability analysis of complaints in terms of the reasons and types. The Bank required the business departments to make in-depth analysis and accurately identify the underlying issues related to policies, rules, processes, systems, and services, after receiving work prompts from the consumer protection or channel departments, or upon receiving complaint-related clues from subordinate branches, and developed and implemented targeted rectification plans.

In 2025, the Bank conducted special remediation, intensifying efforts to rectify malpractices such as “packaged loans”, and resolutely terminated collaborations with non-compliant partners. We fully leveraged all relevant relief policies to promptly adjust repayment plans for customers. We optimized the anti-telecom fraud model, improved the function of registering the funds from personal accounts, and enabled precise control over individual transactions and streamlined self-unlocking processes. We strengthened management of complaints for “junk” messages and nuisance calls by using consistent SMS numbers.

Complaint Handling Processes

● Complaint acceptance channels

Outlets	Customers can report issues in person, by phone, or through suggestion books at the outlets of the Agricultural Bank of China.
Customer Service Hotline	Call the customer service hotline at 95599 or the credit card customer service hotline at 4006695599.
Mobile Banking	Log in to the Agricultural Bank of China Mobile Banking APP and click “Customer Service”.

Official Website	Visit the official website of the Agricultural Bank of China (http://www.abchina.com.cn) and click “Online Customer Service”.
WeChat Official Account	Follow and enter the “Agricultural Bank of China Cloud Customer Service” WeChat Official Account, and click “My Customer Service”.
Email	Send an email to 95599@abchina.com.cn .
The Head Office’s Mailing Address	No. 69 Jianguomen Nei Avenue, Dongcheng District, Beijing (Postal Code: 100005).

● **Procedures of complaint resolution**

Procedure 1 Complaint Channels	Consumers submit complaints through the complaint channels published by the Agricultural Bank of China.
Procedure 2 Complaint Acceptance	Upon receiving a complaint, the Bank promptly forwards it to the relevant unit for handling.
Procedure 3 Result Feedback	The complaint handling unit investigates and verifies the complaint, makes a handling decision within 15 days from the date of receipt, and notifies the complainant. In complex cases, this period may be extended to 30 days, with a maximum handling period not exceeding 60 days. When notifying the complainant of the handling decision, the complaint handling unit explains the verification of the complaint content, the relevant basis and reasons for the decision, as well as the remedial channels available to the complainant, including application for review, mediation, arbitration, and litigation.

● **Escalation mechanism for complaint handling**

For prominent complaints that cannot be resolved at branches below the level of tier-1 branches, the complaint handling department shall escalate the case to the relevant business department at the tier-1 branch or Head Office for direct resolution. If a complaint handled by a tier-1 branch requires coordination at the Head Office level, the responsible business department at the Head Office may be requested to provide guidance and support for resolution.

In 2025, the Bank carried out pilot programs for escalated and centralized complaint handling at selected branches.

- **Measures for handling complaints in credit card business**

The Credit Card Center of the Bank adopts a consistent dispute resolution framework to effectively integrate complaint handling with diversified dispute resolution mechanisms, and continuously improves the level of professional and coordinated dispute resolution. The detailed measures are as follows.

Strengthening the centralized handling mechanism. The Credit Card Center fully leveraged the advantages of centralized operational model, and established a dedicated team of over 100 professionals. More than 90% of customer issues were handled promptly and intensively at the Head Office level, which significantly improved the handling efficiency.

Optimizing the process linkage mechanism. After receiving customer complaints, the Credit Card Center implemented categorized and tiered handling. 95% of minor issues were resolved quickly online by frontline customer service personnel. The complaints with clear facts were resolved immediately or within a short period. For complex complaints, the Center rapidly engaged professional dispute resolution agencies, integrated resources, and enhanced management and control to prevent escalation of disputes.

Building an intelligent dispute resolution platform. The Credit Card Center developed a digital platform that integrated complaint handling, mediation application, online notarization, and small-claim compensation, enabling full-process online tracking, real-time negotiation, and electronic evidence retention of complaints, significantly enhancing dispute resolution efficiency and compliance level.

Enhancing collaborated development of talents. The Credit Card Center focused on cultivating cross-functional talents equipped with both expertise and mediation capabilities. For major and complex complaints, the Center established cross-functional dispute resolution teams to conduct in-depth analysis from customer, legal, and market perspectives to pursue the most optimal solutions.

Mechanism oversight of the complaint resolution process

- **Oversight of complaint handling**

The Bank established an oversight and verification mechanism for complaint handling. Branches at all levels are responsible for overseeing and verifying complaint resolution within their respective jurisdictions. Complaint review positions and complaint review ombudsmen were assigned to supervise and inspect the handling of customer complaints. If a complainant disagrees with the outcome of a complaint resolution, he/she may apply for a review with the higher-level institution of the handling entity within 30 days of receiving the decision. The relevant business department of the higher-level institution will review the complaint handling

process, handling timeline, and the result, and shall issue a review decision within 30 days of receiving the application, and inform the complainant accordingly.

Each tier-1 branch is responsible for reviewing the handling decisions, verification results, underlying rationale, and notification of redress channels recorded by the handling units. For cases where the handling unit fails to register the outcome in compliance with requirements or does not respond to the customer as required, the tier-1 branch will promptly reject the case and request reprocessing.

The Head Office Remote Banking Center conducts outbound satisfaction surveys on complaints received through all channels using a “full sampling plus key follow-up” approach. Customer feedback is recorded in full and accurately, supporting secondary handling of complaints and continuously improving customer satisfaction with complaint resolution.

● **Audit of complaint management**

We formulated the *Guidelines for Internal Audit of Consumers’ Interests Protection (Trial)*, specifying the requirements for special audits on consumer protection, establishing a normalized and standardized internal audit mechanism, and covering elements such as audit cycle, frequency, focus areas, and scope of audit. We conducted annual special audits on consumer protection for complaint management and reputational risk control, and reported audit findings to the Board of Directors and its Risk Management and Consumers’ Interests Protection Committee. We covered all tier-1 branches and relevant departments of the Head Office in audits on consumer protection (including complaint management) on a five-year cycle, to constantly enhance the standardization and effectiveness of consumer protection work.

In 2025, we organized special audits on consumer protection focusing on the effectiveness of complaint reduction under supervision, the handling of transferred complaints and customer service complaints, the effectiveness of complaint traceability and rectification, the support of complaint management system functionality, the quality of complaint data, and the completeness of archive management. The Audit Office handed over all the issues identified to the responsible units for rectification and relevant Head Office departments, supervised each audited entity in making rectification plans, and set clear rectification timeline to promote the implementation of rectification, and enable closed-loop management of audit findings.

4. Metrics and Targets

Adhering to a customer-centric philosophy, we continued to improve the end-to-end consumer protection mechanism, and strengthened the process control of consumer protection reviews, to ensure that all required items are thoroughly reviewed. We implemented an advance impact assessment mechanism for personal information protection to improve systems and policy

frameworks, incorporated personal information protection into the key areas of supervision and inspections, and strengthened risk prevention and control, to ensure the security of customer information. We practiced and advanced the Fengqiao experience in the new era, upholding the principles of “acting for the people” and “handling complaints immediately”. We enhanced proactive management of all complaints, developed smooth communication channels, continued to optimize the customer complaint handling processes to efficiently respond to and properly resolve customer complaints, and improve customer service experience, and maintained low number of complaints under oversight across the Bank. We adhered to the concept of “Wherever the Customers are, Consumer Protection Publicity Reaches”, and included the financial education and publicity in the whole process of business operation. We continued to enhance the employee education on “customer-centric services”, and spread the standards of “proactive, professional, standardized, and efficient” services. We constructed a smart consumer protection system for digital and intelligent consumer protection reviews, complaint management, risk monitoring, and financial education and publicity.

In 2025, the Bank conducted 61 thousand consumer protection reviews and issued 74 thousand review comments, with review coverage and comment adoption reaching 100%.

In 2025, the number of consumer complaints was 228 thousand, decreasing by 18.4% year-on-year. The average number of complaints per 1,000 service outlets and complaints per 10 million retail customers has consistently remained at an industry-leading level. According to the bulletin of regulatory authorities, by providing the 12378 Hotline’s “one-click call transfer” service, the Bank ranked among the top in the industry in terms of call success rate and customer satisfaction. All complaints were solved properly and the resolution rate for complaints reached 100%.

According to the criteria outlined in the *Rules Governing the Listing of Stocks on Shanghai Stock Exchange*, the Bank had no major administrative penalties on safety and quality related to products and services during the reporting period.

(IX) Data Security and Customer Privacy Protection

1. Governance

The Bank strictly implements the requirements of the *Cybersecurity Law of the People's Republic of China*, the *Personal Information Protection Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China* and the *Measures for the Implementation of the Responsibility System for Cybersecurity Work of the Party Committee (Party Group)*, and specified that the Party Committee and the Board of Directors are responsible for cybersecurity and data security of the Bank, and the Board's Strategic Planning and Sustainable Development Committee is responsible for reviewing major data governance matters, and presenting recommendations to the Board. The Chairman of the Board is the first responsible person for cybersecurity and data security of the Bank, and the presidents of the institutions at all levels in charge of cybersecurity and data security are the direct responsible persons. The Bank reports the cybersecurity and data security management work and responsibility implementation to the senior management every year.

During the reporting period, the Bank held 5 Party Committee meetings on issues related to cybersecurity and data security. The Board of Directors listened to 2024 reports on cybersecurity and data security, and information technology risks, and the Risk Management and Consumers' Interests Protection Committee under the Board of Directors listened to reports on information technology risks. Senior management listened to special reports on cybersecurity or approved data security documents 12 times.

2. Strategy

The Bank's 14th Five-Year Plan clearly aims to improve the operational mechanism of data governance, strengthen closed-loop control of data quality, improve the level of data security protection; and to strengthen cybersecurity, promote the full coverage of the R&D management system for application security, and improve the ability of proactive network security defense.

2.1 Data Security

● Management Structure

A vertical hierarchical responsibility mechanism was implemented. The Bank specified that the Party Committee and the Board of Directors bear the primary responsibility for cybersecurity and data security of the Bank. The Bank's principal responsible person is the first accountable person for data security, and the senior management member in charge of data security is the direct responsible person. Cybersecurity and data security management

work and the implementation of responsibilities were annually reported to the Bank's Party Committee, the Board of Directors, and the Senior Management.

A horizontal line management mechanism was implemented. Each department is responsible for data security management within its respective business line in accordance with the principles that "the person who manages business is responsible for the business data and data security", "the person in charge of the system is also in charge of system protection" and "the person who uses data shall also bear the corresponding responsibility". The main responsible person is also the first responsible person for data security of the department, and the leader in charge of data security assumes direct management responsibility.

● Data Security Management System

The Bank established and continued to improve the data security management system, and built a security protection mechanism covering the entire life cycle of data and key application scenarios to ensure safe and sound implementation of our data development and application activities. During the reporting period, in strict compliance with national laws and regulations, and supervisory provisions, we revised the *Data Security Management Measures*, and formulated supporting specifications and standards in specific areas, such as the *Guidelines for Data Classification and Grading*, the *General Data Security Protection Standard*, the *Guidelines for Data Export Security Management*, the *Data Security Incident Emergency Response Plan*, and the *Guidelines for Data Security Management of Office Terminals* on the basis of the *Data Security Management Measures* to ensure that new requirements are effectively implemented.

The integrated management of data security across the Group was continuously strengthened. All overseas institutions and subsidiaries established their data security management mechanisms, designated specialized organizations or individuals responsible for data security. The Bank's data security policies apply to all business lines of domestic institutions at all levels, and overseas branches. Overseas branches shall also comply with laws, regulations and regulatory requirements of the countries where they operate, and implement the stricter requirements where differences exist. During the reporting period, we held annual group-wide data security work conference to assign tasks, tailored the implementation of the tasks based on types of institutions, and motivated overseas institutions and subsidiaries to establish and improve data security governance structures, formulate data security management system, and define job responsibilities and work mechanisms, thus improving integrated data security management across the Group.

We publicly disclosed the *Key Points of Data Security and Customer Information Protection Management Policy of Agricultural Bank of China*¹, which systematically outlines the framework of the Bank's policies on customer information protection, focusing on key areas such as guiding principles, organizational structure, and management measures for the collection and use of personal customer information.

Purposes of collecting and using personal information: Providing and improving financial products and services, identifying and verifying customer identities, and reviewing, managing, and executing transactions authorized by customers; fulfilling compliance obligations, including regulatory, tax, and other legal requirements, and reporting matters related to anti-money laundering, counter-terrorism financing, anti-corruption, tax evasion, and fraud to relevant authorities in accordance with domestic and overseas laws and regulations. During the provision of financial services, the customer gives consent to the Bank's ongoing processing of their personal information in accordance with applicable laws and agreed terms. After the customer cancels the service, the Bank will cease collecting personal information, but may continue to use previously collected information in accordance with applicable laws and regulations for purposes such as record archiving, auditing, regulatory investigations, and fulfilling anti-money laundering and sanctions obligations. To enhance service experience or manage risks, the Bank may aggregate, compile statistics, and conduct analysis on the use of services, but such processing will not include personally identifiable information. To help customers understand their use of services or to introduce relevant services offered by the Bank, we may send service notifications and commercial information. Personal information is also collected and used for other purposes permitted by law or authorized by the customer.

Methods of personal information collection: information voluntarily provided by customers when availing financial products or services; data generated during the provision of financial products or services that relates to such offerings; customer-related information collected from third-party institutions with legal qualifications to provide information queries, such as the PBOC Basic Financial Credit Information Databases, public security and judicial authorities, tax authorities, market regulation authorities, financial regulators, housing provident fund management agencies, social insurance management agencies, academic record certification bodies, telecommunications operators, customer-authorized service providers, relevant industry associations and self-regulatory organizations, and

¹ Please refer to the *Key Points of Data Security and Customer Information Protection Management Policy of Agricultural Bank of China* issued in "ABC ESG - Policy Highlights" section of the official website of the Agricultural Bank of China: <http://www.abchina.com/cn/AboutABC/CSR/ZCYD/202506/P020250626658744793012.pdf>

qualified credit reporting agencies; as well as other methods stipulated by laws and administrative regulations or with customer consent.

Data access by third parties and the purpose: Where the Bank and third parties independently determine the purposes and methods of processing personal information, when we provide personal customer information to third parties, we inform the customer of the recipient's identity, contact details, purpose and method of processing, as well as the categories of information involved, and obtain the customer's separate consent. We also define the scope of processing with third parties through agreements and supervise relevant compliance procedures. If third parties change the processing method, we obtain the customer's consent again. Where personal information processing is involved in outsourcing, cooperation or intermediary services, we assess the data protection capabilities of the third parties, clearly define respective responsibilities in the agreement, and supervise their fulfillment of obligations. Prior to disclosing sensitive data to third parties, we obtain the customer's consent and specify the purpose, scope, retention period, and security responsibilities through contracts. When entrusting third parties to process sensitive data, we clearly define the processing methods, data scope, protective measures, security responsibilities, and data return or deletion methods through written agreements. Third parties are strictly prohibited from delegating data processing or using the data for unauthorized purposes. We continue to monitor data processing activities by third parties, strictly control the provision of data to external parties, adopt a list-based management approach, and follow the *Guidelines for Data Export Security Management* to enforce data security assessments, approval procedures, and emergency response mechanisms.

● Data Classification and Grading Management

The Bank formulated policies for data classification and grading, to clarify the principle-based requirements, dynamic adjustment and approval mechanisms, and implementation procedures for data classification and grading. We specified the differentiated lifecycle data security protection measures for data with different security levels, following the general protection requirements for data security, and made overall plans for data security protection and rational use of data. We independently developed in-house data classification and grading tools to enable automated data labeling via expert models and other methods.

● Minimal Data Collection and Retention

Collection of Customer Information

The Bank fully implemented the latest regulatory requirements of the NFRA, such as the *Administrative Measures for Agency Sales Business of Commercial Banks*, the *Administrative*

Measures for Product Suitability of Financial Institutions and the *Notice on Further Strengthening the Management of Marketing Activities of Financial Institutions*. During the reporting period, we revised the *Administrative Measures for Retail Marketing and Promotion Activities of Agricultural Bank of China*, with a separate provision on “Information Protection”. The revision clarifies the principle of “minimum necessity”, the mechanism for withdrawal of consent, list of access rights, and reporting pathways for data breach incidents, thereby comprehensively enhancing the compliance of customer information management. We collect customer information in accordance with the principles of legality, legitimacy, necessity, and integrity. Within the minimum scope necessary to achieve the processing purposes, customer information is collected in compliance with laws, administrative regulations, and business needs. Information not directly related to the business or services provided is not collected, and improper means is not used to collect personal data.

The Bank publicly discloses its collection rules, specifying the purpose, method, scope, retention period of the information collected, and the possible consequences of consenting to the collection, and obtains the consent of the individuals concerned. In case of changes to the purpose, method, or type of personal information processed, new consent from the individuals is obtained.

Before collecting customer information, we fulfill the “notice and consent” requirement in a proactive manner. We use prominent markings and plain language in privacy policies, product or service agreements, and authorization letters, etc., to clearly inform customers of the purpose, methods of use, scope, retention period, etc., of the personal information that we will obtain, and ensure that customer authorization or separate consent is obtained in accordance with the law.

When collecting customer information from any third party, we require the third party to disclose the source of the information and confirm its legality. We also verify the scope of authorization and consent obtained by the third party for processing the customer information, including the purpose of usage, and whether the information subject authorized the sharing, transfer, public disclosure, and cross-border transfer of such information. If the customer information processing activities required for business operations exceed the scope of consent obtained by the third party, explicit consent from the information subject must be obtained within a reasonable period after obtaining the customer information or before processing it.

Usage of Customer Information

When using customer information, the Bank strictly adheres to the purposes for which the information is collected and does not exceed the scope authorized by the customers. Customer information obtained through access to credit reporting systems, payment systems, and other systems is used strictly in accordance with relevant regulations or agreed-upon purposes.

Retention of Customer Information

In compliance with laws, regulations, and regulatory requirements, the Bank deletes or anonymizes customer personal information. In particular, the storage period for personal customer information is kept to the minimum necessary limit.

Retention requirements	Retention periods
Retention of information related to anti-money laundering activities	The Bank implements the <i>Basic Norms for Anti-Money Laundering Work of Agricultural Bank of China</i> . Customer identification records are retained for at least 10 years after the termination of the business relationship, and after the transaction date. Where regulatory requirements prescribe a longer retention period, the Bank follows the stricter provisions.
Requirements on distribution of funds	In accordance with the <i>Management Measures for Agency Sales of Publicly Offered Securities Investment Funds of Agricultural Bank of China</i> , all levels of the Bank properly retain records related to fund account opening and sales activities. Investor identification documents are retained for at least 20 years from the year the business relationship ends, and other records related to fund sales are retained for at least 20 years from the year the relevant business activity occurs.
Requirements on distribution of wealth management products	The Bank has established the <i>Management Measures for Agency Sales of Wealth Management Products of Agricultural Bank of China</i> , which stipulate that related sales records must be retained for no less than 20 years.
Requirements on bank card acquiring services	Pursuant to the <i>Administrative Measures for Acquiring Business of Agricultural Bank of China</i> , all levels of the Bank that conduct acquiring business are responsible for managing the records of contracted merchants. These records include application documents, qualification review materials, acceptance agreements, training and inspection records, information changes, and service termination records. The Bank takes necessary measures to retain contracted merchant records and transaction data for at least five years after the termination of the acquiring service. Particularly, contracted merchant identification documents and transaction records are retained for at least 10 years.

2.2 Cybersecurity

The Bank's data center was certified by the adopted widely recognized standards such as the ISO27001, and established a comprehensive and standardized information security management system. For several consecutive years, we successfully passed the certification of the China Cybersecurity Review and Market Regulation Big Data Center (CCRC). We established a 24/7 monitoring and on-duty mechanism, implemented classified and graded management for cybersecurity incidents, and developed a normalized security emergency response mechanism, forming a closed-loop vulnerability management process. We achieved full-lifecycle security control in project research and development, promoting the integration of SDL standards with R&D.

2.3 Customer Privacy Protection

● Policy Development

We formulated special information protection policies, including the *Management Measures for Customer Information Protection*, the *Implementing Rules for the Protection of Corporate Customer Information* and the *Implementation Rules for the Protection of Personal Customer Information* applicable to corporate business, to safeguard the information security of customers. We also formulated the *Personal Information Protection Review Guidelines*, the *Personal Information Protection Guidelines* and the *Guidelines for Prior Assessment of Personal Information Protection Impact*, to specify the operational standards for personal information protection. Meanwhile, we integrated specific requirements for personal information protection into all relevant business policies. In doing so, we intend to promote synchronous governance in contract modifications, regulation revisions, data control, and system upgrades, integrating personal information protection requirements into all the processes and links of business operations and customer service.

We attached great importance to the protection of data subject rights and strictly complied with relevant laws and regulations, including the *Personal Information Protection Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*, the *Cybersecurity Law of the People's Republic of China*, and the *Data Security Law of the People's Republic of China*, as well as other regulatory requirements. We continued to strengthen the protection of customer privacy, and formulated personal information processing rules such as *Privacy Policy (Corporate Version)* and *Privacy Policy (Individual Version)*, and published them simultaneously on online and offline channels such as official websites, mobile banks, counters, and super counters to disclose personal information processing rules in accordance with the law. We established a dynamic monitoring mechanism to continuously track the latest laws, regulations, and regulatory requirements, and promptly complete rule updates and version iterations.

● Specific Measures

Establishing an end-to-end management system for customer personal information protection. We strictly implemented a hierarchical authorization mechanism. We properly determined the scope, authority, and procedures for staff and supervisors to use information based on the importance and sensitivity of customer information, as well as business needs. We organized the identification of personal information protection risks on an annual basis, covering such key scenarios as unauthorized collection, access, storage, use, and transmission of personal information.

Proactively fulfilling the “notice and consent” requirement in processing personal information according to regulations. We used prominent markings and plain language in privacy policies, product or service agreements, and authorization letters, etc. to clearly inform customers of the purpose, methods of use, scope and retention period of the personal information that we will obtain, and ensured that customer authorization or separate consent was obtained in accordance with the law. We strictly processed personal information in accordance with regulations, and prohibited any unauthorized modification or illegal use. We also took effective measures to prevent the misuse, illegal use, disclosure, or sale of personal information, thereby ensuring information security.

Deeply integrating personal information protection requirements into data security assessment. For scenarios involving the processing of sensitive personal information, providing personal information to external parties, and the use of automated decision-making, we actively implement pre-implementation impact assessment on personal information protection. Based on the purpose, nature, and scope of data processing, we systematically analyze data security risks and their impact on data subject rights in accordance with applicable laws, regulations, and ethical standards. The assessment focuses on the necessity and compliance of data processing, as well as the effectiveness of risk mitigation measures. For identified risks, we verify the effectiveness of protection measures through management measures, such as access control and identity management, and technical measures, such as data encryption, desensitization and risk monitoring audit.

Respecting and protecting customers' rights in personal information processing activities.

Right to access: Customers can inquire and access their personal information through the Bank's outlets, online banking, mobile banking app and other channels.

Right to rectify: Customers can modify and update their personal information through online banking, mobile banking app and other channels, or submit modification requests through the Bank's outlets and the customer service hotline (95599).

Right to delete: Customers have the right to delete their personal information. They can apply through outlets and the customer service hotline (95599) to delete their personal information from systems involved in regular business functions.

Advance Impact Assessment for Personal Information Protection. The Bank established a mechanism of advance impact assessment for personal information protection, and issued the *Guidelines on Advance Impact Assessment for Personal Information Protection*. For scenarios involving processing of sensitive personal information, use of personal information for automated decision-making, entrustment of personal information processing, provision of personal information to other processors, public disclosure of personal information, transfer of personal information to overseas recipients, and other personal processing activities that have a significant impact on individuals' rights and interests, the Bank would conduct advance impact assessment of personal information protection and maintain records of personal information processing activities.

The content of the advance impact assessment includes: whether the purpose and method of processing personal information are lawful, legitimate, and necessary; the impact on individuals' rights and interests and the associated security risks; and whether the protective measures adopted are lawful, effective, and commensurate with the level of risk.

For all new products involving processing of personal information across the Bank, a personal information protection review and confirmation must be conducted in the product management system prior to launch. The product supervisory department, consumers' interests protection department, legal department, data security department, and technology department shall jointly conduct a review of the relevant contracts, policies, systems, data, advance impact assessment materials, and other review documents pertaining to the product. Only after the review is approved may the product be made available to customers.

2.4 Third-Party Data and Privacy Security Management

➤ **Conducting third-party data and privacy security management in the procurement process**

We clearly outlined suppliers' responsibilities and obligations regarding data security, ensuring compliance and security in data processing and effectively safeguarding the legitimate rights and interests of the Bank and its clients through agreements such as the *Supplier Registration Agreement for the Centralized Purchasing Platform of Agricultural Bank of China* and the *E-procurement Platform Operation Procedures of Agricultural Bank of China*, as well as related policies, tender documents, and procurement workflows.

Prior to selecting suppliers

Bidding documents explicitly stipulate the confidentiality obligations for bidders, prohibiting the disclosure of information obtained through bidding to any third party. When registering on the procurement platform, suppliers must accept the confidentiality clauses in the registration agreement and undertake confidentiality obligations for the Bank's related data or information. In the platform operating procedures, it is explicitly stated that no entity or individual is allowed to forge, alter, or destroy information related to electronic procurement activities. In addition, other systems involved in the collection, aggregation, transmission, storage, disclosure, or use of data from the procurement platform shall strengthen data security management throughout the process. A third-party digital identity authentication certificate encryption mechanism is introduced into the electronic bidding platform to ensure authenticity, non-repudiation, and traceability of the electronic bidding process.

After suppliers are selected

Standardized contract terms are formulated to clearly define the responsibilities and obligations of both parties in terms of customer information protection for the Bank and its customers. Stringent security control measures are implemented, requiring suppliers to properly store carriers containing customer information and strictly comply with relevant requirements for inquiry and approval processes for systems involving the Bank's customers or operational information, standardizing password use to ensure operational compliance and information confidentiality.

➤ **Enhancing the management of customer information obtained from third parties**

Strictly prohibiting the renting, selling, or providing of customer personal privacy data to third parties for purposes other than completing transactions or services. The Bank strictly complies with laws, regulations, and relevant regulatory requirements, keeps confidential customer information obtained in the course of business, takes effective measures to strengthen the protection of customer information and uses such information in accordance with the law. Under no circumstances shall customer information be: (1) sold; (2) provided to any other institution or individual other than the Bank, except where such disclosure is necessary for the purpose of processing a transaction on behalf of the customer and has been expressly authorized or separately consented to in writing by the customer, or as otherwise provided by laws, regulations, or regulatory authorities.

Clarifying the requirements for obtaining customer information from third parties. The Bank formulated the *Management Measures for Customer Information Protection*, making clear that when obtaining customer information from any third party, the Bank shall require the third party to disclose the source of the information and confirm its legality. The Bank shall also verify the scope of authorization and consent obtained by the third party for processing the customer information, including the purpose of usage, and whether the information subject authorized the sharing, transfer, public disclosure, and cross-border transfer of such information. If the customer information processing activities required for business operations exceed the scope of consent obtained by the third party, explicit consent from the information subject must be obtained within a reasonable period after obtaining the customer information or before processing it.

Ensuring the legality and authenticity of data from external sources. We incorporated procurement and use of external data into the outsourcing risk management framework. We formulated the *Administrative Measures for External Information Services*, established a closed-loop management mechanism that covers the entire life cycle of external data, including demand collection, security assessment, data integration, operations management, registration and filing, as well as supervision and evaluation, focusing on verifying the authenticity and legality of data sources, assessing the data provider's capability in data security and potential risks, and defining data security responsibilities of both parties through contractual agreements. The department using external data is responsible for the relevant security management, and shall implement appropriate measures to ensure the secure and compliant use of data.

➤ **Strict management of customer information provided to third parties**

The Bank strictly controls the provision of data to third parties. We developed the *Management Measures for Customer Information Protection* and the *Guidelines for Data Export Security Management*, implemented list-based management approach for certain

circumstances, clarified the process of data security assessment, review and approval mechanism, and standardized the management of third-party institutions, contract constraints and emergency response to incidents. Where sensitive data needs to be provided to third parties in the course of business, we obtain customer consent. If the data involves personal information, we inform the customer of the recipient's name, contact details, purpose and duration of processing, processing methods, and categories of personal information involved, and obtain the individual's separate consent. Additionally, we take necessary management and technical measures to ensure secure processing, and clearly define the purpose, scope, data retention period of the recipient, and respective data responsibilities and obligations with the third parties through contractual agreements. When engaging a third party to process sensitive data, we enter into contractual agreements with the third party to specify the purpose, duration, processing methods, data scope, categories of personal information, protection measures, report on material matters of the engaged party, and the respective data security responsibilities, obligations, and rights of both parties, as well as the methods for data return or deletion by the third party. Without the Bank's consent, the third party is strictly prohibited from delegating the processing to any other party, sharing the data externally, processing, training, or misappropriating the data, or using the data in any other manner for purposes beyond those agreed upon in the contract or agreement. We supervise the data processing activities of third parties during the engagement.

➤ **Supervision over third parties in protecting customers' personal information**

Clarifying the requirements for using customers' personal information by third parties.

The Bank formulated the *Implementation Rules for the Protection of Personal Customer Information*, specifying that when outsourcing, conducting business cooperation, or engaging intermediaries to provide services involve processing customers' personal information with any third party, the Bank shall thoroughly review and assess the third party's ability to protect customers' personal information; specify the responsibilities and obligations of both parties in protecting customers' personal information in business cooperation agreements or confidentiality agreements in accordance with laws, regulations, policies and rules, take necessary measures to supervise the third party's fulfillment of these responsibilities and obligations, and accurately record and store information related to processing customers' personal information in cooperation with the third party.

Engaging third-party institutions for data collaboration. The Bank strictly isolates internal and external risks, exchanges data through centrally managed external engagement platforms or application programming interfaces (APIs) under the principles of "business necessity and minimum access", and takes effective measures to implement centralized security and protection management of interface design, development, service, and operations.

Processing data with third-party institutions. The Bank develops related solutions based on the principle of “authorization based on business needs”, takes effective management and technical protection measures to ensure data security, and defines both parties’ data security responsibilities and obligations in terms of data processing through contractual agreements.

Engaging a third party to process customers’ personal information. The Bank defines the trustee’s obligations, measures, and duration to protect personal information in contracts or agreements. The Bank strictly supervises the third party’s processing of personal information according to the agreed purpose and method. When transmitting sensitive personal information to the third party, the Bank shall ensure data security and prevent misuse or leakage. The trustee is prohibited from delegating any other persons to process personal information without the Bank’s consent.

The Bank formulated the *Administrative Measures on Business Outsourcing of Agricultural Bank of China*, specifying that the business outsourcing contracts should include a provision that requires the outsourcing service providers including independent third parties to commit fully guaranteeing the information security of the Bank’s customers. During the service implementation stage of technology outsourcing activities, the Bank continuously conducts end-to-end monitoring, strictly implements security management requirements for outsourcing services through measures such as establishing an authorization list for information assets, conducting information security training for contractors, and carrying out cybersecurity assessments and data security inspections.

The Bank established a monitoring mechanism for abnormal data processing activities by third-party institutions, and continued to strengthen supervision and management of both internal and external personnel.

2.5 Prohibiting the Disclosure of Customer Information to External Parties except under Legal Circumstances or Duly Authorized

The Bank commits through its privacy policy that, except in cases explicitly stipulated by laws and administrative regulations, such as when necessary for the conclusion and performance of contracts involving customers as a party, or for the fulfillment of the Bank’s legal obligations, the Bank shall not provide customers’ personal information to companies, organizations, or individuals outside the Bank. If there is an actual business need to provide customers’ personal information externally, the Bank shall inform customers of information about the recipient of their personal information in advance, purposes and means of processing, and types of personal information, and obtain separate consent or authorization from customers in accordance with the law, unless otherwise stipulated by laws and regulations.

2.6 Strengthening Cultural Development and Training

The Bank placed great emphasis on training and education in areas such as information security, privacy data protection, and the confidentiality of trade secrets, and established a multi-dimensional, systematic, and professional training system that covers all employees and third-party personnel, such as labor dispatch workers and contractors.

Data security training. The Bank was committed to fostering a strong culture of data security by integrating the requirements for data security into routine business management. First, the Bank organized data security education and training programs for all employees of the Group through ABC E-Learning under a dedicated section for data security knowledge, offering courses on data security management which include a systematic overview of data security management system, as well as priorities that require the implementation of all employees. In addition, the Bank comprehensively enhanced the awareness and capabilities of data protection through various means such as rolling video displays in office buildings and pop-up alerts on office terminals, and fostered a culture in which everyone contributes to data security and business development. Second, the Bank organized professional training sessions targeting data security managers at the Head Office and branches. Through methods such as specialized training sessions and discussions, the Bank promoted the implementation path of data security by clarifying the scope, area, and methodology of data security management. Additionally, the Bank prepared video training materials on data security management, focusing on five key scenarios, including outsourced collection, open banking, and joint modeling. These efforts effectively enhanced the professional capabilities of data security management personnel. During the reporting period, over 500 data security training sessions were organized, covering more than 0.4 million employees.

Personal information protection training. The Bank focused on improving the performance capabilities of frontline staff and those in legal, consumer protection, and other professional roles to protect customer personal information. We compiled the *Standard Training Materials on the Personal Information Protection Law*, which includes a systematic analysis of relevant judicial precedents and regulatory enforcement cases, and covers key and complex areas that are prone to legal disputes, such as notice and consent, institutional cooperation, and the application of artificial intelligence. During the reporting period, we organized 7,461 consumer protection training sessions (including protection of personal information) for all employees, and a 100% training coverage rate. The Bank also organized micro training sessions on protection of personal information, 11 “Monthly Insights” online learning courses, and published a total of 84 editions of “Case of the Week” publication.

Training for labor dispatch workers, contractors and other third-party personnel. These personnel were included into data security training programs to clarify accountability for violations and enhance data security awareness. The training program covered basic standards

in the *Data Security Management Measures* and data security requirements for outsourced operations. During the reporting period, the Bank specified detailed requirements for data security management of outsourcing service providers in contracts and agreements. The competent departments organized training sessions for contractors in accordance with the principle that “the person who uses data shall also bear the corresponding responsibility” to ensure compliance with data security obligations.

3. Risks and Opportunities Management

The Bank incorporated data security into its comprehensive risk management system, and included relevant risk profile into the comprehensive risk management report. Specifically, the Bank established a risk monitoring mechanism for data security underpinned by clear division of responsibilities and coordination, to effectively monitor data security threats, conduct inspections and supervision, proactively assess risks, and prevent security incidents such as data tampering, destruction, breach, and illegal use.

3.1 Enhancing Capabilities to Respond to Data Security Incidents

Building a full-coverage data security emergency response system. The Bank formulated the *Data Security Incident Emergency Response Plan of Agricultural Bank of China* to define incident classification and grading standards, reporting and handling procedures, responsibilities, and accountability mechanisms. The document ensures that in the event of a data security incident, the Bank could quickly establish a special task force, take effective measures to control risks, and mitigate the hazards and adverse impact in a timely manner.

➤ Proactive measures

Risk monitoring: We deployed terminal data leakage prevention systems (DLP) on over 0.4 million office terminals across the Bank and continued to conduct rectification over sensitive data; formulated the *Guidelines for Data Security Management of Office Terminals* and established a routine management mechanism. Meanwhile, we advanced the establishment of risk alert rules for user permissions and abnormal behaviors, and built a monitoring model for users’ data security risks.

Regular drills: Each year, the Bank develops an annual drill plan based on the latest risk landscape, and organizes comprehensive drills that involve the Head Office, domestic branches, overseas branches and subsidiary banks, and subsidiaries. These drills ensure that all institutions and departments are well-prepared to respond to data security incidents and threats. Furthermore, by simulating real-world scenarios, the Bank conducted stress tests over affiliates randomly and without prior disclosure of specific clues. By doing so, the Bank evaluated and improved its ability to respond to emergencies.

➤ **Reactive measures**

The Bank established a leading task force for emergency response to data security incidents, with clearly defined standing members including the data department, IT department, and consumer protection department. In the event of a data security incident, such as tampering, breach, damage, illegal acquisition or misuse of data, the Bank could quickly establish a special task force to activate the emergency response mechanism immediately, take effective measures to contain the spread of risks, promptly mitigate the hazards and adverse impact in a timely manner. Meanwhile, the Bank fulfilled its obligations to inform customers and partners in accordance with relevant contracts or agreements.

3.2 Establishing a Business Continuity and Disaster Recovery System

The Bank established a reactive system for business continuity, with all major businesses backed up, and all key operations supported by full-chain active-active architecture. All manual outlets of 37 branches developed 4G disaster recovery networks. Joint disaster recovery switchover drills were organized on a routine basis in branches to enhance the coverage and practical effectiveness of practical drills. The information systems remained stable under the sustained high-performance operations. The core system processed an average of 1.736 billion transactions per day, and the availability rate of the core system was 100%.

3.3 Improving Special Audits

The Bank places significant emphasis on data security audits and conducts at least one relevant internal audit annually. Through IT audit initiatives such as audits of network information security management, network and data security management, and data governance, the Bank ensures comprehensive coverage of data security-related areas. Key focus areas include data security governance, data security in external collaborations, internal data security practices, and emergency response management.

Each year, an external independent audit firm (a third-party accounting firm) conducts a comprehensive external independent audit and evaluation of the Bank's information technology governance and management systems. This includes key areas such as IT strategic planning, IT risk management, information security management, system development and testing management, IT operations management, IT outsourcing management, and business continuity management. The external independent audits cover domestic branches, relevant business departments at the Head Office, technology departments, and risk management departments. The audit process adheres to standards including the *Guidelines for Information Technology Risk Management in Commercial Banks*, *Guidelines for Comprehensive Risk Management in Banking Institutions*, *Administrative Measures for Data Security in Banking*

and Insurance Institutions, Regulatory Measures for Information Technology Outsourcing Risks in Banking and Insurance Institutions, and Regulatory Guidelines for Business Continuity in Commercial Banks, and other currently effective regulatory requirements.

In 2025, the Bank did not experience any data security incidents, breaches of customer privacy, or cybersecurity incidents.

4. Metrics and Targets

The Bank established medium- and long-term goals for data security management, implemented national and industry data security regulatory requirements, and built a data security governance system that was aligned with the Bank's business development to safeguard national security and the Bank's interests, protect the legitimate rights and interests of consumers, and coordinate data security with data application to ensure the proper and reasonable use of data.

First, we established and strengthened the data security governance structure to foster synergies where leading departments take charge of overall planning, business line units implement measures, the "three lines of defense" ensure oversight, and business and technology functions work in an integrated and collaborative manner to jointly advance data security work. Meanwhile, we enhanced data security awareness of all employees, incorporated data security into daily risk management, and built a data security framework featuring collective responsibility and joint management.

Second, we focused on key data categories, including sensitive data and above, and personal information; closely monitored important scenarios and activities such as data export, information systems, office terminals, development and testing, external email communication, and business outsourcing; and strengthened the implementation of data protection measures to prevent the risk of mass data breaches.

Third, we placed equal emphasis on data protection and the promotion of data utilization, strictly followed laws, regulations, and standards in implementing data protection measures, thus enabling secure and extensive application of data.

(X) Employees

Adhering to the principle of talent as the primary resource, and the strategy of strengthening the Bank through talents, we enabled the professional development of our employees, fully protected their rights and welfare, and showed earnest care for them, thus achieving common development with our employees. In the past three years, we were rated by the job-hunting website zhaopin.com as “a TOP 100 Chinese Employer in 2023”, by 58.com as “a Best Employer for College Graduates among the New-generation Employers of China in 2024”, and by zhaopin.com as “a TOP 100 Chinese Employer in 2025”.

1. Governance

The Bank continuously improved the employee governance structure and management system, and incorporated the construction of cadre and talent team into the strategic planning of the Bank, which was considered by the Board of Directors and the Strategic Planning and Sustainable Development Committee. The Board of Directors considered proposals including compensation plans for directors and senior management. Our human resource policies were highly coordinated and aligned with the objectives of our development strategies, helping to continuously improve the efficiency of our human resource allocation and provide solid support for the high-quality development of the Bank and the professional growth of our employees.

2. Strategy

Adhering to the strategy of strengthening the Bank through talents, we enabled the professional development of our employees, and continuously improved the working mechanism of cadres and talents in the new era, to provide strong talent support for reform and development.

2.1 Recruitment and Compensation

We strictly complied with the *Labor Law of the People’s Republic of China*, the *Labor Contract Law of the People’s Republic of China* and other labor and employment-related laws and regulations of the state, and resolutely opposed and prohibited any child labor and forced labor. We openly recruited employees according to the principle of fairness and justice, prohibited the imposition of any discriminatory or restrictive clauses based on nationality, race, sex, household registration, religious belief, etc., entered into labor contracts with employees in accordance with the laws, and provided our employees with equal opportunities for career development and effectively protected their legitimate rights and interests.

Besides, we actively implemented the central government’s requirements for ensuring the stability of the job market, proactively undertook our social responsibilities, strengthened

employment assistance for key population groups, and strived to create extensive employment opportunities for college graduates of different education levels and majors. Moreover, we maintained our human resource allocation in services for agriculture, rural areas and rural residents and County Areas in order to attract college graduates native to those areas to return to work in their hometown. In 2025, we recruited over 24 thousand people in total with a labor contract signing rate of 100%.

In actively supporting the employment priority policy, we made full use of internships to understand the needs of graduates. We continued to carry out the “Summer Internship Program” for colleges and universities nationwide to provide a platform for students of different majors to gain a deep understanding of the banking business, and build up a wealth of practical experience, thus promoting the professional growth of young talent while building a pipeline of outstanding candidates for campus recruitment.

In addition, we established an institutionalized and standardized compensation system, tightened the management of compensation and payment, disbursed social insurance contributions and housing provident funds and established supplementary medical insurance and enterprise annuity funds for our employees. Our employees were paid on time and entitled to paid annual leave according to the law. As of the end of 2025, the social insurance coverage rate of our employees was 100%.

2.2 Diversified Professional Team

Workforce composition. Focusing on our development strategies, we properly assessed the demands for human resources based on metrics such as the scale of operations and work efficiency, and continuously optimized the talent structure. We continued to advance the development of a professional talent pool, and steadily built a workforce equipped with diverse professional backgrounds and knowledge structures that fit job requirements.

Talent recruitment and selection. We comprehensively assessed the candidates’ educational backgrounds, core competency, and suitability with posts through written exams, interviews, and professional evaluation tools on our integrated digital recruitment management platform, to select talents in a proper and precise manner. We also continued to optimize the recruitment processes, and strengthened the employer branding to attract and identify high-quality talents.

2.3 Health and Safety

The Bank attached great importance to the protection of employees’ rights and interests. We actively implemented measures that showed our employees love and care, and built a comprehensive non-pay benefit system covering all employees, to ensure their physical and mental health and respond to the diverse needs of our employees, and create a harmonious and positive workplace for them.

2.3.1 Non-Pay Benefits

We continued to develop a non-pay benefit system covering all employees, including labor dispatch workers.

Strengthening employee health. In order to carry out in depth the “Healthy China” strategy, we organized physical examination for major diseases every year, provided health consultation, training, lectures and other health promotion services to our employees, and ensured comprehensive coverage of critical illness insurance for all employees. In 2025, we organized 12 thousand recreational and sports activities, with 663 thousand person-times of participation. Employees received a total payout amount of RMB560 million from critical illness insurance. The Head Office organized health management specialized training sessions and awareness campaigns for critical illness insurance. It issued the *Head Office Employee Critical Illness Program Service Manual* and set up a “Health Corner” in the office building for employees to measure key health indicators. Through initiatives like “building a Healthy Bank and striving to be a Healthy Champion”, we performed excellently in activities such as the “Monthly Walking for Health” and “10,000 Steps Challenge” walking competitions in Dongcheng District, Beijing, and earned the “Healthy Institution in the Campaign of Beijing Healthy Lifestyle for All” title awarded by the Beijing Municipal Health Commission during the reporting period.

Improving working and living conditions. In 2025, we built 6,116 new Homes of Employees facilities for all employees (including labor dispatch workers), covering 5,459 independent functional areas and 657 comprehensive functional areas. The independent functional areas consisted of small canteens, small reading rooms, small activity rooms, small bathrooms, revolving dormitories, noon break rooms, activity rooms dedicated to female employees, and recreation rooms.

Stepping up efforts to relieve the financial distress of employees. We carried out targeted support activities, including collective assistance and immediate aid, for employees in difficulty (including labor dispatch workers). We conducted caring initiatives specifically for groups such as single-parent female employees in need, model workers experiencing hardship, employees injured or disabled due to work, and families of employees who died due to duty-related causes. Additionally, we allocated special funds immediately to our branches in disaster-affected regions like Hubei and Tibet for purchasing disaster relief materials and paying solatia to disaster-stricken employees.

Securing the right of employees to rest and recuperate. We implemented the *Opinions on Carrying out Rest and Recuperation Work for Employees* to guarantee the right of our employees to rest and recuperate. As of the end of 2025, all 37 tier-1 branches had formulated

and issued their respective implementation plans, steadily and orderly advancing the pilot program for staff rest and recuperation.

Entitlement to paid parental leave. According to the *Attendance Management Measures for Employees of the Head Office of Agricultural Bank of China*, employees working at the Head Office and its directly affiliated institutions within Beijing are entitled to parental leave during the period when their child is under the age of three, in accordance with the regulations on childbirth.

2.3.2 Democratic Management

We established a workers' congress system to effectively safeguard employees' rights to be informed, to participate, to express opinions, and to supervise. In 2025, we convened the third session of the fourth employees' congress of ABC, which held a by-election for the employee representatives on the Enterprise Annuity Management Committee of ABC. We jointly organized two training sessions for 120 employee representatives with the China University of Labor Relations, effectively enhancing their capacity to perform their duties. Institutions at all levels convened 3,605 standard employees' congress meetings, deliberated 4,421 critical matters concerning the vital interests of employees, and solicited and responded to 8,510 proposals from employee representatives.

Employee Opinion and Grievance Reporting

- The Bank values opinions and suggestions of our employees. We set up supervision hotlines and e-mail boxes available for our employees to report grievance or express opinions unimpededly. Meanwhile, we continued to collect, verify and process and provide feedback on the opinions of our employees.
- We carried out anonymous annual questionnaire surveys on employee satisfaction in terms of employee care work. We strictly controlled the access to primary data in the questionnaire, without storing employee information such as name. In this way, our employees can freely and truthfully express their evaluations and demands with respect to our employee care work.
- We took advantage of opportunities such as assistance visits, training sessions, and joint construction activities to regularly arrange for trade union cadres to go to the grassroots and visit frontline units, widely collect employees' opinions and suggestions, and coordinate efforts to effectively address issues that employees commonly raise.
- The Bank reinforced discipline in handling complaints and appeals and confidentiality management. We clearly defined confidentiality requirements throughout the entire process of handling complaints and appeals, strengthened the confidentiality awareness and responsibility of employees involved in handling reports, and effectively safeguarded sensitive information such as the identity of reporters and the details of

reported matters. The Bank included discipline in handling complaints and appeals and confidentiality management as key components of related training.

➤ We pressed ahead with the implementation of “Listening Initiative”, focusing on addressing the needs voiced at the grassroots level and aligning with employee sentiment. We developed a “Listening” platform to create unimpeded channels for conveying front-line needs directly to management. Additionally, we established a communication mechanism allowing front-line marketing and service personnel to voice their concerns directly to the Head Office, facilitating the swift response to market trends and pain points in customer experience.

➤ We established a labor dispute mediation committee and formulated the *Administrative Measures of Agricultural Bank of China for Labor Dispute Mediation*. These measures clarify the Committee’s responsibilities and mediation procedures, and stipulate that the Bank’s institutions at all levels with the authority to conclude labor contracts should establish corresponding mechanisms. This fully safeguards employees’ channels for complaint, protects the legitimate rights and interests of both the Bank and our employees in accordance with legal procedures, proactively prevents disputes, ensures their timely and proper resolution, and promotes the building of harmonious labor relations.

➤ We established a mechanism for trade union chairpersons to visit branches, enabling chairpersons of trade union at all levels to engage directly with front-line staff to listen to their concerns and address pressing issues. 4,684 trade union chairpersons from the Head Office and branches visited over 17 thousand outlets. Through face-to-face interactions, they gained insights into the daily challenges and concerns of front-line employees, identified gaps in employee rights protection services, and coordinated the resolution of 11,192 pressing difficulties and problems that concern the employees most.

2.4 Professional Development and Training

We actively implemented the strategic arrangements for building China into a financial power. Aligned with our practical transformation and development needs, we proposed and implemented the strategy of empowering the Bank with talent for the new era. We improved our job position management system, creating broad platforms for employees to pursue entrepreneurship and apply their talents while smoothing the channels for personal development and promotion. We conducted specialized posts selection and recruitment in a standardized, orderly, and fair manner, continuously fostering an environment that recognizes, values, respects, and utilizes talent, thereby cementing the human capital foundation for the Bank’s high-quality development.

We attached great importance to staff education and training. In light of business development and employee growth needs, we established and refined a phased training and development

system for our employees. Tailored to the career development characteristics of employees at different levels and in various positions, we coordinated and implemented tiered and categorized training programs, continuously enriching and improving training methods to enhance their quality and effectiveness. We also actively integrated internal and external training resources to help employees constantly elevate their professional competence and capabilities to perform their duties. We promoted closed-loop, certification-based on-the-job learning, improved the job qualification certification system, and streamlined and standardized internal and external qualification certifications, so as to drive the standardization and digitalization of job qualification training and examinations. During the reporting period, the Bank organized 11 thousand training sessions with employees completing an average of 144 training hours. In 2025, labor union fees and staff education expenses totaled RMB3,924 million.

2.4.1 Strategy of Empowering the Bank with Talent

We made great efforts to strengthen the development of a workforce for the new era, deeply implemented the strategy of empowering the Bank with talent, which is a formal talent pipeline development strategy, and persistently advanced the execution of key tasks outlined in the bank-wide talent development plan. Targeted at key groups such as outstanding young leaders, professionals, and front-line young employees, we implemented major workforce development programs to systematically advance the development of cadres and talents across all categories and levels.

Focusing on key areas including serving the real economy, overall revitalization of rural areas, and the “Five Priorities” (Technology Finance, Green Finance, Inclusive Finance, Pension Finance, and Digital Finance), we continuously advanced the implementation of special talent development programs. We recruited and supplemented urgently needed professionals based on demand and expedited the cultivation of high-level talents capable of leading the reform and development. We strove to create the conditions to effectively utilize and activate all types of talents, supporting and safeguarding their capacity for innovation and creation.

We further advanced the implementation of the young talent development project to enhance the quality and effectiveness of selecting and training young talent, providing platforms for the growth of front-line young cadres. We carried out personnel exchange projects between the Head Office and branches, between tier-1 branches, and between the Head Office and subsidiaries, as well as the secondment projects with local governments, and selected and sent outstanding young people to work on the front line for gaining experience. Furthermore, we further implemented the program of one-on-one assistance between cadres of 100 branches in the western region and 100 branches in the eastern region for the purpose of rural revitalization, focusing on cultivating, training and using cadres at the grass-roots level and on the front line of rural revitalization.

We systematically advanced the development of a classified and tiered professional talent pool, focusing on key areas including the “Five Priorities” of finance. Through specialized training programs, research projects, and thematic investigations, we constantly strengthened the cultivation of professionals to enhance their professional competencies. We continued to strengthen the development of customer manager teams, focusing on cultivating customer managers of the Rao Caifu type for the new era. We further optimized the selection and recruitment management mechanisms for specialized posts at branches and sub-branches, and conducted recruitment in an orderly manner, in a bid to smooth the channels for personal development and promotion, effectively mobilize the enthusiasm and stimulate the innovation and creation potential of our employees. We regularly awarded advanced technical titles to high-level professionals based on a review of their professional competence to expand their space for professional development and encourage them to deepen their expertise in relevant fields.

2.4.2 Specialized Position System and Career Development Mechanism

We continued to improve the specialized position system, to ensure scientific and reasonable position setting. By improving job qualification standards, we planned clear career development paths for our employees. We established tailored training and cultivation programs for new employees based on their characteristics and needs, to help them adapt to their roles and become competent early. Besides, we established a “double-channel” career development mechanism with employees getting promoted between management and specialized posts in an orderly manner, and explored the post-based promotion mechanism, in an effort to provide our employees with diverse development opportunities. We recruited people for specialized posts at all levels through strict selection processes on a regular basis, and for that purpose, improved the qualifying conditions and procedures, in order to ensure fairness, justice and openness.

2.4.3 Training Mechanism

We focused on building a team of high-quality and professional talents by continuously improving the training system, innovating training methods, and enhancing the quality and effectiveness of training. We formulated the education and training work plan for 2025, covering all employees, and systematically organized specialized training programs such as in-person off-job classroom sessions, online workshops, web-based course series, and lectures to address the learning needs of employees at different levels and ensure full participation in mandatory training. We simultaneously advanced training resource construction across institutional governance, teaching materials revision, course development, case study curation, optimization of knowledge system for qualification and certification examinations, and digital learning platform enhancement. These efforts promoted the availability of quality training resources for employees at all levels. Centered on the “Five Priorities” of finance, we

vigorously implemented special training on technology finance, green finance, inclusive finance, pension finance, and digital finance, delivering over 800 sessions to nearly 40 thousand participants. To address new policies, new businesses, and new requirements, we emphasized training-in-action programs integrating industry-academia-research collaboration, enhancing professional competencies and job performance for cadres and employees through over 1,600 sessions reaching over 80 thousand participants.

➤ **Knowledge system for position qualification and certification examinations**

The Bank established an internal learning and examination system covering all employees, providing opportunities for promotion or job rotation. In alignment with the requirements of job competency and certification examination objectives, we created an integrated knowledge system for qualification and certification examinations that consists of five elements, i.e., “test syllabus, teaching materials, question banks, exercises, and tutorials”, which were updated annually, to help our employees systematically develop and master the skills and knowledge required. Also, we organized qualification and certification examinations covering all employees including dispatched personnel, using assessments as a means to drive learning and support ongoing professional development, to continuously improve their capability and job-role alignment. In 2025, a total of 373.1 thousand exam participations were recorded, and 96.5% of employees held certifications. A total of 1,582.5 thousand certified employees took part in on-the-job study after their certification.

➤ **Supporting employees to obtain external professional certifications**

We encourage our employees, including dispatched personnel, to engage in continuous learning and enhance their professional competences. We supported our employees to obtain 50 authoritative professional qualification certificates issued by domestic or foreign institutions based on their work needs, covering such fields as economy and finance, accounting and audit, risk compliance, information technology, special business, comprehensive management, and security access. In addition, we provided financial support to cover examination fees for on-duty employees who obtained certificates from professional qualification or competency examinations such as Certified Public Accountant (CPA), Association of Chartered Certified Accountants (ACCA), Chartered Financial Analyst (CFA), Financial Risk Manager (FRM), Associate Financial Planner (AFP), Certified Financial Planner (CFP), Corporate Finance Consultant (CFC), Certified Internal Auditor (CIA), Certificate for Specialists in Demand Guarantees (CSDG), Certified Anti-Money Laundering Specialist (CAMS), and Society for Human Resource Management Certified Professional (SHRM-CP).

➤ **Postdoctoral training program**

We established a postdoctoral research station. Adhering to the principle of “research for development, cultivation for use”, the station built a talent cultivation mechanism that aligns with the development trajectory of postdoctoral researchers. It improved the talent training

model featuring collaborative cultivation with universities and integrated development of production, education and research, and established a robust full-cycle management system covering “recruitment - cultivation - evaluation - retention”. In addition, the station built a platform of multidimensional growth covering “research projects - academic exchange - practices - outcome transformation”. Through these efforts, the station cultivated quality professionals with excellent theoretical literacy and practical capabilities for the Bank’s high-quality development. The station recruited and trained a total of more than 80 postdoctoral researchers, including 15 new joiners in the past three years, and deployed them across departments at the Head Office, branches, and subsidiaries.

➤ Providing tiered and categorized training for the purpose of serving development strategies

For mid- and high-level leaders

In 2025, focusing on high-quality financial development and strategic transformation of the banking industry, the Bank collaborated with renowned domestic and overseas universities, and organized special training to help leadership study cutting-edge theories, expand strategic horizons, and stimulate critical thinking, and elevate professional competence and comprehensive capabilities of our leaders in relevant fields and on relevant lines, including the training on capacity building for corporate governance, the training on leading talents and senior audit management personnel, the advanced training on capacity building for internal control, compliance and AML management, the “new corporate banking” training for senior management, the “big wealth and strong retail” training for leaders, the training on leaders’ media literacy, and the training on enhancing women’s leadership.

For outstanding young cadres

In collaboration with educational institutions such as universities, we offered joint training programs for the Bank’s outstanding young cadres, including training sessions for young and middle-aged cadres and training sessions for financial operation and management (EMT) in collaboration with Renmin University of China, and training sessions for outstanding young employees and special training for leading presidents at County Area sub-branches in partnership with Peking University. Through structured training and hands-on practice, we continued to develop the leadership and management ability of young cadres at department chief and section chief levels, and enhanced the comprehensive capabilities of our management talents and reserve cadres to provide financial services for rural revitalization and serve the real economy. In collaboration with the University of International Business and Economics and the University of Hong Kong, we organized training sessions on development of international talents. We also cultivated high-quality international talents with the skills for

cross-cultural communication and the ability to coordinate cross-border businesses, with a view to building a team of international talents.

For young workforce

We developed and implemented training and development programs for young employees to provide support tailored to their career development phases.

We continued to carry out the “Summer Graduate Traineeship Program” for colleges and universities nationwide to promote the professional growth of young talents while building a pipeline of outstanding candidates for campus recruitment. In 2025, we recruited more than 7.2 thousand interns.

We established a phased training and development system for young employees, and developed competency enhancement modules on a phased basis to facilitate independent targeted learning.

We offered orientation courses to all new joiners. We organized centralized offline training and systematic lectures on the first course of onboarding to present a snapshot of our corporate culture and core businesses, and to help them adapt and become competent to the roles rapidly.

We implemented the “Youth Training-Navigation Program”. To meet the needs of young employees at different stages of development, we carried out online training programs titled “Setting Sail”, “Leading the Way”, and “Sailing Far” in a systematic, structured and ongoing manner. These programs covered aspects such as professional literacy, code of conduct, expertise, and leadership necessary for the young employees at different stages of development to perform their duties, and over 0.23 million participants were engaged as of the end of 2025. For key personnel including outstanding key young business personnel, international talents, and talents skilled in data analysis, we held specialized training programs such as “Training Camp for Key Young Business Personnel”, “Kunpeng Training Camp”, and “Data Seedling Training Camp” to cultivate excellent talents for specialized posts.

For customer manager teams

We organized 1,380 face-to-face training sessions for more than 78 thousand employees. Through systematic and targeted training, we supported our customer managers in constantly improving their professional knowledge and business skills, enhancing their ability to serve customers and improving overall customer satisfaction.

Other distinctive training activities

In 2025, we expanded orientation activities for more than 20 thousand new employees to help them navigate through the “confusion period” of role transition and the “critical period” of capability development. Throughout the year, 8 sessions of “Yueshu Academy”, an online specialized training for female employees, were held, with over 3 million person-times of views.

➤ **Collaborating with educational institutions to conduct joint training programs**

The Bank strengthened cooperation with renowned universities such as Peking University, Renmin University of China, the University of International Business and Economics, and the University of Hong Kong, launching joint training programs for outstanding young cadres within the Bank. These initiatives provided employees with broad learning and exchange opportunities while cultivating financial professionals with exceptional capabilities and professional dedication, promoting high-quality development of professional talent pipelines.

➤ **Leadership training**

We were committed to enhancing the capacity building of all levels of management personnel through continuous leadership training programs.

In collaboration with Renmin University of China, we organized the training sessions for financial executive management training (EMT) for 40-year-old cadres at the department chief level and 35-year-old cadres at the deputy department chief level. Focusing on the leadership and literacy of our young cadres, we designed practice-oriented modules, and organized a combination of live streaming, classroom instruction, research projects, and cross-functional learning to build a platform integrating knowledge into application for the participants to learn with questions and under real-world scenarios, thus enhancing the capabilities and comprehensive qualities of young cadres.

We organized a training program for newly appointed principal and deputy department-level cadres. Closely aligned with the job responsibilities and competency enhancement needs of their new roles, the program strengthened theoretical education, Party spirit education, and capability training. Targeted courses included integrity education, leadership development, and team management, aiming to improve participants’ abilities in advancing Party-building initiatives and leading teams effectively.

In partnership with Peking University, we organized special training for leading presidents at County Area sub-branches. The courses were designed to cover four modules including political theories, macroeconomics and frontier trends, serving “agriculture, rural areas and rural residents” and rural revitalization, and operation management and innovative management. We offered these training sessions through a combination of classroom instruction, on-site teaching, and discussions, to guide the participants to enhance interactions and mutual learning throughout the courses and effectively improve their abilities to translate

training outcomes into practical solutions.

2.4.4 Performance Appraisal and Feedback

The Bank established a scientifically sound and reasonable performance management system covering all employees. We continuously improved performance management and evaluation programs, refined management requirements related to evaluation processes, assessment methods, and result feedback, and strived to enhance employee performance, capabilities, and career development. According to the affiliation of institutions and the authority of employee management, we managed the performance of our employees by tier and category, and conducted performance appraisal against them on a regular basis.

Such appraisal included performance planning, performance coaching, performance evaluation and feedback, and use of the results. It focused on communication and feedback throughout the performance appraisal for employees.

Step 1: Performance planning

The performance appraisal plan was developed based on actual management and operation, and was communicated to employees in an appropriate manner to ensure they fully understand the content of appraisal and related requirements, in order for open and transparent appraisal.

Step 2: Performance coaching

During the appraisal cycle, we followed up timely on the progress of employees' objectives and tasks, conducted performance communication and coaching based on day-to-day management, helped employees analyze and resolve existing issues and provided advice for improvement.

Step 3: Performance evaluation and feedback

The content of such appraisal included key performance indicators (KPIs), key competency index (KCI), and other dimensions. Leveraging a combination of quantitative and qualitative factors, as well as a combination of process and results, the appraisal involved multi-dimensional assessment for objective evaluation of employees' performance. We gave timely feedback to employees on their annual performance and appraisal through means such as performance interviews, and communicated on their improvement plans.

Step 4: Use of the results

The results of performance appraisal were mainly used for salary distribution, promotion, training and development, evaluation of excellence and other aspects.

3. Risks and Opportunities Management

We attached importance to identifying, evaluating and mitigating various risks related to employees, so as to enhance their satisfaction and loyalty, while maintaining the business stability and reputation of the Bank.

3.1 Employee Turnover

We continued to strengthen workforce development, improved the career development planning and guidance for employees and the cultivation of their professional skills and competence, and created a system of source training, follow-up training and whole-process

training, all aimed at empowering employees and supporting continuous growth. Meanwhile, we promoted the standardized and orderly mobility of talent, facilitated the optimal alignment between employees and positions, and created a people-centric environment that enhances employee retention and reduces turnover rates.

3.2 Employee Satisfaction Survey

The Bank was committed to addressing prominent issues frequently raised by employees, delivering practical initiatives that were widely supported and appreciated by employees, and promoting broad employee participation in and sharing of the Bank's reform and development outcomes. We conducted employee satisfaction survey annually among our employees with respect to employee care. In 2025, we carried out a satisfaction survey covering over 0.3 million employees, with a total of 301 thousand valid questionnaires collected, and the survey results showed that on the whole, 93.55% of employees rated our employee care work as "satisfied", representing an increase of 1.7 percentage points from 2024. An investigation and analysis report was issued to promptly assess the implementation of employee care measures and identify emerging employee needs and expectations. Based on the results of the survey, we formulated improvement measures to solve the problems of concern to our employees in a timely manner and to increase their satisfaction and loyalty.

4. Metrics and Targets

For targets, please refer to the section "Social Issues - Employees - Strategy of Empowering the Bank with Talent".

Indicators	Unit	31 December 2025	31 December 2024
Employment			
Total number of employees	-	457,835	454,716
Number of employees by gender			
Male employees	-	244,011	243,815
Female employees	-	213,824	210,901
Number of employees by age			

30 years old and below	-	147,319	136,830
31-40 years old	-	114,504	112,137
41-50 years old	-	70,174	76,258
51 years old and above	-	125,838	129,491
Number of employees by region			
Head Office	-	15,658	15,018
Yangtze River Delta	-	65,381	64,929
Pearl River Delta	-	50,425	50,679
Bohai Rim	-	65,208	64,970
Central Region	-	91,722	91,386
Northeastern Region	-	42,698	40,897
Western Region	-	119,089	118,586
Overseas branches, subsidiary banks and representative offices	-	839	820
Subsidiaries with integrated operations and others	-	6,815	7,431

Number of employees by education background			
Doctorate degree	-	656	634
Master's degree	-	53,163	47,926
Bachelor's degree	-	307,443	296,976
Below bachelor's degree	-	96,573	109,180
Employee compensation and benefits			
Coverage rate of social security contributions for employees	%	100	100
Indicators	Unit	2025	2024
Jobs contributed to society			
Number of new personnel	-	24,696	32,279
Gender proportion of campus recruitment			
Male	%	46.7	46.8
Female	%	53.3	53.2
Turnover			

Overall employee turnover rate	%	0.81	1.06
Employee work-related deaths and injuries			
Number of work-related fatalities	-	14	20
Rate of work-related fatalities	%	0.003	0.004
Number of working days lost due to work-related injuries	day	49,563.50	50,647.50
Employee training			
Employee training coverage rate			
Employee training coverage rate	%	99.18	99.26
Training coverage by gender			
Male employees	%	98.8	99.1
Female employees	%	99.6	99.5
Training coverage by employee category			
Personnel of tier-2 branches and above	%	98.8	99.1

Personnel of institutions below the tier-2 branches	%	99.3	99.3
Hours of employee training by gender			
Male employees	Training hour	130	147
Female employees	Training hour	159	153
Hours of employee training by employee category			
Personnel of tier-2 branches and above	Training hour	138	159
Personnel of institutions below the tier-2 branches	Training hour	146	147

GOVERNANCE ISSUES

- Anti-Commercial Bribery and Anti-Corruption
- Anti-Unfair Competition



XI. Governance Issues

(I) Anti-Commercial Bribery and Anti-Corruption

1. Governance Structure

The Bank has clearly defined the division of responsibilities between the Board of Directors, Senior Management and other governance bodies in risk prevention and control of criminal cases such as corruption and bribery. The Board of Directors assumes the ultimate responsibility for risk prevention and control of cases, while Senior Management is responsible for the implementation of related measures. The Bank also collaborates closely with public authorities to ensure that all relevant work is appropriately and effectively carried out. In 2025, the Bank's Board of Directors and its Audit Committee considered and approved the *2024 Report on Case Risk Prevention and Control Assessment*, further advancing the Bank's capacities in end-to-end case risk prevention and control.

2. Policy Development

The Bank continued to refine its regulations related to anti-corruption. We formulated and issued the *Key Policies on Anti-Bribery and Anti-Corruption of Agricultural Bank of China*¹. This policy systematically standardizes the Bank's anti-bribery and anti-corruption work in areas such as scope of application, general principles and requirements, key focus areas, and management mechanisms.

We formulated the *Code of Conduct for Employees of the Agricultural Bank of China* for implementation across the Group, ensuring that employees understand and comply with it through continuous education and training, thereby enhancing their professional ethics and operational efficiency. This code of conduct clearly requires all employees to consciously uphold principles such as dedication to their duties, honesty, diligence, and compliance with laws and regulations, to maintain integrity and self-discipline, and strictly prohibits employees from soliciting or accepting bribes or seeking improper benefits by any means. We established regulations including the *Measures for Managing Accountability of Agricultural Bank of China* and the *Management Measures for Disciplinary Actions against Employees of Agricultural Bank of China*, clearly defining the responsible parties and procedural provisions for accountability. We also formulated the *Management Measures for Risk Prevention and Control of Criminal Cases* applicable for domestic institutions at all levels, defining their primary responsibilities for case prevention, and improving the full-chain prevention and control mechanism for case risks. We formulated for domestic and overseas institutions at all

¹ Please refer to the *Key Policies on Anti-Bribery and Anti-Corruption of Agricultural Bank of China* issued in "ABC ESG - Policy Highlights" section of the official website of the Agricultural Bank of China:
<http://www.abchina.com/cn/AboutABC/CSR/ZCYD/202506/P020250626658206198934.pdf>

levels the *Measures for the Administration of Related Party Transactions*, the *Detailed Implementation Rules for the Administration of Related Party Transactions*, the *Measures for the Administration of the Behavior of Financial Market Business Transactions*, etc., to put power under the constraints of regulations.

We formulated policies such as the *Management Measures for Centralized Procurement* and the *Centralized Procurement Operating Procedures*, clarifying anti-bribery and anti-corruption requirements in business processes. We revised the *Detailed Rules on the Management of Supplier Misconducts in Centralized Procurement of Agricultural Bank of China*, including suppliers' bribery or provision of other improper benefits as the scope of misconduct management, thereby enhancing the resilience of the supply chain against risks. The *Management Measures for Centralized Procurement* is applicable for the Bank's domestic institutions at all levels. The *Centralized Procurement Operating Procedures* is applicable for the Bank's Head Office and domestic tier-1 and tier-2 branches. The *Detailed Rules on the Management of Supplier Misconducts in Centralized Procurement* is applicable for domestic institutions at all levels.

3. Integrity Risk Prevention and Control Measures

Strengthening warning education. During the reporting period, the Bank issued a dedicated work plan and organized in-depth warning education sessions for all employees. We held two system-wide warning education events, continuously strengthening the dissemination and public disclosure of typical cases involving discipline and law violations, as well as misconduct in breach of the central Party leadership's eight-point decision on improving work conduct. We also produced and organized employees to watch multiple warning education videos, compiled and distributed materials such as *Confessions and Reflections of Personnel Severely Violating Discipline and Law*, and conducted tiered and tailored warning education activities across branches, reinforcing the deterrent effect.

Reinforcing integrity reminders. We sent integrity reminders to newly promoted leading officials and conducted integrity talks to urge them to fulfill their duties conscientiously and strictly abide by Party discipline and state laws. At holidays and other critical timings, we gave integrity reminders to leaders, urging them to uphold integrity, strictly observe discipline and rules, and act in strict accordance with the central Party leadership's eight-point decision on conduct and the rules for its implementation.

Promoting incorruptible procurement. We established a fair, incorruptible, and efficient centralized procurement management system, ensuring that anti-corruption policies cover all centralized procurement projects and participating suppliers. During the supplier admission process, we incorporate conditions such as illegal and dishonest behavior, bribery and corruption, being banned from participating by the Bank, and specific related-party situations as prohibited conditions for bidding and procurement, to prevent collusion among related

suppliers. We also require suppliers to sign integrity commitment letters. The *Supplier Registration Agreement for the Centralized Purchasing Platform of Agricultural Bank of China* explicitly stipulates that all suppliers applying for registration must comply with relevant national laws and regulations and are prohibited from using the platform for any illegal or improper activities. These commitment requirements apply to all centralized procurement suppliers of the Bank. Through the platform of the Financial Industry Bidding and Procurement Committee under the China Tendering & Bidding Association (CTBA), we can obtain information on untrustworthy suppliers from industry peers, enabling timely identification and analysis of associated risks. We utilize an electronic bidding platform to automatically monitor and detect collusive bidding among suppliers. We established a “Watchlist” for suppliers involved in related cases, took prohibitive measures against suppliers involved in collusion, bribery, or providing other improper benefits, and publicly disclosed such information to the society.

Enforcing group-wide coverage. Overseas institutions and subsidiaries faithfully fulfilled their compliance responsibilities, managing and controlling various risks related to compliance, integrity, anti-money laundering, and sanctions.

Note: For more information, including the number of corruption litigation cases, please visit the official website of the Central Commission for Discipline Inspection and the National Supervisory Commission.

4. Whistleblower Protection

The Bank safeguarded employees’ rights and interests and standardized the complaint handling in accordance with the law. We provided smooth channels for whistleblowing, listened to employees’ voices, accepted their supervision, and implemented strict confidentiality measures for complaints, whistleblowing, and other matters received through complaint channels, striving to create a fair, transparent, and harmonious work environment.

The Bank formulated and issued the *Key Policies on Whistleblowing of Agricultural Bank of China*¹, which clearly defining the scope of personnel covered by the policy, whistleblowing channels and mechanisms, confidentiality of reported information and whistleblower protection, whistleblowing report handling procedures, accountability for false reporting, the obligations of whistleblowers, and other specific whistleblowing-related matters. The Bank formulated the *Working Rules for Handling Letters from the Masses of the Agricultural Bank*

¹ Please refer to the *Key Policies on Whistleblowing of Agricultural Bank of China* issued in “ABC ESG - Policy Highlights” section of the official website of the Agricultural Bank of China:
<http://www.abchina.com/cn/AboutABC/CSR/ZCYD/202506/P020250626658355100263.pdf>

of China, the *Working Rules for Receiving Visitors from the Masses of the Agricultural Bank of China*, and the *Rules for Supervision and Urgent Handling of Complaints and Appeals of the Agricultural Bank of China*, etc., clarifying the mechanism of whistleblower protection in complaints and appeals, and procedures, standards, timeframes, and responsibilities for various links such as registration, acceptance, handling, and supervision. During the reporting period, the Bank revised the *Management Measures for Work Concerning Letters and Visits of the Agricultural Bank of China*, clearly stipulating that all levels of institutions should promptly and locally address legitimate and reasonable public appeals in accordance with laws and policies, and maintain the order of complaint handling. When handling complaints, all institutions and their staff should perform their duties diligently, act impartially, ascertain facts, clarify responsibilities, strengthen education and guidance, and ensure timely and proper resolution. They must not shirk responsibility, make excuses, or delay processing. During the complaint handling, the Bank ensures the lawful protection of personal information of complainants.

In 2025, the Bank further enhanced the standardization and normalization of work on letters and visits through self-examination and self-correction, spot checks and supervision, quantitative scoring, and other methods, facilitating the resolution of complaints from their sources. Whistleblowing-related complaints were forwarded to relevant departments for proper handling in accordance with laws and regulations, which helped effectively safeguard the legitimate rights and interests of whistleblowers. We regularly conducted evaluations on the normalization of work on letters and visits to effectively safeguard the legitimate rights and interests of complaints.

The Bank incorporated discipline of work on letters and visits and confidentiality management as key contents of complaint handling training, specifying the confidentiality requirements throughout the entire process of work on letters and visits to strengthen the confidentiality awareness and responsibilities of staff working on letters and visits, and effectively protect sensitive information such as whistleblowers and their complaints.

The Bank achieved digital management of work on letters and visits. Users of the letters and visits IT system are managed by the Head Office through a list system, distinguished by region, organizational level, job position, etc. Different permissions such as system entry, inquiry, handling, and supervision are assigned to staff working on letters and visits, with dynamic adjustments implemented. Non-letters-and-visits staff cannot access information about whistleblowers, the content of letters and visits, or handling processes through the letters and visits management information system.

Measures for Whistleblower Protection

- No organization or individual shall discriminate against, suppress, persecute, or retaliate against whistleblowers.
- Complaint handling staff who have a direct interest in the matter or the whistleblower must recuse themselves.
- Gifts, cash, or securities from whistleblowers shall not be accepted.
- Complaint handling personnel shall strictly comply with confidentiality regulations concerning the whistleblower's name, workplace, home address, and the content of the complaint.
- The content of letters shall not be disclosed to unrelated personnel, and letters shall not be taken out of the organization without authorization.
- The whistleblower's accusations, revelations, and related information shall not be disclosed or transferred to the persons or units being accused or revealed.
- Whistleblowing statistics and other data shall not be provided externally without approval.

Whistleblowing Handling Processes



5. Anti-Money Laundering (AML)

The Bank deeply implemented the guidelines of the Central Financial Work Conference and the requirements set out in the PBOC's Anti-Money Laundering Work Conference, and strictly adhered to relevant national AML laws and regulations, as well as industry guidelines issued by the PBOC and other regulatory authorities. We accelerated the implementation of the newly revised *Anti-Money Laundering Law of the People's Republic of China* and various new AML regulatory requirements, and actively aligned with international best standards and leading peer practices, to continuously strengthen the foundation of our money laundering

risk management.

The Bank's AML work is governed by the *Basic Norms for Anti-Money Laundering Work of Agricultural Bank of China* (the "Basic Norms"), which applies to all domestic and overseas institutions, subsidiaries, and subsidiaries with integrated operations at all levels. Overseas institutions and affiliated institutions of the Bank implemented the requirements of the Basic Norms, while complying with local laws, regulations, and regulatory requirements in their jurisdictions. In cases where discrepancies exist between the two sets of requirements, stricter standards should prevail. In addition, the Bank developed and implemented a series of management measures, including the *Management Measures for Customer Due Diligence in Anti-Money Laundering*, the *Regulations on Anti-Money Laundering Investigation Cooperation*, *Global Regulations on Anti-Money Laundering and Sanctions Compliance Governance* as well as detailed operational procedures such as the *Rules of the Senior Management Anti-Money Laundering Compliance Committee*, the *Operational Procedures for Anti-Money Laundering Compliance in Financial Market Business*, the *Operational Procedures for Due Diligence on Anti-Money Laundering and Sanctions Risks in Corporate International Business*, the *Operational Procedures for Customer Due Diligence in Anti-Money Laundering for Chinese Financial Institutions*, the *Operational Procedures for Customer Due Diligence in Anti-Money Laundering for General Corporate Customers*, the *Operational Procedures for Customer Due Diligence in Anti-Money Laundering for Retail Banking Customers*.

Steadily advancing the establishment of a comprehensive AML governance and control framework across the Bank. We established a sound mechanism for collaborative risk assessment and shared assessment outcomes, enabling whole-process online processing of assessments. By introducing AI-powered tools, we advanced the implementation of product clustering across the Bank, facilitating more accurate identification and disclosure of money laundering risks at the business level. We improved our customer due diligence management system, strengthened customer due diligence and risk prevention and control in key areas, revised the management measures for customer due diligence and the procedures for cross-border corporate customer due diligence, upgraded the underlying infrastructure for due diligence management, and further enhanced and rolled out the Overseas Know Your Customer (OKYC) system to strengthen AML risk prevention and control. We continuously optimized our AML transaction monitoring mechanisms and tools, focusing on key business domains and high-risk money laundering typologies. By leveraging AI technology, we refined monitoring models in a targeted manner, and systematically carried out early warning handling coordination between the Head Office and branches, significantly improving the quality and efficiency of AML monitoring and analysis. We established a normalized multi-tiered training system. The Bank systematically advanced AML training, covering all three lines of defense and personnel at all levels in AML-related roles, to strengthen risk prevention and control awareness and practical capabilities across the Bank. Thirteen new standardized

online AML courses were added, and the specialized training course library, established over the past three years, recorded cumulative views exceeding 2.1 million, achieving broad knowledge dissemination.

6. Audit Supervision

The Bank's audit work adhered to the principle of "full coverage of major institutions and core business lines", with the scope of audit supervision continuously expanded. For institution coverage, comprehensive audits such as branch and subsidiary risk management audits, as well as audits of overseas institutions, were conducted to ensure audit coverage of 37 tier-1 branches, 6 subsidiaries with integrated operations, and 19 overseas institutions on a three-year cycle. For business coverage, the Bank divided its core operations into 18 business segments and ensured annual full coverage of regulatory-mandated audit items and all 18 business segments through comprehensive audits such as branch risk management audits, as well as specialized and routine audits in areas such as AML, operational risk, and consumer interests protection. In 2025, we conducted 81 economic responsibility audit projects, covering the Head Office, 35 domestic branches, 5 overseas branches, and 1 subsidiary with integrated operations. Additionally, we carried out specialized AML audits at 8 Head Office departments and 8 domestic branches, operational risk audits at 6 domestic branches, and consumer interests protection audits at another 8 domestic branches.

The Bank continuously strengthened audit supervision in the areas of anti-corruption and business ethics, incorporating into its audit scope the implementation of anti-commercial bribery and anti-corruption, integrity risk prevention and control measures, and employee conduct-related ethical risks. In accordance with regulatory requirements, and the Bank's policies such as the *Basic Norms for Anti-Money Laundering Work*, the *Management Measures for Consumers' Interests Protection Work*, the *Basic Regulation on Operational Risk Management*, and the *Audit Measures for Economic Responsibility*, we regularly conducted business ethics-related audits covering operational risk and employee conduct, anti-money laundering, consumer interests protection, economic responsibility of leaders. During audit processes, we placed high emphasis on issues and leads related to business ethics and employee conduct, promptly referring them to relevant departments for handling.

Audit Coverage on Business Ethics. We conducted regular audits on operational risk and employee ethical behavior, with a focus on the adequacy and effectiveness of risk control measures, as well as the standardization of operational risk identification, assessment, monitoring, measurement, reporting, and control. We carried out annual AML audits, focusing on the compliance and effectiveness of AML management measures, including the functioning of mechanisms for identifying, assessing, controlling, and reporting money laundering risks, as well as the performance of the first and second lines of defense in fulfilling their supervisory responsibilities. In addition, annual economic responsibility audits were conducted for leaders, with a focus on the legality, compliance, and efficiency of

business operations and management in the units they oversee, the formulation and implementation of internal control systems, the management of risk control and case prevention, and the fulfillment of responsibilities related to Party conduct and integrity in economic activities.

Strengthening oversight through inspection and patrol mechanisms. The Bank's Head Office Party Committee regarded inspection and patrol work as a key lever for advancing comprehensive and strict governance of the Party and the Bank, and fully leveraged its supervisory role in business ethics across the Bank. In 2025, the Head Office conducted two rounds of inspections targeting 18 Party organizations. Each tier-1 branch also carried out patrol supervision over the Party organizations under its direct jurisdiction in an orderly manner. The supervision focused on power and responsibility, closely monitoring the "key few", key areas, and critical links in the exercise of power, and delved into the underlying responsibilities and root causes behind business issues. These efforts support the integrated investigation and governance of misconduct and corruption, promote standardized power operations, and facilitate the integration of "investigation, rectification, governance, and system building", continuously enhancing the effectiveness of patrols in driving reform, strengthening systems, and improving governance.

7. Training and Cultural Development

Integrity culture development. We produced and released the warning education films such as the Cuckoo and The Price of a "Loan", using real cases to illustrate discipline and law. We developed the Implementation Plan for the 2025 "Integrity in Lending" Integrity Culture Building Campaign. Centered around the warning education film titled The Price of a "Loan", we promoted a "Four Ones" initiative: one group viewing session, one collective study session, one in-depth discussion, and one thematic lecture.

Cultivation of Compliance Culture. The Bank deepened the compliance quality improvement and excellence initiative. Guided by the "Five Musts and Five Nos" practical requirements and centered on the implementation of new laws, regulations, and key institutional frameworks, we intensified efforts to recognize compliance excellence units, while strengthening support for institutions with weaker compliance foundations. Through multiple channels, best practices from top-performing units were widely shared, actively fostering a compliance culture of "compliance creates value".

Training on Integrity and Compliance. In 2025, we conducted 96 thousand compliance presentations, warning educations, and integrity and compliance training sessions, engaging 5.42 million person-times of trainees and achieving full coverage of all institutions, directors, management, and employees (including full-time employees and labor dispatch workers). We also organized institutions at all levels and lines to extensively carry out 11 thousand compliance culture trainings on the *Employee Code of Conduct*, with 0.5 million person-times

of employees participating. To strengthen education on conduct and discipline, we further organized specialized training sessions and provided tiered and classified training for employees at all levels of branches, further expanding the coverage and scale of participation. In 2025, the Bank delivered direct in-person training to over 5,000 employees, and launched specialized online courses, with over 0.38 million person-times of online training throughout the year. We incorporated content related to internal control and compliance management as mandatory learning module for employees participating in job qualification certification exams, and included them in the general question bank for the bank-wide job qualification certification examinations. We also strengthen compliance and discipline education for newly hired employees, incorporating the central Party leadership's eight-point decision on improving work conduct and warning education into new employee orientation.

Ethical Training for Suppliers. The Bank clearly communicates to all bidding suppliers in its tender documents the requirements for honest bidding, green procurement, and integrity commitments. For every project, we organize a pre-bid meeting with potential bidders, promoting ethical and honest bidding practices and reinforcing suppliers' sense of social responsibility. These measures apply to all suppliers participating in the Head Office centralized procurement. We strengthened normalized education and supervision of suppliers through multi-level and multi-category supplier dialogues conducted throughout the year. Annual key supplier exchange forums were organized to enhance awareness. We also conducted policy communication and implementation for suppliers, urging them to uphold business ethics and promoting honest operations. Additionally, we enhanced the management of agencies by requiring them to strengthen professional training and integrity education for their personnel.

(II) Anti-Unfair Competition

To fully implement the latest regulatory requirements from the National Financial Regulatory Administration (NFRA), including the *Administrative Measures for Agency Sales Business of Commercial Banks*, the *Administrative Measures for Product Suitability of Financial Institutions*, and the *Notice on Further Strengthening the Management of Marketing Activities of Financial Institutions*, we revised the *Administrative Measures for Retail Marketing and Promotion Activities of Agricultural Bank of China* during the reporting period. Adhering to the principles of “compliance with laws, customer centricity, process governance, issue-based approach”, we continued to enhance the regulation of retail marketing and promotion activities to support long-term, healthy business growth. **Improving the regulatory framework.** We fully implemented the requirements of 9 laws and regulations, including the *Advertising Law*, *Personal Information Protection Law*, and *Anti-Unfair Competition Law*, as well as the new regulatory rules effective in 2025, which established a dual compliance basis integrating “external regulations and internal policies”. **Refining marketing scenario controls.** We established unified specialized regulations for four key marketing scenarios: “outbound calls, electronic information, Internet platforms, and third-party cooperation”. New mandatory operational controls were introduced, including “fair pricing”, “one-click closing”, and “do-not-call tags”. **Enhancing timely training.** Through a combination of online and offline methods, we provided compliance training for marketing personnel regarding their marketing and promotion activities, ensuring that the annual training hours for them comply with the requirements set by the State Council’s financial regulatory authority or its authorized institution.

We developed the *Agricultural Bank of China’s Advertising Guidelines (Trial)* to standardize advertising management, intellectual property protection, and risk prevention. These guidelines ensure that our advertising content complies with national laws and regulatory requirements for financial product promotion, clearly and accurately disclosing essential information about financial products or services, with prominent risk warnings. All advertising content is required to be objective, truthful, fair, and impartial. Where advertising involves the basic rights and interests of individual customers, consumer protection reviews are required to be conducted, to effectively safeguard consumer rights.

According to the criteria for disclosure of material matters outlined in the *Rules Governing the Listing of Stocks on Shanghai Stock Exchange*, no litigation or significant administrative penalties were identified against the Bank arising from unfair competition practices.

XII. ESG Data

Economic performance indicators			
Indicators	Unit	31 December 2025	31 December 2024
Total assets	RMB 100 million	487,846.74	432,381.35
Total loans and advances to customers	RMB 100 million	271,348.34	249,061.87
Non-performing loan ratio	%	1.27	1.30
Capital adequacy ratio	%	17.93	18.19
Shareholders' equity	RMB 100 million	32,433.71	30,972.73
Indicators	Unit	2025	2024
Net profit	RMB 100 million	2,920.03	2,826.71
Return on average total assets	%	0.63	0.68
Return on weighted average net assets	%	10.16	10.46
Total tax paid	RMB 100 million	992.73	1,182.40
Shareholders' dividends	RMB 100 million	873.21	846.61
Social contribution value per share	RMB	3.35	3.53
Environmental performance indicators			

Greenhouse gas (GHG) emissions			
Indicators	Unit	2025	2024
Total GHG emissions (Scope 1 and Scope 2)	tCO2e	2,049,407.04	2,138,909.92
GHG emissions per unit of revenue (Scope 1 and Scope 2)	tCO2e per RMB million	2.83	3.01
GHG emissions per capita (Scope 1 and Scope 2)	tCO2e per capita	3.63	4.61
Scope 1 GHG emissions	tCO2e	151,438.27	165,275.90
Emissions from stationary sources	tCO2e	73,200.97	80,557.61
Emissions from mobile sources	tCO2e	78,237.30	84,718.29
Scope 2 GHG emissions	tCO2e	1,897,968.77	1,973,634.02
Scope 3 GHG emissions	tCO2e	27,234.40	4,049.06
Category 1 - Purchased goods and services	tCO2e	24,541.92	4,049.06
Category 5 - Waste generated in operations	tCO2e	2,692.48	/
Green finance			
Indicators	Unit	31 December 2025	31 December 2024

Balance of green bonds invested for our own account	RMB 100 million	1,578	1,155
Underwriting size of green bonds (including carbon neutrality bonds)	RMB 100 million	611	324
Balance of green loans	RMB trillion	5.93	4.97
Indicators	Unit	2025	2024
Equivalent annual reduction in carbon dioxide emissions attributable to green loans	100 million tons	1.7	1.4
Air pollutants			
Indicators	Unit	2025	2024
Particulate matter emissions	ton	0.04	0.07
Sulfur oxide emissions	ton	0.01	0.03
Nitrogen oxide emissions	ton	0.11	0.20
Carbon monoxide emissions	ton	2.90	5.52
Waste			
Indicators	Unit	2025	2024
Total volume of hazardous waste	ton	165.71	164.88

Hazardous waste density	kg per capita	2.72	/
Discarded storage batteries	ton	148.51	106.68
Discarded fluorescent tubes	ton	6.73	33.30
Discarded toner cartridge	ton	10.47	24.90
Total volume of non-hazardous waste	ton	8,825.48	591.21
Non-hazardous waste density	kg per capita	144.67	/
Food waste	ton	3,287.35	/
Office waste	ton	5,538.13	/
Energy usage			
Indicators	Unit	2025	2024
Comprehensive energy consumption	ton of standard coal	540,244.51	541,519.14
Comprehensive energy consumption per unit of revenue	ton of standard coal per RMB million of revenue	0.74	0.76
Comprehensive energy consumption per capita	ton of standard coal per capita	0.96	1.17

Direct energy consumption	ton of standard coal	76,438.11	82,965.78
Direct energy consumption per capita	ton of standard coal per capita	0.14	0.18
Natural gas	cubic meter	23,461,202.00	24,962,601.52
Gasoline	liter	35,225,228.00	38,291,601.03
Diesel	liter	1,486,386.00	1,422,447.05
Liquefied petroleum gas	ton	556.00	790.82
Coal	ton	6,443.00	7,648.86
Indirect energy consumption	ton of standard coal	463,806.40	458,553.36
Indirect energy consumption per capita	ton of standard coal per capita	0.82	0.99
Purchased electricity	MW·h	3,094,197.07	3,084,408.409
Purchased heat	GJ	2,448,112.00	2,329,412.90
Clean energy usage	ton of standard coal	31,203.40	33,200.26

Proportion of clean energy usage	%	5.78	6.13
Usage of water resources			
Indicators	Unit	2025	2024
Total water consumption	ton	27,363,702.00	31,146,613.64
Water consumption per capita	ton per capita	48.41	67.15
Water consumption per unit of revenue	ton per RMB million	37.73	43.83
Social performance indicators			
Employment			
Indicators	Unit	31 December 2025	31 December 2024
Total number of employees	-	457,835	454,716
Number of employees by gender			
Male employees	-	244,011	243,815
Female employees	-	213,824	210,901
Number of employees by age			
30 years old and below	-	147,319	136,830
31-40 years old	-	114,504	112,137
41-50 years old	-	70,174	76,258

51 years old and above	-	125,838	129,491
Number of employees by region			
Head Office	-	15,658	15,018
Yangtze River Delta	-	65,381	64,929
Pearl River Delta	-	50,425	50,679
Bohai Rim	-	65,208	64,970
Central Region	-	91,722	91,386
Northeastern Region	-	42,698	40,897
Western Region	-	119,089	118,586
Overseas branches, subsidiary banks and representative offices	-	839	820
Subsidiaries with integrated operations and others	-	6,815	7,431
Number of employees by education background			
Doctorate degree	-	656	634
Master's degree	-	53,163	47,926
Bachelor's degree	-	307,443	296,976
Below bachelor's degree	-	96,573	109,180
Employee compensation and benefits			
Coverage rate of social security	%	100	100

contributions for employees			
Indicators	Unit	2025	2024
Jobs contributed to society			
Number of new personnel	-	24,696	32,279
Gender proportion of campus recruitment			
Male	%	46.7	46.8
Female	%	53.3	53.2
Turnover			
Overall employee turnover rate	%	0.81	1.06
Employee work-related deaths and injuries			
Number of work-related fatalities	-	14	20
Rate of work-related fatalities	%	0.003	0.004
Number of working days lost due to work-related injuries	day	49,563.50	50,647.50
Indicators	Unit	2025	2024
Employee training coverage rate			
Employee training coverage rate	%	99.18	99.26
Employee training coverage by gender			
Male employees	%	98.8	99.1

Female employees	%	99.6	99.5
Training coverage by employee category			
Personnel of tier-2 branches and above	%	98.8	99.1
Personnel of institutions below the tier-2 branches	%	99.3	99.3
Average hours of employee training by gender			
Male employees	training hour	130	147
Female employees	training hour	159	153
Average hours of employee training by employee category			
Personnel of tier-2 branches and above	training hour	138	159
Personnel of institutions below the tier-2 branches	training hour	146	147
Supply chain management			
Indicators	Unit	31 December 2025	31 December 2024
Total number of suppliers	-	14,073	13,491
Number of suppliers by registration region			
Yangtze River Delta	-	2,050	2,038

Pearl River Delta	-	1,751	1,802
Bohai Rim	-	3,001	2,890
Central Region	-	2,442	2,367
Northeastern Region	-	1,017	873
Western Region	-	3,805	3,511
Overseas and others	-	7	10
Supplier performance rate	%	100	100
Consumer interests protection			
Indicators	Unit	2025	2024
Number of consumer complaints	10 thousand	22.8	27.9
Complaint resolution rate	%	100	100
Service channel construction			
Indicators	Unit	31 December 2025	31 December 2024
Number of outlets in China	10 thousand	2.28	2.26
Number of outlets in County Areas	10 thousand	1.29	1.27
Number of monthly active users of retail mobile banking	100 million	2.76	2.50
Total number of cash self-service devices	10 thousand	5.20	5.28

Number of outlets with wheelchair ramps	10 thousand	2.1	1.9
Number of outlets in the “ABC Considerate Warm Space”	10 thousand	2.2	2.2
Rural revitalization			
Indicators	Unit	31 December 2025	31 December 2024
Balance of loans to County Areas	RMB trillion	10.94	9.85
Balance of “Huinong e-loan”	RMB trillion	1.84	1.49
Balance of loans for sufficient supply of food and major agricultural products related areas	RMB trillion	1.21	1.00
Balance of loans for rural industries	RMB trillion	2.66	2.23
Balance of loans for rural construction related areas	RMB trillion	2.46	2.25
Balance of loans to 832 counties lifted out of poverty	RMB trillion	2.53	2.27
Balance of loans to 160 key counties receiving national assistance in pursuing rural revitalization	RMB 100 million	4,800	4,366
Number of counties (districts) covered by the “ABC Huinongyun” platform	-	2,682	2,657

Number of institutions registered on the “ABC Huinongyun” platform	10 thousand	36.7	26.4
Inclusive finance			
Indicators	Unit	31 December 2025	31 December 2024
Balance of inclusive loans	RMB trillion	4.35	3.60
Balance of inclusive loans to MSEs	RMB trillion	3.93	3.23
Philanthropy and volunteer activities			
Indicators	Unit	2025	2024
Donations to external parties	RMB 10 thousand	12,268	11,824
Number of volunteer service hours	10 thousand hours	19.3	13.2
Number of volunteer activities	10 thousand	1.3	1.2
Indicators	Unit	31 December 2025	31 December 2024
Number of youth volunteers	10 thousand	6.3	6.3
Number of youth volunteer teams	-	3,633	3,751
Innovation-driven			

Indicators	Unit	2025	2024
Total investment in information technology	RMB 100 million	256.5	249.7
Proportion of total investment in information technology in operating income	%	3.5	3.5
Number of patent applications	-	1,338	1,171
Number of authorized patents	-	443	534
Indicators	Unit	31 December 2025	31 December 2024
Total number of technology and digital operation management personnel	-	28,411	27,561
Proportion of technology and digital operation management personnel in the total number of personnel	%	6.2	6.1
Number of valid patents	-	1,631	1,449
Anti-commercial bribery and anti-corruption			
Indicators	Unit	2025	2024
Percentage of board members who received anti-commercial bribery and anti-corruption training	%	100	100
Percentage of management-level staff who received anti-commercial bribery and anti-	%	100	100

corruption training			
Percentage of employees who received anti-commercial bribery and anti-corruption training	%	99.18	99.26

Notes:

1. Total assets (RMB 100 million): Total assets is the book value of total assets in the Group's consolidated financial statements as of the end of the reporting period.
2. Total loans and advances to customers (RMB 100 million): Total loans and advances to customers represent the gross amount of loans and advances issued in the Group's consolidated financial statements as of the end of the reporting period.
3. Non-performing loan ratio (%): Non-performing loan ratio is calculated by dividing the balance of non-performing loans (excluding accrued interests) by the total loans and advances to customers (excluding accrued interests).
4. Capital adequacy ratio (%): Capital adequacy ratio is calculated in accordance with the *Capital Rules for Commercial Banks* and other relevant regulations.
5. Shareholders' equity (RMB 100 million): Shareholders' equity represents the total amount of total equity in the consolidated financial statements as of the end of the reporting period.
6. Net profit (RMB 100 million): Net profit is the amount of net profit in the consolidated income statement of the Group for the reporting period.
7. Return on average total assets (%): Return on average total assets is calculated by dividing net profit by the average balances of total assets at the beginning and the end of the period.
8. Return on weighted average net assets (%): Return on weighted average net assets is calculated in accordance with the *Rules for the Compilation and Submission of Information Disclosure by Companies that Offer Securities to the Public No. 9 – Computation and Disclosure of Return on Net Assets and Earnings per Share* (2010 Revision) issued by the CSRC.

9. Total tax paid (RMB 100 million): Total tax paid equals the total of corporate income tax, value-added tax and other taxes actually paid by the Group for the year.

10. Shareholders' dividends (RMB 100 million): Shareholders' dividends represent annual dividends of ordinary shareholders (tax included).

11. Social contribution value per share (RMB): Social contribution value per share = basic earnings per share + (total tax+ employee compensation and benefits + interest expense + donations to external parties)/share capital in accordance with PLC GAAP.

12. The accounting methods and criteria for Scope 1, Scope 2, and Scope 3 emissions are outlined in the section "Climate Change Tackling - Metrics and Targets" of this report.

13. Balance of green bonds invested for our own account (RMB 100 million): Balance of green bonds invested for our own account refer to the bonds held within our proprietary investment portfolios that meet the requirements outlined in the *Announcement on Matters Relating to the Issuance of Green Financial Bonds in the Inter-Bank Bond Market* (People's Bank of China Announcement [2015] No.39), the *China Green Bond Principles* (Green Bond Standards Committee Announcement [2022] No. 1), and whose proceeds are allocated to projects within the *Green Finance-Supported Projects Catalogue (2025)*. The comparative data has been adjusted based on the indicator caliber.

14. Underwriting size of green bonds (including carbon neutrality bonds) (RMB 100 million): Underwriting size of green bonds (including carbon neutrality bonds) refers to the number of bond issues underwritten by the Bank, as well as the total amount raised through these issues, where the proceeds are exclusively allocated to finance or refinance projects that meet the standards such as the *Green Finance-Supported Projects Catalogue (2025)*, and the *Green Bond Endorsed Projects Catalogue (2021 Edition)*.

15. Balance of green loans (RMB trillion): The balance of green loans as of the end of 2025 is calculated according to the green loan caliber set by the PBOC in 2025. The balance of green loans as of the end of 2024 is calculated according to the green financing caliber set by the NFRA in 2020.

16. Particulate matter, sulfur oxide, nitrogen oxide, and carbon monoxide emissions (ton): Particulate matter, sulfur oxide, nitrogen oxide, and carbon monoxide emissions are calculated based on the *Technical Guidelines for Road Motor Vehicle Air Pollution Emission Inventory Preparation (Trial)* (China V emission standards), with emissions calculated from the mileage of official vehicles (kilometers) and total fuel consumption (liters). The statistical scope for 2025 covers the Head Office, main offices of 37 domestic tier-1 branches,

institutions at the same level of Head Office departments, and Hong Kong Branch, while that for 2024 covers the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and domestic subsidiaries.

17. Total volume of hazardous waste (ton): In 2025, hazardous waste includes discarded toner cartridges, discarded lead-acid batteries, and discarded fluorescent tubes. The statistical scope covers the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and Hong Kong Branch. The statistical scope for 2024 covers the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and domestic subsidiaries.

18. Total amount of non-hazardous waste (ton): In 2025, non-hazardous waste includes food waste and office waste. The statistical scope covers the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and Hong Kong Branch. In 2024, non-hazardous waste includes computers (mainframes) scrap, monitors scrap, laptop scrap, printers scrap, servers scrap, discarded dry batteries and office paper. The statistical scope covers the Head Office, main offices of 37 domestic tier-1 branches, institutions at the same level of Head Office departments, and domestic subsidiaries.

19. Hazardous waste density and non-hazardous waste density (kg per capita): In 2025, data of density is calculated based on the number of employees and labor dispatch workers of each institution at the time of their carbon inventory.

20. Comprehensive energy consumption (ton of standard coal): The primary energy consumption of the Bank consists of natural gas, liquefied petroleum gas, gasoline, diesel, coal, purchased electricity, and purchased heat. Comprehensive energy consumption = natural gas consumption * standard coal conversion factor + gasoline consumption * standard coal conversion factor + diesel consumption * standard coal conversion factor + electricity consumption * standard coal conversion factor + heat (e.g., steam) consumption * standard coal conversion factor + other types of energy consumption (converted to standard coal). The scope of electricity, gasoline, and diesel consumption data covers mobile source consumption and stationary source consumption. Energy consumption data is calculated based on electricity and fuel consumption and the conversion factors provided in the *General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020)*. The calculation is at the Group level.

21. Comprehensive energy consumption per capita, direct energy consumption per capita and indirect energy consumption per capita (ton of standard coal per capita): In 2025, the per capita data is calculated based on the number of employees and labor dispatch workers of

each institution at the time of their carbon accounting; in 2024, the per capita data is calculated based on the number of actual payroll headcount of each institution at the time of their carbon accounting.

22. Clean energy includes natural gas.

23. Total water consumption (ton): The scope of water consumption statistics covers municipal water use at the Group level.

24. Water consumption per capita (ton per capita): In 2025, the per capita data is calculated based on the number of employees and labor dispatch workers of each institution at the time of their carbon accounting; in 2024, the per capita data is calculated based on the number of actual payroll headcount of each institution at the time of their carbon accounting.

25. Total number of employees (person): Total number of employees refers to the total number of employees with labor contracts within the Group, including domestic institutions, overseas branches, subsidiary banks and representative offices, subsidiaries with integrated operations and others, excluding labor dispatch.

26. Number of employees by gender (person): Number of male employees refers to regular male employees who have signed formal contracts with the Bank as of the end of the reporting period; number of female employees refers to the regular female employees who have signed formal contracts with the Bank as of the end of the reporting period. Gender information is based on the employee's official identification.

27. Number of employees by age (person): The number of employees of all age categories in the Bank's employees who have signed formal contracts with the Bank as of the end of the reporting period. Age information is based on the employee's official identification.

28. Number of employees by region (person): The number of employees of all region categories in the Bank's employees who have signed formal contracts with the Bank as of the end of the reporting period. The number of employees registered in the Yangtze River Delta, the Pearl River Delta, the Bohai Rim, the Central Region, the Western Region, the Northeastern Region, overseas branches, subsidiary banks and representative offices, subsidiaries with integrated operations and others is separately counted as per place of employment.

29. Number of employees by education background (person): The number of employees of all education backgrounds in the Bank's regular employees who have signed formal contracts with the Bank as of the end of the reporting period. The number of employees with

doctorate degree, master's degree, bachelor's degree, and below bachelor's degree, is separately counted as per highest educational qualification.

30. Coverage rate of social security contributions for employees (%): Ratio of number of employees at all categories and levels who actually participated in social insurance programs to the total number of on-duty employees across all categories and levels as of the end of the reporting period.

31. Number of new personnel (person): During the reporting period, the number of contractual employees newly recruited by the Bank through campus recruitment and other channels.

32. Gender proportion of campus recruitment (%): male (female) percentage of campus recruitment hires = number of male (female) employees hired through campus recruitment in the current year / total number of campus recruits in the current year.

33. Overall employee turnover rate (%): overall employee turnover rate = number of employees who voluntarily quitted (resigned) in the current year/number of employees at the end of last year (formal contract). Among them, the number of employees who voluntarily quitted (resigned) in the current year refers to the total number of employees who voluntarily quitted (resigned) with labor contracts within the scope of the Agricultural Bank of China Group, including all employees who voluntarily quitted (resigned) from domestic institutions, overseas branches, subsidiary banks and representative offices, subsidiaries with integrated operations and others.

34. Number of work-related fatalities (person): Number of work-related fatalities in the domestic institutions of the Bank recognized under national and local government regulations and policies.

35. Number of working days lost due to work-related injuries (day): Number of working days lost due to work-related injuries in the domestic institutions of the Bank recognized under national and local government regulations and policies.

36. Employee training coverage rate (%): Ratio of employees at all levels who actually participated in off-job training and online learning to the total number of on-duty employees across all categories and levels.

37. Employee training coverage rate by gender (%): Ratio of employees of all gender categories who actually participated in off-job training and online learning to the total number of on-duty employees across all categories and levels.

38. Employee training coverage rate by employee category (%): Ratio of employees per tier-2 branches and institutions who actually participated in off-job training and online learning to the total number of on-duty employees across all categories and levels.

39. Average hours of employee training by gender (training hour): Average hours of employees of all gender categories who actually participated in off-job training and online learning.

40. Average hours of employee training by employee category (training hour): Average hours of employees per tier-2 branches and institutions who actually participated in off-job training and online learning.

41. Total number of suppliers: The number of suppliers fulfilling contracts with the Head Office and domestic branches during the reporting period.

42. Number of suppliers by registration region: The number of suppliers of all regions fulfilling contracts with the Head Office and domestic branches during the reporting period. The number of suppliers registered in the Yangtze River Delta, the Pearl River Delta, the Bohai Rim, the Central Region, the Western Region, the Northeastern Region, overseas and others is counted according to their registered places.

43. Number of consumer complaints (10 thousand): Including regulatory complaints, customer service complaints, site complaints from outlets, etc. In order to reflect the actual situation of customer complaints, the number of consumer complaints in this report has excluded repeated complaints, as well as complaints related to the “card breaking action” launched to crack down on new types of illegal crimes in telecommunications networks.

44. Complaint resolution rate (%): $\text{Complaint resolution rate} = \frac{\text{number of resolved complaints from all channels}}{\text{total number of complaints from all channels}} \times 100\%$.

45. Number of outlets in China (10 thousand): The number of licensed business outlets within the Chinese mainland operated by the Bank as of the end of the reporting period. Refer to the *Basic Requirements for Bank Business Outlets Services* (GB/T 32320-2015).

46. Number of outlets in County Areas (10 thousand): The number of tier-1 sub-branches and subordinate business outlets under tier-2 branches of the County Area Banking Division as of the end of the reporting period.

47. Total number of cash self-service devices (10 thousand): The number of ATMs (Automatic Teller Machines) and CRS (Cash Recycling Machines) within the Chinese

mainland as of the end of reporting period. Refer to the *Bank Card ATM Terminal Technical Specifications* (JR/T 0002-2016).

48. Number of outlets with wheelchair ramps (10 thousand): The number of outlets within the Chinese mainland equipped with wheelchair ramps (including those with flat ground, where no ramp is needed) as of the end reporting period. Refer to the *Bank Business Outlets Accessibility Construction Specifications* (GB/T 41218-2021).

49. Number of outlets in the “ABC Considerate Warm Space” (10 thousand): The number of outlets within the Chinese mainland displaying the “ABC Considerate Warm Space” service brand as of the end of the reporting period. Refer to the *Notice on the Promotion of the “ABC Considerate Warm Space” Service Brand*.

50. Balance of loans to County Areas (RMB trillion): The balance of loans to County Areas issued by the Bank through all operating institutions of the County Area Banking Division.

51. Balance of “Huinong e-loan” (RMB trillion): “Huinong e-loan” is a farmer loan brand created by the Agricultural Bank of China for farmers by combining online and offline methods, specifically including “Huinong e-loan” (white list), “Huinong e-loan” (mortgage), farmers’ micro loans, rural personal production and operation loans, farmers’ housing purchase and construction loans, etc., accepted through mobile operating equipment, and Huinong e-loan, which is handled by customers through the Internet.

52. Balance of loans to 832 counties lifted out of poverty (RMB trillion): The total amount of loans and advances granted by the Bank through all operating institutions located in 832 poverty alleviation counties.

53. Balance of loans to 160 key counties receiving national assistance in pursuing rural revitalization (RMB 100 million): The total amount of loans and advances granted by the Bank through all operating institutions located in 160 key counties for rural revitalization.

54. Number of counties (districts) covered by the “ABC Huinongyun” platform: The number of counties (districts) involved in the location of the “ABC Huinongyun” platform customers of the Bank.

55. Number of institutions registered on the “ABC Huinongyun” platform (10 thousand): The number of institutions registered as “ABC Huinongyun” platform customers of the Bank and using cloud platform related service functions.

56. Balance of inclusive loans (RMB trillion): In accordance with the *Overall Statistical Standards for Financial Services in the “Five Priorities” of Finance (Trial)* issued by the PBOC in collaboration with the National Financial Regulatory Administration, the China Securities Regulatory Commission, and the State Administration of Foreign Exchange, inclusive finance loans include loans to MSEs with a single credit amount of less than RMB10 million (inclusive), loans for individual business operations, loans for small business owners, loans for farmers’ production with a single credit amount of less than RMB5 million (inclusive), entrepreneurial guarantee loans, and student loans. The basis for preparation of the indicator has changed compared to the comparative period, and the prior period data has been adjusted in line with the standards.

57. Balance of inclusive loans to MSEs (RMB trillion): According to the *Notice by the General Office of the China Banking and Insurance Regulatory Commission Regarding Increasing Efforts to Improve the Quality of Financial Services for Micro and Small-sized Enterprises in 2023* (No. 42 [2023] of the General Office of the China Banking and Insurance Regulatory Commission), the inclusive loans to MSEs refer to loans for small enterprise legal entities with a single credit amount of RMB10 million or less, as well as loans for individual businesses and small business owners with a single credit amount of RMB10 million or less. Inclusive loans to MSEs do not include data related to bill discounting or rediscounting.

58. Donations to external parties (RMB 10 thousand): Donations to external parties refer to the total amount of public welfare donations made by the Group (excluding employee contributions). The comparative data has been adjusted based on the indicator caliber.

59. Number of youth volunteers (10 thousand), number of youth volunteer teams, number of volunteer service hours (10 thousand hours), and number of volunteer activities (10 thousand): Covering 37 tier-1 branches, 3 training institutes, 6 subsidiaries having Communist Youth League Organizations, the Head Office, Shanghai Management Department, research and development center, and remote banking center.

60. Number of patent applications: The number of patent applications submitted to and accepted by the China National Intellectual Property Administration during the reporting period.

61. Number of authorized patents: According to Article 3 of the *Patent Law of the People’s Republic of China*, the patent administration department under the State Council is responsible for managing the national patent work, including the uniform acceptance and review of patent applications and granting of patents in accordance with the law. The number of authorized patents during the reporting period refers to the number of patents granted by the patent administration department under the State Council to the Bank.

62. Number of valid patents: The number of valid patents authorized by the China National Intellectual Property Administration and within their validity period as of the end of the reporting period.

XIII. Index of the Guidelines and Standards

Index of Sustainability Disclosure Standards for Business Enterprises No.1—Climate (Trial)

Disclosure		Corresponding Section of This Report	Disclosure		Corresponding Section of This Report
Chapter II Governance	Article 5	P46-48	Chapter V Metrics and Targets	Article 26	P84-93
	Article 6	P48-49		Article 27	P86-93, P233
	Article 7	P46-48		Article 28	P86-88, P233
	Article 8	P46-49		Article 29	P86-88
	Article 9	P48-49, P264-268		Article 30	P86-91
Chapter III Strategy	Article 10	P49-55, P66-69, P76-84		Article 31	P88-91
	Article 11	P49-54		Article 32	P86-88, P233
	Article 12	P54-67		Article 33	P86-88, P233
	Article 13	P67-69		Article 34	P86-88
	Article 14	P55-66		Article 35	P86-88
	Article 15	P84-93		Article 36	P88-91
	Article 16	P66-69		Article 37	P90-91
	Article 17	P76-84		Article 38	P91-93
	Article 18	P76-84		Article 39	P48-49
	Article 19	P76-84		Article 40	P84-88
	Article 20	P49-84		Article 41	P84-86
Chapter IV Risks and Opportunities Management	Article 21	P69-84		Article 42	P84-86
	Article 22	P69-84		Article 43	P84-86
	Article 23	P76-84		Article 44	P84-86
	Article 24	P69-84		Article 45	Not applicable
	Article 25	P69-84		Article 46	P84-86

Index of Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial)

Disclosure Requirements	Corresponding Section of This Report
Climate change tackling	P46-96
Pollutant discharge	P97
Waste disposal	P98-100
Ecosystem and biodiversity protection	P101-103
Environmental compliance management	P103
Energy usage	P104-107
Usage of water resources	P108
Circular economy	P109
Rural revitalization	P111-125
Contributions to the society	P133-142
Innovation-driven	P143-147
Ethics of science and technology	P147
Supply chain security	P148-152
Equal treatment to small and medium-sized enterprises	P152
Safety and quality of products and services	P153-185
Data security and customer privacy protection	P186-203
Employees	P204-220
Due diligence	P22-27
Communications with stakeholders	P22-27
Anti-commercial bribery and anti-corruption	P222-230
Anti-unfair competition	P231

Index of Hong Kong Stock Exchange's *Environmental, Social and Governance Reporting Code*

Subject Areas, Aspects, General Disclosures and KPIs		Corresponding Section of This Report
Part C: “Comply or explain” Provisions		
A . Environmental		
Aspect A1: Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. <i>Note: Air emissions include NO_x, SO_x, and other pollutants regulated under national laws and regulations.</i> <i>Hazardous wastes are those defined by national regulations.</i>	P97-100
	KPI A1.1 The types of emissions and respective emissions data.	P86-88, P97-100, P232-235
	KPI A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P98-100, P234-235
	KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P98-100, P234-235
	KPI A1.5 Description of emission target(s) set and steps taken to achieve them.	P84-93, P97-98
	KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	P97-100

Aspect A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. <i>Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</i>		P104-107
	KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	P106-107, P235-237
	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P108, P237
	KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	P104-105
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	P108
	KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable
Aspect A3: The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.		P46-109
	KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P46-109
B . Social			
Employment and Labour Practices			
Aspect B1: Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.		P204-220

	KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	P216-219
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	P218-219
Aspect B2: Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		P205-208
	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	P219
	KPI B2.2	Lost days due to work injury.	P219
	KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	P205-208
Aspect B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. <i>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</i>		P208-215
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P219-220
	KPI B3.2	The average training hours completed per employee by gender and employee category.	P219-220
Aspect B4: Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.		P204-205

	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	P204-205
	KPI B4.2	Description of steps taken to eliminate such practices when discovered.	P207-216
Operating Practices			
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.		P62-66, P148-152
	KPI B5.1	Number of suppliers by geographical region.	P151-152, P240-241
	KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	P148-152, P223-224
	KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	P148-152
	KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	P62-66
Aspect B6: Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		P153-203
	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable
	KPI B6.2	Number of products and service related complaints received and how they are dealt with.	P177-185
	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	P146-147, P163-165,

			P231
	KPI B6.4	Description of quality assurance process and recall procedures.	Not applicable
	KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	P186-203
Aspect B7: Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		P222-230
	KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	P223-224
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	P222-230
	KPI B7.3	Description of anti-corruption training provided to directors and staff.	P229-230
	Community		
Aspect B8: Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.		P111-142
	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	P59-67, P133-142, P111-125
	KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	P111-142
Part D: Climate-related Disclosures			
(I) Governance			P46-49
(II) Strategy			P49-84
Climate-related risks and opportunities			P49-53

Business model and value chain	P53-54
Strategy and decision-making	P54-55
Financial position, financial performance and cash flows	P67-69
Climate resilience	P76-84
(III) Risk Management	P69-84
(IV) Metrics and Targets	P84-93
Greenhouse gas emissions	P86-91
Climate-related transition risks	P49-53
Climate-related physical risks	P49-53
Climate-related opportunities	P53
Capital deployment	P59-66, P93
Internal carbon prices	P93
Remuneration	P48-49
Industry-based metrics	P84-93
Climate-related targets	P84-86

Index of GRI Standards

GRI used	GRI 1: Foundation 2021
-----------------	-------------------------------

GRI standard	Disclosure	Disclosure status
GRI 2: General Disclosures 2021	2-1 Organizational details	P2
	2-2 Entities included in the organization's sustainability reporting	Notes on Report Preparation
	2-3 Reporting period, frequency and contact point	Notes on Report Preparation
	2-4 Restatements of information	Notes on Report Preparation
	2-5 External assurance	P264-268
	2-6 Activities, value chain and other business relationships	P2-3, P53-54, P148-152
	2-7 Employees	P204-220
	2-8 Workers who are not employees	P204-220
	2-9 Governance structure and composition	P32-44
	2-10 Nomination and selection of the highest governance body	P34-44
	2-11 Chair of the highest governance body	Annual Report
	2-12 Role of the highest governance body in overseeing the management of impact	P32-44
	2-13 Delegation of responsibility for managing impacts	P32-44
	2-14 Role of the highest governance body in sustainability reporting	P32-44
	2-15 Conflicts of interest	Annual Report
	2-16 Communication of critical concerns	P22-27
	2-17 Collective knowledge of the highest governance body	P34-44
	2-18 Evaluation of the performance of the highest governance body	P34-43
	2-19 Remuneration policies	P204-205
	2-20 Process to determine remuneration	Annual Report
	2-21 Annual total compensation ratio	Annual Report
	2-22 Statement on sustainable development	P32

GRI standard	Disclosure	Disclosure status
	strategy	
	2-23 Policy commitments	P22-27, P204-205
	2-24 Embedding policy commitments	P69-76, P148-152, P208-216
	2-25 Processes to remediate negative impacts	P173-185
	2-26 Mechanisms for seeking advice and raising concerns	P22-27
	2-27 Compliance with laws and regulations	P222-231
	2-28 Membership associations	P4-7
	2-29 Approach to stakeholder engagement	P22-27
	2-30 Collective bargaining agreements	P22-27
GRI 3: Material Topics 2021	3-1 Process to determine material topics	P20-22
	3-2 List of material topics	P28-31
	3-3 Management of material topics	P20-31

XIV. Independent Assurance Report

Independent Practitioner’s Limited Assurance Report

Auditor’s Report No.2600184

Board of Directors of Agricultural Bank of China Limited:

Report on selected information in the 2025 Sustainability Report of Agricultural Bank of China Ltd.

Conclusion

We have performed a limited assurance engagement on the following information in the 2025 Sustainability Report of Agricultural Bank of China Limited (“the Agricultural Bank”) for the year ended 2025 (the “assured sustainability information”):

Economic performance indicators: ▪ Total assets (RMB 100 million) ▪ Total loans and advances to customers (RMB 100 million) ▪ Non-performing loan ratio (%) ▪ Capital adequacy ratio (%) ▪ Net profit (RMB 100 million) ▪ Return on average total assets (%) ▪ Return on weighted average net assets (%) ▪ Total tax paid (RMB 100 million) ▪ Shareholders' equity (RMB 100 million) ▪ Shareholders’ dividends (RMB 100 million) ▪ Social contribution value per share (RMB)	Environmental performance indicators: ▪ Balance of green loans (RMB trillion) ▪ Balance of green bonds invested for our own account (RMB 100 million) ▪ Underwriting size of green bonds (including carbon neutrality bonds) (RMB 100 million) ▪ Particulate matter emissions (ton) ▪ Sulfur oxide emissions (ton) ▪ Nitrogen oxide emissions (ton) ▪ Carbon monoxide emissions (ton)
---	--

Social performance indicators: ▪ Total number of employees (person) ▪ Number of employees by gender (person) ▪ Number of employees by age (person) ▪ Number of employees by region (person) ▪ Number of employees by education background (person) ▪ Coverage rate of social security contributions for employees (%) ▪ Number of new personnel (person) ▪ Proportion of gender in campus recruitment (%) ▪ Overall employee turnover rate (%) ▪ Number of work-related fatalities (person) ▪ Number of working days lost due to work-related injuries (day) ▪ Employee training coverage rate (%) ▪ Employee training coverage rate by gender (%) ▪ Employee training coverage rate by employee category (%) ▪ Employee training average hours by gender (training hour) ▪ Employee training average hours by employee category (training hour) ▪ Total number of suppliers (individual) ▪ Number of suppliers by registration region (individual) ▪ Number of consumer complaints (10 thousand piece) ▪ Complaint resolution rate (%) ▪ Number of outlets in China (10 thousand) ▪ Number of outlets in County Areas (10 thousand) ▪ Total number of cash self-service devices (10 thousand) ▪ Number of outlets with Wheelchair Ramps (10 thousand)	Social performance indicators: ▪ Number of outlets in the "ABC Considerate Warm Space" (10 thousand) ▪ Balance of loans to County Areas (RMB trillion) ▪ Balance of "Huinong e-loan" (RMB trillion) ▪ Balance of loans to 832 counties lifted out of poverty (RMB trillion) ▪ Balance of loans to 160 key counties receiving national assistance in pursuing rural revitalization (RMB 100 million) ▪ Number of counties (districts) covered by the "ABC Huinongyun" platform (individual) ▪ The number of institutions registered on the "ABC Huinongyun" platform (10 thousand) ▪ Balance of inclusive loans (RMB trillion) ▪ Balance of inclusive loans to small and micro enterprises (RMB trillion) ▪ Donations to external parties (RMB 10 thousand) ▪ Number of patents applications (individual) ▪ Number of authorized patents (individual) ▪ Number of valid patents (individual)
--	--

Conclusion (continued)

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that the assured sustainability information of the Agricultural Bank as of and for the year ended 2025 is not prepared, in all material respects, in accordance with (the "Basis of Sustainability Information")

Our conclusion on the assured sustainability information does not extend to any other information that accompanies or contains the assured sustainability information and our report (hereafter referred to as "other information"). We have not performed any procedures as part of this engagement with respect to the other information.

Basis for conclusion

We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board (IAASB). Our responsibilities under this standard are further described in the "Our responsibilities" section of our report.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Management (ISQM) 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements, issued by the IAASB. This standard requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Restriction on use

This report is intended solely for the use of the Board of Trustees. It may not be used for any other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Our conclusion is not modified in respect of this matter.

Responsibilities for the assured sustainability information

The directors of the Agricultural Bank are responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the assured sustainability information such that is free from material misstatement, whether due to fraud or error;
- selecting or developing suitable criteria for preparing the assured sustainability information and appropriately referring to or describing the criteria used; and
- preparing the assured sustainability information in accordance with the basis of preparation.

Inherent limitations in preparing the assured sustainability information

We remind users that there is no recognized evaluation and measurement standard system for non-financial data, so there are inconsistent measurement methods, which will affect the comparability of data between companies.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the assured sustainability information is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the Board of Directors of Agricultural Bank.

Summary of the work we performed as the basis for our conclusion

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the assured sustainability information that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the assured sustainability information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In carrying out our engagement, the procedures we performed primarily consisted of:

Our responsibilities (continued)

- 1) Interview with relevant departments of Agricultural Bank involved in providing sustainability information in the 2025 Sustainability Report; Understand the collection, summary, review and reporting process of sustainability information to be assured;
- 2) Implement analytical procedures for the sustainability information to be assured in the 2025 Sustainability Report, and inquiry the management to obtain explanations for the identified major differences;
- 3) Obtain basic data for the sustainability information to be assured in the 2025 Sustainability Report, and sample to check the accuracy of the data;
- 4) Recalculation;
- 5) Other procedures we deem necessary.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.



KPMG Huazhen LLP

Beijing, China

30 March 2026

Appendix: Basis of Sustainability Information

Total assets (RMB 100 million): Total assets is the book value of total assets in the Group's consolidated financial statements as of the end of the reporting period.

Total loans and advances to customers (RMB 100 million): Total loans and advances to customers represent the gross amount of loans and advances issued in the Group's consolidated financial statements as of the end of the reporting period.

Non-performing loan ratio (%): Non-performing loan ratio is calculated by dividing the balance of nonperforming loans (excluding accrued interests) by the total loans and advances to customers (excluding accrued interests).

Capital adequacy ratio (%): The capital adequacy ratio is calculated in accordance with the *Capital Rules for Commercial Banks* and other relevant regulations.

Net profit (RMB 100 million): Net profit is the amount of net profit in the consolidated income statement of the Group for the reporting period.

Return on average total assets (%): Return on average total assets is calculated by dividing net profit by the average balances of total assets at the beginning and the end of the period.

Return on weighted average net assets (%): Return on weighted average net assets is calculated in accordance with the *Rules for the Compilation and Submission of Information Disclosure by Companies that Offer Securities to the Public No.9 – Computation and Disclosure of Return on Net Assets and Earnings per Share (2010 Revision)* issued by the CSRC.

Total tax paid (RMB 100 million): Total tax paid equals the total of corporate income tax, value-added tax and other taxes actually paid by the Group for the year.

Shareholders' equity (RMB 100 million): Shareholders' equity represents the total amount of total equity in the consolidated financial statements as of the end of the reporting period.

Shareholders' dividends (RMB 100 million): Shareholders' dividends represents annual dividends of ordinary shareholders for the year (tax included).

Social contribution value per share (RMB): Social contribution per share = basic earnings per share + (Total tax + employee compensation and benefits + interest expense + donations to external parties)/share capital in accordance with PRC GAAP.

Balance of green loans (RMB trillion): As of the end of 2025, the balance of green loans is calculated according to the green loan caliber set by the PBOC in 2025. As of the end of 2024, the balance of green loans is calculated according to the green financing caliber set by the NFRA in 2020.

Balance of green bonds invested for our own account (RMB 100 million): The balance of green bonds invested for our own account refers to the balance of green bonds held in the self operated investment portfolio of the Bank that meet the requirements of the *Matters Concerning the Issuance of Green Financial Bonds in the Interbank Bond Market (Announcement of the People's Bank of China [2015] No. 39)* and the *Principles of China's Green Bonds (Announcement [2022] No. 1 of the Standard Committee of Green Bonds)*, and the raised funds are invested in bonds that meet the requirements of the *Catalogue of Green Financial Support Projects (2025 Edition)*, and the comparative period data is adjusted according to the indicator caliber.

Underwriting size of green bonds (including Carbon-Neutral Bonds) (RMB 100 million): The underwriting size of green bonds (including carbon-neutral bonds) refers to the number of bond issues underwritten by the Bank, as well as the total amount raised through these issues, where the proceeds are exclusively allocated to finance or refinance projects that meet the requirements of *Catalogue of Green Finance Support Projects (2025 Edition)* and the *Green Bond Endorsed Projects Catalogue (2021 Edition)*.

Particulate Matter (PM) Emissions, Sulfur Oxides (SOx) Emissions, Nitrogen Oxides (NOx) Emissions, Carbon Monoxide (CO) Emissions (tonnes): Particulate Matter (PM) emissions, Sulfur Oxides (SOx) emissions, Nitrogen Oxides (NOx) emissions, and Carbon Monoxide (CO) emissions are calculated by the Bank in accordance with the Technical Guidelines for the Preparation of Atmospheric Pollutant Emission Inventory for Road Motor Vehicles (Trial) (China V Emission Standard). The emissions are derived based on the mileage (kilometres) and total gasoline consumption (litres) of official vehicles. In 2025, the statistical scope covers the Head Office, 37 domestic Tier-1 branch headquarters, Head Office-level institutions, and the Hong Kong Branch. In 2024, the statistical scope covered the Head Office, 37 domestic Tier-1 branch headquarters, Head Office-level institutions, and domestic subsidiaries.

Total number of employees (person): Total number of employees refers to the total number of employees with labor contracts within the Group, including domestic institutions, overseas branches, subsidiary banks and representative offices, subsidiaries with integrated operations and others, excluding labor dispatch.

Number of employees by gender (person): Number of male employees refers to male regular employees who have signed formal contracts with the Group as of the end of the reporting period; number of female employees refers to the female regular employees who have signed formal contracts with the Bank as of the end of the reporting period. Gender information is based on the employee's official identification.

Number of employees by age (person): As of the end of the reporting period, the number of employees of all age categories in the Bank's regular employees who signed formal contracts with the Bank. Age information is based on the employee's official identification.

Number of employees by region (person): As of the end of the reporting period, the number of employees in each region category among the formal employees who have signed formal contracts with the Bank shall be classified according to their place of employment, and the number of employees registered in the Yangtze River Delta, Pearl River Delta, Bohai Rim, Central Region, Western Region, Northeast Region, overseas branches and representative offices, comprehensive operation subsidiary and others shall be counted.

Number of employees by education background (person): As of the end of the reporting period, the number of formal employees in each educational background category who have signed formal contracts with the bank. Classify employees based on their highest education level, and count the number of employees with the highest education level as doctoral, master's, undergraduate, or below.

Coverage rate of social security contributions for employees (%): As of the end of the reporting period, the actual number of employees at all levels of the Bank who have paid social insurance / the number of employees at all levels and on duty.

Number of new personnel (person): The number of contracted employees newly added to the bank through campus recruitment and other means during the reporting period.

Proportion of gender in campus recruitment (%): Male (Female) Percentage of Campus Recruitment Hires = Number of Male (Female) Employees Hired Through Campus Recruitment / Total Number of Campus Recruits

Overall employee turnover rate (%): Overall employee turnover rate=number of employees who voluntarily quit (resign) in the current year/number of employees at the end of last year (formal contract). Among them, the employees who voluntarily resigned (resigned) in the current year refer to the total number of employees who voluntarily resigned (resigned) with labor contracts within the scope of the Agricultural Bank of China Group, including all employees who voluntarily resigned (resigned) from domestic institutions, overseas branches and representative offices, integrated operation subsidiaries and others.

Number of work-related fatalities (person): Number of work-related fatalities in the domestic institutions of the Bank recognized under national and local government regulations and policies.

Number of working days lost due to work-related injuries (day): Number of working days lost due to work-related injuries in the domestic institutions of the Bank recognized under national and local government regulations and policies.

Employee training coverage rate (%): Ratio of employees at all levels who actually participated in off-job training and online learning to the total number of on-duty employees across all categories and levels.

Employee training coverage by gender (%): The actual number of employees in each gender category participating in off job training and online learning/the number of employees at all levels and on duty.

Employee training coverage rate by employee category (%): The actual number of employees participating in off job training and online learning divided by tier-2 branches and institutions/the number of employees at all levels and on duty.

Employee training average hours by gender (training hour): The average number of training hour actually spent by employees in each gender category on off job training and online learning.

Employee training average hours by employee category (training hour): The average number of training hour actually spent by employees in tier-2 branches and institutions on off job training and online learning.

Total number of suppliers (individual): The number of suppliers fulfilling contracts with the Head Office and domestic branches in 2025.

Number of suppliers by registration region (individual): Regionally divide the performance supplier of the Head Office and domestic branches in 2025. The number of suppliers registered in the Yangtze River Delta, the Pearl River Delta, the Bohai Rim Region, the Central Region, the Northeast Region, the Western Region, overseas and other supplier is counted according to their registered places.

Number of consumer complaints (10 thousand): Including regulatory complaints, customer service complaints, site complaints from outlets, etc. In order to reflect the actual situation of customer complaints, the number of consumer complaints in this report has excluded repeated complaints, as well as complaints related to the "card breaking action" launched to crack down on new types of illegal crimes in telecommunications networks.

Complaint resolution rate (%): complaint resolution rate = number of resolved complaints from all channels ÷ total number of complaints from all channels × 100%.

Number of outlets in China (10 thousand): As of the end of the reporting period, the number of licensed business outlets within the Chinese mainland operated by the Bank. Refer to the *Basic Requirements for Bank Business Outlets Services* (GB/T32320-2015).

Number of institutions in County Areas (10 thousand): As of the end of the reporting period, the operating outlets under Tier-1 sub-branches and Tier-2 branches within the County Area Banking Division.

Total number of cash self-service devices (10 thousand): As of the end of reporting period, the number of ATMs (Automatic Teller Machines) and CRS (Cash Recycling Machines) within Chinese mainland. Refer to the *Bank Card ATM Terminal Technical Specifications* (JR/T 0002-2016).

Number of outlets with Wheelchair Ramps (10 thousand): As of the end of the reporting period, the number of outlets within Chinese mainland equipped with wheelchair ramps (including those with flat ground, where no ramp is needed). Refer to the *Bank Business Outlets Accessibility Construction Specifications* (GB/T 41218-2021).

Number of outlets in the "ABC Considerate Warm Space" (10 thousand): As of the end of the reporting period, the number of outlets within Chinese mainland displaying the "ABC Considerate Warm Space" service brand. Refer to the Notice on the Promotion of the "ABC Considerate Warm Space" Service Brand.

Balance of loans to County Areas (RMB trillion): The balance of loans to County Areas issued by Agricultural Bank of China through all operating institutions of the County Area Banking Division.

Balance of "Huinong e-loan" (RMB trillion): "Huinong e-loan" is a farmer loan brand created by the Agricultural Bank of China for farmers by combining online and offline methods, specifically including "Huinong e-loan" (white list), "Huinong e-loan" (mortgage), farmers' micro loans, rural personal production and operation loans, farmers' housing purchase and construction loans, etc. accepted through mobile operating equipment, and Huinong e-loan, which is handled by customers through the Internet.

Balance of loans to 832 counties lifted out of poverty (RMB trillion): The total amount of loans and advances granted by Agricultural Bank of China Limited through all operating institutions located in 832 poverty alleviation counties.

Balance of loans to 160 key counties receiving national assistance in pursuing rural revitalization (RMB 100 million): The total amount of loans and advances granted by Agricultural Bank of China Limited through all business institutions located in 160 key counties for rural revitalization.

Number of counties (districts) covered by the "ABC Huinongyun" platform (individual): The number of counties (districts) involved in the location of the "ABC cloud" platform customers of Agricultural Bank of China Limited.

Number of institutions registered on the "ABC Huinongyun" platform (10 thousand): Number of institutions registered as "ABC cloud" platform customers of Agricultural Bank of China Limited and using cloud platform related service functions.

Balance of inclusive loans (RMB trillion): According to the *"Five Major Financial Articles" Overall Statistical System (Trial)* jointly issued by the People's Bank of China, the NFRA, the CSRC and the State Administration of Foreign Exchange, inclusive loans include loans for small and micro enterprises with a single household credit less than RMB10 million (inclusive), loans for individual industrial and commercial households, loans for small and micro enterprise owners, and loans for production and operation of farmers with a single household credit less than RMB5 million (inclusive), Entrepreneurship guarantee loans and student loans. The comparative period data is adjusted according to the indicator caliber.

Balance of inclusive loans to small and micro enterprises (RMB trillion): According to the Notice by the General Office of the China Banking and Insurance Regulatory Commission Regarding Increasing Efforts to Improve the Quality of Financial Services for Micro and Small-sized Enterprises in 2023 (No. 42 [2023] of the General Office of the China Banking and Insurance Regulatory Commission), the regulatory scope of inclusive small and micro enterprise loans refers to loans for small enterprise legal entities with a single credit amount of RMB 10 million or less, as well as loans for individual businesses and small business owners with a single credit amount of RMB 10 million or less. Inclusive small and micro enterprise loans do not include data related to bill discounting or rediscounting.

Donations to external parties (RMB 10 thousand): Donations to external parties refer to the total amount of public welfare donations made by the Group (excluding employee contributions), and the comparative period data is adjusted according to the indicator caliber.

Number of patent applications (individual): The number of patent applications submitted and accepted by the Bank to the China National Intellectual Property Administration during the reporting period.

Number of authorized patents (individual): According to *Article 3 of the Patent Law of the People's Republic of China*, the patent administration department under the State Council is responsible for managing the national patent work, including the uniform acceptance and review of patent applications and granting of patents in accordance with the law. The Number of Patents Granted during the Reporting Period refers to the number of patents granted by the patent administration department under the State Council to the Bank.

Number of valid patents (individual): As of the end of this reporting period, the number of patents authorized by the China National Intellectual Property Administration and within the validity period of the patent rights within the scope of this bank.

XV. Third-Party Statement



Third-Party Statement for GHG Emissions and Energy & Resource Consumption Data

This report is on

Agricultural Bank of China Limited

covering GHG emissions and main energy consumption data of all operating institutions of Agricultural Bank of China Group from January 1, 2025 to December 31, 2025.

Index	2025
Total greenhouse gas (GHG) Emissions¹	
Scope 1: Direct GHG emissions (tCO ₂ e)	151,438.27
Emissions from stationary sources	73,200.97
Emissions from mobile sources	78,237.30
Scope 2: Indirect GHG emissions (tCO ₂ e)	1,897,968.77
Total GHG emissions: Scope 1+ Scope 2 (tCO ₂ e)	2,049,407.04
GHG emissions per capita (tCO ₂ e/p)	3.63
Scope 3 ² : Other indirect GHG emissions (tCO ₂ e)	27,234.40
Scope 1+Scope 2+Scope 3 GHG emissions: (tCO ₂ e)	2,076,641.44
Scope 1+Scope 2+Scope 3 GHG emissions per capita (tCO ₂ e/p)	3.67
Energy & Resource Consumption³	
Comprehensive energy consumption (tce) ⁴	540,244.51
Comprehensive energy consumption per capita (tce/p)	0.96
Direct energy consumption (tce)	76,438.11
Direct energy consumption per capita (tce/p)	0.14
Natural gas (m ³)	23,461,202.00
Gasoline (L)	35,225,228.00
Diesel (L)	1,486,386.00
Liquefied petroleum gas (t)	556.00
Coal (t)	6,443.00
Indirect energy consumption (tce)	463,806.40
Indirect energy consumption per capita (tce/p)	0.82
Purchased electricity (MWh)	3,094,197.07
Purchased heat (GJ)	2,448,112.00
Total water consumption (t)	27,363,702.00
Water consumption per capita (t/p)	48.41
Total purchased office paper (t)	12,200.37
Food waste (t)	3,287.35
Office waste (t)	5,538.13

1. Calculation methods of GHG emissions:

The scope of GHG emissions calculation and related requirements are based on ISO14064-1 *Greenhouse Gases — Part 1: Specification with Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals*, GHG Protocol *Corporate Accounting and Reporting Standard*, and *Corporate Value Chain (Scope 3) Accounting and Reporting Standard*, and GHG emission factors and activity level data are based on *Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions by Public Building Operating Units (Enterprises) (Trial)*, 2006 IPCC *Guidelines for National Greenhouse Gas Inventories*, 2023 power sector CO₂ emission factors issued by the Ministry of Ecology and Environment and the National Bureau of Statistics (regional average electricity carbon dioxide emission factor), Ecoinvent Database, and Ministry of Industry and Information Technology of the People's Republic of China Key Raw Material Industry Carbon Peaking and Carbon Neutrality Public Service Platform - Raw Material Industrial Product Carbon Footprint Basic Database (CNCD). Total GHG emissions are the sum of direct emissions (Scope 1) and indirect emissions (Scope 2 and Scope 3).

2. Scope 3 includes Category 1: Purchased Goods and Services (municipal water, purchased office paper), Category 5: Waste generated in operations (food waste, office waste).

3. The data of GHG emissions and energy consumption are calculated at the Group level, covering the Head Office, institutions at the same level of Head Office departments, domestic and overseas branches, integrated operation subsidiaries, and other institutions at all levels. The statistical scope of food waste and office waste covers the Head Office, institutions at the same level of Head Office departments, main offices of domestic branches, and Hong Kong Branch.

4. All comprehensive energy consumption data of various energy sources are calculated based on the *General Rules for Calculation of the Comprehensive Energy Consumption* (GB/T 2589-2020).

China Testing & Certification International Group Co., Ltd

Signature:

Date of Statement: March 2026

XVI. Reporting and Self-Assessment of Principles for Responsible Banking

Principle 1:

Alignment

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Business model

Chapter index: About the Bank

The Bank has established a robust and comprehensive sustainability governance system, focusing on high-quality development, and highlighting our two positionings of “a leading bank providing financial services for rural revitalization” and “a major bank serving the real economy”. We fully implement the three strategies in rural and inclusive finance, green finance and digitalization. We deeply integrate sustainability principles with comprehensive business portfolio, extensive distribution network, and advanced IT platform, to proactively tackle climate change challenges and strive to achieve green and low-carbon development, aiming to create value for diverse stakeholders while contributing financial strength to national economic development and the well-being of the people.

As of the end of 2025, the Bank operated 22.8 thousand business outlets in China, including 12.9 thousand outlets in County Areas, achieving full coverage over County Areas, and effectively protecting the rights and interests of 896 million personal customers; and provided sustained and stable returns for 0.67 million shareholders.

Strategy alignment

Chapter index: Environmental Issues - Climate Change Tackling - Climate-Related Strategies and Transition Plans

The Bank fully integrated sustainable development principles into a series of policy documents, including the *Green Finance Development Plan of Agricultural Bank of China (2021–2025)* and the implementation plan for the high-quality development of green finance, aiming to make greater contributions to serving the high-quality development of China's economy, society, and environment. We developed key work plans for green finance/peak carbon emissions and carbon neutrality annually to clarify annual objectives and major tasks. In practice, by revising and issuing the *Peak Carbon Emissions and Carbon Neutrality Work Plan of Agricultural Bank of China*, we advanced our own peak carbon emissions and carbon neutrality in a steady and orderly manner. We joined the United Nations' Global Investors for Sustainable Development Alliance (GISDA), and signed the *Belt and Road Green Investment Principles* and the *Principles for Responsible Banking* successively, actively supporting the implementation of the UN SDGs and the *Paris Agreement*.

Principle 2: Impact and Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Impact analysis

Chapter index: Environmental Issues - Climate Change Tackling - Climate-Related Strategies and Transition Plans

Following regulatory requirements and based on its strategic positioning, the Bank analyzed the impacts of business activities, products and services on climate change mitigation, biodiversity conservation, and social responsibility, understood the needs of broad stakeholders, and identified rural revitalization and green finance (climate change tackling) as material impact areas.

Targets, target implementation, and action plan/transition plan

Chapter index: Social Issues - Rural Revitalization - Strategy
Environmental Issues - Climate Change Tackling - Metrics and Targets; Climate-Related Strategies and Transition Plans

Rural revitalization

During the 14th Five-Year Plan period, the Bank set three key targets: (1) significant enhancement in the breadth and depth of rural revitalization services; (2) high-quality leapfrog development of business in County Areas; (3) consolidated and enhanced leadership position in county-level markets.

Since the launch of the 14th Five-Year Plan, the Bank thoroughly implemented the strategic plan made by the CPC Central Committee to advance comprehensive rural revitalization. Focusing on our primary responsibilities and core businesses consistently, we provided full support to build up China's strength in agriculture and integrated urban-rural development. We continuously increased the allocation of loans for County Area Banking business, consistently strengthened financial technology and service delivery methods, significantly elevated risk control standards, and further enhanced our brand image of County Area Banking.

Green finance (climate change tackling)

The Bank established targets for green finance (climate change tackling) at the investment and financing level and the operational level. At the investment and financing level, for green loans, we set the target to maintain a growth rate of green loans consistently higher than the average growth rate of total loans of the Bank; for green bonds, we set the targets for green bonds issuance, green bonds underwriting, and green bonds investment. At the operational level, we proposed 12 key initiatives including green branch construction, promotion of green energy usage, and development of green logistics.

The Bank comprehensively advanced the implementation of the *Green Finance Development Plan of Agricultural Bank of China (2021-2025)*, and the implementation plan for the high-quality development of green finance, etc., and integrated the concept of sustainable development into every aspect and stage of our operation and management; issued annual key work plans for green finance/peak carbon emissions and carbon neutrality, and specified annual development goals and detailed measures; revised the *Peak Carbon Emissions and Carbon Neutrality Work Plan of Agricultural Bank of China*, and optimized our energy

conservation and carbon reduction targets and the path to achieving these targets; further strengthened quantitative analysis of climate-related risks, established and improved the stress testing framework for climate-related risks, continuously expanded the scope of stress testing, and enhanced risk response capabilities. As of the end of 2025, the Bank's green loan balance was RMB5.93 trillion. In February 2025, the Bank issued RMB60 billion in green bonds; in August, it issued RMB6 billion in floating-rate green bonds. In 2025, the Bank underwrote 90 green bonds (including carbon-neutral bonds), with an offering size of RMB274 billion and an underwriting size of RMB61.1 billion. It also underwrote 1 sustainability-linked bonds, with an underwriting size of RMB0.2 billion. As of the end of 2025, the Bank's balance of green bond invested for our own account reached RMB157.8 billion, representing a year-on-year growth rate of 36.6%.

Principle 3: Clients and Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

Client and customer engagement

Chapter index: Social Issues - Rural Revitalization - Strategy
Environmental Issues - Climate Change Tackling - Strategy

Rural revitalization

-Policy formulation

Enhancing overall planning for serving rural revitalization. In line with the spirit of the No.1 central document, the Bank released the *Opinions on Implementing the Guidelines of the Central Rural Work Conference and Solidly Advancing Financial Services for Comprehensive Rural Revitalization in 2025*. We outlined the key priorities for the Bank's services in support of rural revitalization and the businesses for agriculture, rural areas and rural residents and County Areas in 2025, defining the Bank's objectives and tasks in this regard.

Continuously optimizing credit policy system and processes. We issued the 2025 credit policy guidelines for agriculture, rural areas and rural residents, and specified differentiated policies. We further refined credit policies for key areas of rural revitalization, and optimized credit business processes to support the growth and expansion of agriculture-related industries. We strengthened the development of a green approval channel, incorporating eligible key areas receiving assistance and credit transactions into the scope of priority processing.

Prioritizing the allocation of resources for agriculture, rural areas and rural residents and County Areas. We strengthened policy guidance and further inspired motivation for serving rural revitalization. We also strengthened classified guidance and management of County Area sub-branches, with differentiated policies. We continued to prioritize the allocation of credit in the field of rural revitalization, giving priority to meeting the credit needs in banking businesses for agriculture, rural areas and rural residents and County Areas. Fixed assets, financial expenses, and incentive salaries, etc., were allocated to the frontline units serving rural revitalization. Policies such as preferential internal fund transfer pricing and discounts on economic capital measurement were implemented for loans for key areas of rural revitalization.

- Actions planned/implemented

Enhancing the capability of basic financial services in rural areas. The Bank insisted on deepening online and offline collaborative operations, vigorously promoted the extension of financial services to rural areas for rural revitalization, and continuously improved the “six-in-one” rural service channel system of “physical outlets + self-service equipment + Internet finance + Huinongtong service points + remote banking + mobile financial services”, effectively expanding the rural basic financial service network. The banking businesses for agriculture, rural areas and rural residents and County Areas formed unique advantages.

Optimizing financial services in key business areas. We continuously strengthened financial support for key areas such as ensuring food security, consolidating and expanding the achievements of poverty alleviation, promoting integrated urban-rural development, providing financial services for farmers, digital rural construction, and low-carbon rural construction. We improved the professional service system covering clients, capital, scenarios, models, policies, and products, effectively driving the implementation and results of all tasks related to rural revitalization.

Green finance (climate change tackling)

- Policy formulation

Focusing on the national peak carbon emissions and carbon neutrality goals, we developed and implemented the *Agricultural Bank of China's Green Finance Development Plan (2021-2025)*, and the plan for the high-quality development of green finance, etc., and integrated the concept of sustainable development into every aspect and stage of our operation and management. We issued annual key work plans for green finance/peak carbon emissions and carbon neutrality, and specified annual development goals and detailed measures. We refined the multi-tiered policy system, incorporated the green and low-carbon requirements into our annual credit policy guidelines, the credit policy guidance for agriculture, rural areas and rural residents, and the credit policy guidance for inclusive finance. We improved the mechanism for the pool of major green finance projects, and strengthened the marketing of major projects and the dynamic management of project pools. We revised and issued the *Peak Carbon Emissions and Carbon Neutrality Work Plan of Agricultural Bank of China*, setting clear energy conservation and emission reduction targets and defining management functions.

- Actions planned/implemented

The Bank advanced the implementation of the *Green Finance Development Plan of Agricultural Bank of China (2021-2025)* and the implementation plan of the high-quality development of green finance, to comprehensively promoted the green transformation of operation and management. Under the annual credit policy guidelines, the credit policy guidance for agriculture, rural areas and rural residents, and the credit policy guidance for inclusive finance, we clearly defined key industries, regions, and projects for priority support, expanded the coverage of green finance services, to comprehensively support rural revitalization, inclusive finance for micro and small-sized enterprises, and green transformation of the real economy. We promoted the development of transition finance to facilitate green transformation and upgrading of traditional industries. We formulated the 2025 list of major green finance projects, with over 800 new projects added to the database within the year. Focusing on key areas such as green upgrading of infrastructure and green and low-carbon energy transition, we increased the supply of credit funds. We promoted the integrated innovation of agriculture, rural areas and rural residents with green development, optimized the establishment of innovation bases for agriculture, rural areas and rural residents, and strengthened the innovation of product and service models in areas such as the integrated protection and treatment of mountain, water, forest, farmland, grassland and desert ecosystems, carbon emission reduction and carbon sequestration in agriculture, and ecological rehabilitation of abandoned mines. We implemented the *Peak Carbon Emissions and Carbon Neutrality Work Plan of Agricultural Bank of China*, to steadily advance energy conservation and carbon emission reduction in own operations.

Business opportunities

Chapter index: Social Issues - Rural Revitalization

Environmental Issues - Climate Change Tackling - Strategy

Rural revitalization

Aligning with the goals of comprehensive rural revitalization and integrated urban-rural development, we increased the supply of financial services. As of the end of 2025, the balance of loans to County Areas reached RMB10.9 trillion, with a growth rate of 11.0%. The balance of loans for sufficient supply of food and major agricultural products reached RMB1.21 trillion. The balance of loans to 832 counties lifted out of poverty reached RMB2.53 trillion, an increase of 11.0%; the balance of loans to 160 key counties receiving national assistance in pursuing rural revitalization amounted to RMB480.0 billion, with a growth rate of 9.9%. The balance of “Huinong e-loan” was RMB1.84 trillion, an increase of 22.9%. The “ABC Huinongyun” platform had 367 thousand registered institutions, covering 2,682 counties (districts), and serving over 6.80 million customers. We actively underwrote rural revitalization-themed credit bonds, with a lead underwriting volume of RMB8.5 billion in 2025, representing a 12.7% year-on-year increase and ranking first in cumulative underwriting share in the market.

Green finance (climate change tackling)

- Green loans

We incorporated the green and low-carbon requirements into our credit policy guidelines, the credit policy guidance for agriculture, rural areas and rural residents, and the credit policy guidance for inclusive finance. Moreover, we provided coordinated support for rural revitalization, inclusive finance for micro and small businesses, and the green transformation of the real economy. We improved the mechanism for the pool of major green finance projects, developed a list of major green finance projects for the year 2025, and entered more than 800 new projects into the list. Focusing on key areas such as green upgrading of infrastructure and green and low-carbon energy transition, we increased the supply of funds. As of the end of 2025, the balance of green loans was RMB5.93 trillion, an increase of 18.7% compared to the end of the previous year.

- Green bonds

Green bonds issuance. In February 2025, the Bank issued RMB60 billion green bonds, the largest single issuance of green bonds in China in record. In August 2025, we issued RMB6 billion floating-rate green bonds, with a term of 3 years and a coupon rate set at the 7-day reverse repo rate plus 40 basis points. It was the first floating-rate financial bond linked to the People’s Bank of China’s open market operation rate.

Green bonds underwriting. In 2025, we underwrote 90 green bonds (including carbon neutrality bonds), with an offering size of RMB274 billion and an underwriting size of RMB61.1 billion. We underwrote 1 sustainability-linked bond, with an underwriting size of RMB200 million.

Green bonds investment. As of the end of 2025, the balance of green bonds invested for our own account stood at RMB157.8 billion, an increase of 36.6% compared with the end of the previous year.

Principle 4:

Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

Stakeholder identification and consultation

Chapter index: Issue Materiality Assessment

The Bank followed the requirements of the Ministry of Finance, the People's Bank of China, the Shanghai Stock Exchange and Hong Kong Stock Exchange for information disclosure related to sustainable development, and taking into account the characteristics of the banking industry and the Bank's business, we conducted due diligence and stakeholder engagement through multiple channels such as online questionnaires, management meetings, and expert review meetings, and identified, analyzed and assessed the materiality of sustainability issues.

Due diligence is an important approach for the Bank to derive the results of the impact materiality assessment. The main processes include identifying key stakeholders, designing and distributing survey questionnaires, determining the weight of stakeholders, and conducting a comprehensive assessment to form the survey results. In 2025, we employed survey questionnaires, stakeholder symposia, and expert scoring to improve the accuracy and balance of the survey results.

The Bank continued to organize communication activities with government authorities, regulators, investors, creditors, clients, employees, suppliers, partners, and community stakeholders. It proactively listened to stakeholder concerns and expectations regarding sustainability issues, and deeply understood their core demands and value expectations. Through online and offline channels, we actively promoted our sustainable development strategies, objectives and results, enhanced information transparency, and advanced the dissemination and acceptance of the sustainable development concept among internal and external stakeholders.

Principle 5: Governance & Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking

Governance structure for implementation of the Principles

Chapter index: ESG Governance

Social Issues - Rural Revitalization - Strategy

Environmental Issues - Climate Change Tackling - Governance

The Bank continuously improved the top-down structure of sustainable development governance. The Board fully leveraged its role in strategic planning and decision-making. Under the Board, specialized committees highly relevant to sustainability issues were established, including Strategic Planning and Sustainable Development Committee, County Area Banking Business and Inclusive Finance Development Committee, Nomination and Remuneration Committee, Risk Management and Consumers' Interests Protection Committee, Audit Committee and Related Party Transactions Management Committee. The Sustainable Development Working Group was established under the Board's Strategic Planning and Sustainable Development Committee, with the Board Secretary serving as the Group Leader, to enhance support for the Board's decision-making in sustainable development governance. The Senior Management undertook the management of key sustainable development issues to ensure the efficient implementation of decisions and targets related to sustainable development.

Rural revitalization

The County Area Banking Business and Inclusive Finance Development Committee was established under the Board of Directors of the Bank, responsible for formulating the Bank's County Area banking business development plans and annual plans, deliberating major policy decisions for agriculture, rural areas and rural residents, and ensuring timely implementation of the central government's requirements for serving agriculture, rural areas and rural residents at the strategic decision-making level. The County Area Banking and Inclusive Finance Division Management Committee was established under the Senior Management, responsible for coordinating the implementation of the relevant strategic decisions and overall arrangements made by the Board of Directors, including deliberating and organizing the implementation of annual business plan for agriculture, rural areas and rural residents, coordinating and resolving major issues in the development of the County Area banking business, and ensuring the implementation of the Bank's strategic decisions for rural and inclusive finance.

Green finance (climate change tackling)

The Board of Directors decides on the Bank's development strategies (including the rural and inclusive finance strategy, the green finance strategy, and the digitalization strategy), considers and approves the comprehensive risk management reports (including environmental and climate-related financial risks). The Senior Management is responsible for advancing the Dual Carbon work, coordinating the management of climate-related risks and green finance, formulating and implementing the risk management strategies and risk preferences, and continuously improving the management of green finance. The Senior Management set up a Green Finance/Peak Carbon Emissions and Carbon Neutrality Work Committee, with President of the Bank serving as its Chairman. The Green Finance/Peak Carbon Emissions and Carbon Neutrality Committee is the deliberation, coordination and decision-making body for our green finance/peak carbon emissions and carbon neutrality work, responsible for planning the Bank's green finance/peak carbon emissions and carbon neutrality work as a whole, coordinating and implementing strategic decisions and overall deployment of the Board of Directors on the said work, reviewing major policy measures and annual work reports on the same, and deploying key tasks of the green finance work.

Promoting a culture of responsible banking

Chapter index: ESG Governance - Performance Capabilities of Governance Level; Reporting, Oversight and Evaluation Mechanisms

Environmental Issues - Climate Change Tackling - Climate-Related Strategies and Transition Plans

— Remuneration linked to sustainability performance

The Bank continued to incorporate sustainability indicators such as green loans, rural revitalization loans, and inclusive finance loans into the performance evaluation system for senior management. We linked remuneration resources to factors such as performance evaluation results, and improved corporate governance and incentive-constraint mechanisms. This effectively leverages remuneration as an incentive and constraint to promote sustainable development.

—Capacity building and sustainability training

The Bank continuously enhanced the professional competence of its those charged with governance in sustainable development. Directors regularly participated in various online and offline training programs tailored for their roles to gain a profound understanding of national strategic orientations, future economic and industry development trends, thereby effectively elevating the governance capabilities of the Board.

Strengthening the cultivation of professionals. We continued to advance the development of a green finance talent pool, providing tiered and full-coverage specialized training for talents in the pool from the Head Office, branches, and other units. We organized them to conduct research on topics related to the environment, climate, and other relevant fields, and continuously cultivated them into a high-quality green finance talent team through various means such as project practice, seminars, and exchanges. In addition, we provided training courses on the green finance transition of agriculture and rural areas in Hong Kong to train key business personnel from the Head Office and branches engaged in agricultural and rural green finance work. We offered 140 special training sessions on green finance across the Bank, with over 6,600 participants. On the “ABC E-Learning” platform, we launched 20 selected online courses related to green finance, which received 19 thousand visits. Using the “ABC Lecture Hall” as the platform, we invited internal and external experts to lecture on climate change tackling and green finance, so as to broaden our employees’ vision and inspire new ideas.

Risk investigation and due diligence processes

Chapter index: Environmental Issues - Climate Change Tackling - Risks and Opportunities Management

The Bank placed significant emphasis on the impact of ESG risks on credit risk. We categorized clients into distinct risk tiers based on their exposure to potential ESG risks and implemented differentiated management measures according to risk assessment outcomes. We incorporated the requirements for ESG risk management into the entire credit business management process, clarified the key points to be reviewed on various links such as due diligence, review, approval, duration management, and implemented dynamic assessment and whole-process control requirements to improve the refined management of ESG risks.

—Strengthening institutional constraints

The Bank closely monitored corporate compliance performance in environmental protection, workplace safety, and occupational disease prevention. It formulated the *Agricultural Bank of China Environmental, Social and Governance Risk Management Measures for Credit Business*, which stipulates that credit investigation and review personnel must incorporate ESG risks as a critical component of risk assessment, conduct ESG risk evaluations, and provide ESG risk assessment opinions. The Bank continued to optimize its credit rating policies, incorporating ESG risks as a factor in client credit ratings. In 2025, the Bank issued the *Notice on Continuously Strengthening the Management of Clients with Environmental, Social and Governance Risks*, urging its operating institutions to effectively collect client ESG risk information, and fully utilize the system’s risk indicator notification function, enhancing client ESG risk management.

—ESG due diligence principles

During the due diligence process, our business institutions actively enhanced communication with administrative authorities, regulatory bodies, and other relevant parties based on practical circumstances, and proactively broadened channels for collecting ESG risk information to verify clients' ESG performance from multiple perspectives and levels. We fully considered factors such as the industry and geographical location where the clients operate to assess client ESG risks. For ESG risk-intensive industries such as steel and coal, we strengthened investigation and review of compliance in terms of environmental protection, production safety, and occupational disease prevention, among other things.

The Bank implemented differentiated risk management measures for clients categorized under three ESG risk levels (A, B and C). For example, for Class A clients, we required enhanced monitoring through more frequent ESG risk inspections during the loan period. For clients in the higher ESG risk categories, we required them to submit ESG risk reports, included ESG risk mitigation commitments in contractual terms, and established remedial provisions for ESG-related breaches.

Principle 6: Transparency & Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

The Bank engages external third-party assurance providers annually to conduct independent assurance of key data disclosed in its reports, enhancing the credibility and reliability of the reported information. Refer to the "Independent Assurance Report" section for details.

Thank you for reading the *2025 Sustainability Report of Agricultural Bank of China*. In order to provide more valuable information to you and other stakeholders, and to promote the Bank's enhancement of sustainability capabilities and performance, we sincerely invite you to participate in our sustainability stakeholder survey. We will adjust the materiality of issues based on your feedback and focus our responses on the priority areas in our future sustainability initiatives and reporting processes.



Sustainability Stakeholder Survey of
Agricultural Bank of China

耕耘 美丽中国
共创幸福生活



中国农业银行

AGRICULTURAL BANK OF CHINA

Address: No. 69 Jianguomennei Street,
Dongcheng District, Beijing, China
Service hotline: 95599
Postcode: 100005
Website: www.abchina.com.cn www.abchina.com



Printing: This report is printed using soy-based ink and NastroBlu (FSC® MIX) paper. The FSC® MIX recycled label indicates that the paper is made with a mixture of materials from FSC-certified forests, recycled materials, and/or FSC controlled wood.



Visit the official
website of ABC