



2023

Sustainability Report

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ABOUT THE REPORT

The report is the annual sustainability report published by WeBank for three consecutive years. The Bank hopes to enhance the understanding, guidance, and confidence of stakeholders by disclosing the vision, strategy, and practices of sustainability, which would promote our continuous improvement in sustainability performance.



Sustainability Report 2021 (First)



Sustainability Report 2022 (Second)



Sustainability Report 2023 (Third)

Definitions

The terms in the report such as "WeBank", "the Bank" and "we" refer to WeBank Co., Ltd.

Reporting period

The report focuses on disclosure of the Bank's performance and related information for the period from January 1 to December 31, 2023 (the "Reporting Period") in terms of Environmental, Social and Governance ("ESG"). The Reporting Period has been extended in some cases to enhance the readability of the report.

Basis of preparation

The report has been prepared by reference to *Opinions on Strengthening the Social Responsibility of Banking Financial Institutions* issued by the China Banking Regulatory Commission (currently known as the National Financial Regulatory Administration, NFRA), *Guidelines for Financial Institutions Environmental Information Disclosure* issued by the China Financial Standardization Technical Committee (CFSTC), *Regulations of Shenzhen Special Economic Zone on Green Finance* issued by Shenzhen Municipal People's Government, *Guidelines for Shenzhen Financial Institutions Environmental Information Disclosure* issued by Shenzhen Municipal Bureau of Local Financial Regulation and Supervision, *Guidelines on the Corporate Social Responsibility for Banking Institutions in China* issued by China Banking Association, United Nations Sustainable Development Goals (UNSDGs), *Principles for Responsible Banking* (PRB) issued by United Nations Environment Programme (UNEP) and *Sustainability Reporting Standards (GRI Standards)* issued by Global Sustainability Standards Board (GSSB).

Data source

The information and data disclosed in the report are sourced from the internal documents, statistics reports, and public materials of WeBank. The financial information in the report is presented in RMB, unless otherwise specified.

Third-party assurance

To ensure the authenticity and reliability of the report, KPMG Huazhen LLP was engaged to conduct independent and limited assurance on selected key data and information and issue an assurance report in accordance with *Standards on Other Assurance Engagements for Certified Public Accountants (CPAs) of China No. 3101 - Assurance Engagements Other Than Audit or Review of Historical Financial Information*. See Page 131-134.

Approval of the report

The report was approved and authorized for issue by the Board of Directors ("the Board") on March 21, 2024.

Access to the report

The report is provided in both simplified Chinese version and English version. The electronic version of the report can be accessed on the Bank's website (<https://www.webank.com>).

Feedback

Should you have any questions or feedback on the report and its contents, you are welcome to contact us through the following ways:

Address: Block A, Building 7, Shenzhen Bay Technology and Ecology Park, No. 1819 Shahe West Road, Nanshan District, Shenzhen, Guangdong

Attn: General Office

E-mail: SGO@webank.com

STAYING FOCUSED, GETTING STRONGER



David Ku | Chairman

CHAIRMAN'S STATEMENT

In 2023, our journey was characterized by a steadfast commitment to enhancing the quality and efficiency of financial services through technological innovation, thereby fostering sustainable social value. Through our continuous exploration, we have deepened our consensus with all stakeholders, and we are fortunate enough to encounter an increasing number of like-minded partners.

Addressing enterprises' needs

It is our unwavering pursuit to use digital technology to enhance our services for micro-, small- and medium-sized enterprises (MSMEs). Throughout the year, we have focused on identifying the needs of our customers, aiming to extend inclusive digital financial services to MSMEs across diverse sectors. As a digital bank driven by technological advancement, we are deeply conscious of the innovation challenges and have diligently developed a comprehensive service system to support tech companies throughout their entire lifecycle. We have expanded our reach into the industries and supply chains of key sectors, including consumer goods, mega infrastructure, big healthcare, and advanced manufacturing, providing tailored financial solutions to meet their specific needs. Acknowledging the diverse needs of MSMEs, we constantly refine our comprehensive service system of account management, payment and settlement, wealth management, insurance, bill, and guarantee services.

Enhancing public welfare

Focusing on customer needs and fostering a care-centered approach form the core of our methodologies for enhancing public welfare via digital inclusive finance. In 2023, we have made steady progress in improving the user experience in terms of investment and finance, convenient payment and daily consumption. Our commitment to digital inclusive finance is guided by the principles of equality, accessibility, and accountability. We are continually improving our barrier-free services and customizing our offerings for senior customers. We are also working to safeguard consumer rights, including providing a variety of dispute settlement channels, such as our "Online Dispute Mediation Room". Additionally, through our charitable trust funds, we strive to provide the utmost assistance to those in vulnerable situations, whether due to financial distress, severe illness, disabilities, or emergencies.

Bolstering technological innovation

The new wave of technological innovation strengthens our belief that open innovation is the mission of WeBank as a responsible enterprise. In 2023, we steadfastly relied on core technologies to drive innovation across the industry. We have collaborated with the National Oceanic Information Center to launch the Privacy Computing Platform for Opening and Sharing National Marine Science Data, as part of an effort to make marine science data more accessible, dynamic, and usable. We have leveraged our strengths in blockchain technology to enhance the development of the Shenzhen-Hong Kong Cross-border Data Verification Platform. Additionally, we have introduced the open-source federated large language model, Federated AI Technology Enabler Large Language Model (FATE-LLM), intending to provide effective solutions for data privacy protection and address the challenges of scarce high-quality data in the LLM era.

Promoting social good

Benevolence thrives not only on the spontaneous acts of individuals but also on necessary protections and incentives. In 2023, our commitment to corporate citizenship led us to initiate the "Giant Panda Habitat Restoration" project. This endeavor, undertaken in collaboration with various partners, aims to rejuvenate the vegetation in different giant panda habitats and corridors. Through WeBank Enterprise App and WeBank Wealth+, we invite users to join us in facilitating MSMEs and individual clients to engage in the public good. Utilizing the domestic open-source blockchain platform FISCO BCOS, we have supported the digital upgrade of charitable programs, including the "Love Dolphin Program", thus making our contribution towards the conservation of endangered species like the Chinese white dolphins.

In 2024, we will continue to adhere to longtermism in generating social value. We will intensify our financial services for MSMEs, the broader public, and the private sector, and refine our responsibility framework, which encompasses open innovation, environmental protection, and consumer rights protection, to give back to society. We eagerly look forward to collaborating with partners across various sectors to keep driving positive societal changes through sustainable development.

UNITED WITH ONE HEART, ADVANCING TOWARDS OUR MISSION



Nanqing Li | President

PRESIDENT'S STATEMENT

Since our establishment nine years ago, amidst evolving external conditions and challenges, we have steadfastly implemented our Environmental, Social, and Governance (ESG) strategy and adhered to the Principles for Responsible Banking (PRB), addressing the concerns and expectations of various stakeholders. Together with our partners, we strive for progress and contribute to sustainable societal development, creating meaningful value along the way.

Advancing with the times through "Five Themes"

In terms of inclusive finance, by the end of 2023, approximately 400 million individual clients had benefited from our services, while 4.7 million MSMEs had sought loans from us. The borrowing costs were below RMB 100 per transaction for around 70% of 'Weilidai' users, and below RMB 1,000 per transaction for about 50% of 'Weiyedai' users. In the realm of green finance, our year-end balance of green loans reached RMB 22.132 billion, with new-energy vehicles (NEVs) loans constituting over 55% of our total auto loans issued throughout the year. On the sci-tech finance front, we have developed a distinctive service system for tech companies, integrating investment and financing, financial transactions, and support for corporate growth. As a result, more than 19% of domestic tech companies have applied for our sci-tech loan products. On the pension finance, in 2023, we launched the "account authentication" functionalities within the WeBank Wealth+ Parents Version, tailored for elderly parents of individual clients, enhancing product recommendations and security controls. Regarding digital finance, by leveraging our distributed core banking system "Openhive", we have pioneered an "affordable, risk-manageable, and commercially sustainable" approach within digital inclusive finance.

Strengthening internal capabilities for public benefit

Dedicated to the betterment of society, we have taken proactive steps to fulfill our social responsibilities while raising the according awareness among our employees. For five consecutive years, we have mobilized our workforce to participate in the "Clean Beach, Green Mountain" hiking charity event, accumulating a total of 1,840 volunteer hours during the reporting period. Furthermore, over the past four years, we have been purchasing products from impoverished regions and suppliers, with the total procurement amounting to nearly RMB 8 million in 2023. We have consistently implemented the assistance model to support rural revitalization. By the end of 2023, we had contributed over RMB 2.6 billion in value-added tax (VAT) to areas previously classified as "national / provincial-level poor counties", with contributions exceeding RMB 300 million in VAT to six key counties within the national rural revitalization program. We have also actively promoted open-source technology, standards development, and collaboration between industries, academia, and research institutes, thereby bolstering China's stature as a global leader in technology and finance.

Pursuing digital and green operations

Focusing on green operations, we have steered our data centers towards a low-carbon trajectory. Our Chengdu disaster recovery data center is powered exclusively by hydroelectricity, while our Dongguan facility runs solely on nuclear energy, leading to a 99% reduction in carbon emissions. We have also embraced paperless operations. In 2023, we issued nearly 400 million paperless loans, conserving around 3 billion sheets of paper. Additionally, we have established a carbon emissions management system for real-time tracking and visual monitoring of our carbon data. Furthermore, we have upgraded our central air conditioning control system to intelligently manage energy consumption through digital solutions. In 2023, we went beyond merely reducing emissions by investing in forest carbon sinks certified by Climate, Community, and Biodiversity (CCB) as well as Verified Carbon Standard (VCS), fulfilling our commitment to operational carbon neutrality for two consecutive years.

Growing alongside our partners

We have fully embraced the principles of Diversity, Equity, and Inclusion (DEI), striving to ensure that every employee feels valued and supported. We have empowered our employees to have comprehensive and diverse development by rolling out learning and training programs that have achieved 100% participation. We value our employees' ideas and actively listen to their concerns by holding Management Reception Day events when face-to-face communication between employees and management is secured. With a focus on employees' well-being, we have provided nearly 500 fitness classes and organized over 850 cultural and sports activities in 2023, creating a welcoming and vibrant work environment.

With vigorous and determined endeavor, we embark on a new journey. As the future unfolds before us, we will continue to implement our ESG strategy, remaining resolute in our pursuit of responsible banking. Together with all partners, we will explore and persistently advance the "Five Themes", aiming to foster substantial and enduring results.

ABOUT US

- ◉ Company Profile
- ◉ Key Performance in 2023
- ◉ Corporate Honors in 2023



Company Profile

As the first privately-owned bank in China, WeBank is committed to the mission of "Better Banking for All" and the vision of being "The Globally Leading Digital Bank that Continuously Innovates for Better Life". WeBank provides fair and high-quality financial services to MSMEs and the mass consumers, leveraging leading-edge technologies. Since its opening nine years ago, WeBank has been continuously exploring innovative models and methods, utilizing digital technology to fulfill inclusive finance and serve the real economy, achieving admirable results. Currently, WeBank ranks among the Top 500 Enterprises in China and has consistently been included in the Top 100 Banks in China for five consecutive years, showing continuous improvement in the rankings.



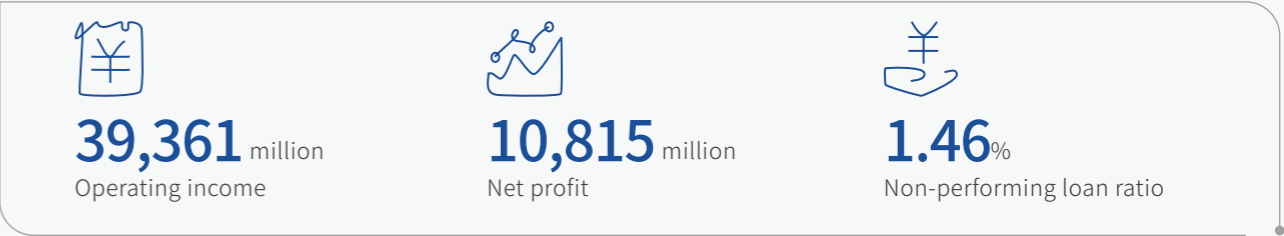
Chinese Enterprises
Top 500

Basic information

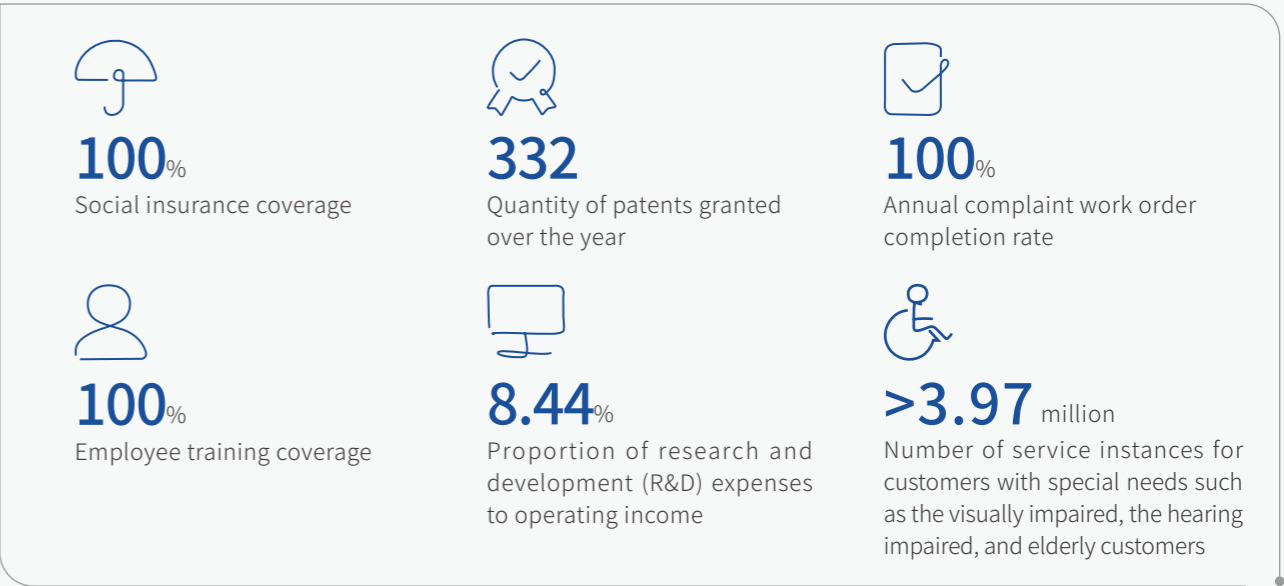
Company Name WeBank Co., Ltd.	Legal Representative David Ku
Business Nature Unlisted joint-stock limited company	Unified Social Credit Code 9144030031977063XH
Industry Financial industry	Office Address Block A, Building 7, Shenzhen Bay Technology and Ecology Park, No. 1819 Shahe West Road, Nanshan District, Shenzhen, Guangdong
Registered Address Room 201, Building A, No. 1 Qianwan 1st Road, Shenzhen/Hong Kong Modern Service Industries Cooperation Zone, Qianhai, Shenzhen, Guangdong Province (settled in Shenzhen Qianhai Business Secretarial Company Limited)	
Scope of Business Accepting deposits from the public, mainly individuals and MSMEs; short-term, mid-term, and long-term loans mainly to individuals and MSMEs; domestic and overseas settlements; bill acceptance and discounts; issuing financial bonds; cashing and selling government bonds as an agent; buying and selling government bonds and financial bonds; interbank lending and borrowing; buying and selling foreign exchange as an agent; bank card business; letter of credit services and guarantee; operation of payment and collection agency and insurance agency; safe-deposit box services; fund sales; other businesses approved by banking regulatory authorities under the State Council.	

Key Performance in 2023

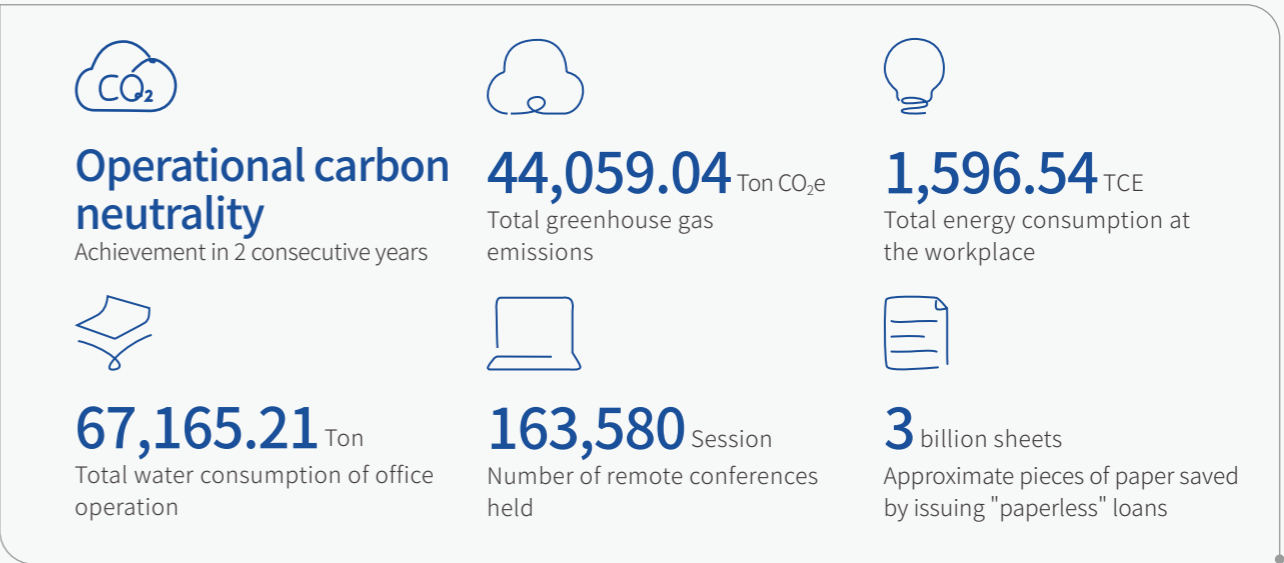
Economic performance



Social performance



Environmental performance



Corporate Honors in 2023

In 2023, the Bank received more than 160 honors and awards at home and abroad and was widely recognized by the industry.

We have developed solid business capabilities, and our overall strength is growing steadily in the banking industry. We have received many domestic and international honors: We have been shortlisted in *The Banker's* TOP 1000 WORLD BANKS ranking for four consecutive years, ranking 284 globally and 53 in China in 2023. We have also been ranked among the China Banking Association's Top 100 Banks in China for five years in a row, ranking 49 in 2023. Furthermore, we have won the "Best Global Digital-Only Bank", "Best Digital-Only Bank in the Asia Pacific", and "Best Chatbot/ Voice Banking Service" awards from *THE ASIAN BANKER*; the "SME Financier of the Year - Asia Platinum" award from the International Finance Corporation (IFC); and the "Special Award for Digital Native Business-Regional" from the International Data Corporation (IDC).



In 2023, the Bank received honors and awards at home and abroad for **>160**



We have been shortlisted in *The Banker's* TOP 1000 WORLD BANKS ranking for **4 years** in a row



We have been ranked among the China Banking Association's Top 100 Banks in China for **5 years** in a row.



January

Shenzhen Nanshan District Office of Anti-Fraud Joint Conference
2022 Nanshan District Advanced Group in Anti-Fraud

Shenzhen Financial Consumer Right Protection Association
2022 Special Contribution Unit for Financial Dispute Resolution
2022 Advanced Unit for Diversified Resolutions for Financial Disputes

February

Forbes
The Blockchain 50

China Association for Science and Technology
WeBank's Full-Stack Open-Source Blockchain Technology System – Open-Source Product on the "2022 Science and Innovation China" Open-Source Innovation List

March

THE ASIAN BANKER
Best Global Digital-Only Bank
Best Digital-Only Bank in Asia Pacific
Pan-Financial Intelligent Voice Customer Service System – Best Chatbot/ Voice Banking Service

National Internet Finance Association of China, The Digital Currency Research Institute of the People's Bank of China
Financial Distributed Ledger - Application Specification - "Forerunner" of Enterprise Standard 2022



April

Financial Consumer Right Protection
"3·15" Advanced Unit in Consumer Rights Protection Education and Publicity Week

Shenzhen Finance Labour Union
Pilot Demonstration Site of Labour Union Grassroots 2022

Financial News
2022 China Financial Institutions Gold Medal List – "Golden Dragon Award" for Best Inclusive Finance Service Bank of the Year

May

People's Daily
China Enterprise Social Responsibility Summit - Environmental, Social, and Governance (ESG) Case of the Year

The China Academy of Information and Communications Technology
2022 Outstanding Cases of Aging - friendly and Barrier-free Internet Application

China Internet Development Foundation, Chinese Academy of Cyberspace Studies, China Internet Investment Fund
FISCO BCOS Domestic Open-Source Alliance Chain Ecosystem-Second Prize in the 2022 China Open-Source Innovation Competition
Apache Linkis Project Team - Excellence Award in the 2022 China Open-Source Innovation Competition



June

National Business Daily
Operation of Carbon Neutrality Project - Green Practices Pioneer Project

KPMG China
FinTech Excellence Awards

July

CPC Shenzhen Work Committee of Non-Public Economic and Social Organizations
Shenzhen Advanced Grassroots Party Organization in New Economic and Social Organizations

The Banker
TOP 1000 WORLD BANKS

Securities Times
"Gamma Award" for High-quality Development Bank of the Year
"Gamma Award" for Chinese Banking Industry ESG Practice of the Year

August

Tsinghua Financial Review
"Redbud Award" for Outstanding Privately-owned Bank of the Year
WeBank 'Weiyedai' - Outstanding Case of Innovative Development in the Chinese Banking Industry

The Economic Observer
WeBank Wealth+ - Wealth Management Bank of the Year



September

International Finance Corporation (IFC)
SME Financier of the Year - Asia Platinum

The China Academy of Information and Communications Technology
OSCAR Apex Open-Source Enterprise

New Finance Alliance
"Rongcheng Cup" Top 10 Fintech Innovation Cases

October

The Chinese Banker
Excellent Financial Innovation Institution

IDC
Special Award for Digital Native Business - Regional



November

People's Daily Online (people.com.cn)
People's Corporate Social Responsibility Award for Rural Revitalization

Financial Computerizing Magazine
WeBank, Bank of China (Shenzhen Branch) - Blockchain-Based Digital Income Verification Product for Overseas Individuals - Fintech Enabling Business Innovation Award

China Securities Journal
"Golden Bull Award" for Wealth Management Product Sales (Bank)

China Sustainability Tribune
Using Technology as a Fulcrum to Create a New Sustainable Model of Digital Inclusive Finance - "GoldenKey" - Champion

The China Academy of Information and Communications Technology
Exploration of Large AI Models + Inclusive and Innovative Finance in Digital Banking - Most Innovative Case of "Jinxintong" Fintech Innovation and Application

The Time Weekly
"Golden Orange Award" for Best Digital Financial Institution of the Year

21st Century Business Herald
"21st Century Financial Development Outstanding Cases" - Outstanding Digital Bank of the Year

YICAI
Privately-owned Bank of the Year in the Financial Value List

Shenzhen Green Finance Association
Green Finance Product Innovation Award for Outstanding Case of High-Quality Green Finance Development



December

People's Daily Online (people.com.cn)
'Weilidai' Rural Revitalization Assistance Project - People's Ingenuity Service Award

Guangdong Federation of Trade Unions
The Innovation Studio for Model Workers and Craftsmen Talents in Guangdong Province

The Paper
WeBank Enterprise+ - Digital Financial Services of the Year

CLS
"Top Award" for Bank of Inclusive Finance

Southern Metropolis Daily
Creating a Model for Digital Microfinance Services and Exploring the Path of Inclusive Finance with Unique Characteristics - "Golden Brick Award" for Outstanding Inclusive Finance Service Case

People's Daily
Case of Innovative Chinese Brands

Shenzhen Federation of Trade Unions
Shenzhen Advanced Workers' Home

The People's Bank of China
Financial Big Data Platform - Second Prize of 2022 Financial Technology Development Award

Shenzhen Banking Association
2022-2023 "Fintech" Excellent Case of Social Responsibility of Shenzhen Banking Industry
2022-2023 "Technology Finance" Excellent Case of Social Responsibility of Shenzhen Banking Industry

Financial News
China Financial Institutions Gold Medal List – "Golden Dragon Award" for Best Social Responsibility Bank of the Year

A close-up photograph of several hands of different skin tones working together to assemble white puzzle pieces. The background is a warm, out-of-focus orange-red. The puzzle pieces are being brought together to form a larger shape, symbolizing teamwork and strategy.

ESG STRATEGY AND GOVERNANCE

- ◉ ESG Strategy Framework
- ◉ ESG Governance Structure
- ◉ Materiality Analysis
- ◉ Stakeholder Communications
- ◉ ESG Targets and Commitments
- ◉ Constantly Building Internal Shared Values
- ◉ Engaging in External Exchanges

ESG Strategy Framework

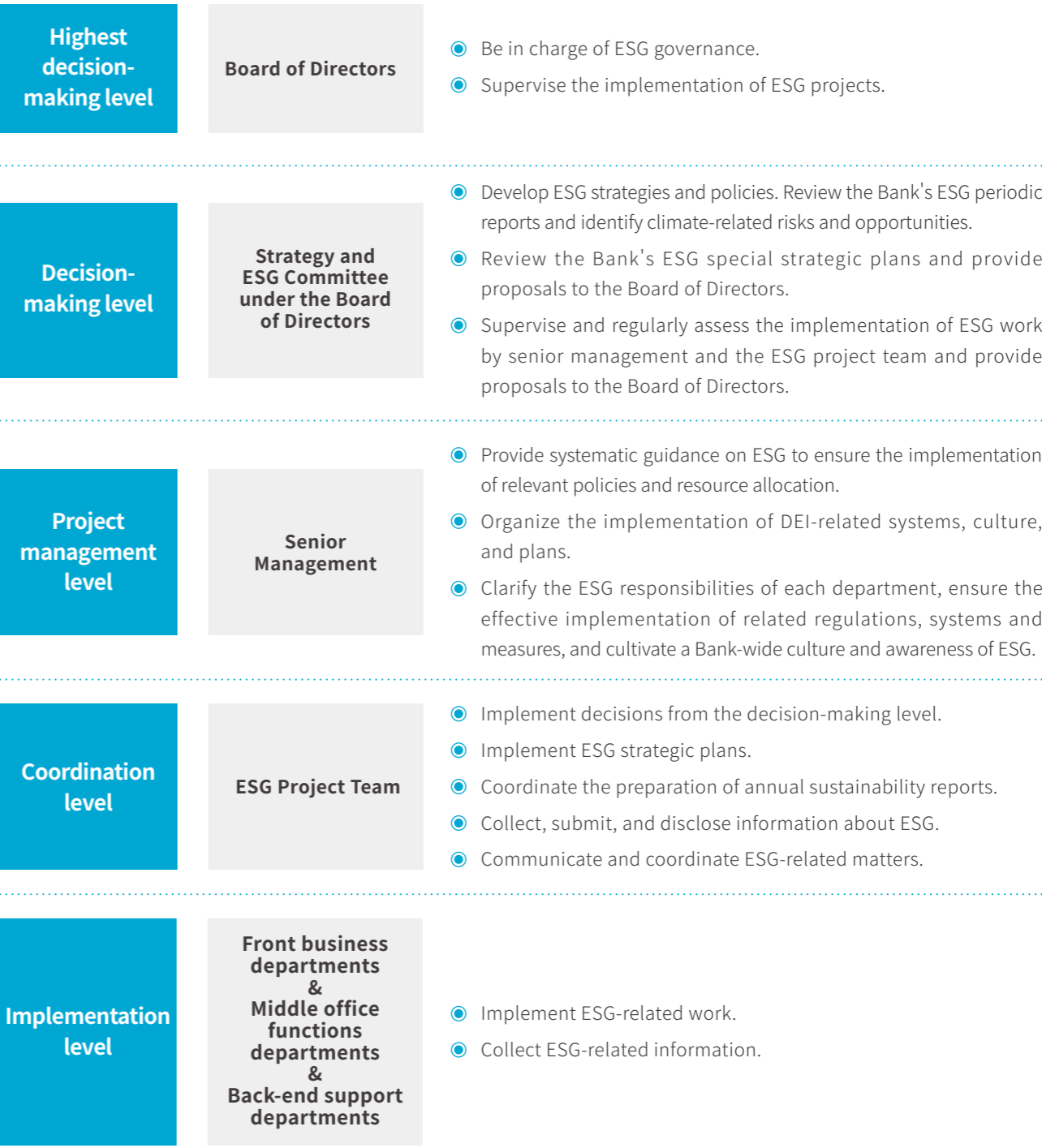
WeBank has established an ESG strategy system with "Better Banking for All" as the core and "compliance and integrity, technology innovation, green operations, and employee development" as the pillars, aiming to attract and encourage the participation of stakeholders. This system aims to strengthen the Bank's capability and practice of sustainable development to create long-term value for stakeholders.



ESG Governance Structure

WeBank has strategically enhanced its ESG governance capabilities. We have established an ESG governance structure where the Board of Directors assumes the ultimate responsibilities and management ensures efficient execution, while all relevant departments work in unison to drive the Bank's sustainable development.

In the future, WeBank is committed to making further progress within the realms of green finance, climate change response, and Diversity, Equity, and Inclusion (DEI). These efforts will be underpinned by our ESG governance framework.



Materiality Analysis

WeBank emphasizes the identification and management of sustainability issues. Based on stakeholder concerns, we conduct applicability identification, screening, and assessments to determine and disclose the material issues.

In 2023, we took the following steps to assess the materiality of various issues:

Identification and screening

We interpreted and analyzed regulatory requirements, macro policies, current affairs, and industry characteristics. We considered the Bank's corporate culture and strategic direction of business development. On this basis, we assessed and screened issues applicable to WeBank and identified a total of 18 issues in 2023.

Survey and assessment

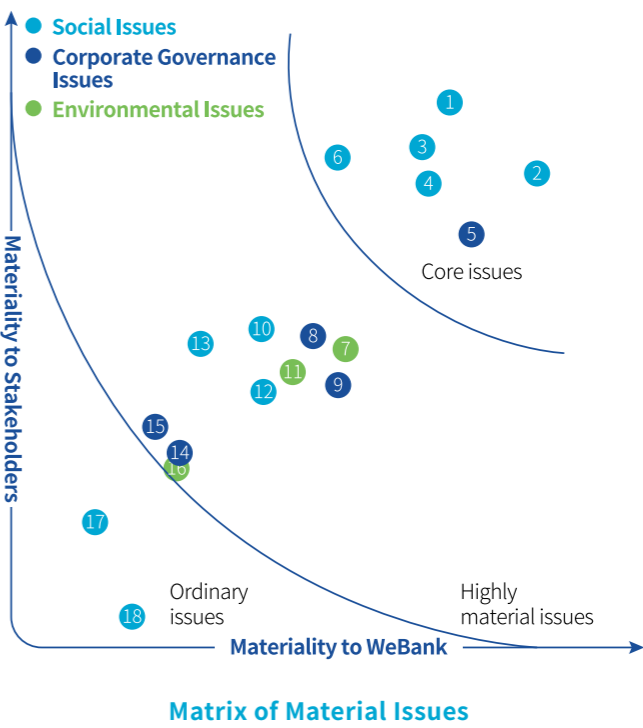
The attention and assessments of stakeholders lay the groundwork for us to identify substantial issues.

In 2023, we set our benchmarks in line with the best practices of our peers and engage with a wide range of stakeholders - spanning government and regulatory institutions, industry associations, clients, employees, suppliers, and media outlets - through exchanges and interviews. This approach enables us to put together a holistic evaluation of various issues based on stakeholders' input.

Output and report

Following the identification, screening, and assessment processes, we listed out 6 core issues, 10 highly material issues, and 2 ordinary issues for 2023.

The matrix of important issues is based on materiality assessments (details are set out as follows).



Degree of materiality	Ranking	Issues
Core	1	Information security and privacy protection
	2	Development of inclusive finance
	3	In-depth development of fintech
	4	Consumer rights protection
	5	Corporate compliance governance
	6	Customer experience improvement
High	7	Green finance development
	8	Internal control management system
	9	Business ethics and anti-corruption efforts
	10	Employees' rights and interests protection
	11	Green operation practices
	12	Employee career development and planning
	13	Data and technology ethics
	14	Whistleblower protection policies and procedures
	15	Stakeholder communications
	16	Climate change responses
Ordinary	17	Rural revitalization
	18	Public welfare and charity participation

Stakeholder Communications

WeBank prioritizes the expectations and demands of stakeholders, considering them a key reference for implementing the Bank's ESG strategy. Thus, we actively explore effective ways to communicate with stakeholders, aiming to bolster our progress toward sustainability.

Stakeholders	Expectations and demands	Communication methods
Clients	<ul style="list-style-type: none">Protecting consumer rightsSpreading financial knowledgeImproving customer experienceInformation security and privacy protectionCapital securityDeveloping inclusive financeFacilitating green finance	<ul style="list-style-type: none">Official website: www.webank.comService & complaint hotline: 95384Social media: WeChat, Weibo, Douyin, etc.WeChat official accounts, mini programs, and apps of respective business unitsOutdoor light-emitting diode (LED) screensClient surveys
Government and regulatory institutions	<ul style="list-style-type: none">Supporting national strategiesStrengthening Party building and joint constructionParty building information disclosureServing MSMEsDeveloping inclusive financeFacilitating green financeProtecting customer rightsCorporate compliance governancePreventing financial risksManaging and using data lawfullyEnsuring cybersecurity and information securityDeep development of fintech	<ul style="list-style-type: none">Analyzing relevant financial policies and launching servicesEstablishing a mechanism for daily communication, work notification and follow-up reporting on Party buildingSupporting the development of industry-related policiesJoining industry associationsParticipating in relevant surveys and seminarsUndergoing regulatory inspectionsSubmitting regulatory reports and statistical reportsImproving the information disclosure mechanismMaintaining regular communicationsJointly carrying out Party building and joint construction activities
Employees	<ul style="list-style-type: none">Protecting basic rightsProtecting rights and interests in the workplaceCaring for physical and mental healthSustainable career developmentBuilding shared values	<ul style="list-style-type: none">Signing employment contractsSetting up petitioning, whistleblowing, and accountability mechanismsEmployee physical examinations and WeSmile hotlineWelfare system for employees' physical and mental healthDiverse training opportunitiesPerformance review communication systemInternal WeChat official account, employee message platform, public bulletin boards and activities (include annual celebration, leadership conference and Meet-the-Management Day)
Shareholders	<ul style="list-style-type: none">Adhering to the positioning of inclusive financeConstantly improving corporate governanceEnhancing internal control management systemFacilitating green finance	<ul style="list-style-type: none">Shareholders' general meetingsPeriodic reports and information disclosureCompiling and releasing shareholder newslettersRegular communications

Stakeholders	Expectations and demands	Communication methods
Environmental agencies	<ul style="list-style-type: none">Facilitating green financeResponding to climate changeEnergy consumption managementPracticing green operationsGreen public welfare activities	<ul style="list-style-type: none">Carrying out green finance servicesParticipating in events on green financeCollecting and disclosing environment-related dataIdentifying environmental risks and developing emergency plansDeveloping and implementing policies for energy conservation and emission reductionJoining environmental protection-related initiativesPromoting internal publicity of energy-saving methodsImplementing environmental protection activities
Communities	<ul style="list-style-type: none">Developing inclusive financeImproving customer experienceFacilitating rural revitalizationLaunching consumer-driven poverty alleviation initiativesSupporting public welfarePracticing green operationsStakeholder engagement	<ul style="list-style-type: none">Business developmentPaired assistancePublic welfare eventsEmployee volunteer servicesLow-carbon workplace transformation
Media outlets	<ul style="list-style-type: none">Protecting consumer rightsDeveloping inclusive financeInnovating fintech applicationInformation security and privacy protectionFulfilling social responsibilitiesStakeholder engagement	<ul style="list-style-type: none">Media communicationsMedia interviewMedia coverageAdvertisementBrand events
Industry associations and research institutions	<ul style="list-style-type: none">Exploring cutting-edge technologiesApplying research and development achievementsBuilding a strong talent pipelineDiversifying the forms of university-enterprise cooperation	<ul style="list-style-type: none">WeBank Scholars Program and HKUST-WeBank Joint LabShenzhen University WeBank Institute of FintechCurriculum construction collaborationFintech competitionsFaculty trainingCo-development of teaching materialsStandards development
Partners and suppliers	<ul style="list-style-type: none">Clean partnershipTransparent procurementGreen procurement	<ul style="list-style-type: none">Carrying out clean partnership activitiesSigning the <i>Memorandum of Cooperation on Clean Partnership</i> and the <i>Commitment on Clean Cooperation</i>Supplier communications and surveysWeBank e-procurement platform

ESG Targets and Commitments

To effectively implement ESG work, the Bank has established relevant targets in line with the PRB and the *Guidelines for Shenzhen financial institutions environmental information disclosure*.

Green finance targets



By 2025, through NEV loans¹, achieve a cumulative reduction in carbon emissions of at least **850,000** tons



By 2025, decrease the proportion of fuel vehicle loan balance to **30%** or below

Environmental targets



Since 2022, on track for **operational carbon neutrality**



Since 2022, all new buildings with **green building certification**



Since 2022, processes for administrative and HR approval with **100%** digitized and paperless

Social targets



Constantly enhance **inclusive credit support for MSMEs**



By 2025,serve hearing-impaired customers through manual consultation and review services for our 'Weilidai' no less than **25,400** times

To supervise the corporate social responsibility (CSR) performance, we have set social responsibility indicators under the category of the annual operation indicators. These social responsibility indicators cover inclusive finance for MSMEs, green finance, public welfare, employee growth, and financial literacy. We advance our internal CSR initiatives by segmenting tasks and conducting periodic inspections.

¹NEV loans encompass both new and second-hand vehicles.

Constantly Building Internal Shared Values

The Bank is committed to integrating sustainable development into daily operations and management.

We encourage staff participation in sustainable actions through various events, specialized training, and publicity, aiming to contribute to the creation of a green and harmonious society.

Case WeBank Launched ESG-themed Exhibition at Its First Annual Meeting on Carbon Neutrality

WeBank held its first annual meeting on carbon neutrality in Shenzhen in December 2023. We commissioned a third-party professional agency to comprehensively collect and calculate carbon emissions data during the meeting and then offset these emissions with sufficient forestry carbon sinks to achieve a net-zero goal.

To further promote the ESG concept and showcase our ESG achievements, we launched a "Sustainable Charging Station" exhibition during the carnival session of the annual meeting. The exhibition vividly presented our progress and highlights in implementing ESG work through three sections: sustainable finance, sustainable workplace, and sustainable lifestyle. It featured engaging and interactive activities such as DIY planting, environment-themed photo taking, and "Bike to Work". These activities heightened the staff's commitment to sustainable practices.

The "Sustainable Charging Station" exhibition attracted over 3,400 person-times during the carnival.



In terms of staff training, the Bank organized comprehensive ESG training for all employees through a combination of online and offline methods in 2023, covering topics such as carbon finance products, low-carbon impact, capital market ESG, financial consumer protection, and DEI. Each training session was also made available on the internal learning platform "WeLearn - ESG" for employees to access anytime.



In 2023, we organized ESG thematic training for all employees for **5** sessions

with nearly **600** person-times

In internal publicity, WeBank has regularly promoted ESG principles among its workforce. Throughout the year, we released six ESG-themed posters internally. These posters span a range of topics, such as our progress towards operational carbon neutrality, annual highlights of sustainable development initiatives, information security, green office behavior, DEI, as well as integrity and anti-corruption measures.



Throughout the year, we released ESG-themed posters internally for **6** in total



Operational Carbon Neutrality



Highlights of ESG Reports



Information Security



Green Office Behavior



Diversity, Equity, and Inclusion



Integrity and Anti-corruption Measures

Themes of internal ESG publicity in 2023

Engaging in External Exchanges

Joining ESG organizations or initiatives

WeBank has actively engaged in external exchanges and joined ESG organizations at home and abroad to stay abreast of ESG trends and learn about the latest requirements, thus adhering to higher ESG standards in its operations.

June 2021

The Bank joined the Shenzhen Green Finance Association as a founding member.

November 2021

The Bank officially signed the *Joint Declaration of Banking Sector to Support Biodiversity Conservation*.

May 2022

The Bank was among the first entities invited to join the Carbon Inclusive Cooperation Network led by the Center for Environmental Education and Communications of the Ministry of Ecology and Environment. This network has close to 100 members, including government agencies, enterprises, and social organizations.

June 2022

The Bank officially signed the UN PRB and became a member of the United Nations Environment Programme Finance Initiative (UNEP FI).



The PRB signed by WeBank

Disclosing ESG information

WeBank has set up an ESG section on its official website and continually refined its information disclosure mechanism to keep external stakeholders updated about its ESG progress and achievements.

Since 2022, we have been preparing and publishing our own Sustainability Report annually.

The ESG section on the official website is divided into five columns: ESG Practices, ESG Strategy and Management, Highlights, Regulations and Declarations, and Sustainability Report.

Please refer to the following website for details: <https://www.webank.com/disclosure/esg>



ESG section on WeBank's official website

PARTY BUILDING-LED DEVELOPMENT

- ◉ Upholding Political Leadership
- ◉ Strengthening the Leadership Teams
- ◉ Enhancing Team Building
- ◉ Improving Work Mechanisms
- ◉ Conducting Featured Publicity
- ◉ Adhering to Integrity

In 2023, the Party Committee of WeBank (the "Party Committee") steadfastly adhered to Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and fully embraced the spirit of the 20th Communist Party of China (CPC) National Congress and the second plenary session of the 20th CPC Central Committee. We have diligently conducted thematic education campaigns, thoroughly studied and implemented the directives of the Central Financial Work Conference and the Central Economic Work Conference, and further invigorated our bank-wide primary-level Party organizations, along with our Party members and cadres, to build ourselves as a forerunner in Party-building efforts among privately-owned banks and non-public enterprises. In so doing, we have laid a solid foundation for the progression of the "Five Themes".



During the reporting period, the Party Committee was honored for the first time as a

"Provincial Model of Party-building among Non-public Economic Organizations in Guangdong".

During the reporting period, the Party Committee was named an

"Shenzhen Advanced Grassroots Party Organization in New Economic and Social Organizations".

with 3 grassroots Party branches awarded the title of

"Advanced Grassroots Party Organization Under Private-sector Party Committees in Shenzhen".

During the reporting period, members in the Party of the Bank recognized as "Outstanding Party Members from 'Two New' Organizations in Shenzhen" or "Outstanding Party Workers from 'Two New' Organizations in Shenzhen" totaled

16 person-times



不忘初心 让金融普惠大众

发展普惠金融，目的就是提升金融服务的覆盖率、可得性、满意度，满足人民群众日益增长的金融需求，特别是要让农民、小微企业、城镇低收入人群、贫困人群和残疾人、老年人等及时获取价格合理、便捷安全的金融服务。



Upholding Political Leadership

Raising employees' political awareness and sense of responsibility through thematic education campaigns

Constantly enhancing political construction

The Party Committee has incorporated Party-building requirements into the Company's Articles of Association. It leads all Party members in rigorously adhering to the "Two Establishes" and the "Two Upholds", ensuring ideological, political, and practical conformity with the CPC Central Committee under the leadership of President Xi Jinping.

Organizing thematic education campaigns to deeply explore and implement Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era

The Party Committee has consistently motivated cadres to proactively engage in learning, progressively deepen their understanding, and conduct exchanges and benchmarking. The Bank has organized more than 40 practical activities under the theme "Following in the Footsteps of the General Secretary, Embracing the Strength of Ideology" along with over 100 specialized tutoring sessions, workshops, and observational learning events throughout the year.

Profoundly understanding and implementing the spirit of the 20th CPC National Congress

The Party Committee has offered comprehensive, diversified, and multi-level training to Party members across the Bank, aiming to align their thoughts and actions with the spirit of the 20th CPC National Congress. In early 2023, it invited members of the Shenzhen municipal-level public lecture group to conduct a special lecture session at the 20th CPC National Congress.

Thoroughly studying and carrying out the directives of the Central Financial Work Conference

The Party Committee has organized all employees to study the directives of the Central Financial Work Conference through various forms. In December 2023, it organized a bank-wide annual cadre conference with the theme, "Adhering to the 'Five Themes' to Support High-Quality Financial Development". During this event, the Party Committee communicated relevant provincial and municipal directives and coordinated efforts to study and implement these directives.

Strengthening the Leadership Teams

Constantly building high-caliber leadership teams through thematic education campaigns

Conducting thematic reading classes

The Party Committee has organized the leadership teams of all grassroots Party committees, outstanding Party members, and outstanding Party workers to visit sacred revolutionary spots such as Xibaipo and Shaoshan to attend reading classes with the theme, "Promoting the Revolutionary Spirit to Overcome Difficulties".

Training newly appointed grassroots Party branch secretaries

The Party Committee has organized centralized training for newly appointed Party branch secretaries, ensuring that all these secretaries undergo off-the-job training during their tenure. This initiative aims to bolster leadership capabilities and guarantee that Party-building and business advancement are pursued with equal emphasis and efficiency.

Enhancing the mechanism for joint Party-building at the primary-level party organizations

The Party Committee constantly strengthens joint studies and Party-building efforts alongside higher-level Party committees, regulatory authorities, financial and taxation administrations, and other government bodies. Every grassroots Party branch within the Bank has a mechanism in place for mutual learning and support with at least 1 Party branch, whether within or outside the Bank. To date, we have carried out over 60 joint activities on Party-building.



Throughout the year, the Bank has organized practical activities under the theme "Following the Footsteps of the General Secretary, Embracing the Strength of Ideology" for

>40

The Bank has organized specialized tutoring sessions, workshops, and observational learning events for

>100

Enhancing Team Building

Persistently fostering a dedicated team of Party members who remain true to their aspirations through thematic education campaigns

Strengthening the sense of identity among Party members and constantly expanding the Party membership

The Party Committee has initiated campaigns like "Party Members Show Their Identity" and "Party Members' Political Birthday" to lead Party members to reinforce their organizational identity. Furthermore, it prioritizes recruiting Party members from young cadres and business backbone. In 2023, grassroots management staff constituted 36% of the newly recruited Party members.

Constantly carrying out brand events for Party members

The Party Committee has organized the "Follow the Spirit of the 20th CPC National Congress and Propel Reform and Opening-Up Forward" revolutionary-themed education and training campaigns for Party members. This event aims to highlight the exemplary and pioneering role of Party members, with a focus on key business and tasks.

Holding the "7·1" Awarding Ceremony

The Party Committee has refined the evaluation criteria and enforced strict quality controls. It has selected a cohort of front-runners in the high-quality development of digital inclusive finance for commendation, in addition to outstanding Party organizations, members, and task forces.

Actively engaging in volunteering and public welfare events

The Party Committee has established a volunteer service team through the "Volunteering in Shenzhen" platform, positioning WeBank as one of the first seven members within the city's financial sector to receive approval for this initiative. Our team constantly engages in environmental campaigns and supports poverty alleviation via consumption, to implement the "Help the Masses" mechanism.

Improving Work Mechanisms

Accelerating the creation of efficient and stable operating models through thematic education campaigns

Stepping up efforts to develop the institutional frameworks for the Party Committee and the Discipline Inspection Commission

The Party Committee and the Discipline Inspection Commission have formulated, standardized, and enforced the Party-building regulations within the Bank. In 2023, they officially issued 12 policy documents.

Implementing directives for Party affairs and conducting special inspections

For the first time, the Party Committee has officially issued its annual work priorities to improve the functioning of its units. Concentrating on the "Three Meetings and One Lecture", studies on the "No.1 topic", and the development of Party members, it has carried out multiple rounds of special inspections to guarantee effective results.

Enhancing the operating mechanism for primary-level Party organizations

In 2023, the Party Committee and the Discipline Inspection Commission successfully conducted five key elections. These included the election of the Secretary of the Discipline Inspection Commission, a by-election for the Trade Union Chairman, and the Communist Youth League Committee leadership renewal election. Additionally, the Party Committee and the Discipline Inspection Commission have implemented the mechanism for notifying the establishment, division, and election of primary-level Party organizations. During the reporting period, the Party Committee and the Discipline Inspection Commission established five grassroots Party branches and completed by-elections for 14 positions of secretaries and committee members.



In 2023, grassroots management staff of the newly recruited Party members constituted

36%



In 2023, the Party Committee and the Discipline Inspection Commission officially issued

12 policy documents

Conducting Featured Publicity

Forging and polishing a Party-building brand with profound influences and striking characteristics through thematic education campaigns

Hosting a themed education exhibition on Party- building achievements

During the reporting period, the Party Committee distinguished itself as a model of Party-building by unveiling its first Party-building-themed promotional film titled "Original Aspirations". It also published a collection of writing competition entries and put on an exhibition for photography contest submissions.



Planning distinctive programs for Party-building communication in collaboration with the Party and central media

On the 10th anniversary of the Belt and Road Initiative, the Party Committee hosted a joint visit from 25 domestic and international media outlets led by People's Daily. It also conducted an on-site survey on "Party-building-led Technological Innovation" in partnership with GMW.cn, and produced a video entitled "Party-building-led High-Quality Development of Financial Services" in cooperation with CCTV.com. These efforts highlighted the Bank's practical experience in Party-building-led development on multiple levels.

Developing new ways to present our Party-building brand

The Party Committee has partnered with people.com.cn to create an inclusive finance exhibition center, presenting a panoramic view of the steady development of inclusive finance in China. It also organized the "2023 WeBank Media Open Day" event to effectively showcase the driving force and achievements of Party-building at WeBank.

Case WeBank's Party Committee Hosted 2023 "Party-building Cup" Badminton Invitational for Shenzhen Municipal Non-public Sector Party Committee

From December 23 to 24, the 2023 "Party-building Cup" Badminton Invitational, sponsored by the Shenzhen Municipal Non-public Sector Party Committee and hosted by WeBank's Party Committee, was held at the Nanshan Cultural and Sports Center. The competition featured 458 players from 45 teams of Party organizations directly under the Municipal Non-public Sector Party Committee.

Since its launch in 2017, the invitational has been held five times. This event has evolved into a cultural and sports brand with considerable influence among non-public sector enterprises. It enjoys widespread acclaim from primary-level Party organizations and their members as it highlights their image and appeal. It also fosters exchanges among companies, shapes corporate culture, and strengthens development confidence. Starting this year, the event serves as an integral part of the "Non-public Sector Party-building Week" in Shenzhen, further amplifying its appeal and influence.

As the host, WeBank's Party Committee dedicated itself to careful preparation, systematic organization, and thoroughly secured support, making a positive contribution to achieving the goals of a high-standard, influential, and distinctive event. This endeavor received high recognition from superior Party committees and fellow Party committees.



Adhering to Integrity

Solidifying the bottom line and fostering a clean and honest atmosphere through thematic education campaigns

Comprehensively elevating the political stance of discipline inspection and supervision

Under the leadership of the Party Committee and the Discipline Inspection Commission, all our Party members have studied and implemented the directives of the Second and Third Plenary Sessions of the 20th CPC Central Commission for Discipline Inspection, aligning their thoughts and actions with President Xi Jinping's important thoughts on the Party's self-revolution.

Stepping up efforts to build a culture of clean finance

In April 2023, the Party Committee and the Discipline Inspection Commission invited a member of the Party Committee and the secretary of the Discipline Inspection Commission of the Shenzhen Financial Regulatory Bureau under the National Administration of Financial Regulation to deliver an on-site class on Party integrity. They also attended a seminar on Party-building and anti-corruption efforts, further implementing the comprehensive requirements of strict Party governance.

Constantly strengthening the organized admonitory and education activities

In 2023, the Party Committee and the Discipline Inspection Commission organized an admonitory and education event for middle management at the Shenzhen Prison. Additionally, they invited the Nanshan Economic Investigation Team to give a lecture on integrity. Throughout the year, they published three issues of integrity reminders at festivals or significant periods.

Reinforcing the clean partnership co-building mechanism

In 2023, the Party Committee and the Discipline Inspection Commission signed the *MoU on Clean Partnership* with China Minsheng Banking Corporation Limited (CMBC) Wealth Management and Shanghai Pudong Development Bank (SPDB) Wealth Management. They also enhanced policies related to the integrity questionnaire surveys for suppliers and the protocols for submitting official gifts, among other aspects. Out of the 516 integrity questionnaires distributed, no complaint regarding integrity issues was received. Furthermore, 348 gifts in 159 batches were collected.

Continuing to raise employees' integrity awareness

In 2023, the Party Committee and the Discipline Inspection Commission initiated the "Online Exhibition" initiative, allowing employees to virtually explore revolutionary education bases from their homes. Furthermore, these bodies conducted integrity-themed home visits to employees and organized 22 "Management Reception Day" events. Through these events, they tackled 6 concerns, demonstrating their ongoing commitment to attentively listening to employee feedback.

COMPLIANCE AND ROBUST OPERATIONS

- ◉ Standardizing Corporate Governance
- ◉ Deepening Risk Management
- ◉ Solidifying the Internal Control Mechanism
- ◉ WeStrict Campaign
- ◉ Anti-Money Laundering (AML)
- ◉ Anti-corruption Efforts and Whistleblower Protection
- ◉ Responsible Procurement
- ◉ Intellectual Property Protection

Responding to the United Nations Sustainable Development Goals (UNSDGs)

Standardizing Corporate Governance

We constantly improve our corporate governance structure and institutional system to facilitate scientific and efficient decision-making as well as effective supervision and balancing of governance bodies, providing a powerful guarantee for the Bank’s sustainable and robust development.

The functions and powers of the Board of Directors are clearly defined by the Articles of Association of the Bank in accordance with laws, rules, regulatory requirements, and the situation of the Bank and exercised collectively by the Board. The Board reports to the Shareholders' General Meeting and bears the ultimate responsibility for operations and management.

By the end of the reporting period, the Board of the Bank consisted of 12 directors, including 1 Chairman of the Board, 3 executive directors (including the Chairman), 5 non-executive directors, and 4 independent directors (including 1 female independent director). The number and composition of the Board members met the requirements of laws and regulations, ensuring a diversified representation. All Directors have performed their duties diligently and fully and have safeguarded the interests of the Bank and the shareholders.

There are five special committees under the Board, namely the Strategy and ESG Committee, the Audit Committee, the Risk Management and Consumer Rights Protection Committee, the Related-Party Transactions Control Committee, and the Nomination and Remuneration Committee. The Audit Committee, the Risk Management and Consumer Rights Protection Committee, the Related-Party Transactions Control Committee, and the Nomination and Remuneration Committee under the Board are chaired by independent directors.

During the Reporting Period, the Board and its special committees strictly followed the Articles of Association of the Bank and the rules of procedure in performing duties. The Board and committees implemented the resolution of the Shareholders' General Meeting, played critical roles in decision-making, and laid a solid foundation for the sustainable development of the Bank. In the meantime, the Board and committees heard a number of reports on key regulatory matters, opinions on regulation, and the implementation of the Bank, ensuring that regulatory requirements were communicated in a timely and comprehensive manner and urging the management to implement them faithfully.

The details of corporate governance are set out in the Corporate Governance Report section of the Bank’s 2023 Annual Report.



Deepening Risk Management

Following the regulatory requirements of the NFRA and the People's Bank of China (PBC) and taking into consideration the actual circumstances, we have established the risk governance organizational structure consisting of the Board of Directors, Board of Supervisors, senior management, as well as front, middle and back-office departments. This includes the Board and its special committees, senior management and its special committees, risk management units, and related business departments. Seeing risk management as our cornerstone, we have established and improved the comprehensive risk management system to ensure that risks are controllable Bank-wide. During the reporting period, no significant risk events occurred.

Establishing an enterprise-wide risk management system(eRM)

Our eRM encompasses various types of risks across all on- and off-balance-sheet business and major product lines. In line with regulatory requirements for comprehensive risk management and our specific circumstances, we have categorized risks into 13 types: credit risk, market risk, operational risk, liquidity risk, compliance risk, fraud risk, IT risk, strategic risk, reputational risk, model risk, money laundering risk, interest rate risk, and ESG risk.

Realizing intelligent lifecycle risk control for online loans

After nearly a decade of relentless exploration, we have pioneered an intelligent lifecycle risk management system for online inclusive lending services. This system, underpinned by big data, models, and systems, manages the inherent risks associated with online lending, including credit, fraud, model, and IT risks.

In the realm of risk data, during the reporting period, we have completed the transformation and switched to the existing data from licensed credit reporting agencies, thus increasing the accuracy of risk identification. In terms of risk modeling, we have created several hundred risk management models based on hundreds of thousands of parameters. These models are instrumental in boosting accurate identification and continuous monitoring of credit, fraud, and other key risks within our online inclusive lending services. With respect to risk management, we are steadfast in the development of online and integrated frameworks that meet both regulatory requirements and risk control needs.

Enhancing the risk management infrastructure

We support risk management efforts by using risk measurement instruments, improving risk management rules, fostering the culture of risk management, and building a talent pool.

On risk measurement instruments, we have taken proactive steps by implementing new regulations on credit asset risk classification, expected credit losses, and capital management, laying a solid foundation for the meticulous management of various business segments. On risk management protocols, we have conducted annual inspections in line with regulatory requirements and business realities, and constantly refined our approaches to managing risks. In terms of our risk management culture, our vision, mission, and values highlight our commitment to inclusive finance, compliance, and support for the mass consumers and MSMEs. Regarding specialized talent, our risk management professionals span across various functions, each marked by a distinct division of responsibilities and a pronounced emphasis on specialization.

Conducting professional risk management training

We carry out risk management training according to circumstances, aiming to enhance the risk prevention awareness and capability of employees and promote the overall risk prevention and control level.

Solidifying the Internal Control Mechanism

WeBank prioritizes internal control and upholds operation compliance. Closely following the dynamics of the external environment, we actively cope with the challenges of ineffective control stemming from new technologies, business formats, and risks. In addition, we constantly refine our internal control system to ensure it remains in sync with our operational and management contexts. By enhancing the management and oversight of our internal controls, we have established a solid foundation for the persistent development of the Bank.

Conducting training and education in accordance with internal and external dynamics, and integrating risk control and compliance concepts into our culture

We have steadfastly implemented WeBank corporate culture 2.0 and the overall guidelines of "Responsibility +1, Compliance +1, and Consumer rights protection +1". We have spared no effort to promote the compliance and internal control culture, routinely investigated abnormal employee behavior, strengthened integrity management, and organized case-based admonitory sessions, thereby constantly improving the internal control environment.

Embracing a risk-based approach to persistently inspect and improve internal controls, thereby fostering a more refined internal control framework

We have constantly solidified our institutional framework and carried out regular re-examinations to ensure that our policies adapt to changes in business and management processes, thereby guiding the standardized conduct of business and management activities. We have also vigorously promoted self-inspection and evaluation of internal controls. Embracing a risk-based approach and taking account of the varying efficacy and maturity of our management domains, we have put in place differentiated internal control measures. Leveraging digital technology, we have improved both the efficiency and effectiveness of internal controls and created an internal control management system in line with our position in the digital banking sector.

Reinforcing the effectiveness of internal supervision and carrying out closed-loop rectification to promote the long-term effectiveness of our internal control management system

Focusing on strategic, risk management, and compliance priorities, and committed to risk- and values-based strategies, we have rigorously advanced our internal supervision and audit processes. Furthermore, we have actively promoted the digital transformation of our internal audit functions, ensuring dynamic allocation of resources based on risk factors. During the reporting period, we conducted specialized inspections, thematic evaluations, or ongoing monitoring in various business domains such as consumer finance, MSME finance, off-balance-sheet assets, special assets, capital management, risk management, related transactions, consumer rights protection, data governance, personal information protection, information technology and security, green finance, and ESG. Through multi-level and multi-dimensional inspections, we have effectively identified risks, refined control measures, and promoted the constant improvement of operations and management activities. Additionally, we have strengthened the mechanism for tracking and reviewing the rectification processes, enhanced closed-loop management of rectification, and streamlined the long-term mechanism for internal control management.

Enhancing internal control and compliance, strengthening performance appraisal, and clarifying the guiding principles of internal control and compliance

In 2023, we re-examined our standards for compliance evaluation and audit results application and rigorously enforced these standards during finer-grained performance appraisal. Furthermore, we consistently highlighted the importance of accountability, strictly held individuals accountable for violations of rules and disciplines in accordance with established standards and bolstered internal oversight.

During the reporting period, we organized the 2023 internal control evaluation, which, through self-assessments by various departments and independent assessments by internal audits, and upon review by the Board of Directors, revealed no severe or major control deficiencies. The Board of Supervisors had no objections to the evaluation report, as indicated by its written feedback. KPMG Huazhen LLP conducted an audit of WeBank's internal controls over financial reporting as of December 31, 2023, in accordance with applicable regulations. It later issued an unqualified internal control audit report.

WeStrict Campaign

2023: Year 6 of WeStrict Campaign

The Bank has been enhancing its commitment to fostering a culture of compliance and internal control, while also stepping up its oversight to improve compliance and internal control standards.

During the reporting period, we organized 149 events such as knowledge quizzes, internal and external training, and a variety of campaigns like "WeStrict Advocacy" and "WeStrict TIPS", attracting approximately 240,000 person-times. These events have played a significant role in creating a robust environment for compliance and internal control.

Case WeBank 2023 Compliance and Internal Control Knowledge Quizzes

To reinforce the culture of compliance and internal control, promote Bank-wide adherence to legal and regulatory requirements, and steadfastly uphold the WeStrict top prohibitions and business integrity, we conducted five compliance and internal control knowledge quizzes during the reporting period. These quizzes addressed topics such as related-party transactions, the civil code, Anti-Money Laundering (AML), and credit reporting, attracting 10,000 person-times.

Specifically, the quiz in November 2023 included a mix of online (individual) and offline (team) competitions. It covered 14 specialized fields, namely new regulations on Internet loans, agency sales, employee behavior, internal control, case prevention and control, AML, financial management, risk management, authorization management, financial ethics, ESG, marketing and publicity norms, consumer rights protection, and information security. These quizzes also encompassed over 100 laws and regulations and more than 300 knowledge points, significantly bolstering our staff's compliance awareness.



During the reporting period, WeBank published "WeStrict Advocacy" for 12 issues and "WeStrict TIPS" for 34 issues, amassing a Bank-wide readership of

>200,000

Anti-Money Laundering (AML)

We earnestly fulfill our AML obligations, implement relevant laws, rules, and regulatory requirements, and actively explore AML mechanisms suitable for digital banking to effectively prevent money laundering risks. During the reporting period, no money laundering risk events occurred at WeBank.



Money laundering risk management system

We have advanced our risk-based approach by continuing to incorporate money laundering risks into our eRM and establishing a robust money laundering risk management framework with well-defined responsibilities. In line with regulatory requirements and risk management needs, during the reporting period, we revised and released the *WeBank Administrative Measures for List-based Monitoring of Money Laundering Risk* and *WeBank Administrative Measures for Customer Classification Based on Money Laundering Risk*. We also streamlined various work processes and the functionality of our AML system.

Technology-empowered AML practices

We stand at the forefront of AML innovation. In 2023, we successfully leveraged machine learning to advance our AML efforts, notably in risk-based customer rating and suspicious transaction monitoring. Additionally, we have been seeking to use new technologies for AML system building, model development, and data analysis.

AML knowledge popularization and education

Internally, we have designed differentiated training content for different levels to strengthen our AML capabilities. Externally, leveraging our inclusive finance customer base and business characteristics, we have constantly carried out AML literacy campaigns to enhance the AML awareness and money laundering risk identification capabilities of the public.

Through channels such as WeBank Wealth+, WeChat official account, and Weibo official account, the Bank conducted AML promotions for about 70 times, reaching customers for over 100 million, recording a readership of 563 thousand.



During the reporting period, we organized and participated in internal and external AML training sessions for more than

20

Anti-corruption Efforts and Whistleblower Protection

Anti-corruption efforts

We steadfastly prioritize fostering a culture of honesty and integrity, and constantly refine our policies to underscore accountability for clean governance.

By the end of the reporting period, we improved integrity-related rules and regulations such as the *WeBank Employee Behavior Manual*, *WeBank Code of Conduct for Employees*, *WeBank Administrative Measures for Supervision Work*, *WeBank Administrative Measures for Case Prevention Work*, *WeBank Administrative Measures for Criminal Cases*, *WeBank Administrative Provisions on Business Gift*, and *WeBank Administrative Measures for Accountability and Punishment of Employees*.

To build a culture of transparency, integrity and honesty, the Bank has released the *Self-discipline Convention (the Convention)* and promoted its implementation through multiple channels.

We have specified the Code of Conduct for Employees that should be voluntarily observed by all employees of the Bank, including "integrity, honesty, no financial crime, no improper profit, no lies, no concealment", etc. We have also established a task force for the overall planning and implementation of the *Code of Conduct for Employees*, ensuring the sound implementation of the Convention. Meanwhile, we have conducted comprehensive publicity of the Convention via multiple channels such as email, posters, workplace publicity, fun advertorial, and thematic training. In this effort, we have ensured that all employees understand and comply with the Convention and encourage all of them to resolutely resist and proactively report various violations of laws, regulations, and disciplines.



We persist in enhancing integrity management to establish WeBank as a trustworthy brand.

During major holidays such as the Spring Festival, Dragon Boat Festival, and Mid-Autumn Festival, we issued reminders and promotional articles to raise awareness of financial integrity. Through team-building events as well as in-person and virtual tours, we organized visits to employees' homes, tapping into the influence of family values to enhance integrity. We carried out regular probes into unusual employee conduct and held Party classes, admonitory sessions, thematic training, Management Reception Day, and "Integrity Partner" campaigns, all aimed at encouraging every employee to exemplify the principle of integrity.

During the reporting period, we invited a member of the Party Committee and the Secretary of the Discipline Inspection Commission of the Shenzhen Financial Regulatory Bureau under the NFRA to give a lecture on Party integrity, to further bolster the commitment to discipline and regulatory compliance among our Party members and cadres. Furthermore, we organized an admonitory event at the Shenzhen Prison, targeting our middle and senior management. This event aimed to deepen their awareness of integrity and solidify our resolve against corruption.

During the reporting period, the Bank and its staff were not implicated in any resolved corruption lawsuits.



Online

We have conducted anti-corruption promotions such as "Mid-Autumn Festival and National Day Integrity Tweets", "Centralized Education on Clean Finance", and "Online Exhibition" for

15 times

We have organized a session titled "**Gleaning Insights from Case Studies to Remain True to Our Aspirations, Inspiring Respect and Mindfulness through Shared Experiences of Cautionary Tales - A Forum for Management Cadres**"



Offline

The bank has organized clean finance training sessions covering new employees, management cadres, and personnel in key positions for

21 sessions

Whistleblower protection

The Bank has established comprehensive supervision and reporting rules and whistleblower protection mechanisms. These rules and mechanisms have been formalized in guidelines such as *WeBank Administrative Measures for Supervision Work* and the *Notice on Further Encouraging Employee Input and Improving the Petitioner Reception Mechanism*. As per these guidelines, employees are allowed to report any activities that they suspect violate administrative discipline via several channels: e-mail, hotline, Office Automation (OA) system, whistle-blowing mailbox, or in-person meetings. We also call on our staff to provide constructive feedback, share their concerns, and report undesirable events, ideally under their names. Throughout the investigation and handling processes, we rigorously maintain the anonymity of the whistleblowers and the security of their data.

Whistleblower protection mechanisms

The principle of need-to-know

Dedicated personnel are designated to receive whistleblower reports. They are not allowed to reveal the identity of the whistleblowers to any other persons (including superiors) without the consent of them.

Desensitization, investigation, and handling

In handling the reports, the personal information of the whistleblowers is kept in secret and their real identities will not be acquired in relevant stages of subsequent handling.

Serious discipline

We have zero tolerance for the acts of disclosing or spreading the personal information of the whistleblowers or attacking or framing them. Any such act will be severely punished once it is verified after investigation to effectively protect the legal rights of the whistleblowers.

Whistleblowing channels

E-mail

Jubao@webank.com

OA platform

Corporate OA home page - employee communication platform

Hotline

0755-26335008

Letterbox

Workplace West Stairway 1F-2F Platform, Block A, Building 7, Shenzhen Bay Technology and Ecology Park

Responsible Procurement

Consistently focusing on the standardization of procurement processes, we have established management rules such as *WeBank Administrative Measures for Suppliers*, *WeBank Responsible Procurement Policy*, *WeBank Administrative Measures for Procurement*, and *WeBank Operational Guidelines on Centralized Procurement*, to ensure orderly internal procurement management.

We continue to select suppliers through centralized procurement and independent procurement, with 4,399 suppliers included in our supplier database by the end of the reporting period. Specifically, we selected 345 suppliers through 521 centralized procurement projects during the reporting period.



Supplier management data

Indicator	Unit	2022	2023
Total number of suppliers selected through centralized procurement	Supplier	432	345
Number of suppliers from Chinese mainland ¹	Supplier	430	345
Number of overseas suppliers ²	Supplier	2	0
Number of suppliers included in the supplier database	Supplier	3,725	4,399
Total number of centralized procurement projects	Project	488	521

¹Represent the number of suppliers registered in Chinese mainland who are selected through centralized procurement.
²Represent the number of suppliers registered overseas who are selected through centralized procurement.



Suppliers included in our supplier database totaled

4,399



Centralized procurement projects totaled

521



Selected suppliers totaled

345

Transparent supply chain

The Bank has been committed to building a transparent supply chain. During procurement, we prevent and resolutely eradicate commercial bribery, and take vigorous actions to create a "fairness, integrity and efficiency" procurement environment.

The procurement agents and procurement team members are required to strictly follow our procurement regulations and shall be punished according to *WeBank Administrative Measures for Accountability and Punishment of Employees* once any violation is verified after investigation.

All official suppliers of the Bank are required to sign the *Commitment on Clean Cooperation*, which explicitly lists the forbidden conduct of bribery and provides whistleblowing channels such as e-mail and hotline. Suppliers with any violation will be punished in the manner of warning, exclusion, permanent exclusion, etc.

To advocate a clean and healthy cooperation environment, we prevent the occurrence of violations of laws and regulations such as commercial bribery. During the reporting period, we issued a total of 516 integrity questionnaires.

The WeBank Supplier Recruitment Platform has been piloted on our WeChat official account. The platform aims to enhance the openness and transparency of our supplier selection process.

During the reporting period, we had **NO** supplier withdrawal due to bribery or corruption.



Integrity questionnaires sent to suppliers totaled

516

Green supply chain

As a socially responsible enterprise, while promoting low-carbon operation, WeBank also encourages suppliers to hold fast to the concept of green operation, in a bid to jointly build a sustainable supply chain with partners.

During procurement, we have worked with our suppliers to enhance sustainable supply chain management through the following measures:

Online sourcing and supplier collaboration system

We have launched an online sourcing and supplier collaboration system. As suppliers are no longer required to provide paper tenders and use express delivery for tender submission, we have managed to reduce paper use and logistics costs.

Preferential procurement of products with green certification

At the stage of procurement, we have implemented preferential procurement of products with green certification by improving technical requirements for bidding.

Selecting appropriate suppliers

Localized production has been taken as an indicator for selecting appropriate suppliers after considering the availability of materials.

Formulating responsible procurement policy

We have prepared the *WeBank Responsible Procurement Policy* and synchronously added it to the agreement signed with suppliers to drive suppliers to actively respond to the national environmental protection requirements.

Intellectual Property Protection

The Bank fully respects the intellectual property of others and attaches importance to the prevention of infringement risks of its own intellectual property. The *WeBank Administrative Measures for Information Asset Security* has specified the management requirements such as classification, grading, use, and modification of software assets. The procurement of software needs to comply with the *WeBank Administrative Measures for Procurement* and a software purchase agreement must be signed to implement the entire life cycle management of software assets such as purchase, inventory, distribution, usage, and destruction. Meanwhile, we have assigned dedicated operation and maintenance personnel to unify the operation system installation standards for servers and office computers, and restricted employees from the installation of unauthorized software by recovery of admin access in the server system and the installation of WeBank security assistant in office computers.

While respecting the intellectual property of others, we place a strong emphasis on the protection and use of our own intellectual property. The *WeBank Administrative Measures for Intellectual Property* has specified our processes such as application of our patent, copyright, trademark, and domain name and legal rights maintenance, and outlined our policies on intellectual property rewards, accountability, and penalties.

We have upgraded our AI-based WePatent management system, which now incorporates functional modules for patent pre-examination, patent application, cost management, WeAIA intelligent data mining and intelligent writing system, backend administration, and other functionalities. This effectively assists our business departments in patent mining, drafting, and application. In addition, we have launched the latest version of the WeBrand trademark management system. This system realizes 100% online management of trademarks by introducing the application and renewal processes for both domestic and international trademarks.



By the end of the reporting period, we submitted applications for

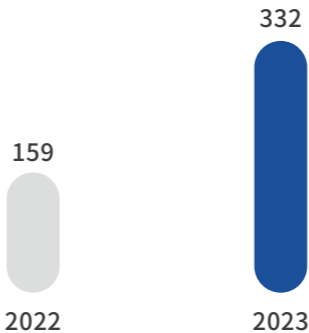
3,778 patents

with

752 granted



Quantity of patents granted during the reporting period (Unit: Count)



ENHANCED FINANCIAL ACCESSIBILITY

- ◉ Consumer Finance
- ◉ MSME Finance
- ◉ Financial Services for Customers with Special Needs



Responding to the United Nations Sustainable Development Goals (UNSDGs)



Consumer Finance

'Weilidai'

'Weilidai', embodying the core values of "immediate realization of small wishes", harnesses Tencent apps such as WeChat and Mobile QQ to provide online small-size credit loans that is small in amount, widely applicable, accessible always, and available as required.

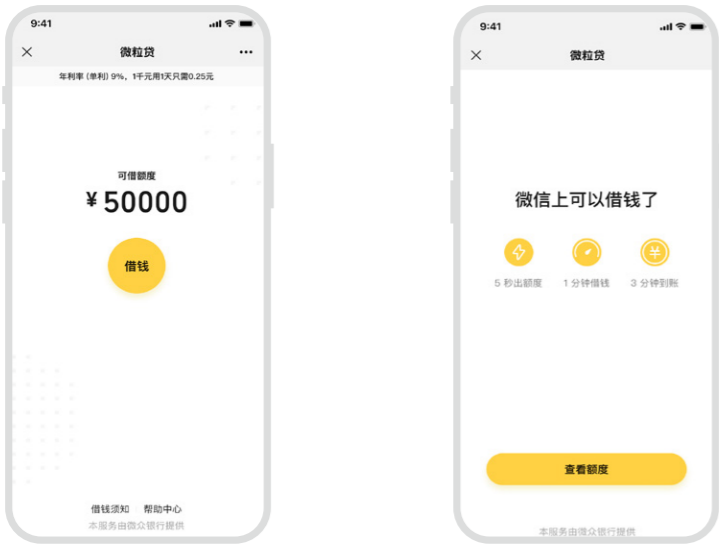
This product significantly extends the reach of digital finance models, catering to customers' short-term, small-size, frequent, and urgent capital turnover needs, effectively bridging the gaps within the traditional financial system.

Effective expansion of retail credit service

- The service scope covers **31** provinces, autonomous regions, and municipalities across the country.
- By the end of the reporting period, 'Weilidai' served over **63 million** borrowers.
- A daily average of over **950,000** loans were issued during the reporting period.

Broad customer base

- About **85%** of the customers had a college degree or below.
- Over **81%** of the customers were non-white-collar employees.
- About **17%** of the customers with granted credit had no prior credit history in the PBC system.



'Weilidai' Page



During the reporting period, 'Weilidai' loans that enjoy favorable interest rate subject to interest-free vouchers have surpassed

5 million

cutting interest costs for customers by RMB

560 million

24-hour service

- **7×24** service at mobile devices
- **100%** online operation, covering the entire process of 'Weilidai' from customer application through service activation to credit approval
- **60%** of the loans at non-traditional banking hours

Flexible and convenient loan experience

- Interests are calculated on a daily basis and repayment can be made at any time from the next day after borrowing. Prepayment is exempt from liquidated damages, avoiding unnecessary costs for customers.
- Customers can borrow up to **RMB 200,000**, with no paper materials, guarantees, or pledges required.
- The average ticket size was about **RMB 7,400**, the average duration of loans that had been repaid in full was only **73** days, and about **70%** of customers' borrowing cost per loan was less than RMB 100.



'Weihudai'

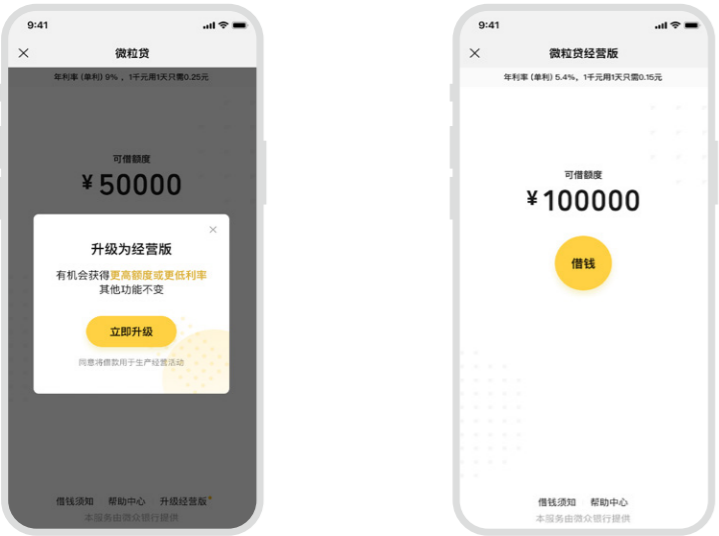
'Weihudai' is an online personal business loan product offered to MSME customers of 'Weilidai' who require funds for business activities. The loan amount can go up to RMB 500,000.

This product extends the reach of inclusive finance to individual industrial and commercial households and MSMEs facing difficult and expensive access to financing.

Financial service expansion for MSMEs

By the end of the reporting period,

- More than **70%** of the customers came from basic livelihood industries such as wholesale and retail, manufacturing, accommodation, and catering.
- About **25%** of the customers were first-time MSME borrowers with no business loan history in the PBC system.
- Over **330,000** small and micro natural person customers were served.



'Weihudai' Page



By the end of the reporting period, 'Weilidai' served small and micro natural person customers for over

330,000

Fitting small-size, flexible financing demands and reducing capital turnover cost

- No guarantee, mortgage, or pledge is required.
- Interests are calculated on a daily basis and repayment can be made at any time from the next day after borrowing, with prepayment exempt from liquidated damages.
- The per capita credit was only **RMB 81,000**, the average loan amount per transaction was **RMB 15,000**, and the average renewal period of settled IOUs was only **47** days.
- Approximately **75%** of the borrowing costs per loan were less than RMB 200.



WeBank Wealth+

WeBank Wealth+, with a brand theme of "More Fortune and Better Life", is committed to refining the financial product selection strategy from a buyer's perspective, offering thoughtful and empathetic customer experiences, and harnessing advanced financial technology and applications to deliver professional, stable, and efficient one-stop digital wealth management services.

By the end of 2023, WeBank Wealth+ has partnered with 23 wealth management subsidiaries, 71 fund companies, 7 trust companies, and 11 insurance companies, offering over 4,900 products through sales agent collaborations. WeBank Wealth+ consistently enhances its "warehouse-shelf-cashier" model, upgrading its product management system across three key modules: product introducing, shelving, and selling. In the process of product introducing, WeBank Wealth+ selects high-quality products from top-tier companies across multiple categories. The shelving process involves multi-departmental decision-making to ensure only the best products are chosen. During selling, performance metrics are set aside in favor of user needs, thereby facilitating effective asset allocation for our customers.

WeBank Wealth+ adheres to the service philosophy of "prudent allocation with restrained caution". It adopts a service model of "real person + intelligent digital assistant" to offer tailored asset allocation advice to each customer. On the other hand, it will issue a "restrained caution" prompt when customers hold a proportion of high-risk assets exceeding a certain threshold, thereby assisting users in making more rational investment choices.



WeBank Wealth+
Home page



WeBank Wealth+
Wealth Management Interface



During the reporting period, WeBank Wealth+ won the **4th Golden Bull Award for Banking Wealth Management Products (2023)** and was named a **"Trustworthy Financial Institution and Wealth Management Bank for 2023"**.

MSME Finance

Leveraging our strength in digital technology, we have launched the MSME finance brand "WeBank Business+", aiming to create an all-encompassing commercial service ecosystem. This brand offers a full suite of digital services to satisfy both financial and non-financial needs of MSMEs, thereby facilitating the digital transformation and upgrading of these businesses.

'Weiyedai'

'Weiyedai' is the first online-only, unsecured, revolving credit bank loan product for corporate liquidity. We created the product by comprehensively utilizing the Internet, big data, cloud computing, and other technologies. So far, it has reached 30 provinces, autonomous regions, and municipalities. It allows customers to finish the entire process from the submission of the application to the receipt of funds solely on a smartphone, enhancing the accessibility of microfinance.

Serving the real economy
The loan balance of 'Weiyedai' in the wholesale and retail, manufacturing, and construction industries accounted for **more than 75%** of the total.

Addressing MSMEs' challenge of securing the first loan
Enterprises with blank credit history accounted for **more than 50%** of the total.

Facilitating the financing of MSMEs that lack mortgage and pledges
More than 90% of the balance was pure credit loans.

**By the end of the reporting period*

MSMEs served by 'Weiyedai'

- Almost **100%** of the customers were private enterprises, and **over 70%** of them had an annual revenue below RMB 10 million.
- The credit per customer was about **RMB 1.1 million** and the average amount of loans was around **RMB 250,000**. **About 50%** of the MSMEs repaid less than RMB 1,000 in interest on a single loan.



'Weiyedai' interface



Due to our remarkable achievements in MSME services, we won the **2023 Platinum Award in the category of "SME Financier of the Year - Asia"** at the SME Finance Forum sponsored by the IFC and supported by the G20 Global Partnership for Financial Inclusion (GPI).



In 2023, 'Weiyedai' was included in **"Typical Case of Innovative Development in China's Banking Industry"** by Tsinghua Financial Review.

Industrial finance

By teaming up with core businesses and harnessing their data of the "Three Chains and Three Flows"¹, we have effectively expanded our industrial finance services to both upstream suppliers and downstream customers of these businesses. By adopting fintech solutions and analyzing supply and sales data, we have developed a digital supply chain finance model that does not rely on collateral and conforms to the requirements of enterprises in the service supply chain of core enterprises. This model features "online operations and instant approval", along with benefits such as "enhanced information transparency, precise customer profiling, and outstanding user experience". Additionally, our industrial finance services are empowered by big data-driven risk control and meticulous digital operations. This allows us to offer tailor-made service plans that consider the distinctive seasonal patterns and capital demands of various industries.

By the end of the reporting period, our industrial finance business engaged in long-term cooperation with **more than 400** brand-name partners across China, including **over 100** state-owned enterprises (SOEs) and central enterprises; it also served **upwards of 300,000** upstream and downstream MSMEs, thereby meeting the supply chain finance needs of a wide array of corporate customers.

In 2023, our industrial finance business focuses on sectors such as mass consumption, major infrastructure, big health, and high-end manufacturing. For the first three sectors, we collaborate with leading brands to serve their upstream and downstream MSMEs. For the last sector, we expand our MSME customer base by identifying businesses along the industry chain using big data.

We actively explore models of cooperation with premium customer segments. These include upstream businesses of SOEs and central enterprises, entities procuring on behalf of the government, high-end manufacturers, and companies with special qualifications. We acquire target customers through public procurement platforms, centralized procurement platforms for core businesses, local government platforms, and industry associations. We also promote our brand and convert our customers through business cooperation.

By the end of the reporting period, we granted a total of **more than RMB 30 billion** in credit to upstream businesses of SOEs and central enterprises, **over RMB 18 billion** to entities procuring on behalf of the government, **upwards of RMB 12.5 billion** to high-end manufacturers, and **RMB 5 billion+** to companies with special qualifications.



¹ The "Three Chains and Three Flows" refer to the supply chain, information chain, and capital chain, along with the cash flow, information flow, and cargo flow.



By the end of the reporting period, our industrial finance business granted credit to a total of

> RMB 270 billion

and disbursed loans

> RMB 500 billion

Sci-tech finance

The Bank closely follows national policies and diligently implements the spirit and requirements of the State Council executive meetings, the Central Financial Work Conference, and relevant important documents. We strive to help China develop its sci-tech finance sector and accelerate the formation of new productive forces. In line with the national strategies for technological innovation and industrial chain advancement, we focus on serving businesses within innovative and strategic emerging industries. These include national high-tech enterprises, technology-oriented small- and medium-sized enterprises (SMEs), and innovative firms with valid patents. For tech companies, we provide exclusive, online, and unsecured credit products designed to improve financing efficiency and reduce costs. We also collaborate extensively with local governments and partner agencies in various dimensions such as investment and financing, financial transactions, and the fostering of enterprises. Through resource pooling and sharing, we have established a digital government-bank-enterprise service system, thereby broadening the spectrum of services available to tech companies.

We are committed to helping more tech companies gain government policy support. As one of the first banks included in the Shenzhen Science and Technology Innovation Commission's interest and insurance subsidy program for technology-oriented SMEs, we provide services for enrolled enterprises with the quality and effectiveness steadily improved year by year. Out of the 9,258 enrolled enterprises, 6,227 have applied for our credit services, with an application rate of 67%, an approval rate of 62%, and a fund utilization rate of 76%. We actively collaborate with the Shenzhen SME Service Bureau to implement the city's interest subsidy program for first-time loan applicants. So far, we have assisted nearly 300 eligible corporate applicants in securing these subsidies.

We work with partners in investment, guarantee, and insurance sectors to support tech companies, thereby strengthening the synergies between equities, loans, bonds, and insurance. We have launched Weichuangtou, the industry's first comprehensive investment and financing platform dedicated to tech companies and innovation investors. Utilizing big data and AI technologies, Weichuangtou realizes precision equity financing matchmaking through features such as "WeSearch", "WeInsights", and "WeMatch". This empowers businesses to sense the market dynamics and the climate of venture capital, thereby improving the efficiency of equity financing.

Zhengyindan (government, banks, and guarantee agencies work together to provide finance for MSMEs), our 100% online batch financing guarantee service, is now operational across 15 provinces and municipalities. It has issued guaranteed loans worth nearly RMB 37.7 billion to 43,000 enterprises, saving close to RMB 80 million in guarantee fees. Through this risk-sharing mechanism, we have improved MSMEs' access to financial services without imposing extra costs on these clients.

Working in partnership with guarantee institutions, we have expedited the advancement of intellectual property pledge financing services, providing exclusive preferential credit policies.



By the end of the reporting period, our sci-tech finance credit services covered **over 200** prefecture-level cities in **20** provinces and municipalities across the country. Applicants included **428,000** tech companies, accounting for **> 19%** of China's total; **119,000** were national high-tech enterprises, accounting for **> 27%** of China's total.



Within four months of its launch, Weichuangtou has served entrepreneurs and investors for

>4,800

During the reporting period, we provided intellectual property pledge financing loans to tech companies for RMB

227 million

We have integrated resources from all sides to construct a service ecosystem for tech companies. We conduct innovative explorations with government entities, financial institutions, and partners from different industries. Focusing on the various service demands of tech companies in their day-to-day operations, we have partnered with distinguished organizations like Shenzhen Qianhai Equity Exchange, Hexaprism (Hangzhou) Technology Co., Ltd., Guoren Property and Casualty Insurance Co., Ltd., and Zhaopin.com to develop a featured multi-dimensional service system tailored for tech companies. We have rolled out 12 corporate growth services, covering areas such as policy-based subsidies, qualification declaration, intellectual property, and technology-focused insurance, benefiting more than 100,000 clients over the year. In September 2022, we introduced with Zhaopin.com the "Huilan Seed Program", a campus recruitment platform aimed at connecting talented graduates to MSMEs with high growth potential in the technology sector. By the end of 2023, the platform offered 729 tech companies a free space to post over 23,000 job openings and received resumes from 2.86 million university graduates.



Innovative Enterprise Service Section

WeBank Enterprise App

The WeBank Enterprise App offers a one-stop, all-encompassing digital solution for MSMEs. It has established itself as our core communication and service platform catering to entrepreneurs' needs for readily available digital banking. In 2023, we have deepened our understanding of customer needs and constantly enhanced the user experience by involving them as product experience officers. We have introduced new platform features like calendar reminders and desktop widgets and achieved synchronization between our mobile app and desktop interfaces, facilitating multi-platform corporate online banking operations.



WeBank Enterprise App home page



WeBank Enterprise App calendar reminders



WeBank Enterprise App web home page

Financial Services for Customers with Special Needs

WeBank consistently endeavors to understand the financial demands of customers with special needs such as the disabled and the elderly, offering them a convenient, equal, and full access to our financial products and services.

Age-friendly technologies

To better assist elderly customers in bridging the digital divide, we have launched a secure, simple, and easy-to-use app version exclusively for these customers.

Secure account usage

We continue to ensure transaction security for elderly customers. We have utilized cutting-edge technologies such as AI, big data, and machine learning to refine the account security strategy of the WeBank Wealth+ Parents Version. We have also launched features like "account authentication", maintaining security across multiple transaction scenarios.

During the reporting period, transactions blocked on suspicion of being unauthorized **exceeded RMB 22 million**.

Worry-free pension finance

Considering the low-risk tolerance and specific financial needs of elderly customers, WeBank Wealth+ Parents Version tailored its offerings to include conservative financial products for deposit and wealth management during the reporting period. We also rolled out a pension enhancement initiative and constantly improved our recommendations based on customer feedback, aiming to increase the age-friendliness of financial products. Furthermore, we have broadened the scenarios of wealth management available through our online counter services, allowing clients to engage in "face-to-face" purchases of relevant products remotely.



During the reporting period, our services for customers with special needs including individuals who are visually or hearing impaired, as well as elderly customers

>3.97 million instances



In September 2023, WeBank's Wealth+ Parents Version's case of "Unleashing Digital Advantages to Create a Mobile Banking Solution for the Elderly" was included in the "Financial Consumer Protection" category of the **"Typical Cases of Inclusive Finance in China (2023)"**. These cases were jointly collected by the 21st Century Financial Research Institute and several financial associations.



WeBank Wealth+ Parents Version's home page



WeBank Wealth+ Parents Version's product recommendation page



Digital access for constant care

The Bank utilizes technological means to provide special groups with a green channel to financial services, thereby increasing their sense of access, happiness, and security. We strive to ensure that no one is left behind.

Visible services are just a fingertip away

We have established a sign language expert team to serve hearing-impaired 'Weilidai' customers. Through a specialized remote video identity verification process, we ensure that these customers have equal access to our convenient, fast, and secure inclusive finance services.



By the end of the reporting period, through 'Weilidai', we had served hearing-impaired customers

>200,000 times

disbursing loans close to RMB

900 million

Upgraded products for visually impaired customers

With visually impaired customers in mind, we continue to refine the accessibility features of 'Weilidai' and WeBank Wealth+.

In 2023, we partnered with professional external agencies to look deep into the financial needs of visually impaired 'Weilidai' users and the pain points of their mobile experience. Based on our findings, we have overhauled features like loan application, repayment, and customer inquiries by incorporating Voice-based Screen Reader Compatibility technology, to ensure that visually impaired users can effortlessly secure and repay loans and learn about our business.

In 2023, we organized numerous face-to-face meetings with visually impaired customers as WeBank Wealth+ initiative to fully understand the challenges and needs they face when accessing financial services. We have thus created an improved framework of "customer interview-solution design-solution implementation". Furthermore, we have introduced the "Online Counter" service for account opening, an augmentation of the pre-existing self-service account creation feature accessible to visually impaired customers. The service enables our staff to provide remote assistance to these customers during the account setup process.

In 2023, the WeBank Wealth+ Barrier-Free Version was:

- Included in the first batch of Outstanding Cases of Accessible and Age-friendly Internet Applications by China Academy of Information and Communications Technology
- Listed among the 2023 Outstanding Cases of Technology for Public Good by the China Computer Federation
- Named an Outstanding Service Product during the selection of innovative achievements in assistive devices for the physically challenged by the China Association of Rehabilitation of Disabled Persons and the China Assistive Devices and Technology Center for Persons with Disabilities
- Granted the Award for Outstanding Case of Service Improvement and Innovation during the selection of 2023 Outstanding Cases of Urban Financial Services by City Commercial Banks Clearing Co., Ltd.



By the end of the reporting period, the number of customers granted loans using the visual accessibility feature on 'Weilidai' had totaled

>77,000



By the end of the reporting period, the WeBank Wealth+ Barrier-Free Version had served visually impaired customers for

>16,000

Our research indicates that the percentage of visually impaired customers willing to recommend the WeBank Wealth+ Barrier-Free Version reached

>90%



WeBank Wealth+ Online Counter for account opening

GREEN DEVELOPMENT PRACTICES

- ◉ Supporting Green Finance
- ◉ Enhancing Green Finance Management
- ◉ Climate and Environmental Risk Management

As the saying goes, "Lucid waters and lush mountains are invaluable assets." We are deeply committed to the principle of green development, merging our unique strengths with green finance practices. To foster the growth of green industries and facilitate the societal transformation towards a low-carbon future, we are constantly innovating in green finance products and enhancing our services in this area. Additionally, we have strengthened environmental risk management within our credit operations.

According to the NFRA's (previously known as CBIRC, China Banking and Insurance Regulatory Commission) *Notice Regarding Submission of Off-site Supervision Reports of the Banking Sector for 2022*, by the end of 2023, our green loan balance stood at RMB 22.132 billion, spanning sectors like NEVs, clean energy, and green building, with a Non-performing Loan (NPL) ratio of 0.46%.

Responding to the United Nations Sustainable Development Goals (UNSDGs)



Supporting Green Finance

Green consumer loans

Our bank seizes the development opportunities in the NEV market and addresses user the pain points by focusing on digitalization and intelligence. We have launched a fully online, paperless, and 24×7 NEV financing solution, supporting green consumption demands among this customer group and driving the development of the NEV sector.

Optimizing customer experience

During the reporting period, we further integrated the NEV sales module with our loan module, enhancing the efficiency and fluency of both auto sales and loan processes. We upgraded our online mortgage process to version 2.0, gradually achieving simultaneous registration and mortgage processing. Additionally, we leveraged blockchain technology to refine our credit enhancement approval process, thereby improving the loan approval experience.

Empowering brand marketing

Leveraging AI and federated learning, we tailor smart marketing strategies for NEV brands, thereby ensuring targeted engagement with potential customers. With digital twin technology, we have partnered with NEV brands to unveil a "Metaverse Car Showroom", providing potential customers with a comprehensive and immersive car purchasing experience, including access to model information, perform vehicle comparisons, and online trials.

During the reporting period, our bank collaborated with new-energy brands such as Tesla, Li Auto, NIO, AITO, and others to conducted over 1,000 artificial intelligence marketing campaigns. This effort contributed the exposure to more than 240 million individuals fitting car-buying criteria and the acquisition of more than 160,000 car purchase leads.



During the reporting period, the proportion of NEV loans of the total auto loan issued by our bank

>55%

The average processing time for NEV loan approvals is

in seconds



By the end of the reporting year, our bank had reached comprehensive partnerships with Tesla, Li Auto, NIO, AITO, smart, and other nearly

20 NEV brands

Green business loans

Adhering to national macroeconomic policies and concentrating on the green industry chain, WeBank offers green finance products to upstream and downstream MSMEs, aiming to accurately direct the flow of finance to targeted customers.

During the reporting period, our focus extended from leading industries such as environment-friendly batteries, electric vehicles, sustainable building materials, forestry, and seed sectors to segments like photovoltaic technology, green lighting, green building material, recyclable resources, and prefabricated buildings. This expansion significantly bolstered the growth of green industries.

Furthermore, leveraging the extensive reach of our digital corporate finance, we offer marketing services for green businesses and their products.

Case WeBank Empowered Green MSMEs through the Dual Channels of Financing and Marketing

A Shenzhen-based MSME, which specializes in producing energy-saving and eco-friendly kitchen appliances, suffered from difficult and expensive access to financing.

WeBank stepped in to alleviate these financial hurdles through its 'Weiyedai' product. Furthermore, to boost the company's brand image and market influence, WeBank, through its *Enterprises+Entrepreneur Stories* program, produced a promotional video titled *Bathing Ingredients, Reducing Waste*. This video vividly showcased the company's commitment to enhancing the efficiency of kitchen waste processing and spearheading sustainable practices in the catering sector.

ESG-themed wealth management products

By the end of the reporting period, 269 green and ESG funds and 3 green finance themed wealth management products have been distributed, achieving a scale of RMB 118 million and RMB 123 million, promoting green development with green asset management.

Green bond investment

We have continued to invest in green bonds. During the reporting period, our cumulative investment in green bonds reached RMB 290 million. We focused on AAA-rated green bonds issued by SOEs and green finance bonds issued by policy banks, mainly involving clean energy and other green industries.

Enhancing Green Finance Management

We have constantly improved our green finance management system to ensure a robust and sustained development of our green finance business.

Managing the institutional framework for green finance

During the reporting period, we developed the *WeBank ESG Risk Management Measures* to bolster our ESG performance and mitigate related risks. These measures have outlined specific ESG risk management protocols for both our customer-facing services and internal operations. Additionally, we revised the *WeBank Green Finance Management Measures* and the *WeBank Provisions on Green Credit Financial Statistics*, aiming to refine our green finance strategy and statistical reporting requirements.

We also established a mechanism for overseeing the implementation of our green development policies. In line with internal and external regulations as well as our business plans, we conducted periodic audits and assessments on the governance structure, policies, and performance regarding our green finance business. In 2023, our green finance audits and assessments revealed no significant or major control flaws.

In the future, we will further strengthen the oversight and evaluation of our green finance practices as per regulatory requirements and our actual circumstances, with a focus on the efficacy of internal controls and relevant policies.



In 2023, our green finance audits and assessments revealed **NO** significant or major control flaw.

Supporting the development of green finance

We promote our green finance business from four aspects: goal setting, policy support, service improvement, and team building:

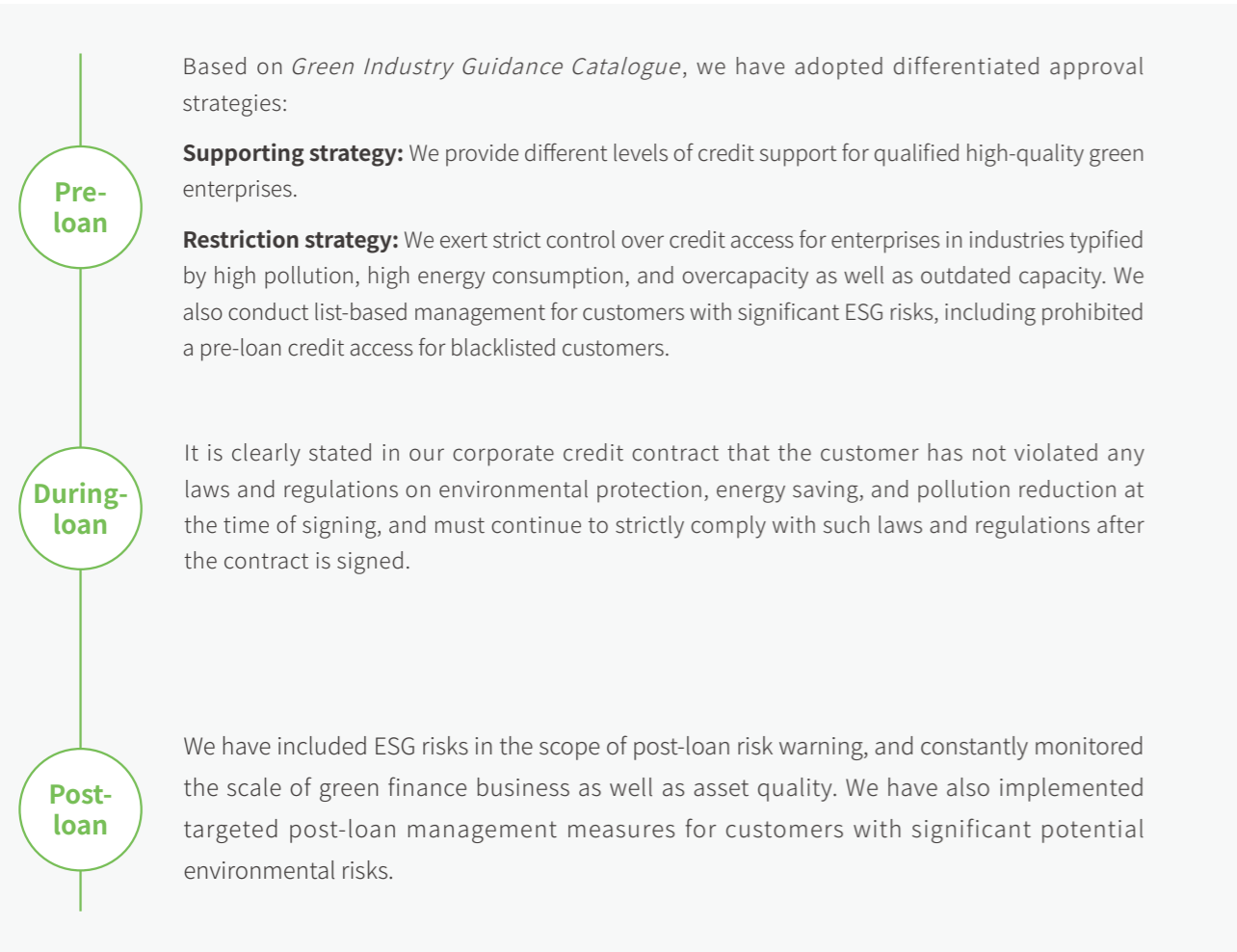
- Set annual targets for green finance based on its development status and conduct regular monitoring and tracking.
- Set credit lines during loan scale management to prioritize the specific requirements of green finance.
- Preferential FTP for green finance loans.
- Introduce online channels for expedited approval of green credits and implement a green loan eligibility recognition system.
- Develop benchmark positions for green finance and staff them with professional talents.

Climate and Environmental Risk Management

We have integrated ESG risks into our eRM system, constantly strengthened the management of climate and environmental risks during the credit process, guided the Bank to develop a unified green finance risk preference, and promoted the allocation of credit resources towards low-carbon industries and enterprises to facilitate green transformation and development.

Enhancing the environmental risk management processes

We pay close attention to environmental risks throughout the entire process of "pre-loan, during-loan, and post-loan". We have developed credit policies, detailed risk control rules, and operating procedures that align with the development needs of green finance, thereby standardizing the process of green credit business Bank-wide. Additionally, by constantly expanding our data sources, we have intensified the identification of enterprises that violate environmental and safety regulations or pose pollution risks, and gradually enhanced our ability to support low-carbon, high-quality development with credit services.



Deepening climate and environmental stress testing

Against the backdrop of intensifying global climate change, guarding against climate and environmental risks is a key issue for financial institutions. To proactively respond to climate change and strengthen relevant risk prevention and early warning capabilities, we have conducted climate and environmental stress tests for two consecutive years, while constantly upgrading the model methodologies to enhance the quality and effectiveness of these tests.

In 2023, we conducted stress tests on two representative risk types: short-term physical risks and long-term policy transition risks. In terms of physical risks, we have developed a stress test model that categorizes our credit assets by region and industry, creating a matrix to analyze and compute risk transmission differently. This matrix helps us pinpoint variations in asset stress indicators. In terms of transition risks, we have chosen the widely-adopted climate scenarios from the Network of Central Banks and Supervisors for Greening the Financial System (the "NGFS scenarios"). By employing econometric models, we have evaluated the effects of macroeconomic and energy system indicators under these scenarios on our asset stress indicators. This approach allows us to forecast the condition of our credit assets by the end of 2030.

Our findings show that, across various climate and environmental risk scenarios, the rise in the NPL ratio remains within a manageable threshold.

WeBank 2023 Climate and Environmental Stress Testing Parameters and Results

	Physical risk stress testing	Transition risk stress testing
Scenario settings	Consider separately the three major risk events of tropical cyclones (typhoons), floods, and droughts, and establish three stress scenarios based on the severity of impacts caused by these risk events, categorized as mild, moderate, and severe. ¹	Given our business actualities and climate resilience, we have chosen the NGFS scenarios for our stress testing. These scenarios have been selected based on the degree of transition stress, organized from lower to higher intensity. The four scenarios we are focusing on are: "Current Policy", "Delayed Transition", "Nationally Determined Contributions" (NDCs), and "Net-Zero Divergence".
Baseline period	Q4 2022	Q4 2022
Time horizon	Given the impacts of short-term risk events, the time horizon of the test is set at one year up to Q4 2023.	Considering the macroeconomic policies, regulatory requirements, and industry practices, the time horizon of the test extends to the projected year of carbon peak, and Q4 2030 to be precise.
Targets	Personal and corporate financial services	Personal and corporate financial services
Indicator	Non-performing Assets (NPA) ratio	NPA ratio
Scope of data	Climate and environmental indicators: Historical frequency and intensity of typhoon landfalls, areas affected by floods/droughts, and direct economic losses caused by risk events Macroeconomic indicators: gross domestic product (GDP at current prices), annual growth of GDP at current prices, NPL ratio of commercial banks Asset quality data: NPL ratios for personal and corporate finance	Macroeconomic indicators: Macroeconomic and energy indicators with strong relevance to our asset quality from the NGFS indicator list Asset quality data: NPL ratios for personal and corporate finance
Results	Overall, we will see a modest uptick in our NPL ratio under the impact of various physical risk events over the next year. Additionally, the existing provisions for NPLs are sufficient to absorb the heightened risk of loan defaults triggered by physical risk events in the upcoming year.	Regarding the forecast up to 2030, the NPL ratio is expected to marginally rise under both the Current Policy and Delayed Transition scenarios. The NDCs scenario predicts a noticeable level of transition pressure, accompanied by a moderate increase in the NPL ratio. In the case of the Net-Zero Divergence scenario, a higher transition pressure is anticipated by 2030; however, this scenario's impact remains within a tolerable scope when benchmarked against our peers.

¹The stress scenarios are set based on the impacts of risk events, measured by direct economic losses as a percentage of GDP, reaching their historical worst-case levels from 2009 to 2019. A mild scenario corresponds to a 1x multiplier of its impact, a moderate scenario to a 2x multiplier, and a severe scenario to a 4x multiplier.

CONSTANT IMPROVEMENT ON TECHNOLOGICAL CAPABILITIES

- ◉ Helping to Build China into a Financial Leader
- ◉ Promoting Digital Finance
- ◉ Maintaining Financial Security

We constantly innovate to forge a new paradigm for digital-native banking, thereby co-creating a new chapter in digital finance. In 2023, we stepped up efforts to develop core technologies, consistently promoted open-source collaboration, and contributed to high-quality financial development. We have solidified our technological foundation, enhanced the efficiency and quality of financial services, and promoted the rapid development of the digital economy. We have advanced the independent development of controllable key technologies, hastened import substitution for hardware and software, defended the bottom line of information security, upheld technology ethics, and embraced technology for the good.



The percentage of technical workers in our workforce consistently

>50%

The percentage of annual IT investment in the total operating income

>9%

In 2023, the percentage of R&D expenses in the total operating income reached

8.44%

Responding to the United Nations Sustainable Development Goals (UNSDGs)



Helping to Build China into a Financial Leader

Accelerating the development of core technologies

WeBank has stepped up efforts to develop core technologies in pursuit of high-quality development.

On AI, in 2023, FATE, a WeBank-launched open-source framework for federated learning, introduced its version 2.0. This upgrade has realized interconnectivity across various privacy computing platforms, enhancing the integration and functionality at the application, scheduling, communication, and heterogeneous computing layers, and thereby supporting the opening and interconnection of data element markets. Our technological solutions have been included in the *Privacy Computing Interconnectivity Technology Research Report* for the Financial Industry. This report, led by UnionPay and co-authored by WeBank, has been released by the Beijing FinTech Industry Alliance. We have proposed a new paradigm shift from federated learning to foundation mode based on the theoretical framework of "Trustworthy Federated Learning". In partnership with Tsinghua University and the Hong Kong University of Science and Technology, we have published a series of pioneering theoretical research, including "Trustworthy Federated Multi-Objective Optimization", FedPass, and FedPBF. These research studies have been accepted across a spectrum of premier international academic conferences and journals, including International Joint Conference on Artificial Intelligence (IJCAI). In April 2023, the FATE community initiated the FATE-LLM open-source project, aiming to facilitate the research and application of federated LLM technology.

In terms of the blockchain domain, we have constantly strengthened the development of underlying core technology. First, we have further promoted the communal ethos of blockchain by introducing the "Public-Alliance Chain 2.0" framework. This framework integrates the strengths of both public and alliance chains. By granting access to observation points, we have allowed the public to engage with the blockchain network for data retrieval, validation, and oversight, thereby boosting data transparency. Second, we have led the development of third-generation FISCO BCOS, releasing nine updates over the year. These updates have incorporated features such as lightweight node addition, support for multiple Certificate Authorities (CAs), verifiable reads, intra-block sharding, dynamic consensus switching, and tree-based network distribution. Thanks to breakthroughs in Block-level Pipeline (BLP) and Deterministic Multi-Contract (DMC) technologies, we have improved the processing efficiency for intra- and inter-block transactions, achieving an industry-leading capacity of 100,000 transactions per second (TPS). Given its strengths in performance, security, and user experience, the FISCO BCOS blockchain platform has been certified as a national "blockchain technology product" by the end of the year.

Additionally, we are actively venturing into emerging tech territories, including digital humans and the metaverse, while constantly enhancing our technological prowess. We have successfully conducted functional and technological validations across a variety of internal and external application scenarios.

Internal scenarios

The Bank has harnessed AI-generated content (AIGC) models to develop features including digital human image creation, voice cloning, lip synchronization, and motion library. This significantly shortens the time required to create digital humans, who are now utilized in a variety of scenarios such as advertising, live-streaming, training, and presentations, thereby enhancing efficiency and reducing costs. Additionally, we have further refined the 3D digital twin of the WeBank Tower in Qianhai, Shenzhen. By incorporating technologies like blockchain, generative artificial intelligence, 3D contents engines, and high-precision positioning, we have launched features such as guided virtual tours, digital content creation, digital Party-building, gamified science education, and interactive training. Through constant verification of metaverse technology and applications, and the replacement of offline events with online ones, we are reducing carbon emissions and implementing ESG principles.

External scenarios

In collaboration with our partners, we have introduced the "Metaverse Auto Showroom", a one-stop online vehicle purchase platform that uses cloud rendering and digital twin technology to generate 3D replicas of cars, combining digital financial services with a metaverse-enhanced immersive buying journey.



In August 2023, *FISCO-BCOS: An Enterprise-grade Permissioned Blockchain System with High-performance*, a paper published by our blockchain team, was selected by the top international supercomputing conference SC23, marking **the first paper on blockchain performance optimization in the history of the SC conference**

Promoting open-source technology

The Bank plays a pioneering role in enhancing China's open-source innovation ecosystem. We are vigorously advancing the development of open-source technology.



By the end of the reporting period, we had contributed to open-source projects in fields such as AI, blockchain, cloud computing, and big data for

36 projects

recording on GitHub for

>40,000 stars

>15,000 forks



By the end of the reporting period, across the globe, the FATE open-source community covered renowned companies for

>1,300

and universities for

>500

FATE stands as the largest open-source community in the privacy computing and federated learning sectors with stars on GitHub surpassing

5,300

On blockchain, the FISCO BCOS open-source blockchain platform, spearheaded by WeBank, has attracted over 5,000 companies and more than 100,000 individual users. It helps establish open-source blockchain technology as a prerequisite for trustworthy infrastructure. FISCO BCOS boasts more than 500 core contributors and 50 certified partners engaged in industrial applications, talent development, and ecosystem growth. A total of 63 experts across various domains have been honored as FISCO BCOS MVPs. Furthermore, the establishment of 12 Special Interest Groups (SIGs) fully showcases the vibrancy of this domestic open-source community.

Our privacy protection solution, WeDPR, which integrates blockchain and secure multi-party computation (MPC) technologies, is among the **first five "secure MPC financial applications"** certified by Beijing National Financial Technology Certification Center



Our privacy protection solution, WeDPR, which integrates blockchain and secure MPC technologies, is among the first "secure MPC financial applications" certified by Beijing National Financial Technology Certification Center.

Additionally, we have developed and donated two projects to the Apache Software Foundation (ASF): Apache Linkis, an open-source big data product, and Apache EventMesh, a next-generation event-driven middleware. Both achieved Top-Level Project (TLP) status within ASF early in 2023, highlighting WeBank's position as one of the few domestic companies to have contributed two or more projects to Apache. Specifically, EventMesh is the first incubator project in the global financial sector to be accepted by ASF, whereas Linkis stands as the first Apache TLP initiated and contributed by a banking institution.



In 2023, we remained on the *Forbes* **Blockchain 50 list**

Our "Financial-grade Blockchain Open-Source Technology System for New Data Infrastructure" received the **2022 Fintech Development Award** from the People's Bank of China

FISCO BCOS won the **second prize at the 2022 China Open-Source Innovation Competition** guided by the Information Development Bureau of the Cyberspace Administration of China. It is the **sole blockchain open-source community to win a prize**

Our "Financial-grade Blockchain Open-Source Technology System for New Data Infrastructure" won the first prize at the **2023 Global Digital Trade Innovation Competition**



In 2023, the "Financial-grade Big Data Platform", based on the open-source suite WeDataSphere which includes Linkis, received the **2022 Fintech Development Award** from the People's Bank of China

Accelerating the standardization process

The *National Standardization Development Outline*, issued by the CPC Central Committee and the State Council, highlights that as technical support for economic activities and social development, standards serve as an important part of the state's fundamental systems. The *14th Five-Year Development Plan for Financial Standardization*, issued by the People's Bank of China and other three governmental agencies, also emphasizes the role of standardization in supporting the high-quality development of the financial industry. WeBank has long upheld the financial standardization strategy, "standards guide practices, and practices enrich standards". We have established the leading department for standardization to spearhead our active engagement in the development, amendment, promotion, and implementation of a broad spectrum of standards at international, national, industrial, local, group, and corporate levels. Through this engagement, we contribute our practical experience to the process of standards setting.

In the realm of international standards

We have joined standardization organizations such as International Organization for Standardization (ISO) and Institute of Electrical and Electronics Engineers (IEEE), thereby promoting China's advanced financial technology and practical experience to global audiences. In 2023, two international standards that facilitate the application of blockchain technology in the low-carbon economy sector were officially released: the *Standard for Using Blockchain for Carbon Trading Applications* (IEEE 3218) and the *Standard for Blockchain-based Green Power Identification Application* (IEEE 3224). We participated in the development of both standards. Furthermore, we are taking an active part in developing IEEE's Standards for Trustworthy Federated Learning Framework, Federated Learning Data Contribution Assessment Framework, and Technical Requirements of Digital Collection Services Based on Blockchain Technologies. Additionally, we have joined the AI Verify Foundation led by the Infocomm Media Development Authority (IMDA) of Singapore, aiming to strengthen our cooperation in the formulation of international AI standards.

Regarding national standards

Six standards that we helped develop were officially published in 2023. They are *Blockchain and Distributed Ledger Technology - Reference Architecture*, *Information Technology Service - Criteria for Evaluating Data Center Business Continuity*, *Financial Industry Open Source Software Evaluation Specification*, *Blockchain and Distributed Ledger Technologies - Terminology*, *Blockchain and Distributed Ledger Technology - General Guidelines for Preserve Evidence Services*, and *Blockchain and Distributed Ledger Technology - Guidelines for Application Programming Interface and Middleware Technologies*. Specifically, *Blockchain and Distributed Ledger Technology - Reference Architecture* marks China's first national blockchain technology standard approved for publication. It has expedited the standardization of blockchain technology within the nation, paving the way for high-quality development of the blockchain industry. Developed by WeBank, *Artificial Intelligence - Technical Specifications of Federated Machine Learning* stands as China's first national standard in the federated learning technology domain. It not only reinforces our nation's theoretical framework for the advancement of privacy computing technologies but also catalyzes the establishment of a cross-industry federated learning ecosystem. Furthermore, as Vice President of the Metaverse Work Committee under the China Electronics Standardization Association, we contributed to the creation of China's first national standard for the metaverse, *Metaverse - Reference Architecture*.

In terms of industrial standards

We have participated in the formulation of standards in areas such as financial distributed ledgers, blockchain, and fintech innovation. Among the industrial standards that we helped develop, *Standardization of Digital Model for Inclusive Financial Services in Banking Industry* and *Guidelines for Financial Digitalization Capability Maturity* were officially released in 2023, whereas an exposure draft was issued for *Technical Specifications for Financial Application of Federated Learning*. These standards are designed to aid financial institutions in benchmarking themselves against their peers, measuring the extent of fintech adoption, and assessing their progress in digitization. These will, in turn, expedite the digital transformation of the financial sector.

In terms of local and group standards

2023 saw the official release of *Requirements and Maturity Assessment Specifications for Copyright Services Based on Blockchain Technology*, which we participated in drafting. Published group standards that we helped develop include *Internet Banking Service - Guidelines for User Experience Evaluation*, *Accessibility Design Guide for Financial Mobile Application Software*, and *Specifications for the Application of Financial Distributed Ledger Technology in Fund Management* of the National Internet Finance Association of China; *Blockchain - Service Capability Maturity Evaluation Requirements* and *Blockchain Identifier System - OID Encoding Rules* of the China Electronics Standardization Association; *Capability Requirements and Evaluation Guidelines for the Blockchain-based Data Collaboration Platform* and *Guide to the Application of National Cryptographic Algorithms in Blockchain* of the Trusted Blockchain Initiatives.

As to corporate standards

We have updated and published standards in accordance with the latest industry requirements. In May 2023, we were named a "Forerunner" in the development of corporate financial standards for 2022, which signified our industry-leading position in the field of financial standardization.

Advancing business-university-institute collaboration

Fruitful achievements in university collaboration

In 2023, we successfully held a series of Summer and Winter Camps focused on Trustworthy Federated Learning with Tsinghua University, Xi'an Jiaotong University, Southwestern University of Finance and Economics, and Westlake University. These events drew participation from more than 150 master's and doctoral students across over 30 institutions of higher learning, including Tsinghua University, Peking University, Zhejiang University, Fudan University, and The Hong Kong University of Science and Technology (HKUST). Featured in upwards of 200 reports by external media outlets, these events not only nurtured talents in the realms of privacy computing and federated learning but also promoted communication and collaboration among businesses, universities, and institutes.

In the same year, the inaugural WeBank Scholars Program's blockchain and AI research initiatives successfully concluded. By the end of the reporting period, our collaborative research initiatives resulted in the publication of 30 exemplary academic papers, the filing of 19 domestic patents, the accumulation of 12 technological reserves, and the development of 4 engineering applications.

Keeping an eye on our business realities, we have teamed up with universities to build cutting-edge technological capabilities. Since establishing a lab with HKUST in 2019, we have embarked on 31 collaborative projects across cutting-edge fintech domains, including supplementary AML rules, detection of money laundering and fraud networks, federated learning, and enterprise qualifications assessment. Our partnership also extends to fields like sensitive data identification, automated generation of test cases, and root cause analysis of anomalies. In 2023, we signed another four-year cooperation agreement with HKUST. So far, we have initiated collaborations in areas such as LLM training and inference acceleration, knowledge graphs for AML efforts, natural language database queries, sensitive data identification, and trustworthy federated learning databases.

We constantly engage in talent development with universities. Founded in 2019, the Shenzhen University WeBank Institute of Fintech stands as a premier, research-focused international fintech college and China's first institute of its kind. Its commitment lies in nurturing fintech talents who excel academically, possesses practical experience, and demonstrates innovative skills, to promote the development of the "dual areas" (Guangdong-Hong Kong-Macao Greater Bay Area and the Shenzhen pilot area). In 2023, the institute reappointed nearly 20 WeBank experts as guest professors and industry mentors, who were responsible for offering practice courses and leading students in hands-on projects in addition to theoretical instructions. To date, the institute, in collaboration with more than 20 experts from WeBank, has finalized the lecture notes for "Introduction to Financial Technology" and developed courses including "Fintech Frontiers" and "Fintech Practices".



Class of 2023 Commencement Ceremony of Shenzhen University WeBank Institute of Fintech



Through the HKUST-WeBank Joint Lab and WeBank Scholars Program, we have filed **75** patent applications, delivered **47** algorithm models, and published papers at top international conferences for **88**

The inaugural WeBank Scholar Program's cloud computing research initiative won the **Best Paper Award at the Association for Computing Machinery (ACM) Symposium on Cloud Computing (SoCC) 2023**, a premier international conference on cloud computing



Over three years of cooperation, the Joint Lab has filed **26** patent applications, published **40** papers, and delivered algorithm models for **35**. Its research achievements have been applied in AML, anti-fraud, enterprise qualifications assessment, intelligent operations and maintenance, and data quality, among other fields.



During the reporting period, "Fintech Frontiers" and "Fintech Practices" were launched as mandatory courses for Grade 3 and Grade 4 students respectively. The number of mentors from WeBank who taught the courses was nearly

20

During the reporting period, the second batch of undergraduate students at the Shenzhen University WeBank Institute of Fintech completed their studies, with employment rate of

90%

Nurturing talents through competitions

Under the strategic guidance of the Shenzhen Municipal Bureau of Local Financial Regulation and Supervision, the Futian District People's Government of Shenzhen, and the Nanshan District People's Government of Shenzhen, the 2023 FinTechathon - "Xili Lake" University FinTech Challenge was jointly held by Shenzhen University WeBank Institute of Fintech, WeBank, and Shenzhen Xiangmihu International Financial Technology Institute. During its five successful editions, FinTechathon leveraged its strengths in resources, talent, technology, and collaborative innovation to deepen business-university-institute cooperation. The 2023 event was divided into three categories: AI, blockchain, and product management. The Top Three players were selected after three rounds of competition.



The 5th FinTechathon attracted renowned domestic and international universities for

356

and teams for

290

involving

1,500+ students

The number of participants from foreign universities increased by nearly

50%

Three areas of AI, blockchain, and product management were covered, garnering

187 submissions

Over the past five years, the event had attracted students from domestic and international universities, covering academic levels from undergraduate to doctoral, with a total number of

>5,000

Promoting Digital Finance

WeBank has earnestly implemented the Central Financial Work Conference's directives on digital finance. Internally, we constantly empower our digital banking business with technology; externally, we also rely on our technological prowess to aid in the digital transformation and upgrading of industries.

Empowering business digitization with technology

Openhive, our self-developed core system for distributed banking, features exceptional performance, resilience, availability, performance, security, and efficiency. It balances large capacity and low costs while maintaining high availability.

In 2023, we promoted the constant enhancement of Openhive's distributed architecture.

Enhancing the availability of IT architecture

- We have continuously strengthened our business continuity assurance by enhancing remote backup capabilities and implementing automatic failover for critical components in fault scenarios.

Advancing the evolution of system architecture

- Utilizing Kubernetes, a cloud-native, open-source technology, in tandem with our distributed Data Center Node (DCN) architecture, we have ventured into the field of Mesh Application and Service Architecture (MASA) and further enhanced the stability and operational and maintenance efficiency of our distributed Apps and service architecture.
- Through advancements in resource scheduling and resilience, we have also boosted the computational performance of our big data platforms.

Strengthening the technical reserve in the field of multi-center active-active architecture

- We have proceeded with technological validations for our multi-center active-active architecture in Shenzhen and Dongguan.
- The results show that all our production and transaction performance indicators have met expectations, which enhances our ability to comprehensively incorporate future application scenarios.

Saving IT resources

- For application systems and databases, we have optimized our system architecture to increase DCN capacity, merged some database clusters, and implemented application slimming, reduction, or consolidation measures.
- For big data platforms, we have cleaned, compressed, and archived existing data, merged small clusters, and enhanced support for cross-cluster batch job scheduling.



Leveraging the Openhive core system for distributed banking, within the year, we negotiated financial transactions with a daily peak of

>1.1 billion

maintained our key products' comprehensive availability at the telecommunications-grade standard of

>99.999%

IT operational and maintenance cost per account was kept at just RMB

2 per year

effectively underpinning the digital finance service demands of customers for

hundreds of millions

Additionally, we have been steadfast in promoting compliant innovation in digital technology, thereby bolstering our digital banking capabilities that span across marketing, risk control, operations, and consumer protection. In so doing, we have continued to pursue an "affordable, risk-manageable, and sustainable" approach to digital inclusive finance.

Technologically empowered marketing

Our bank has ingeniously designed a model that integrates online and telephone marketing and established a one-stop marketing operations portal to improve advertisement conversion rates. We are pioneering the use of an LLM material system to create marketing materials and automate the review and scoring of content. For example, leveraging our AI Agent technology, 'Weiyedai' has boosted the generation efficiency of advertisement materials by 266% compared to manual processes, all the while avoiding copyright risks. Furthermore, we have constantly upgraded our AI Agent intelligent marketing solutions. Utilizing federated learning and LLM technology, we have collaborated with advertising platforms and third-party data sources for federated modeling and targeted advertising without externalizing our business data. For instance, our technologies for Weichedai have reduced the costs associated with generating effective advertising leads by more than 20%.

Technologically empowered risk control

Take Weichedai as an example. In 2023, based on our robust risk control system, distributed data transmission agreements, and blockchain technology, we independently developed a data express delivery chain solution, improving the credit enhancement process and proactively meeting clients' credit needs. In terms of post-loan collection, over the past year, we developed an integrated system for collection and litigation, enabling seamless integration with courts and law firms. We also utilized AI to automate the generation of collection records. The 98% accuracy rate not only exceeds that of manual processes but also significantly decreases the need for collection staff, thereby enhancing the efficiency and quality of collection operations.

Technologically empowered operations

We empower outbound calling and customer services with technology. In terms of outbound calling, our self-built call center integrates various modes of manual and automatic calling along with operational and seat management functions. It gives marketing and collection activities a big boost, with a record daily high of 67,000 calls. Furthermore, we have continuously enhanced our intelligent outbound calling robotic ecosystem. Our self-developed Text-to-Speech (TTS) cloning service, tailored for collection scenarios, now delivers a tone that is both natural and realistic, thereby improving the effectiveness of outbound calling over human recordings.

In terms of customer services, our AI Agent technology can summarize dialogues with users, thereby aiding human agents in quickly identifying user issues. With LLMs, we can efficiently recommend solutions from our wealth management knowledge base, which more than doubles the efficiency compared to traditional manual processing.



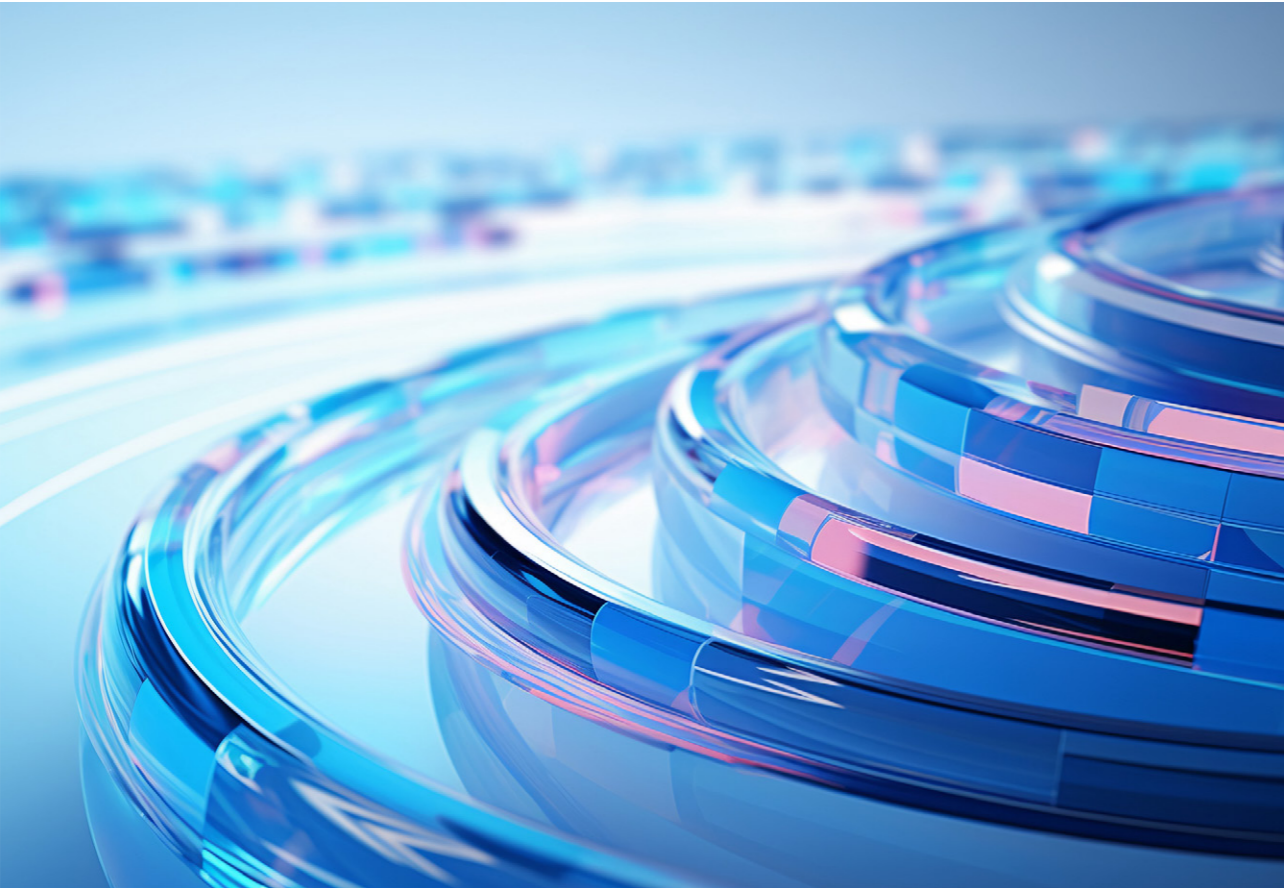
We received the **2023 Award for Outstanding Retail Finance Services - Best Chatbot Project** from *The Asian Banker*

Technologically empowered consumer rights protection

We have introduced an AI-based video review system, leveraging semantic and image recognition capabilities, as well as manually set evaluation rules, to review marketing videos and protect consumers. As of the reporting period, this system achieved an average accuracy rate of 95%, saving 90% of the time required for manual review. Furthermore, to ensure timely supervision and improvement of services, we have applied intelligent quality assessment systems to scenarios such as collection, marketing, and customer services for 'Weilidai', 'Weiyedai', and WeBank Wealth+, among other businesses. These systems have processed over 100,000 conversations daily, which cumulate in over 4,000 hours of voice calls, thus achieving comprehensive quality assessments. Boasting an average accuracy rate exceeding 90%, the systems have effectively standardized agent behaviors.

Technologically empowered LLM evolution

The Bank, leveraging a dataset of 7.7 billion corporate records spanning 14 sectors, has engineered an LLM 2.0 featuring tens of billions of parameters and marking a 152-fold increase in processing speed over its Version 1.0. Tailored for MSMEs, this LLM has been instrumental in the domain of MSME finance, enabling targeted digital outreach and precision digital operations. By accurately and efficiently catering to the financial needs of MSMEs, the LLM substantially elevates the scope, quality, and efficiency of financial services offered to these entities.



Empowering industrial digitization with technology

In the domain of blockchain, FISCO BCOS, an open-source community led by WeBank, has facilitated the adoption of over 400 benchmark applications, significantly promoting the digital transformation and upgrading of various industries. The 2023 FISCO BCOS Industry Application Development Report includes 252 typical cases, covering 19 fields such as government affairs, cross-border data verification, "dual carbon" goals, healthcare, and education.



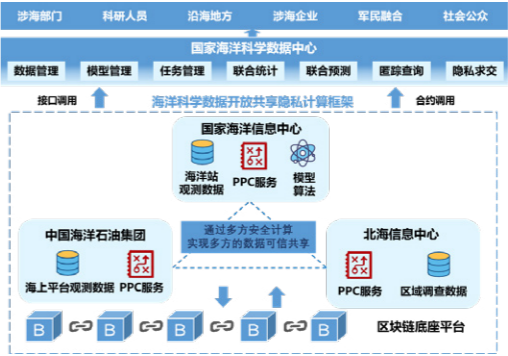
2023 FISCO BCOS Industry Application Development Report

Case Helping the National Marine Data and Information Service Build the Privacy Computing Platform for Opening and Sharing National Marine Science Data

Marine science data is distinguished by its sensitivity to specific elements, its specialized domain focus, and its wide-ranging application. The conventional practice of individual data downloading fails to fully address the growing and more detailed demands of users. In response, the National Marine Data and Information Service led the creation and operations of the National Marine Science Data Center. Since 2019, the center has been continuously advancing the research and development of emerging technologies such as big data, blockchain, and privacy computing, aiming to explore effective methods for the sharing and integration of trustworthy marine science data.

In 2023, we continued our collaboration with the center on data encryption, cross-domain model transmission, and other technologies. As a result, we jointly developed the Privacy Computing Platform for Opening and Sharing National Marine Science Data. This platform leverages our in-house blockchain and privacy computing technologies to build a secure framework for marine science data. It incorporates the WeDPR solution for scenario-based privacy protection, the FISCO BCOS open-source blockchain platform, and blockchain functionalities for collaborative multi-party, trustworthy data circulation, and evidence preservation auditing. By encrypting both marine data and the computational models, the platform provides with a multi-party collaborative environment for data processing, model application, product making and output security computing, leaving traces for traceability throughout the entire process, thereby achieving "data availability and invisibility."

Thanks to these innovations and practices, the platform was selected as one of the 12 "exemplary data element circulation cases" in the Big Data Galaxy 2023 held by the China Academy of Information and Communications Technology in 2023.



Case Facilitating the Construction of Guangdong-Macao and Shenzhen-Hong Kong Cross-border Data Verification Platforms

Amid the rapid development of the digital economy, the secure, efficient, and compliant flow of data has become a key to fostering high-quality development in areas such as cross-border governance and cross-border finance within the Guangdong-Hong Kong-Macao Greater Bay Area (GBA).

In March 2022, leveraging blockchain technology and the Distributed Data Transfer Protocol (DDTP), WeBank facilitated the launch of the first cross-border data verification platform in the GBA by the governments of Guangdong and Macao. Capitalizing on the inherent immutability and traceability of blockchain technology, this platform enables trustworthy verification of cross-border data transfers initiated by users through hash value validation. At the end of the reporting period, the platform had been connected to eight financial institutions in four scenarios, i.e. certification for outbound transfer of personal assets, certification for corporate assets, auditor certification and personal bank statements.

The Shenzhen-Hong Kong Cross-Border Data Verification Platform was also officially launched in November 2023 and has since completed its first business technology verification. The platform is expected to significantly improve cross-border data flow and integration, thereby enhancing the quality of digital services in cross-border finance and facilitating the integrated growth of the GBA.

Case Empowering the Blockchain-based Digital Verification Platform for Foreign Individuals' Income

With strong support from the Qianhai Administrative Bureau of Shenzhen, Shenzhen Tax Service under the State Taxation Administration, and Qianhai Tax Service, WeBank, in collaboration with the Bank of China Shenzhen Branch, introduced the Blockchain-based Digital Verification Platform for Foreign Individuals' Income in 2020. This platform streamlines the traditionally complex and paper-intensive application process for foreign exchange transactions by expats using legitimate salaries. Leveraging data from the Shenzhen Tax Service and blockchain technology, the platform offers a non-contact method for verifying the salary details of locally employed expats. This not only enables the expats to effortlessly purchase foreign exchange and transfers but also significantly enhances the user experience and bolsters risk control in banking operations.

As one of the first pilot projects for fintech innovation supervision by the People's Bank of China Shenzhen Branch, the platform finished successful testing in April 2023. In November 2023, it received the 14th Fintech Innovation Awards - Fintech-empowered Business Innovation Award from *Financial Computerizing*.



In the realm of big data, WeBank's open-source big data platform package, WeDataSphere, has been used across numerous industries including finance, Internet, telecommunications, manufacturing, and education. By the end of the reporting period, the sandbox trial environment registered over 2,800 companies, and the open-source community group attracted more than 8,600 users. Upwards of 120 companies reported deploying WeDataSphere in their operational settings, where the aggregated data volume surpassed 795 petabytes. WeDataSphere is playing a significant role in helping companies develop big data platforms.

For instance, a leading domestic cloud service provider has tailored the WeDataSphere package for the autonomous creation of a scalable big data development and service platform. This in turn facilitates the design of public cloud big data offerings. A large national bank has harnessed the Apache Linkis computing middleware, open-sourced by WeDataSphere, as a gateway for analytical and batch-processing tasks, benefiting more than 300 internal users. Also using WeDataSphere, an Internet firm has built a big data technology platform of paramount importance. Currently, this platform is serving over 1,500 users in production roles. Furthermore, multiple software integrators have repackaged WeDataSphere and released its commercial versions. These efforts have extended WeBank's big data solutions to a broader array of enterprises and initiatives, thereby unlocking their potential in data generation.



Maintaining Financial Security

Advancing the independent development of self-controllable technology

The Bank complies with the overall guidelines of "meticulous testing and practical application of domestic chips". Given the technological features of our distributed architecture, since 2022, we have adopted a strategy that prioritizes the use of homegrown open-source operating systems (openEuler) and hardware (Kunpeng and Haiguang). On such a basis, we constantly advanced the independent development of self-controllable technology during the reporting period. In 2023, we introduced an additional 1,500-odd domestic servers, accounting for over 35% of all our new servers; we also installed 1,500 sets of domestic operating systems, doubling year-over-year.

All our domestic office systems have come into full-stack, single-track operations. We have also introduced homegrown network traffic security devices, desktop security assistants, and antivirus and document encryption tools, laying a solid foundation for promoting domestic technology throughout the Bank. Over the year, 12 general business systems have undergone import substitution and have been operating on dual tracks; notably, six of these systems have achieved single-track operations ahead of schedule.

Focusing on key areas such as big data platforms, AI, and ecosystem development, we have engaged in collaborative technological innovations, practical applications, and promotional activities. Specifically, in the realm of AI, leveraging Huawei's Ascend series AI processors, the openEuler operating system, Docker containers, and other fundamental software, we have completed Proof of Concept (PoC) projects for Computer Vision (CV), Natural Language Processing (NLP), and LLaMA-13B multi-GPU training scenarios. These projects encompass the inference and training processes of deep learning.



The case titled "Full Stack Application and Practices of Financial Scenarios in WeBank's Indigenous Operating System" was recognized as the **"2023 openEuler Leading Commercial Practice Model"**

Strengthening information security and privacy protection

We have been committed to improving our information security and privacy management system that aligns with our business goals, advancing our information security technology and culture, and strengthening our information security and personal data management.

Constantly improving the information security and privacy management system

The Bank strictly adheres to the *Cybersecurity Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, the *Personal Information Protection Law of the People's Republic of China*, as well as international standards such as ISO/IEC 27001:2013 *Information Security Management Systems* and ISO/IEC 27701:2019 *Privacy Information Management*. In light of the primary information security risks confronting digital banks, we have continuously upheld and enhanced our information security and privacy management system. In November 2023, our information security and privacy management system successfully passed the certification audit.

Establishing an extensive technological system for information security

We have deployed a comprehensive cybersecurity and data security system, encompassing dimensions such as cybersecurity, host security, application security, and data security. This system is supported by established tools, processes, and strategies. Furthermore, drawing on industry experience in preventing cyberattacks and utilizing external services, we have established a cybersecurity management mechanism that covers active prevention, detection, and prompt response.

Continuing to refine the lifecycle security framework for our information system

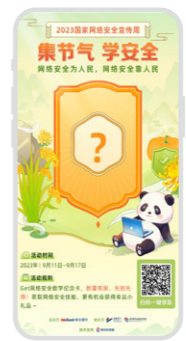
We have persistently enhanced the security of information systems throughout their entire lifecycle. Our approach includes establishing an automated, visualized, and standardized system for detection and operations. This system is designed to keep pace with the fast-evolving nature of information systems and the ongoing expansion of business scenarios. By significantly shortening the time of exposure to security risks, we have effectively protected our information systems and data.

Stepping up efforts to foster a culture of information security

We have organized various forms of information security awareness campaigns targeting our employees and the general public, aiming to enhance the sense of responsibility towards information security as well as risk awareness both internally and externally.

For our employees, we constantly conduct information security outreach through online courses, WeCom account, and phishing simulation exercises, covering topics like security awareness, legal requirements, office security, and data security.

For the general public, during the China Cybersecurity Week, we combined cybersecurity knowledge with traditional solar terms and initiated the "Solar Term Card Collection and Cybersecurity Awareness" campaign full of financial characteristics. Through over 10 channels, such as our WeChat official account, Weibo, and community groups, we routinely shared tips on protecting personal information and preventing online fraud, among other cybersecurity topics, with the general public.



2023 China Cybersecurity Week Solar Term Card Collection and Cybersecurity Awareness Campaign

During the reporting period, we experienced **NO** major information security incident including network intrusion and core data breaches



By the end of the reporting period, the proportion of computers equipped with encryption systems in our office environment was **100%**



During the reporting period, our Security Development Lifecycle (SDL) maintained a high execution rate of **over 99%**. The number of vulnerabilities identified in pre-launch penetration tests decreased by **45%**, and the average time required to repair vulnerabilities was reduced by **80%**. As a result, the security and quality of our R&D efforts have steadily improved.



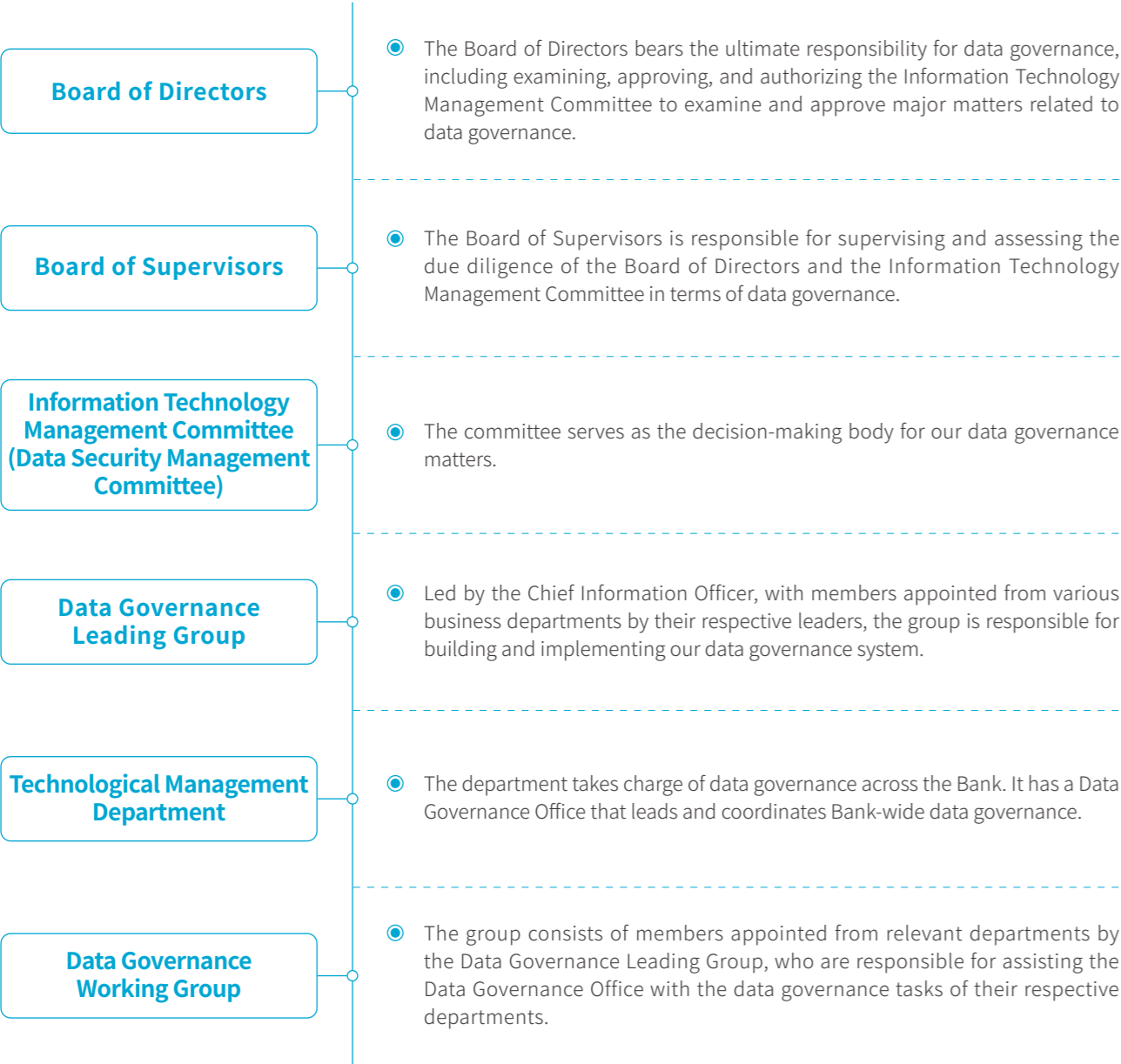
The campaign's messages reached **>1 million** individuals, Attracting card collectors for **tens of thousands**

Standardizing technological ethics governance

While actively harnessing the power of AI, blockchain, cloud computing, and big data technologies to advance business development and industrial upgrading, the Bank places a great emphasis on IT ethics governance. By improving data governance and adopting responsible AI practices, we mitigate ethical risks during the process of technological R&D and application, to ensure that our technological advancements are used for the greater good.

Data governance structure

We have established a Bank-wide data governance structure comprising the Board of Directors, Board of Supervisors, Information Technology Management Committee, Data Governance Leading Group, Technological Management Department, and Data Governance Working Group. To further clarify the roles of senior management in terms of data security, we set up the Data Security Management Committee, which is responsible for organizing, guiding, and coordinating our data security work. The member composition, organization structure, and working procedures of the Data Security Management Committee are consistent with those of the Information Technology Management Committee.



To standardize and improve data governance tasks across the Bank, we have developed the *WeBank Rules on Data Governance Management*, clarifying the basic principles of data access including "least privilege" and "need to know". In 2023, under the guidance of the Data Security Management Committee and in line with new regulatory requirements and our business characteristics, we launched a project to further refine our data security management system.

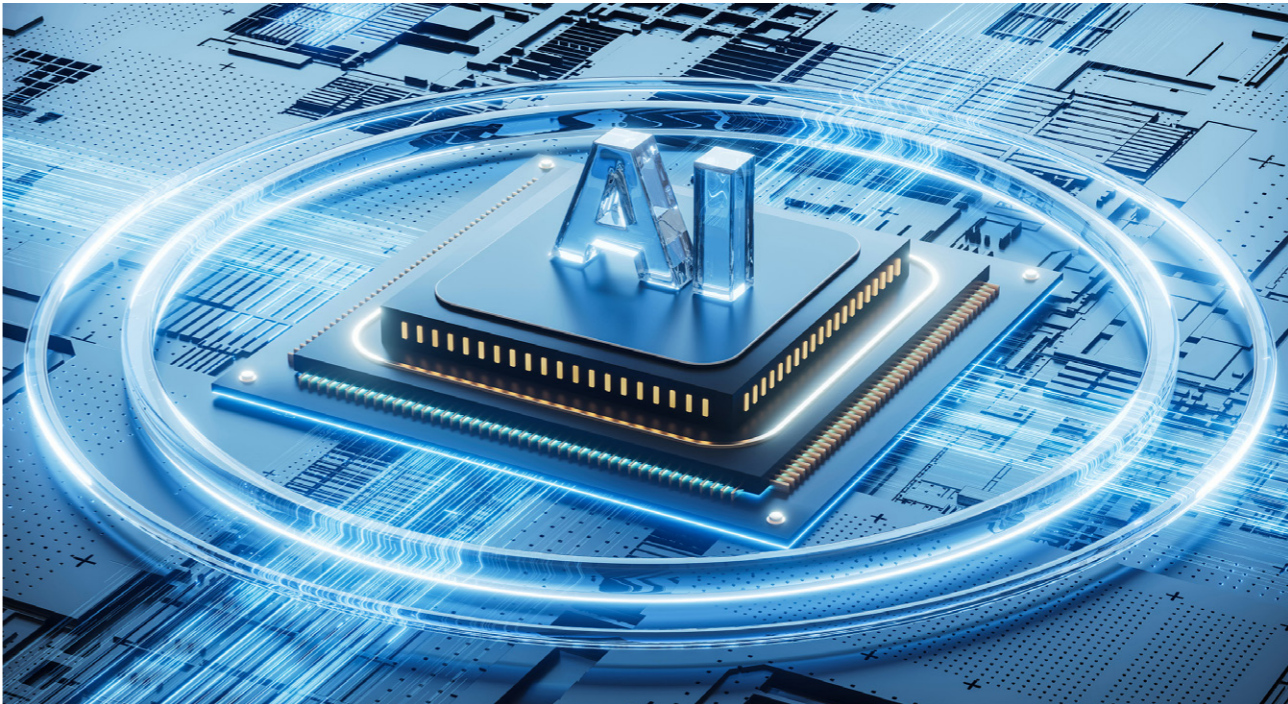
- We have thoroughly reviewed our data across individual, corporate, business, and management categories, before refining our four-tier data classification standards and the corresponding data management systems. Additionally, we have developed specialized protection strategies for highly sensitive data.
- Based on data categorization and classification, we have enhanced data security for various processing activities. By establishing relevant rules, processes, and tools, we have also improved our closed-loop management capabilities, which involve ex-ante approval, ongoing execution, and ex-post inspection, to ensure data is used in a compliant and secure manner.

Responsible AI

AI technologies such as LLM and Artificial General Intelligence (AGI) have rapidly advanced in recent years, yet the risks of misuse, abuse, and unintended use persist. We support the development of responsible AI by adhering to regulatory frameworks and focusing on practical applications.

At the institutional level, we have formulated the *WeBank Rules on AI Data Accountability and Authorization Management* to ensure the secure, transparent, and efficient use of AI data and prevent relevant risks.

In the realm of technological application, we are dedicated to iterating and enhancing LLMs to ensure their usage is in compliance with legal and regulatory standards, while also preventing over-dependence on or misinterpretations of these models.



消费者权益保护

微众银行秉持“让金融普惠大众”的使命，提出“消保+1”战略部署，持续强化消费者权益保护工作，依法维护金融消费者的八大权益。微众银行建立消保全流程管理，以“消保评审、投诉管理、消保宣教”为主要工作抓手，不断优化产品和服务，为普罗大众和小微企业提供优质的数字普惠金融产品，坚持倡导金融公平，精研多元产品，为障碍人士、老年群体等提供定制化金融服务。



CONSUMER RIGHTS PROTECTION

- ◉ Building the Consumer Rights Protection Management System
- ◉ Enhancing the Quality and Effectiveness of Consumer Rights Protection
- ◉ Improving the Consumer Compliant Handling Process
- ◉ Client Satisfaction Surveys
- ◉ Enhancing Telecom Fraud Prevention and Control Efficiency
- ◉ Spreading Financial Knowledge
- ◉ Regulating Debt Collection

WeBank spares no effort to deliver services that meet our customers' expectations and protect their rights and interests.

Responding to the United Nations Sustainable Development Goals (UNSDGs)



Building the Consumer Rights Protection Management System

WeBank has built a management structure for financial consumer rights protection based on "unified leadership, separated responsibilities", with the Board of Directors assuming the ultimate responsibility. We have also established two-tier consumer rights protection committees across the Bank.

In terms of the institutional framework, we have constantly refined our internal regulations such as the *Statutes of WeBank Consumer Rights Protection Committee* and the *Measures of WeBank for the Administration of Consumer Rights Protection*, further clarifying responsibilities and standardizing requirements, and thereby offering overall guidance on our financial consumer rights protection.

On work mechanisms, the Consumer Rights Protection Department is responsible for organizing, coordinating, supervising, and guiding the consumer rights protection tasks of the Bank. Other departments also have a role to play in front-, middle-, and back-office operations. Together these departments form a comprehensive consumer rights protection management system. Additionally, we have formulated internal by-laws such as the *Operational Guidelines for WeBank Consumer Rights Protection Review*, the *Measures of WeBank for the Administration of the Handling of Consumer Complaints*, and the *Emergency Response Plan for WeBank Consumer Rights Protection Work*. These protocols pave the way for a robust mechanism for the lifecycle management of financial consumer rights protection, covering ex-ante, ongoing, and ex-post phases.

WeBank's Management Structure for Consumer Rights Protection



Enhancing the Quality and Effectiveness of Consumer Rights Protection

The Bank adheres to the principle of "prevention first, education foremost, legal rights protection, and coordinated resolution". We constantly improve our approaches to "complaint handling, consumer rights protection review, and consumer rights awareness promotion", striving to vigorously safeguard the legitimate rights and interests of consumers.

In 2023, we continued to optimize management systems, refine operational standards, enhance internal collaboration, and advance digital applications, across the Bank. This multidimensional approach has resulted in a sustained enhancement of consumer rights protection awareness and management effectiveness. Throughout the year, we published nine internal reports on consumer rights protection, conducted five special investigations, and released the *Consumer Rights Protection Review Manual*.

Enhancing awareness of consumer rights protection among all employees

We have cultivated a Bank-wide learning culture through targeted research and multidimensional training, aiming to raise consumer rights protection awareness among all employees.

- We stayed updated with the latest policies and regulations, regularly publishing internal reports to promote consumer rights protection education throughout the Bank. In 2023, we issued a total of nine editions of the *Consumer Rights Protection Internal Report*, covering topics such as in-depth analysis of new regulatory measures, research on high-risk areas like tele-fraud and unauthorized agencies, as well as corresponding countermeasures. This initiative is to lead and propel collective learning and cognitive enhancement across the Bank.
- We actively conducted consumer rights protection training and awareness campaigns, firmly embedding the concept of "Consumer rights protection +1" in the minds of all staff members. In 2023, we organized over 70 training sessions on consumer rights protection, with 100% participation from our managers and employees.

Elevating the professionalism of management

We have delved into specialized areas of consumer rights protection management, constantly enhancing the review standards to nip risks in the bud. In 2023, from a practical front-line perspective, we developed the *Consumer Rights Protection Review Manual*. This manual consolidates review requirements, outlines standards, and addresses common issues. It serves as a handy "toolbook" for front-line staff, featuring policy explanations, consumer rights protection tips, and case analysis.



Consumer Rights Protection Review Manual



Thanks to the paper titled *Analysis and Management Recommendations on Financial Live Marketing Regulations for Commercial Banks*, we received the **2023 Award for Outstanding Financial Paper from the Financial Society of Shenzhen Special Economic Zone**

Improving the Customer Compliant Handling Process

We steadfastly maintain a "customer-centric" business philosophy. During the reporting period, we further improved our complaint management and diversified dispute-settling mechanism. We strive to better protect the legitimate rights and interests of consumers by identifying the root causes of problems.

We have established a customer complaints handling management structure based on the principle of "unified management, categorized responsibility" to ensure efficient response and resolution of various customer complaints.

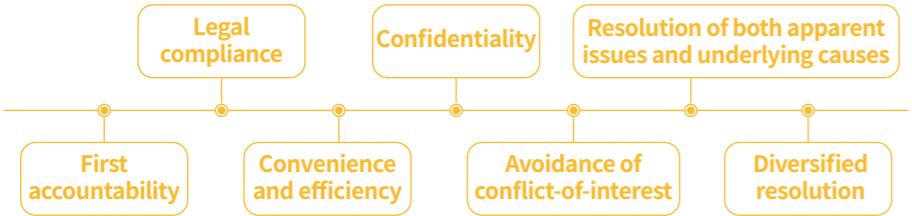
Customer Complaints Handling Management Structure



To further enhance both the quality and efficiency of customer services and complaints handling and to continuously increase the satisfaction of financial customers, we keep strengthening our institutional framework for customer rights protection and complaints handling. This is based on the customer complaints handling management structure, and according to relevant regulations such as the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*, the *Implementation Measures of the People's Bank of China for the Protection of Financial Consumers' Rights and Interests*, and the *Administrative Measures for the Handling of Banking and Insurance Consumer Complaints*.

During the reporting period, the Bank, in accordance with regulatory requirements and the actual situation, revised and issued the *Measures of WeBank for the Administration of the Handling of Consumer Complaints* to further refine the principles of complaints handling and specify requirements for complaints publication. We also revised and issued the *Administrative Measures of WeBank for Consumer Dispute Mediation* to further standardize our financial customer dispute handling requirements.

Seven principles of handling customer complaints:



In 2023, our average number of complaints per million individual customers was

88.73

with a completion rate of complaint work orders for

100%

and a 15-day settlement rate of

99.99%

Additionally, to scientifically guide dispute resolution efforts and ensure prompt resolution of customer issues, we have established multiple observation indicators. These indicators cover various aspects including service quality, operational standards, and others, with the aim of reducing escalated complaints.

Case Actively Exploring New Mediation Models to Effectively Settle Financial Disputes

In 2023, to actively promote the construction of a diversified mechanism for the mediation of financial customer disputes, we jointly established the WeBank Online Mediation Studio with the Shenzhen Banking Financial Consumer Right Protection Association.

The mechanism allows customer to settle disputes via a convenient online channel with the Bank and a third-party agency, eliminating the need for travel and greatly improving the efficiency of mediation. During the reporting period, we successfully finalized our first case of online mediation.



WeBank Customer Complaints Channels

- Service & complaint hotline**
Call the WeBank customer service hotline (95384) to file a complaint.
- Mobile banking**
Individual users: contact our online customer service representative via Customer Service of WeBank Wealth+.
Enterprise users: contact our online customer service representative via the Service Hall of the WeBank Enterprise App.
- WeChat official account**
Follow our WeChat official account and contact our online customer service representative.
- Business locations**
Report to our staff members.



Client Satisfaction Surveys

Customer satisfaction is an inexhaustible driving force behind WeBank's advancement. In accordance with regulatory provisions such as the *Implementing Measures of the People's Bank of China for the Protection of Financial Consumers' Rights and Interests*, the *Measures for the Administration of the Protection of Consumer Rights and Interests by Banking and Insurance Institutions*, and our own business performance, we have developed the *WeBank Administrative Measures for Customer Satisfaction Surveys*. We strictly adhere to the principles of "objectivity, fairness, and proactive improvement" and adopt a closed-loop approach of "preliminary surveys, in-process analysis and improvement, and follow-up calls" to conduct customer satisfaction surveys. We promptly make improvements and optimizations based on the feedback from customers.

- Preliminary surveys**
Conduct customer satisfaction surveys via telephone, short message service (SMS), WeChat official account, enterprise WeChat, and robot-initiated follow-up calls.
- In-process analysis and improvement**
Output business optimization suggestions based on the analysis of survey results.
Business departments advance the implementation of improvement plans according to the optimization suggestions.
- Follow-up**
Regularly conduct customer follow-up visits based on the implementation status.



Enhancing Telecom Fraud Prevention and Control Efficiency

In response to the high incidence of telecom fraud cases, we have made concerted efforts to streamline our anti-fraud management systems, establish specialized risk control models, diversify fraud prevention and control methods, construct an anti-fraud security ecosystem, conduct extensive anti-fraud publicity and education, etc., thereby constantly enhancing our capabilities in fraud prevention and control.

Streamlining our anti-fraud management systems

In 2023, we formulated the *Administrative Measures of WeBank for Anti-Telecom and Online Fraud in Loan Services* and revised the *Administrative Measures of WeBank for Anti-Fraud Security Strategies and Model Management in Online Transactions* and the *Administrative Measures of WeBank for Anti-Telecom and Online Fraud in Deposit Accounts, Payment, and Settlement Services*, among other relevant protocols, thereby solidifying the institutional foundation for fraud risk prevention across the Bank.

Establishing specialized risk control models

Based on expert experience and historical data, the Bank has advanced the application of new technologies such as customer relationship networks and graphs. By incorporating the latest fraud behavior tags, we have explored specialized anti-fraud risk control models. We have developed a fraud warning platform and monitoring system, streamlined the processes of our anti-fraud case investigation system, constantly strengthened case investigation and data analysis, and enhanced our ability to quickly identify and respond to fraud risks.

Promptly upgrading our anti-fraud strategies

Focusing on the prevention of syndicated fraud, we have enhanced our multi-modal data collection capabilities and continuously expanded our sources of telecom fraud data, rigorously analyzing existing samples. We have persistently upgraded our tiered management mechanisms for network and device strategies, implementing risk-based differentiated alerts and controls for customer groups categorized by risk levels. We have prioritized outreach and surveys of potentially fraudulent clients to quickly identify the tactics and signatures of grey and black-market operations, thereby constantly refining our anti-fraud strategies. Employing LLMs and machine learning technologies, we have also modeled and analyzed vast amounts of data, significantly enhancing our capabilities in fraud risk identification and control and improving the accuracy of fraud detection.

Diversifying telecom fraud prevention and control methods

We have constantly improved our anti-fraud questionnaires, updated our fraud question database, and bolstered defenses against risks linked to call-forwarding scams. We have carried out evaluations and surveys of the dual-recording reminders in use, incorporated credit process prompts into the stage of facial recognition and tested telephonic verification for risk exclusion. We have also proactively cracked down on counterfeit 'Weilidai' Apps. In 2023, we took action against over 100 cases of such imitations.

Constructing an anti-fraud security ecosystem

Internally, we have established a joint telecom fraud prevention and control mechanism for business, risk management, and operational units; externally, we have collaborated with Shenzhen Police to enhance the quality and effectiveness of telecom fraud prevention.

Conducting anti-fraud publicity and education

We consistently organize specialized anti-fraud training and awareness campaigns targeting both our employees and the general public to help enhance anti-fraud awareness internally and externally.



In 2023, the Bank, in partnership with the police, successfully intercepted telecom fraud cases in Shenzhen for

>1,700

involving
>RMB 80 million

The Office of the Shenzhen Municipal Leading Group for Containing and Managing New Types of Telecom and Online Crimes recognized our efforts by awarding us the "2023 Advanced Entity in the Card Blocking Action" and sending a letter of thanks



During the reporting period, we held anti-fraud publicity events nearly

470 times

attracting over
9 million views

We also conducted

19
anti-fraud training sessions for employees

Case WeBank Participated in National Anti-Fraud Center's Anti-Fraud Publicity Month Campaign

On June 16, 2023, WeBank, as a representative in the banking sector, attended the third Anti-Fraud Publicity Month Campaign held by the National Anti-Fraud Center in Beijing. This youth-led event saw participation from 27 government agencies, universities, and companies. During the event, WeBank captured the public's attention through a variety of activities, including an anti-fraud knowledge mystery box machine, a sleekly-designed promotional booth, and carefully curated anti-fraud gifts. The goal was to raise awareness about anti-fraud measures, educate the public on legal matters, reveal new fraud techniques, and promote the National Anti-Fraud Center App. These efforts garnered widespread recognition from attendees.



Case WeBank Conducted Anti-Fraud Publicity on Corporate Campus

In June 2023, WeBank promoted the *Law on Combating Telecom and Online Fraud* on a corporate campus. During the event, we employed real-life examples to illustrate common fraud risks, discussed how the Law applies to such scenarios, and distributed more than 300 pieces of promotional materials on fraud prevention and secure payments. The use of detailed and engaging examples provided both theoretical and practical insights, garnering broad public approval.

Case WeBank Collaborated with People's Bank of China Shenzhen Branch on Anti-Fraud Quiz

In September 2023, WeBank, in collaboration with the Shenzhen Branch of the People's Bank of China, launched an event titled "Do Not Put All Your Eggs in One Basket!-Promotion of the Law on Combating Telecom and Online Fraud".

The event featured a quiz and a movie-viewing session to educate participants using real-life cases. Those who scored full marks on the quiz could get free tickets to watch the anti-fraud film *No More Bets* through lottery.

Case WeBank and Shenzhen Nanshan Anti-Fraud Center Launched Financial Consumer Rights Protection Awareness Campaign at Shenzhen University

WeBank actively complied with the "Entering Five Types of Places" guidelines during the Financial Consumer Rights Protection Day by partnering with the Shenzhen Nanshan Anti-Fraud Center to organize an event at Shenzhen University called "Unite Financial Forces for a Better Life - WeBank's Financial Consumer Rights Protection Campaign on Campus". The event featured sessions on anti-fraud knowledge, common scam techniques, and engaging interactive games, aiming to increase the risk prevention awareness of university students.



Spreading Financial Knowledge

The Bank has established a long-term mechanism for consumer education. We employ a diverse array of tools such as comic strips, engaging videos, interactive live streams, and offline events to disseminate financial knowledge to a broad consumer base.

For the young: releasing the *Financial Literacy Handbook* and initiating a financial education camp

Under the guidance of the Shenzhen Banking Consumer Rights Protection Association, we have released the *Financial Literacy Handbook* aimed at the youth demographic. This handbook employs engaging case studies and illustrations to deliver practical financial information in an approachable format. Additionally, the handbook's electronic version has been made freely available across various financial institutions. In partnership with the Qianhai Shenzhen-Hong Kong Fund Town, we have also created courses aimed at broadly spreading financial knowledge among young individuals. Furthermore, we have launched the "Youth Financial Education Camp", an event that incorporates diverse financial concepts through interactive activities such as games, competitions, storytelling, and role-playing. These activities are designed to help young people develop sound financial values and wealth management skills.



For the elderly: launching our WeChat official account Parents Version

In 2023, we launched our WeChat official account Parents Version, featuring video live-streams and online image-text columns. This platform provides senior users with information on fraud prevention, financial and health knowledge, as well as tutorials on mobile banking. The aim is to create an enjoyable and relaxed atmosphere for the elderly to acquire financial knowledge. During the reporting period, we conducted over 100 public-spirited live streams aimed at elderly users.

For the visually impaired: initiating public-spirited audio live-streams

We are exploring the integration of live streams and open courses tailored for the visually impaired. We have launched an online wealth management class with participants of more than 7,000 person-times; an anti-fraud quiz with participants of more than 3,100 person-times; and a recitation competition with participants of more than 17,000 person-times.

For the hearing impaired: creating a series of videos to disseminate financial knowledge through sign language

We are committed to addressing the financial education needs of the hearing impaired. Our video series, "Financial Literacy in Sign Language: Sharing the Dividends of Digital Finance", developed by a team of sign language experts, covers topics such as anti-telecom fraud and credit reporting. Additionally, this video series includes sign language tutorials for everyday communication, furthering our contribution to building an accessible society.



WeBank was recognized by the Shenzhen Banking Consumer Rights Protection Association as an **"Advanced Entity in the 3·15 Consumer Rights Protection Week of 2023"**

WeBank was awarded the title of **"Caring Supporting Unit for 2023"** by the Financial Literacy Program for Shenzhen Residents



During the reporting period, we conducted consumer rights protection education and publicity sessions through both online and offline channels

584 times

with a total of **8.97** million views

Our consumer rights protection campaigns were covered by Xinhua News, China Economic Network, and Shenzhen Business Daily and other mainstream media outlets for

259 times



The video series was awarded as the **"Outstanding Educational and Promotional Project for 2023"** by the Shenzhen Banking Consumer Rights Protection Association

Regulating Debt Collection

To enhance the precision management of our collection business and credit assets, we have issued the *Administrative Measures of WeBank for Credit Asset Collection*. These measures define various collection processes and operational scenarios in accordance with laws and regulations such as the *Personal Information Protection Law*, the *Interim Measures for the Administration of Internet Loans of Commercial Banks*, and the *Guidelines on the Management of Outsourcing Risks of Banking Institutions*.

In our dealing with collection partner agencies, the Bank implements rigorous and routine supervision and management through methods such as on-site inspections and remote spot checks. If any of these agencies is found to engage in illegal or irregular collection practices, we will strictly impose sanctions as per relevant standards. Additionally, we reserve the right to terminate our partnerships with these agencies or include them in a blacklist for post-loan collaborations. Furthermore, we constantly enhance compliance training and awareness-raising efforts for the call center staff of collection agencies and outsourced personnel to ensure regulatory adherence.

To enhance the security and efficiency of our collection operations, the Bank has established clear provisions regarding the requirements related to the handling and protection of customers' personal information, the rights and obligations of both parties, as well as provisions concerning information security and business standards, within the commission contracts and the Letters of Commitment to Information Security signed with collection agencies. Additionally, we employ an intelligent quality assessment system and operational restrictions within our collection system to monitor and record the entire collection process. This enables real-time monitoring and intelligent quality assessments of all records and ensures data security isolation, among other smart services.



By the end of the reporting period, training on relevant laws and regulations for both our internal collection staff and outsourced collection agencies reached a coverage rate of

100%



GREEN AND LOW-CARBON OPERATIONS

- ◉ Green Building – WeBank Tower
- ◉ Improving Environmental Management
- ◉ Operational Carbon Neutrality
- ◉ Responding to Climate Change

As a responsible commercial bank, WeBank actively responds to the call for green development. We have been coordinating efforts across various aspects, including eco-friendly buildings, data centers, and workplaces, to implement and refine our low-carbon management practices. Furthermore, we are committed to achieving carbon neutrality in our operations, thereby contributing to China's efforts to achieve its "dual carbon" goals.

Responding to the United Nations Sustainable Development Goals (UNSDGs)

<div>7</div> <div>AFFORDABLE AND CLEAN ENERGY</div> <div></div>	<div>9</div> <div>INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> <div></div>	<div>11</div> <div>SUSTAINABLE CITIES AND COMMUNITIES</div> <div></div>
<div>12</div> <div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div></div>	<div>13</div> <div>CLIMATE ACTION</div> <div></div>	<div>15</div> <div>LIFE ON LAND</div> <div></div>

Green Building – WeBank Tower

As the first self-built office building of the Bank, the 138.52-meter WeBank Tower covers a total area of 10,221.36 m² and a total construction area of 153,100 m². It follows the design philosophy of "openness, health, environmental protection and intelligence" and incorporates the typical architectural style south of the Five Ridges. It serves both office and commercial purposes and reflects the culture of openness and inclusiveness, proactive development, innovation, and reciprocity of WeBank.

In the design and construction of the WeBank Tower, we strictly adhered to the *Environmental Protection Law of the People's Republic of China*, the *Water Pollution Prevention and Control Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution*, the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, the *Law of the People's Republic of China on Noise Pollution Prevention and Control*, as well as relevant regulations of Shenzhen. Additionally, we incorporated diverse green design concepts and employed energy-saving and consumption-reducing technologies to enhance the building's environmental performance.

Green design

Sponge city

Rainwater volume and pollutants discharged to municipal rainwater pipes are effectively controlled through measures such as infiltration and discharge reduction, retention and transfer, and rainwater regulation and storage.

Green roofs

The roof is designed with a green area of 2,878 m², comprising 61.10% of the roof's available green area.

BIM technology

Design drawings are reviewed, construction processes are simulated, and construction-design integration is achieved to minimize material waste during the construction.

Low-carbon and energy-saving facilities

Smart lighting

The lighting on stair landings is controlled by energy-saving motion sensor switches.

An intelligent lighting control system is implemented for landscapes, garages, corridors, and other public areas.

Energy-saving lifts

The elevator control system features centralized and group control functions, while the escalators are equipped with energy-saving automatic start-stop controls.



Leadership in Energy and Environmental Design (LEED) **platinum certification** and the national **"three-star" certificate of green building design label**



The main construction of the WeBank Tower received the 2022 **Guangdong Quality Structural Work Award** from the Guangdong Construction Industry Association



The main construction of the WeBank Tower received the **Shenzhen Quality Structural Work Award** for the second half of 2021 from the Shenzhen Construction Industry Association

Emission and consumption reduction

Water-saving appliances

Water-saving appliances are installed to enhance water use efficiency to Level 2 standards.

Water-saving sprinkling irrigation system

A soil moisture sensor system is installed, and water-saving springking irrigation is employed for landscaping.

Reclaimed water recycling system

Non-conventional water resources are utilized rationally for toilet flushing, road and garage cleaning, green irrigation, etc.

Recyclable materials

Reusable and recyclable materials account for 10.89% of the total weight of all building materials.

Green construction

Sound insulation and noise canceling

Concrete sheds are installed for sound insulation and noise canceling, effectively reducing noise levels by 25% and meeting the regulatory requirement of 70dB/55dB around the clock.

Dust reduction

Utilize covered/sealed storage for building materials prone to dust particles.

Install water spray equipment for dust suppression.

Assign dedicated personnel to the construction site for cleaning and watering to control dust.

Light pollution control

Shading sheds are installed to control light pollution outside of the construction site.

Construction waste

100% of building materials packaging is recycled.

100% of toxic and hazardous wastes are sorted.

Garbage pits are installed in the basements of the construction site to promptly clean household garbage.

The drainage system at the construction site is planned rationally, with separate networks for rainwater, sewage, and sewage of the construction area.

Comfort and health

CO concentration monitoring device

The basement exhaust system is interconnected to ensure the timely discharge of pollutants such as carbon monoxide (CO) and nitrogen oxides (NOx) from the basement.

CO₂ concentration monitoring device

The indoor ventilation system is interconnected to provide real-time alarms in case the indoor pollutant concentration exceeds standard limits.

Security protection

Individuals exposed to hazardous or irritating odors, intense light, or loud noise are provided with appropriate equipment and required to wear it.

Safety warning signs are placed in areas where hazardous equipment, items, or hazardous zones are located on site.

Construction areas are equipped with natural ventilation or temporary ventilation systems and facilities.

Enhanced safety and disinfection measures are implemented at the construction site to maintain sanitary conditions.



The utilization rate of non-conventional water resources of the building was

55.28%



Improving Environmental Management

WeBank implements the "Two Mountains" theory and pursues the "dual carbon" goals. We have consistently upgraded our environmental management systems and improved their digitization level. This enables us to effectively manage energy, resources, and waste, thus reducing the environmental impact of our operations.

Fundamental management

The Bank strictly adheres to the *Environmental Protection Law of the People's Republic of China*. We have developed protocols such as the *WeBank ESG Risk Management Measures* and the *WeBank Environmental Management Policy* tailored to our business conditions, setting standards for energy, resources, and waste management across all operations.

During the reporting period, we successfully established the WeBank Carbon Emission Management System, enabling online data submission, integration with existing systems, online approval, automated accounting, and real-time visualization. These features provide timely and transparent insights into our carbon emissions, supporting ongoing enhancements in our carbon reduction initiatives.

Case WeBank's Green Workplace Behavior Promotion

In 2023, we launched the "Green Workplace Campaign" to enhance the adoption of low-carbon practices throughout the Bank. This initiative was communicated through a series of posters and messages focusing on scenarios like commuting, office work, and everyday life. It advocated for environmentally-friendly behaviors across nine key areas: reducing paper usage, using personal water bottles, turning off lights when not in use, and choosing low-carbon transport options.



During the reporting period, we incurred **NO** administrative penalty due to environmental issues.



By the end of the reporting period, all property service providers of the Bank had obtained **ISO 14001 Environmental Management Systems certification**.

Energy management

Guiding the low-carbon operation of data centers

The Bank has prioritized managing the energy usage of data centers, which are major energy consumers within the Internet infrastructure. We have implemented comprehensive strategies to enhance the energy efficiency of data centers:

- Strengthen management in terms of supplier access, contract signing, day-to-day supervision, etc., and introduce and constantly update green operation terms.
- Guide suppliers to take the initiative to control and optimize energy efficiency, encourage and support them to actively enhance green operation capabilities by introducing renewable energy, purchasing green electricity/renewable energy certificates, etc.
- Adopt the integrated mode of "renting + upgrading" approach and perform compliant reformation to facilities and equipment by leasing professional and low-PUE data centers. This enables us to maintain a power usage effectiveness (PUE) value lower than the industry's self-built model while ensuring both the security and reliability of data centers.
- Keep abreast of green technologies of data centers, actively promote the application of leading energy-saving and environmental protection technologies such as indirect evaporative water-side free cooling and magnetically levitated variable frequency centrifugal chillers in a new data center.

Strengthening the construction of green workplaces

The Bank's energy consumption during workplace operation mainly results from the use of air conditioners, lighting facilities, and office computers. Through technology application, manual control, and publicity, we effectively prevent unnecessary energy consumption and further explore energy-saving possibilities.

Technical applications

- LED energy-saving lamps are used in workplaces while high-efficiency lighting and energy-saving lamps are installed in the newly-constructed WeBank Tower.
- The office layouts are adjusted to reduce the use of air conditioners.
- Our workplace air conditioning control systems are upgraded and retrofitted to monitor the status of air conditioners in real time and centrally control their operation. From May 2023, when the retrofit was completed, to the end of the reporting period, our workplace energy consumption fell by approximately 12%, saving about 210,000 kWh of electricity.
- Condenser units of air conditioners are supplied with water mist cooling systems, reducing energy consumption by 2.87 MWh per year compared with that before the retrofit.
- Curtains and thermal insulation materials are used in workplaces to maintain office temperature.
- Infrared sensors are employed to detect unoccupied meeting rooms, where the lights, electrical appliances, and air conditioners are supposed to be promptly turned off.

Control and publicity

- Green energy conservation signs are posted beside air conditioner switches in workplaces, instructing that cooling temperatures should not be set below 26° C.
- Employees are guided to turn off electronic devices immediately after use, and property management personnel conduct regular checks to ensure that all such devices are properly shut down.
- Lights are turned off for 1 hour during lunch break.
- Free shuttle buses are offered to employees, who are encouraged to use public transport.



During the reporting period, the Chengdu disaster recovery data center, which exclusively utilizes hydroelectric power, was recognized by the Open Data Center Committee as a **"Leading Zero Carbon Data Center"**.

During the reporting period, the nuclear power usage of Dongguan data center was

100%

achieving a reduction in carbon emissions by

99%



During the reporting period, we held remote conferences for

163,580 times

with a total duration of

12,268,500

minutes

Energy consumption data at the workplace

Indicator	Unit	2022	2023
Total energy consumption	TCE	1,697.76	1,596.54
Direct energy consumption ¹	TCE	105.01	121.99
Gasoline ²	Liter	9,694.27	14,691.04
Diesel ³	Liter	199.00	385.00
Natural gas ⁴	m ³	77,462.00	86,728.00
Indirect energy consumption ⁵	TCE	1,592.75	1,474.55
Electricity consumption in offices	MWh	12,959.73	11,997.98

Energy consumption data of data centers

Indicator	Unit	2022	2023
Electricity consumption in data centers ⁶	MWh	58,008.58	76,603.20



¹The direct energy consumption is derived from gasoline consumption, diesel oil consumption, and natural gas consumption, and standard coal coefficients of direct energy were reference values provided in the GB/T 2589-2020 *General Rules for Calculation of the Comprehensive Energy Consumption*.
²The gasoline consumption is derived from both WeBank’s owned cars and leased cars.
³The diesel oil consumption is derived from emergency equipment maintenance or drills involved in WeBank’s offices.
⁴The natural gas consumption is derived from generation by canteens of WeBank’s Shenzhen office.
⁵The indirect energy consumption is derived from the electricity consumed in offices, and standard coal coefficients of indirect energy were reference values provided in the GB/T 2589-2020 *General Rules for Calculation of the Comprehensive Energy Consumption*.
⁶In 2023, data centers leased by WeBank in Shenzhen, Shanghai, and Chengdu used electricity primarily for servers, network equipment, and accessory devices.

Resource management

The primary resources involved in our operational processes are water and paper.

In terms of water resource management, wastewater from office environments is properly discharged into the municipal sewage network. Specifically for the construction site of the WeBank Tower, we have installed a sedimentation tank to ensure that wastewater undergoes sedimentation treatment before being discharged into the municipal sewage system. This measure is implemented to prevent any direct discharge into the municipal lines or leakage from the construction area.

In terms of paper resource management, we continuously promote paperless operations and encourage employees to minimize or eliminate the use of paper.

Water resource management

- Reclaimed water recycling system, as well as centralized treatment and discharge technology for air conditioning condensate, are installed.
- Sensor-operated faucets and water-saving toilets are installed in washrooms.
- Regular inspections of water appliances within the Bank are conducted to prevent leaks and drips.
- Water meters are routinely read to monitor water consumption.

Paper resource management

- The entire process of our primary business is fully digitized and paperless.
- Paperless operations are proactively promoted to cover screen projection of meeting materials, electronic seals, electronic official documents, and electronic approvals.
- An innovative postal system is introduced to effectively reduce the paper consumption associated with traditional multi-copy express order forms.
- We procure paper certified by the Programme for the Endorsement of Forest Certification (PEFC).
- Disposable paper cups in pantries are used less, with a gradual transition to reusable acrylic cups.
- Green awareness slogans are posted in areas such as restrooms, printing rooms, pantries, and other locations where paper resources are used.

Water and paper consumption data

Indicator	Unit	2022	2023
Total water consumption of office operation ¹	Ton	55,860.65	67,165.21
Total paper consumption of office operation ²	Ton	16.65	20.40

¹The primary reason for the increase in water consumption of office operations in 2023 compared to 2022 is the normalization of operations following the end of the COVID-19 pandemic.
²The paper consumed in offices was calculated based on the quantity of paper purchased. The primary reason for the increase in paper consumption in 2023 compared to 2022 was the higher demand for paper documentation submissions in various business activities. The Bank strictly prohibits paper waste and procures paper as needed.
³The average credit contract at the Bank consists of 15 pages. Based on double-sided printing, each loan transaction is equivalent to saving 8 sheets of paper.



By the end of the reporting period, we had **NOT** engaged in any non-compliant discharge of pollutants.



In 2023, we launched an innovative postal system, saving paper that would have otherwise been used for express orders for about **32,000** sheets

In 2023, the percentage of PEFC-certified paper purchased by the Bank in our total paper procurement was about

2%

In 2023, we issued "paperless" loans for about

400 million

resulting in the conservation of paper for about

3 billion sheets³

Waste management

The Bank complies with laws, regulations, and policies such as the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, and the *Regulations of Shenzhen Municipality on the Supervision of Household Garbage Sorting*. We have installed classified garbage bins in offices to ensure proper treatment of hazardous and non-hazardous wastes generated by our operations.

Non-hazardous wastes

Plastics	<ul style="list-style-type: none">Direct drinking water equipment is installed in offices to strictly control the use of bottled water.Slogans are posted in canteens that read "Bring your own lunchbox and reduce the use of takeaway containers in response to ESG".
Cardboard	<ul style="list-style-type: none">Third-party institutions are employed to recycle cardboard and convert it into usable resources.

Hazardous wastes

Toner and ink cartridges	<ul style="list-style-type: none">Collection points for hazardous solid waste with clear marks are established.Suppliers are responsible for recycling toner and ink cartridges, as well as other hazardous waste, to minimize environmental pollution.
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Kitchen waste

Kitchen waste	<ul style="list-style-type: none">Canteens are set in office buildings, and leftover food waste is reclaimed by suppliers.Slogans such as "Save food" are posted in canteens to reduce kitchen waste.
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Construction waste

Construction waste	<ul style="list-style-type: none">The construction solid waste at WeBank Tower meet the <i>Technical Standards for Sanitary Landfill of Municipal Household Garbage</i> after disposal.Garbage pools are installed in the basements of the construction site, and the waste in daily construction activities is promptly disposed through garbage channels in basements.
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Waste data

Indicator	Unit	2022	2023
Electronic waste ¹	Ton	3.71	9.31
Office waste	Ton	279.85	231.41
Kitchen waste ²	Ton	114.86	107.99

¹Electronic waste originates from electronic products, mercury-free batteries, etc. used in workplaces. The increase in electronic waste in 2023 compared to 2022 can be attributed to the expiration of the useful life of bulk electronics such as monitors and laptops during the year. As a result, applications for the disposal of these items in large quantities were submitted, leading to an overall increase in the volume of electronic waste.

²Kitchen waste originates from the canteens operating in WeBank's Shenzhen office workplace, and all generated kitchen waste is collected by professional suppliers with the appropriate treatment qualifications.

Operational Carbon Neutrality

We have been regularly engaging professional third-party institutions to conduct carbon audits of our operations since 2021. Additionally, we have established emission reduction targets and developed pathways to operational carbon neutrality based on our emission characteristics, operational model, and technological capabilities.

In 2023, we achieved **operational carbon neutrality** for a **second consecutive year** by offsetting our operational carbon emissions, totaling **44,059.04 tCO₂e**, through the purchase of certified emission reductions (CERs).

Our pathways to carbon neutrality include both "Emission reduction" and "Offsetting":



"Emission reduction" Pathway

Set internal emission reduction targets and implement corresponding initiatives, with the progress regularly tracked by the Board of Directors.

"Emission reduction" Measures

- Encourage suppliers to adopt low-carbon technologies.
- Promote the adoption of green electricity.
- Include utilization ratios of renewable energy and non-fossil energy in the technical evaluation criteria for new data center procurements.
- Continuously monitor the PUE of each data center and enhance energy efficiency by adjusting operating parameters and control logic of infrastructure such as the heating, ventilation, and air conditioning systems.
- Shut down outdated data centers with high PUE.

Workplaces

Green office

- Implement intelligent upgrades to air conditioning systems.
- Continue to promote paperless offices.

Green procurement

- Include energy-saving requirements for equipment in technical specifications and select equipment that is more efficient and energy-saving.
- When considering the availability of materials, prioritize localized production as a criterion for selecting suitable suppliers.



2023 Carbon Neutral Certificate

"Offsetting" Pathway

Purchase Certified Emission Reduction (CER) and Verified Carbon Standard (VCS) to offset our annual carbon emissions based on emission reduction results and annual verification.

"Offsetting" Measures

Name and category of carbon offsetting projects for 2023

- Certified Emission Reduction (CER): Linwu Sanshiliuwan Wind Power Project in Hunan
- Verified Carbon Standard (VCS): Hongshan Forest Management Project in Hubei

Introduction to the Linwu Sanshiliuwan Wind Power Project in Hunan

This project is registered under the United Nations Clean Development Mechanism (CDM) with registration number CDM 7480. It is located in Xianghualing Town, Linwu County, Chenzhou, Hunan Province. The project generates renewable energy by harnessing wind power to supply the Central China Power Grid, thereby replacing coal-generated electricity. The project brings significant benefits to the local economy and residents in the following ways:

- Providing employment opportunities to the local community;
- Reducing emissions of air pollutants from conventional thermal power generation, thereby reducing health hazards to residents;
- Boosting government tax revenues, which are reinvested in local infrastructure and education;
- Contributing to local environmental stewardship and vegetation restoration; and
- Enhancing the development of local tourism.

Introduction to the Hongshan Forest Management Project in Hubei

Located in Suizhou, Hubei Province, this project involves conserving forested areas within its boundaries, replacing commercial logging activities, and thus reducing greenhouse gas emissions. The project brings significant benefits to the local economy and residents in the following ways:

- Creating local employment opportunities during both the construction and operational phases
- Boosting government tax revenues, which are reinvested in local infrastructure and education, thereby improving local production conditions, ecological environment, and quality of life
- With Climate, Community, and Biodiversity (CCB) certifications, the project has effectively preserved local biodiversity. Supporting this project represents another step taken by the Bank to contribute to biodiversity conservation, following our signing of the *Joint Declaration of Banking Sector to Support Biodiversity Conservation* in 2021

GHG Emission Data¹

Scope	Emission Category		Unit	2023
Scope 1	Total		Ton CO ₂ e	1,593.61
	Carbon emissions from fossil energy consumed in offices		Ton CO ₂ e	189.18
	Diesel		Ton CO ₂ e	0.99
	Natural gas		Ton CO ₂ e	188.19
	Carbon emissions from fuel consumption by self-owned transportation vehicles		Ton CO ₂ e	32.47
	Gasoline		Ton CO ₂ e	32.47
	Fugitive methane emissions from septic tank systems		Ton CO ₂ e	33.02
	Fugitive refrigerant in owned properties		Ton CO ₂ e	1,225.68
	Fugitive emissions from fire control facilities		Ton CO ₂ e	113.26
Scope 2	Total		Ton CO ₂ e	6,366.58
	Carbon emissions from electricity consumed in offices		Ton CO ₂ e	6,366.58
	Total		Ton CO ₂ e	36,098.85
	Carbon emissions from the manufacturing of purchased equipment and materials		Ton CO ₂ e	2,868.24
	Carbon emissions from water consumed in offices		Ton CO ₂ e	122.66
	Carbon emissions from paper consumed in offices		Ton CO ₂ e	35.90
	Carbon emissions from the manufacturing of other equipment and materials		Ton CO ₂ e	2,709.68
	Carbon emissions from the distribution of purchased equipment and materials		Ton CO ₂ e	5.33
	Carbon emissions from waste (wastewater) disposal		Ton CO ₂ e	97.37
	Office waste disposal		Ton CO ₂ e	81.73
	Kitchen waste disposal		Ton CO ₂ e	0.48
	Wastewater disposal		Ton CO ₂ e	15.16
	Carbon emissions from employee commuting during business travel		Ton CO ₂ e	1,038.31
	Carbon emissions from employee accommodation during business travel		Ton CO ₂ e	841.63
	Carbon emissions from employee commuting		Ton CO ₂ e	364.52
	Carbon emissions from electricity consumed in leased data centers		Ton CO ₂ e	30,821.86
	Fugitive refrigerant in leased properties		Ton CO ₂ e	14.21
	Carbon emissions from express and logistics services		Ton CO ₂ e	47.39
Total greenhouse gas emissions	Total		Ton CO ₂ e	44,059.04
	Other total GHG emissions except carbon dioxide	CH ₄	Ton CO ₂ e	33.43
		N ₂ O	Ton CO ₂ e	0.11
		HFCs	Ton CO ₂ e	1,353.15

¹ In 2023, the Bank engaged an external third-party professional institution to conduct a comprehensive greenhouse gas (GHG) emissions inventory throughout the Bank. This inventory covered Scope 1, Scope 2, and 3 (excluding investment and financing) GHG emissions within the boundaries of WeBank. The types of GHGs included in this inventory were: carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF6) and nitrogen trifluoride (NF3). The inventory results for this reporting period indicated emissions of four types of GHGs, namely, CO2, CH4, N2O, and HFCs. For reference standards and specific measurement methods used in GHG inventory development, please refer to Appendix IV.

Responding to Climate Change

The issue of climate change is attracting increasing attention within the industry. To mitigate environmental risks and capitalize on relevant opportunities, we have constantly enhanced and refined our methods for identifying, assessing, and managing ESG risks, particularly those associated with climate change. These refinements have strengthened our resilience and adaptability to environmental challenges.

During the reporting period, we further advanced the identification of climate-related opportunities and risks, analyzed the impact of short-, medium-, and long-term physical and transition risks on our business and operations, and developed targeted response measures.

WeBank's Climate-related Risks and Opportunities

Risk type		Risk description	Timeframe of impact	Affected entities or individuals	Scope of impact	Potential impact on the Bank's strategies, finances, or operations	Traditional banking risk category	Response measures
Physical risks	Acute risks	The Bank's primary workplace locations and several data centers are situated in coastal areas, making them susceptible to extreme weather events such as typhoons and heavy rain.	Short-term	The Bank	The Bank's workplace locations and data centers	Loss of physical assets or disruption of operational services	Operational risk	Establish backup mechanisms to recover services and ensure business continuity, enhance corresponding internal management standards, refine emergency plans for extreme weather events, and strengthen remote work capability.
		Extreme weather events may have a negative impact on clients' production equipment.	Short-term	Clients	Clients' operations	The decline in our clients' debt repayment capacity and the devaluation of collateral may lead to an increase in our NPAs.	Credit risk Liquidity risk	Incorporate the analysis of acute physical risks to credit assets into climate and environmental stress tests.
	Chronic risks	The Bank's workplace locations and data centers are potentially vulnerable to the impacts of sea-level rise.	Long-term	The Bank	The Bank's workplace locations and data centers	Loss of physical assets or disruption of operational services	Operational risk	Improve the distributed architecture of data centers and flexibly allocate resources to ensure continuous business operations under varying climatic conditions.
		Rising sea levels, higher temperatures, and biodiversity loss may impact ecologically sensitive areas, potentially affecting businesses operating within those regions.	Long-term	Clients	Clients' operations	The decline in clients' long-term operational stability and the increased pressure on cash flows may lead to an increase in our NPAs.	Credit risk Liquidity risk	The Bank has signed the Joint Declaration of Banking Sector to Support Biodiversity Conservation and continues to promote biodiversity conservation through investing in and financing supportive initiatives.
Transition risk	Policy risk	As a licensed financial institution, the Bank must adhere to financial regulatory requirements, facing potential risks associated with non-compliance with relevant policies.	Medium-term Long-term	The Bank	The Bank's workplace locations	Failure to comply with relevant policies and regulations may result in penalties.	Compliance risk	We actively study relevant policies and conduct regular internal audits to ensure timely implementation of policy requirements.
		In the context of "dual carbon" goals, companies in high-carbon industries may face significant costs associated with carbon emissions.	Medium-term Long-term	Clients	Clients' operations	The increase in clients' carbon emission costs and the resulting pressure on cash flows may lead to an increase in our NPAs.	Credit risk Liquidity risk	We have issued the WeBank Green Finance Management Measures to closely monitor and dynamically assess the environmental risks of our credit customers, strictly controlling credit access for enterprises in industries typified by high pollution, high energy consumption, overcapacity and backward productivity.
	Legal risk	We may face litigation risks if any unlawful activities resulting in environmental pollution occur during our operations.	Medium-term	The Bank	The Bank's workplace locations	Litigation	Operational risk Reputation risk	We aim to enhance our environmental management systems and improve the efficiency of our resources and energy use to prevent unlawful activities.
		We may face litigation risks if any unlawful activities resulting in environmental pollution occur during our operations.	Medium-term	Clients	Clients' operations	The heightened pressure on clients' cash flows and the impairment of their repayment capacities may lead to an increase in our NPAs.	Credit risk Liquidity risk	We have issued the WeBank Green Finance Management Measures to closely monitor and dynamically assess the environmental risks of our credit customers, strictly controlling credit access for enterprises in industries typified by high pollution, high energy consumption, overcapacity and backward productivity.

Short-term: 1-3 years; medium-term: 4-7 years; long-term: 8-10 years

	Risk type	Risk description	Timeframe of impact	Affected entities or individuals	Scope of impact	Potential impact on the Bank's strategies, finances, or operations	Traditional banking risk category	Response measures	
Transition risk	Technical risk	If there is a delay in adopting the latest low-carbon and energy-saving technologies, our data centers may face risks of excessive energy consumption and increased operational costs.	Short-term Medium-term	The Bank	The Bank's data centers	Increase in operational costs	Not applicable	Guide our data center suppliers to utilize clean energy, aiming to create green data centers.	
		Clients with high energy consumption and carbon emissions during their production and operations face the risk of technological obsolescence and may incur substantial costs during the transition to newer technologies.	Short-term Medium-term	Clients	Clients' operations	The short-term increase in clients' capital expenditure and the impairment of their repayment abilities may lead to an increase in our NPAs.	Credit risk Liquidity risk	We have issued the WeBank Green Finance Management Measures to closely monitor and dynamically assess the environmental risks of our credit customers, strictly controlling credit access for enterprises in industries typified by high pollution, high energy consuming, overcapacity as well as backward productivity.	
	Market risk	In the context of "dual carbon" goals, consumers are increasingly seeking products and services that offer significant environmental and social benefits. A delay in developing relevant products could result in client attrition. Additionally, if climate change leads to higher electricity prices and we do not promptly transition to green power, we may face increased electricity costs.	Medium-term Long-term	The Bank	Nationwide	Decreased demand for products and services, reduced revenues, and increased operational costs.	Liquidity risk Market risk	Introduce NEV loans and MSME green credit products to meet customer demands. Guide our data center suppliers to use clean energy, aiming to develop green data centers.	
		As investors prefer low-carbon and green investments, clients with high carbon emissions may face risks such as divestment and asset devaluation.	Medium-term Long-term	Clients	Clients' operations	The depreciation of clients' assets and the heightened pressure on cash flows may lead to an increase in our NPAs.	Credit risk Liquidity risk	We have issued the WeBank Green Finance Management Measures to closely monitor and dynamically assess the environmental risks of our credit customers, strictly controlling credit access for enterprises in industries typified by high pollution, high energy consumption, overcapacity and backward productivity.	
	Reputation risk	If our operations have a detrimental impact on the climate, it may become challenging to maintain relationships with stakeholders such as clients, employees, and partners.	Long-term	The Bank	Nationwide	Decreased demand for products and services, and reduced revenues	Market risk Reputation risk	Join the UN PRB, continuously monitor the climate impact of our operations, and actively engage in energy conservation and emission reduction efforts to establish a positive corporate image.	
		In the context of "dual carbon" goals, companies with high carbon emissions may see their social image tarnished, potentially leading to investor divestment and a decrease in corporate valuation.	Long-term	Clients	Clients' operations	The depreciation of clients' assets and the heightened pressure on cash flows may lead to an increase in our NPAs.	Credit risk Liquidity risk	We have issued the WeBank Green Finance Management Measures to closely monitor and dynamically assess the environmental risks of our credit customers, strictly controlling credit access for enterprises in industries typified by high pollution, high energy consumption, overcapacity and backward productivity.	
	Opportunities	Market risk	The climate change sector faces a significant investment and financing gap, leading to financial needs for companies involved in climate change mitigation.	Medium-term Long-term	The Bank	Nationwide	Grown demands for products and services, and increased revenues	Not applicable	Seize market opportunities by launching NEV loans and MSME green credit products to meet customer demands.
		Technological innovation	The advancement of digital technology is driving the shift towards online scenarios, reducing the need for client travel and enhancing service efficiency.	Medium-term Long-term	The Bank	Nationwide	Increased business volume and revenues	Not applicable	Leverage the advantages of paperless operations to offer clients convenient and flexible financial products and services.
Energy and resources		With the widespread adoption of renewable energy, the development of low-carbon technologies, and the optimization of carbon trading market mechanisms, the costs of achieving carbon neutrality may decrease.	Medium-term	The Bank	The Bank's workplace locations and data centers	Decreased operational costs	Not applicable	Invest in forest carbon sinks certified by Climate, Community, and Biodiversity (CCB) and Verified Carbon Standard (VCS).	
Products and services		The green industry, recognized as a national strategic emerging industry, features diverse and personalized financial demands. This presents opportunities for innovation in the development of green finance products.	Long-term	The Bank	Nationwide	Grown demands for products and services, and increased revenues	Not applicable	We provide financial support to upstream and downstream enterprises in low-carbon and green industries such as clean energy and green building.	

Short-term: 1-3 years; medium-term: 4-7 years; long-term: 8-10 years

COMMON GROWTH WITH EMPLOYEES

- ◉ Open, Fair, and Diversified Recruitment
- ◉ Providing Equal Opportunities for Development
- ◉ Creating an Inclusive Work Environment
- ◉ Caring about Employees

Employees are the most valuable assets of WeBank. We are committed to creating a diversified, equal, and inclusive work environment. We respect individual differences, actively listen to our employees, empower them to reach their full potential, and foster innovation and shared growth, aiming to create greater value for society.

Responding to the United Nations Sustainable Development Goals (UNSDGs)



Open, Fair, and Diversified Recruitment

A diversified team is more likely to be creative and collaborative. Adhering to the principles of DEI, we recruit talents through open channels based on compliance, thus strengthening our team.

Standardized recruitment

In accordance with the *Labor Law of the People’s Republic of China* and the *Labor Contract Law of the People’s Republic of China*, and considering our own characteristics and strengths, we have fully implemented democratic publicity procedures and developed policies such as the *WeBank Employee Code of Conduct Manual*, *WeBank Employee Handbook*, *WeBank Employment Management Regulations*, and *WeBank Recruitment Management Measures*. These policies stipulate that our recruitment channels and processes are open, fair, transparent, and designed to attract talented individuals from various industries who are capable, passionate, and competent.

We consistently uphold fairness and impartiality in our talent recruitment process by employing uniform standards and procedures and placing importance on background checks to ensure fairness and equality.

Diversified recruitment

We recognize and respect individual differences and are committed to inclusive recruitment practices that do not discriminate based on factors such as skin color, ethnicity, nationality, gender, age, education, marital or parental status, religious beliefs, or political affiliations. We strictly prohibit the use of child labor or forced labor. Additionally, we attract talents through various channels, including campus recruitment, social recruitment, and internal talent markets.

On-campus recruitment

We regularly conduct on-campus recruitment to continuously bring in new talents for our business development.

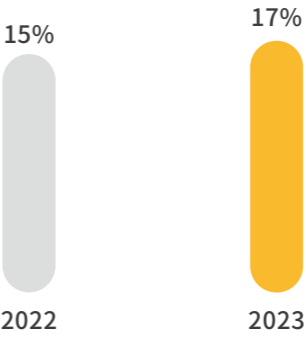
- **Autumn on-campus recruitment:** We systematically conduct autumn on-campus recruitment through seminars and interviews. During the reporting period, over 40,000 students submitted their resumes.
- **Special recruitment for Wealth Management Trainees:** Targeting university students aspiring to develop careers in wealth management, we have conducted special recruitment for Wealth Management Trainees, constantly infusing fresh talents into our organization. During the reporting period, over 5,000 students submitted their resumes.
- **Summer intern recruitment:** We provide fintech industry internship opportunities for university students nationwide, while also reserving talents for future on-campus recruitment.
- **Internship Programs for Youth from Hong Kong, Macao, and Taiwan:** We actively participate in various internship programs for youth from Hong Kong, Macao, and Taiwan, offering fintech internship opportunities to many participants from these regions.

Internal talent market

To effectively utilize our internal talent resources and encourage internal talent mobility, we continue to deepen the development of our internal talent market, regularly announcing internal job openings across the organization. During the reporting period, a total of 90 employees successfully transferred to new positions internally.

In 2023, we have made steady progress in recruiting talents for key business lines such as technology, risk control, and wealth management, with these categories accounting for over 70% of all recruits during the year. Additionally, we have been actively recruiting and developing outstanding young talents. By the end of the reporting period, recent graduates accounted for approximately 17% of our total workforce.

The percentage of recent graduates in our total workforce



Indicator	Unit	2022	2023
Percentage of male employees	%	64.49	64.29
Percentage of female employees	%	35.51	35.71
Percentage of management personnel	%	8.82	8.16
Percentage of male management personnel	%	68.50	67.42
Percentage of female management personnel	%	31.50	32.58
Percentage of employees from Hong Kong, Macao or Taiwan	%	0.49	0.41
Percentage of foreign employees	%	0.21	0.11
Percentage of employees of ethnic minority	%	3.70	3.80
Labor contract signing rate	%	100.00	100.00
Social insurance coverage	%	100.00	100.00

Providing Equal Opportunities for Development

We ensure fair and just treatment for all our employees, granting various forms of support based on individual differences and providing equal opportunities for success.

Transparent career development path

According to the *WeBank Employee Career Development Management System*, we have established a dual-track position system for "management" and "professional" roles. Based on role differentiation, specialized positions are divided into six levels, ranging from "Guidance Needed" to "Authority", laying the foundation for career development for different types of employees.

To standardize and promote career development initiatives within various professional domains, such as capability modeling, rank assessment, professional course development, and knowledge exchange, we have established career development committees and sub-committees. Additionally, we have implemented a promotion appeal channel to support these initiatives.

Diversified training system

We aspire for all employees at WeBank to achieve growth and progress within the organization. In 2023, we continued to implement the principle of DEI and further deepened our unique training system tailored to the distinctive culture of the Bank. This system encompasses three major training tracks covering all employees: "Leadership Development" "Vocational Training", and "New Employee Training". Through a diverse range of methods including classroom sessions, online learning, offline workshops, and examinations, we have enriched the learning environment and enhanced the overall learning experience for our employees.

During the reporting period, we remained steadfast in our commitment to the talent development philosophy of "small and exquisite, specialized and innovative", and meticulously advanced the operations of the three training systems. Through the enhancement of our online learning platform, we established a dedicated area for professional experience sharing and discussion called "WeBar". Additionally, we initiated various specialized training activities such as "Party-building Study Session", "Wealth Management Trainee Development Program", "NTU FinTech Lecture Series (Season Four)", and "Workplace Soft Skills Learning Month," continuously empowering employee development.

Leadership development

WeBank has launched several learning and development programs tailored for managers at various levels, including the "Xiangyun Program" and "Lingyun Program". Through a combination of "bring in" and "going out" approaches, we collaborate with external partners such as business schools, consulting firms, and professional training institutions to provide our management team training content that is comprehensive, engaging, and distinctive, thereby enhancing their managerial skills and professional competence.



During the reporting period, we introduced in-person training programs for

661 times

with participants of

35,000 person-times

By the end of the reporting period, our online learning platform had offered a total of

>800 courses

with participants of

45,000 person-times



In 2023, our internal knowledge repository added professional articles for

>5,000

with a click rate of

78,000

Professional development

WeBank provides a variety of training programs customized for employees from various profession sequences, job categories, and profession ranks, thereby supporting their comprehensive and differentiated development.

- WeBank Academy offers five major training programs in finance, technology, risk management, product design, and general studies to nurture versatile financial professionals. By the end of the reporting period, WeBank Academy has offered over 80 specialized courses taught by more than 110 instructors. During the reporting period, WeBank Academy conducted 45 training sessions with an average satisfaction rating of 4.85 out of 5.
- WeBank Academy has launched a special "Thematic Learning Month" training initiative to enhance our employees' workplace competitiveness. Throughout the year, we offer a series of learning activities revolving around themes such as "User Mindset", "Innovative Thinking", "Networking Management", "Professional Socializing," and "EQ and Leadership." These activities employ a multi-dimensional approach that includes learning, testing, and practices to maximize training effectiveness. To date, this thematic training initiative has attracted participants of over 4,700 person-times.
- To help employees broaden their international perspectives and gain international insights, WeBank Academy has established a cross-industry training platform in partnership with Nanyang Technological University (NTU) in Singapore. This platform has been offering the "FinTech Lecture Series" for four consecutive years, consistently receiving praise from employees, and earning a reputation for excellence. Since its inception, the platform has invited dozens of university professors to share their latest research findings with over 11,000 trainees. In 2023, it introduced specialized courses on trending topics such as "LLM" and "Virtual Digital Humans".

New employee training

WeBank offers systematic training for all new employees, covering topics such as corporate culture, strategic goals, business overviews, policies and regulations, and code of conduct. Additionally, WeBank Academy assigns a mentor to each new employee to facilitate their swift integration into our bank.

Additionally, we have introduced specialized development programs tailored to recent graduates, helping them transition from students to workers. Specifically, WeBank Academy has developed a one-year "WeOne" training program for recent graduates. For the first batch of wealth management consultants recruited from universities, a one-year "dual-track" training program has been specially designed. These programs include closed-door training sessions, in-person courses, executive exchanges, mentoring, and class activities.

While providing training opportunities, we encourage employees to pursue continuous learning and improvement by supporting them in obtaining various professional qualifications relevant to their roles.

Employee training data

Indicator	Unit	2022	2023
Percentage of trained employees ¹	%	99.79	100.00
Average training hours per employee ²	Hour	20.00	33.33

¹Percentage of trained employees = Total number of trained WeBank employees / Total number of WeBank employees by the end of the reporting period.

²Average training hours per employee = Total number of WeBank employee training hours by the end of the reporting period / Total number of WeBank employees by the end of the reporting period.

Scientific incentive mechanisms

In accordance with the *Corporate Governance Guidelines for Banking and Insurance Institutions*, WeBank's articles of association, and relevant laws and regulations, WeBank has gradually established a set of incentive and restrictive mechanisms that are compliant, sound, and with clearly defined rights and responsibilities.

During the reporting period, we actively followed regulatory guidelines and advisory opinions, constantly enhancing our performance and compensation management regulations in line with our operational development goals and management requirements. We leveraged these regulations not only to guide and constrain the realization of our business objectives but also to sustainably strengthen incentive and restrictive mechanisms that are compliant, robust, and conducive to sustainable development.

Scientific and reasonable performance management system

To ensure fair and accurate performance assessment aligned with employees' actual performance, WeBank has a results-driven, scientifically sound, and compliant performance management system.

At the beginning of the year

We formulate key performance indicator (KPIs) based on our development strategy and operational plans, as well as the five categories of indicators for banking and financial institutions mandated by regulatory authorities. These KPIs were then cascaded down to departments and individuals.

Mid-year and at year-end

We carried out a comprehensive assessment of employees' performance, abilities, and attitudes. The application of assessment outcomes in staff motivation and growth effectively demonstrates a merit-based and performance-oriented approach.

Scientific and reasonable remuneration management mechanism

WeBank strictly adheres to regulatory requirements for remuneration management in commercial banks and has established a scientifically sound remuneration management mechanism that aligns with our development strategy, risk management, overall benefits, job responsibilities, social responsibility, and corporate culture.

Our remuneration incentive mechanism follows the principles of internal equity and external competitiveness

- Positions within each department are established pursuant to scientific and unified job evaluation standards, with all positions undergoing value assessment to formulate the Bank's job grading system.
- We establish remuneration standards tailored to different positions and job levels to ensure internal fairness within the compensation system.
- Regular participation in market research enables us to continually study and adjust our wage levels and payment standards in accordance with market dynamics, thereby fulfilling our goal of attracting, retaining, motivating, and developing high-caliber talents.

Our remuneration management follows the principles of performance orientation and risk control

- Align wages with the performance of the Bank, teams, and individuals, thereby fostering teamwork and facilitating performance improvement across the Bank, departments, and employees.
- Implement corresponding remuneration control mechanism to ensure the wage levels are in line with the risk-adjusted operating performance. Additionally, balance short- and long-term incentives, risks and returns, as well as consideration of scale and quality.

Creating an Inclusive Work Environment

The Bank is committed to fostering an inclusive and harmonious workplace that respects the ideas of all employees. We encourage suggestions and strive to constantly improve our employees' sense of belonging.

Safeguarding employees' rights to democratic management

We have established the Employees' Congress system to ensure employees' participation in democratic management, decision-making, and oversight. This system aims to nurture and mobilize their enthusiasm and creativity, fostering stable and harmonious labor relations and work environments. Essentially, the Employees' Congress serves as the mechanism through which employees actively exercise their democratic rights within the organization.

Fostering open communication, inclusiveness, and harmony within our workplaces

- We have developed the *Sunshine Self-discipline Convention*, which explicitly outlines requirements for employee behavior, including "opposing workplace discrimination to ensure equality and mutual respect" and "maintaining appropriate interpersonal boundaries and integrity." We have also established and improved our reporting channels and an investigation and punishment mechanism. To foster a harmonious, healthy, inclusive, and safe work environment, we promote this mechanism through Bank-wide communications and specialized training, both online and offline.
- As part of our "WeStrict Campaign" for Bank-wide compliance, we have introduced the "Nine Workplace Etiquettes" to encourage employees to speak up and foster a culture of honest communication.
- Our OA system now hosts an "Employee Communication Platform," which includes features such as a suggestion box and communication email. We encourage employees to communicate openly, express themselves rationally, and share their opinions on day-to-day management, process optimization, and other issues.
- Guided by the DEI principle, we spare no effort to foster a favorable work atmosphere. During the reporting period, we utilized our internal cultural promotion platform to share messages about employee engagement, garnering over 2,300 views. Additionally, we rolled out DEI-themed posters across various platforms, including digital displays and billboards, to promote these values both online and offline.

Organizing a diverse range of employee communication activities

We host a variety of employee communication activities to foster internal cohesion and ensure that our employees' voices are heard.

- These activities include Chairman's sharing session during anniversary celebrations, as well as mid-year and annual leadership conferences. Through these events, WeBank communicates its development plans and cultural values to employees at all levels, fostering a shared understanding across the Bank.
- "Face-to-Face with Executives" events facilitate communication between executives and mid-level/grassroots cadres, as well as recent graduates.
- We have issued the *Notice on Further Unblocking Internal Channels and Encouraging Employee Suggestions*. Additionally, we have implemented "Meet-the-Management Day" programs to effectively collect and address any issues raised by employees, thereby promoting a positive and healthy work environment.
- We constantly improve the employee family visit mechanism by organizing various activities such as home visits, team building events, and Open Days, aiming to strengthen communication with employees and their families.
- We have launched an internal cultural promotion platform called *WeBanker*, which features a diverse range of cultural stories and activities.
- Training programs such as the "Lingyun Series" and "Elite π Club" provide platforms for grassroots cadres and senior employees to communicate and learn.
- Activities such as WeDebate, Weldea, and WeTalk are tailored to support the growth of recent graduates and encourage their active participation.

Ability-driven communication

- We have established a communication channel for discussing performance and promotion results with our employees, aiming to create a healthy and comprehensive environment for performance assessment and career development.
 - We encourage employees to engage in thorough and meaningful discussions with their direct supervisors regarding their work performance and career development plans.
 - We have implemented an open and transparent appeals mechanism to ensure that employees' concerns are fully conveyed and promptly addressed.
- We are dedicated to enriching opportunities for professional experience exchange. We guide our career development committees to organize a variety of sharing activities and encourage our senior employees to share their expertise through lecturing.

Caring about Employees

We continuously enhance our welfare system based on the principles of "health, care, growth, and motivation", aiming to support and care for our employees at every step.

Safeguarding employee health

The Bank steadfastly advocates for a healthy work-life balance and implements various measures to safeguard the physical and mental well-being of employees.

We offer annual health check-ups, complemented by three sessions to interpret the health reports and one health lecture, aiming to enhance employee awareness about disease prevention and overall healthcare.

We continued to operate the "WeSmile" hotline, offering free psychological counseling services to employees and their families, covering topics such as emotional regulation, marriage and family, workplace issues, and self-development. Additionally, we organized various activities to support the physical and mental well-being of our staff. For instance, we conducted three salons focusing on stress management, organized nine regular counseling sessions led by seasoned psychologists, and launched a stress-relief quiz that garnered participants of over 1,500 person-times.

In addition to legally mandated social insurance, we provide supplementary medical, maternity, and accidental injury insurance to our employees, as well as supplementary medical and critical illness insurance to their family members, ensuring their well-being. We also regularly organize insurance promotion events and facilitate direct communication with our insurance service team to safeguard our employees' peace of mind.

To ensure that our employees and their immediate family members receive prompt assistance and treatment in the event of any critical illness or serious accident, WeBank has established an Employee Emergency Assistance Committee and introduced the *WeBank Employee Emergency Assistance Management Measures*. The assistance we offer our employees includes, but is not limited to, relief funds, medical support, survivor benefits, and voluntary fundraising.



During the reporting period, the proportion of our employees utilizing their health check-up benefits was

96.4%



During the reporting period, the "WeSmile" hotline served

>500 person-times

with a satisfaction rate of

100%



During the reporting period, our employees who purchased insurance for their family members reached

99.6%

Providing thoughtful care

Employee care policies

In terms of holiday management, in compliance with relevant laws and regulations such as the *Regulation on Paid Annual Leave for Employees*, the *Implementation Measures for Paid Annual Leave for Employees of Enterprises*, and the *Special Rules on the Labor Protection of Female Employees*, we have developed the *WeBank Attendance and Leave Management Regulations*. These regulations provide our employees with paid annual leave, sick leave, marriage leave, maternity/paternity leave, and other types of leave, ensuring their rights to rest, enjoy holidays, and maintain a sound work-life balance.

In terms of employee housing, with strong government support, we have mobilized various resources to provide housing support for our employees, including affordable housing and housing subsidies for talents.

For employment anniversaries, we have established a milestone system to commemorate each year of service. On each anniversary, we honor our employees' contributions by sending commemorative emails, presenting personalized gifts, and organizing celebratory events to express our appreciation and gratitude for their dedication.

Warm workplace

To create a warm workplace environment and foster a healthy and uplifting office atmosphere, our labor union has spearheaded the establishment of fitness rooms, dance studios, shower facilities, nursing rooms, and other amenities in each workplace. By the end of the reporting period, our workplace fitness rooms had a total area of over 400 square meters.



Dance studios, fitness rooms, and nursing rooms

Employee-care activities

The Bank has established special activities tailored to the needs of different groups of employees to improve their well-being and enhance their sense of belonging.

- We have established 14 internal cultural and sports associations for hobbies such as football, basketball, music, dance, and photography.
- Our labor union organizes extensive fitness-for-all activities.
- We offer gifts and relief for special events or circumstances such as birthdays, weddings, childbirth, funerals, hospitalization, and major difficulties.
- We organize cultural and sports competitions and activities for both internal and external participants.



During the reporting period, we organized group fitness classes and special activities for nearly

500 times

our workplace gym served

52,000 person-times



During the reporting period, we held Bank-wide cultural activities such as basketball, football, and badminton tournaments, singing competitions, youth mixers, charity walks, union lectures, and anniversary celebrations for

19 times

with

>22,000 person-times

During the reporting period, our 14 cultural and sports associations held cultural and sports activities for more than

>850 times

SOCIAL RESPONSIBILITIES

- ◉ Supporting Rural Revitalization
- ◉ Partnering with Clients in Philanthropy
- ◉ Enhancing Public Welfare through Digital Means

While encouraging staff involvement in charity campaigns, we have continued to refine our support models for rural revitalization. By developing collaborative approaches that align with our clients’ philanthropic values and leveraging technology to enhance public welfare, we have taken concrete steps to fulfill our social responsibilities.

In 2023, for a fifth consecutive year, we organized the “Clean Beach, Green Mountain” where our employees hiked along the Heipaijiao coastline, picking up litter along the way. This initiative not only promotes public welfare but also advocates for environmental protection, contributing to the beautification of our planet through our collective efforts.



In 2023, Total volunteer hours of employees

1,840 hours

Responding to the United Nations Sustainable Development Goals (UNSDGs)



Supporting Rural Revitalization

As fundamental units of the national economy, county-level economies are crucial for driving rural revitalization and achieving integrated urban-rural development. Responding to the national call for enhanced financial services at the county level, we have utilized fintech-driven online models to penetrate these markets, providing local clients with high-quality financial services that are "readily accessible" to local clients.

Since 2017, WeBank has collaborated with partner banks to implement financial aid projects that channel revenue from our 'Weilidai' business to branches of the partner banks located in impoverished areas. This initiative contributes to local tax revenues and supports infrastructure development and poverty alleviation efforts. Even after China's strategic shift in 2020 from poverty alleviation to comprehensive rural revitalization, WeBank continues to support formerly impoverished counties at both national and provincial levels. Specifically, we have ramped up our assistance to key counties under the national rural revitalization program, aiming to consolidate the achievements of poverty alleviation while promoting rural revitalization.

Case WeBank Worked with Banking Partner to Boost Sustainable Development of Chongqing's Chengkou County

Chengkou is one of the 160 key counties under the national rural revitalization program. It is also a beneficiary of the 'Weilidai' Rural Support Project. Through this project, WeBank collaborated with our partner banks to transition from providing mere financial assistance to fostering self-sufficiency. This was accomplished by directing contributions towards county-level tax revenues, thereby creating more income sources and aiding in the sustainable economic development of Chengkou. Additionally, leveraging our technological strengths, we supported the online promotion of the county's local specialties such as honey, cured meat, and tea, enabling these high-quality products to transcend geographical barriers and reach broader markets.

In 2023, WeBank continued to integrate union support with consumer assistance to support rural revitalization. Throughout the year, we purchased over 24,000 local specialty products, totaling nearly RMB 8 million, thereby contributing to the boosting of rural revitalization.



By the end of the reporting period, county-level 'Weilidai' and WeAccount clients accounted for

>42% of the total



By the end of the reporting period, we, in collaboration with partner banks, had contributed in VAT to areas previously designated as "national/ provincial-level poor counties" for

>RMB 2.6 billion

we had contributed in VAT to 6 key counties under the national rural revitalization program for

>RMB 300 million

WeBank received the 2023 Ingenious Service Award for the 'Weilidai' Rural Support Project

Partnering with Clients in Philanthropy

Public welfare

Since 2015, WeBank has joined the Free Lunch charity program initiated by the China Social Welfare Foundation. Through the WeBank Wealth+ Public Welfare platform, we encourage clients to donate a fraction of daily earnings from their "Current Plus" product to the Free Lunch Fund.

Environmental protection

In 2023, to promote the concept of environmental protection and low-carbon practices among a broad customer base, the Bank partnered with the Beijing-based Society of Entrepreneurs and Ecology to launch the "Giant Panda Habitat Restoration" environmental welfare program on the WeBank Wealth+ and WeBank Enterprise App.



By the end of the reporting period, the WeBank Wealth+ Public Welfare platform had donated about RMB

1.7734 million

equivalent to providing about

410,000

free lunches

Case Launching Carbon Credit Campaign to Jointly Protect Giant Panda Habitat with Users

In 2023, WeBank, in partnership with the Society of Entrepreneurs and Ecology (SEE), launched the "Giant Panda Habitat Restoration" environmental welfare program. This initiative aimed to improve forest quality, increase forest carbon sequestration, and foster the development of low-carbon, green habitats.

To engage individual customers, we introduced the "Redeem Points, Plant Trees" campaign within the User Benefits Section of WeChat Bank Wealth+. This campaign encouraged individual users to donate points from their accounts. By doing so, they could unlock various achievement levels related to the protection of giant panda habitats through the accumulation of donated points.

On the other hand, WeBank introduced the "Donate Vouchers for ESG" initiative within the "Corporate+ Member" Benefits Section of the WeBank Enterprise App. This initiative encouraged corporate clients to donate their benefit vouchers in exchange for exclusive digital collectibles and public welfare medals. By the end of the reporting period, 57 companies participated in this campaign, contributing to the offset of approximately 14.2 tons of CO2 and the expected restoration of 807 square meters of habitat.



WeBank Wealth+ campaign page



WeBank Enterprise App campaign page

Enhancing Public Welfare through Digital Means

We leverage our digital capabilities to explore the application of technologies such as blockchain in the public welfare sector.

Case Supporting Tencent's "Public Welfare Volunteer Platform" to Record Every Act of Kindness

Leveraging the FISCO BCOS, a domestic open-source blockchain platform, WeBank facilitated the digital transformation of Tencent's Public Welfare Volunteer Platform. This initiative involved recording key information such as volunteer activities and service hours on the blockchain platform, providing them with unique and valuable digital certificates and souvenirs.

Once the volunteer information blockchain is available, each participant will get a blockchain-based digital certificate with a unique identifier. These certificates can be accessed and downloaded through the official mini program of the Public Welfare Volunteer Platform. Furthermore, blockchain technology enables charity organizations to efficiently manage their philanthropic projects and volunteers.

During the reporting period, we supported over 800 charitable projects, including the "Love Dolphin Charity Program", and issued more than 18,000 blockchain-based digital certificates.



Case Helping China Charity Fair Build "Digital Personae for Philanthropists" Program

At the 10th China Charity Fair in 2023, WeBank launched the "Digital Personae for Philanthropists" Program together with Lingxi SaaS. Utilizing WeBank's blockchain technology, this program customized digital personae for nearly 500 exhibitors at the Fair. In addition to developing new digital interactive experiences, the program demonstrated the application potential of digital tools in the charity sector, significantly boosting public interest in charity fairs and philanthropic events.



Case Assisting Beijing Charity Association in Issuing "Digital Badge"

Amidst the rise of digital philanthropy, in 2023, WeBank and Lingxi collaborated to assist the Beijing Charity Association in issuing a special token of appreciation - the "Digital Badge for Beijing's Philanthropists" - to donors. Leveraging WeBank's blockchain technology to guarantee their uniqueness and immutability, these digital badges express gratitude to donors while also further stimulating broader public engagement in charitable endeavors.



APPENDICES

Appendix I: Board Statement

The Board attaches great importance to overseeing the Bank's ESG affairs and continually integrating ESG principles into the Bank's operational and management practices.

As the Bank's highest decision-maker for ESG governance, the Board is responsible for overseeing the overall governance of ESG and green finance. The Strategy and ESG Committee, established under the Board, is tasked with formulating strategies and policies for our ESG initiatives, reviewing our periodic ESG reports, identifying climate-and environment-related risks and opportunities, and ensuring regular evaluation of ESG-related efforts by senior management and the ESG project team. Additionally, it provides recommendations to the Board.

During the reporting period, the Board deliberated on five ESG-related management matters, including (i) annual/semi-annual strategic assessments, encompassing the establishment and progress of ESG goals related to green finance, inclusive finance, and environmental protection; (ii) the sustainable development report, including disclosures related to climate change and ESG goals; and (iii) the annual/semi-annual bank-wide risk management report, encompassing climate stress tests and ESG risk assessments.

This report provides a comprehensive disclosure of the Bank's ESG management practices during the reporting period, and the Board reviewed and approved it on March 21, 2024.

Appendix II: Independent Limited Assurance Report on the Sustainability Report 2023



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Independent Practitioners’ Limited Assurance Report

Assurance Report Serial No.2400046

To the Board of Directors of WeBank Co., Ltd.

Report on sustainable development information of WeBank Co., Ltd. for the year ended 31 December 2023

Conclusion

We have performed a limited assurance engagement on WeBank Co., Ltd.'s (“WeBank”) selected key indicators (the “Verified Sustainability Information”) attached to annual Environmental, Social and Governance Report for the year ended 31 December 2023.

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that WeBank's Verified Sustainability Information for the year ended 31 December 2023 is not prepared, in all material respects, in accordance with the basis of selected key indicators preparation (the “Basis of Preparation”) attached hereto.

Our conclusion on the Verified Sustainability Information does not extend to any other information that accompanies or contains the Verified Sustainability Information and our assurance report (hereafter referred to as the “other information”). Other information is not part of this assurance engagement and we have not performed any procedures with respect to the other information.

Basis for conclusion

We conducted our engagement in accordance with *Chinese Certified Public Accountants No.3101—Assurance Services Other than Historical Financial Information Audit or Review (CSAE 3101)* issued by Ministry of Finance, People's Republic of China (“MOF”). 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 Code of Professional Ethics for Chinese Certified Public Accountants issued by the Chinese Institute of Certified Public Accountants, which has been founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behaviour.



Our firm applies the Chinese Certified Public Accountants Quality Control Standards for Accounting Firms No. 5101 issued by MOF. This standard requires the firm to design, implement and operate a system of quality management, including policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Restriction on Use

This report can only be used by the Board of Directors of WeBank and shall not be used for any other purpose. We accept no responsibility or liability for any consequences arising from the use of this report by any other person. Our conclusion is not modified in respect of this matter.

Responsibilities for the Verified Sustainability Information

The directors of WeBank are responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the Verified Sustainability Information that are free from material misstatement, whether due to fraud or error;
- selecting or developing suitable criteria for preparing the Verified Sustainability Information and appropriately referring to or describing the criteria used; and
- preparing the Verified Sustainability Information in accordance with the Basis of Preparation.

Inherent Limitation

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Verified 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 WeBank.

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the Verified Sustainability Information that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the Verified Sustainability Information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In carrying out our engagement, we:



- interviewing with the departments of WeBank engaged to provide the Verified Sustainability Information;
- implementing analytical procedures;
- carrying out sampling inspection on the Verified Sustainability Information; and
- performing recalculation;

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

KPMG Huazhen LLP



Beijing, China

Chinese Certified Public Accountants

叶云晖
Yunhui Ye



陈浩传
Haochuan Chen



21 March 2024



Appendix: Basis of Selected Key Indicators Preparation

The 2023 Environmental, Social and Governance Report has been prepared in accordance with *the Opinions on Strengthening the Social Responsibility of Banking Financial Institutions* issued by the China Banking and Insurance Regulatory Commission (now the National Financial Regulatory Administration), *Guidelines for financial institutions environmental information disclosure* issued by China Financial Standardization Technical Committee (CFSTC), *Regulations of Shenzhen Special Economic Zone on Green Finance* issued by Shenzhen Municipal People's Government, *Guidelines for Shenzhen financial institutions environmental information disclosure* issued by Shenzhen Municipal Bureau of Local Financial Regulation and Supervision, United Nations Sustainable Development Goals (UN SDGs), *Principles for Responsible Banking (PRB)* issued by United Nations Environment Programme (UNEP), *the Sustainability Reporting Standards (GRI Standards)* published by Global Sustainability Standards Board (GSSB) and *Guidelines on the Corporate Social Responsibility for Banking Institutions in China* issued by the China Banking Association, which contains the following key indicators:

Selected Key Indicators	2023	2022
Total water consumption of office operation (tons)	67,165.21	55,860.65
Total energy consumption at the workplace (tce)	1,596.54	1,697.76
Total number of suppliers selected through centralized procurement	345.00	432.00
Quantity of patents granted during the reporting period (pieces)	332.00	159.00
The percentage of technical workers in our workforce (%)	>50	/
Percentage of employees of ethnic minority (%)	3.80	3.70
Social insurance coverage (%)	100.00	100.00
Percentage of trained employees (%)	100.00	99.79
Proportion of business with borrowing costs per loan less than RMB 100 for "Weilidai" (%)	About 70	About 70
Proportion of customers in "Weihudai" concentrated in basic livelihood industries such as wholesale and retail, manufacturing, accommodation, and catering (%)	More than 70	More than 70
Proportion of wholesale and retail, manufacturing, and construction loans of "Weiyedai" (%)	More than 75	More than 70
The balance of the green loan (RMB million)	22,131.97	/
Scale of green bond investment (RMB million)	290.00	420.00
Customers with special needs including individuals who are visually or hearing impaired, as well as elderly customers served by WeBank (thousands of people)	>3,970	>2,400
R&D expenses as a percentage of revenue (%)	8.44	8.32
Accumulated donation amount of WeBank Wealth+ Public Welfare platform (RMB million)	About 1.77	About 1.58
Total volunteer hours of employees (hours)	1,840.00	2,050.00
Annual purchase of products from impoverished regions and suppliers (RMB million)	Nearly 8.00	More than 9.22

Appendix III: Report on the Implementation Progress of the PRB

The PRB provides a consistent framework for a sustainable banking system that effectively helps signatory banks integrate sustainability elements into their operations and meet the goals and requirements of the United Nations Sustainable Development Goals (UNSDGs) and the *Paris Climate Agreement*. WeBank became a signatory of the PRB in June 2022 and issued its first Progress Report on the Implementation of the PRB in April 2023. As a leading digital bank in China, we are committed to leveraging our technological strengths to provide inclusive finance services to MSMEs and individuals. We will continue to improve our ESG management while helping to maximize the comprehensive value of the economy, environment, and society. In 2023, we adhered to the six principles of the PRB. Here is our report on the progress of relevant tasks:

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 (SDGs), the *Paris Climate Agreement*, and relevant national and regional frameworks.

Business Model

As the first privately-owned bank in China, WeBank is committed to the mission of "Better Banking for All" and the vision of being "The Globally Leading Digital Bank that Continuously Innovates for Better Life". WeBank provides fair and high-quality financial services to MSMEs and the mass consumers, leveraging leading-edge technologies. Since its opening nine years ago, WeBank has been continuously exploring innovative models and methods, utilizing digital technology to fulfill inclusive finance and serve the real economy, achieving admirable results. Currently, WeBank ranks among the Top 500 Enterprises in China and has consistently been included in the Top 100 Banks in China for four consecutive years, showing continuous improvement in the rankings. All operations of WeBank are conducted within the Chinese Mainland. By the end of 2023, we provided convenient and professional financial services for nearly 400 million individual customers and 4.7 million MSMEs.

For details about WeBank's basic information and scope of business, please refer to "Company Profile" on Page 12 and "President's Statement" on Page 8-9 of the WeBank 2023 Sustainability Report.

Strategy Alignment

WeBank attaches importance to its sustainable development and has identified sustainability as one of the strategic priorities in the corporate strategy. With reference to the UNSDGs, the *Paris Climate Agreement*, and *China's Action Plan for Carbon Dioxide Peaking Before 2030*, WeBank has established an ESG strategy system with "Better Banking for All" as the core and "compliance and integrity, technology innovation, green operations, and employee development" as the pillars, aiming to attract and encourage the participation of stakeholders. This system aims to strengthen the

Bank's capability and practice of sustainable development to create long-term value for stakeholders.

To effectively implement the ESG strategy framework, WeBank has strategically enhanced its ESG governance capabilities. We have established an ESG governance structure where the Board of Directors assumes the ultimate responsibilities and management ensures efficient execution, while all relevant departments work in unison to drive the Bank's sustainable development.

Furthermore, WeBank refers to the frameworks or sustainability regulatory reporting requirements such as the *Sustainability Reporting Standards* (GRI Standards) issued by GSSB, *Guidelines for financial institutions environmental information disclosure* issued by CFSTC, *Regulations of Shenzhen Special Economic Zone on Green Finance* issued by Shenzhen Municipal People's Government, and *Guidelines for Shenzhen financial institutions environmental information disclosure* issued by Shenzhen Municipal Bureau of Local Financial Regulation and Supervision when setting strategic priorities, and conforms to the framework requirements when formulating corporate policies to better implement the PRB.

WeBank pays particular attention to green finance and inclusive finance. In the realm of inclusive finance, we are committed to the mission of "Better Banking for All". We extend and expand our credit support for MSMEs by utilizing digital technological financial products. Additionally, we strive to provide accessible and outstanding financial services for customers with special needs such as the disabled and elderly, offering them a convenient, equal, and full access to our financial products and services. In the field of green finance, we are deeply committed to the principle of green development, merging our unique strengths with green finance practices. To foster the growth of green industries and facilitate the societal transformation towards a low-carbon future, we are constantly innovating in green finance products and enhancing our services in this area.

For details, please refer to "ESG Governance Structure" on Page 19, "ESG Strategy Framework" on Page 18, and "Green Development Practices" on Page 60-67 of the WeBank 2023 Sustainability Report.

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 the 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.

2.1 Impact Analysis

a) Scope:

WeBank exclusively operates within the Chinese Mainland, with a dedicated focus on providing inclusive finance services to both

individuals and MSMEs. Our impact analysis encompasses all core operations and stakeholders, ensuring a comprehensive understanding of the impact.

b) Portfolio composition:

In the field of consumer finance, our product 'Weilidai' has extended its services across 31 provinces, autonomous regions, and municipalities in China. Approximately 85% of our customers held a college degree or below, with over 81% of which were non-white-collar employees. Around 17% of our customers with granted credit had no prior credit history in the PBC system.

'Weihudai' further has expanded the scope of inclusive finance to encompass individual industrial and commercial households and MSMEs encountering difficult and expensive access to financing. More than 70% of our customers were from basic livelihood industries such as wholesale and retail, manufacturing, accommodation, and catering. About 25% were first-time MSME borrowers with no business loan history in the PBC system.

In MSME finance, our 'Weiyedai' product has expanded its coverage to 30 provinces, autonomous regions, and municipalities. Loans in the wholesale and retail, manufacturing, and construction sectors constituted over 75% of the total, significantly bolstering the real economy. Over 50% of our customers were first-time MSME borrowers, effectively addressing their initial financing challenges. Outstanding credit loans made up more than 90% of the total, easing the financing difficulties faced by MSMEs lacking collateral and pledges. By the end of the reporting period, our industrial finance arm had extended credits exceeding RMB 30 billion to upstream businesses of SOEs and central enterprises, over RMB 18 billion to government procurement entities, upwards of RMB 12.5 billion to high-end manufacturers, and over RMB 5 billion to companies with special qualifications. Additionally, our sci-tech finance services had attracted applications from 428,000 tech companies, representing over 19% of China's total.

Regarding green finance, our green consumer loans have primarily facilitated the purchases of NEVs. Our green business loans focus on industries such as environmentally-friendly batteries, electric vehicles, sustainable building materials, forestry, and seed sectors, and have expanded to include segments like photovoltaic technology, green lighting, recyclable resources, and prefabricated building. Our green bond investment is predominantly directed towards clean energy and other green industries.

For details, please refer to "Consumer Finance" on Page 48-52, "MSME Finance" on Page 53-56, and "Supporting Green Finance" on Page 62-63 of the WeBank 2023 Sustainability Report.

c) Context:

In response to the sustainability challenges we face, our strategic considerations have been in harmony with China's "dual carbon" strategy, rural revitalization initiative, and the imperative for advancing inclusive finance. Aligned with these national priorities, we are committed to leveraging our financial capabilities to support these development strategies while

enhancing the quality and efficiency of our services through technological innovation to create sustainable social value.

Recognizing the expectations and demands of our stakeholders, we consider them integral to our strategic implementation. We have been actively seeking effective means of communication with stakeholders, aiming to increase our positive impacts while minimizing and managing the risks posed by our activities, products, and services to people and the environment.

We have conducted applicability identification, screening, and assessment based on stakeholder concerns to determine material issues and disclosed them transparently in our reports, providing channels for internal and external stakeholders to oversee our operations.

In 2023, we complied with regulatory requirements and macroeconomic policies, aligning our corporate culture and business strategies with industry best practices and stakeholder priorities. This process led us to identify 18 key issues critical to our operations and management, including "Development of inclusive finance" and "Green finance development".

d) Performance measurement:

In the field of inclusive finance, we continue to ramp up credit support for MSMEs. Considering the profile of our retail customer base, we have established metrics like "total services for hearing-impaired customers" to gauge the progress and quality of our inclusive finance services.

Furthermore, in the realm of green finance, we focus on the NEV loan business. From the perspective of actual business development and the impact on the real world, we have introduced metrics such as "cumulative reduction in carbon emissions through NEV loans" and "proportion of fuel vehicle loan balance" to track the progress of our green finance initiatives.

For details, please refer to the "ESG Targets and Commitments" section on Page 24 of the WeBank 2023 Sustainability Report.

2.2 Target Setting

Through impact analysis, we have identified "inclusive finance" and "green finance" as our primary areas. Additionally, we have set clear goals for these areas, complete with well-defined baselines and measurable indicators, to ensure effective implementation and facilitate the annual tracking of the progress.

a) Alignment:

The policy frameworks that the Bank refers to in setting its relevant targets include the UNSDGs, the *Opinions on Strengthening the Social Responsibility of Banking Financial Institutions*, the *Guidelines for Environmental Information Disclosure by Financial Institutions*, the *Regulations of Shenzhen Special Economic Zone on Green Finance*, the *Guidelines for Shenzhen financial institutions environmental information disclosure*, the *Guidelines on the Corporate Social Responsibility for Banking Institutions in China*, the PRB, the GRI Standards, and the *Recommendations of the Task Force on Climate-Related*

Financial Disclosures (TCFD).

b) Baseline:

We have set goals for inclusive finance and green finance, with clear baseline targets.

c) SMART targets:

For both inclusive finance and green finance, we have set Specific, Measurable, Attainable, Relevant, Time-bound (SMART) goals for the year 2025 and continuously monitor and enhance the corresponding performance indicators.

In 2023, we advanced our capabilities in measuring green finance indicators. Drawing on industry best practices and our business methodologies, we delved into and developed the new metric of "cumulative reduction in carbon emissions through NEV loans" to track the impact of new energy vehicle loans on real-world carbon emissions reduction. We will continue to monitor the long-term performance of our green finance initiatives.

Green finance targets:

By 2025, achieve a cumulative reduction in carbon emissions of at least 850,000 tons through NEV loans.¹

By 2025, decrease the proportion of fuel vehicle loan balance to 30% or below.

Inclusive finance targets:

Serve hearing-impaired customers through manual consultation and review services for our 'Weilidai' no less than 25,400 times by 2025.

For details regarding the goals for inclusive finance and green finance, please refer to the "ESG Targets and Commitments" section on Page 24 of the WeBank 2023 Sustainability Report.

d) Action plan:

In the realm of inclusive finance, we will extend and expand our credit support for MSMEs by utilizing digital financial products. Additionally, we are committed to ensuring barrier-free access to financial services for customers with special needs such as the disabled and the elderly, guaranteeing their convenient, equal, and full access to financial products and services.

Regarding green finance, We have launched a fully online, paperless, and 24×7 NEV financing solution, supporting green consumption demands among this customer group and driving the development of the NEV sector.

For details about the Bank's action plans and measures to mitigate relevant adverse impacts, please refer to "Enhanced Financial Accessibility" on Page 46-59 and "Green Development Practices" on Page 60-67 of the WeBank 2023 Sustainability Report.

2.3 Target Implementation and Monitoring

We have fulfilled our goals and commitments for 2023. In response to the goals set for inclusive finance and green finance,

we promote the development of "green" and "MSME" businesses through separate credit plans, preferential internal Fund Transfer Pricing (FTP), and implementation of assessment incentives and guidance. The goals related to inclusive finance and green finance are reviewed at the semi-annual board meetings to ensure that the progress of target implementation is in line with expectations.

In terms of inclusive finance, by the end of 2023, approximately 400 million individual clients had benefited from our services, while 4.7 million MSMEs had sought loans from us. The borrowing expenses were below RMB 100 per transaction for around 70% of 'Weilidai' users, and below RMB 1,000 per transaction for about 50% of 'Weiyedai' users.

In the realm of green finance, our year-end balance of green loans reached RMB 22.132 billion, covering sectors such as NEV, clean energy, and green building. We have vigorously addressed the credit needs of new energy brands, with NEV loans accounting for more than 55% of all auto loans issued throughout the year. Meanwhile, WeBank has entered strategic cooperation with several green organizations to serve enterprises across the supply chain and tapped the digital marketing advantages of corporate finance to promote publicity services for MSMEs, thereby fostering the development of the green industry.

In 2023, we refined our approach to setting and measuring objectives to better align with our business priorities and strategically guide our long-term targets. Adhering to the SMART principles, we have redefined key performance indicators for inclusive finance and green finance goals and set clear baselines.

For details about the implementation and monitoring of inclusive finance goals, please refer to "Enhanced Financial Accessibility" on Page 46-59 of the WeBank 2023 Sustainability Report.

For details about the implementation and monitoring of green finance goals, please refer to "Supporting Green Finance" on Page 62-63 of the WeBank 2023 Sustainability Report.

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.

3.1 Client Engagement

WeBank has developed a process for working with clients and customers to encourage sustainable practices. We actively explore diversified methods of communication with clients to listen to their views and expectations on the Bank's sustainable development. We interact with customer groups through channels such as the official website www.webank.com, service & complaint hotline 95384, social media (WeChat, Weibo, Douyin, etc.), WeChat official accounts, mini programs and apps

¹ NEV loans encompass both new and second-hand vehicles.

of respective business units, outdoor LED screens and client surveys.

For details about client engagement, please refer to "Stakeholder Communications" on Page 22-23 of the WeBank 2023 Sustainability Report.

3.2 Business Opportunities

In terms of inclusive finance business opportunities, guided by the mission of "Better Banking for All", WeBank focuses on the needs of MSMEs and the public and pays attention to the pain points when serving the elderly and disabled customers. We have integrated financial services into the lives of the public through an online service model. Drawing from everyday life experiences, WeBank has explored the financial service needs of the public and launched a series of inclusive finance products including: 1) the online-only micro-credit product 'Weilidai'; 2) 'Weihudai' for production and operation activities of MSMEs customers; 3) 'Weiyedai', China's first online-only, unsecured, revolving credit bank loan product for corporate liquidity; and 4) WeBank Wealth+, a one-stop shop for digital wealth management services such as deposit, loan, remittance, payment, investment, and finance. Digitization is an essential means to achieve inclusive finance that contributes to the UNSDGs including No Poverty (SDG1), Gender Equality (SDG5), Decent Work and Economic Growth (SDG8), and Reduced Inequalities (SDG10).

For details about the product description, user coverage, and impacts of 'Weilidai', 'Weihudai', 'Weiyedai', and WeBank Wealth+, please refer to "Enhanced Financial Accessibility" on Page 46-59 of the WeBank 2023 Sustainability Report.

In terms of opportunities in green finance, WeBank's action plans are primarily focused on: 1) Green consumer loans: We aim to meet the timely and smooth processing requirements of numerous NEV brands and clients in car sales and loan processes, reducing the average credit approval time to seconds. Furthermore, we will utilize innovative technologies such as AI, federated learning, and digital twins to tailor intelligent marketing strategies for NEV brands, providing potential customers with a comprehensive and immersive car purchasing experience. 2) Green business loans: We will identify key expansion areas according to the national green industry guidance catalog and standards system, focusing on the national green industry chain and extending our reach to encompass various eco-friendly sectors. Our goal is to direct credit resources towards environmentally sustainable industries. Additionally, leveraging our digital corporate finance capabilities, we will promote green enterprises and their products. 3) Green bond investment: By the end of the reporting period, WeBank's green bond investments totaled RMB 290 million, primarily targeting clean energy and other green industries. These initiatives in green finance contribute to the achievement of UNSDGs, including Decent Work and Economic Growth (SDG8), Sustainable Cities and Communities (SDG11), and Climate Action (SDG13).

For more detailed information on WeBank's activities in green consumer loans, green business loans, and green bond investment, please refer to "Supporting Green Finance" on Page 62-63 of the WeBank 2023 Sustainability Report.

Principle 4: Stakeholders

We will proactively and responsibly consult, engage, and partner with relevant stakeholders to achieve society's goals.

4.1 Stakeholders Identification and Consultation

WeBank has established a robust process for identifying, regularly consulting, communicating with, and collaborating with stakeholders involved in impact analysis and goal setting. WeBank recognizes the importance of understanding stakeholders' expectations and views, considering them crucial references for the Bank's ESG development. Based on our business processes and interviews with the internal functional department, we have identified our stakeholders, including clients, governments and regulatory institutions, employees, shareholders, environmental agencies, communities, media outlets, industry associations, research institutes, partners, and suppliers. We actively explore diverse communication methods to listen to stakeholders' opinions and expectations regarding our sustainable development, leveraging ESG opportunities and advancing our sustainability efforts. In our 2023 Sustainability Report, we have addressed all stakeholder concerns. Furthermore, relevant departments of the Bank will follow up on and address stakeholder concerns to ensure effective implementation of the PRB and enhance our influence.

For details about the processes and mechanisms of communication, please refer to "Materiality Analysis" on Page 20-21 and "Stakeholder Communications" on Page 22-23 of the WeBank 2023 Sustainability Report.

For details about our clients, please refer to "Enhanced Financial Accessibility" on Page 46-59 and "Supporting Green Finance" on Page 62-63 of the WeBank 2023 Sustainability Report.

For details about governments and regulators, please refer to "Compliance and Robust Operations" on Page 34-45 and "Helping to Build China into a Financial Leader" on Page 70-75 of the WeBank 2023 Sustainability Report.

For details about employees, please refer to "Common Growth with Employees" on Page 112-123 of the WeBank 2023 Sustainability Report.

For details about shareholders, please refer to "Standardizing Corporate Governance" on Page 36 of the WeBank 2023 Sustainability Report.

For details about environmental stakeholders, please refer to "Supporting Green Finance" on Page 62-63, "Green and Low-carbon Operations" on Page 98-111, "Engaging in External Exchanges" on Page 27, and "Environmental protection" on Page 127 of the WeBank 2023 Sustainability Report.

For details about communities, please refer to "Social Responsibilities" on Page 124-129 of the WeBank 2023 Sustainability Report.

For details about industry associations and research

institutes, please refer to "Helping to Build China into a Financial Leader" on Page 70-75 of the WeBank 2023 Sustainability Report.

For details about partners and suppliers, please refer to "Constant Improvement on Technological Capabilities" on Page 68-85 and "Responsible Procurement" on Page 43-44 of the WeBank 2023 Sustainability Report.

Principle 5: Governance & Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

5.1 Governance Structure for Implementation of the Principles

WeBank has established a governance system that integrates the PRB. We have strategically enhanced our ESG governance capabilities and established an ESG governance structure where the Board of Directors assumes the ultimate responsibilities and management ensures efficient execution, while all relevant departments work in unison to drive the Bank's sustainable development.

For details about the governance structure, policies, and processes implemented by WeBank to avoid negative impacts, please refer to "ESG Governance Structure" on Page 19 of the WeBank 2023 Sustainability Report.

5.2 Promoting a Culture of Responsible Banking

WeBank strives to develop a culture of responsible banking by simultaneously promoting capacity building, training, and publicity, engagement in initiatives, performance management, and management communication.

In terms of capacity building, training, and publicity, we have regularly promoted ESG principles among its workforce. Throughout the year, we released six ESG-themed posters internally. These posters span a range of topics, such as our progress towards operational carbon neutrality, annual highlights of sustainable development initiatives, information security, green office behavior, DEI, as well as integrity and anti-corruption measures. In 2023, we launched an ESG-themed exhibition at our first annual meeting on carbon neutrality to promote the ESG concept in an engaging manner and showcase our ESG achievements through interactive displays. We then offset the carbon emissions associated with the meeting by investing in adequate carbon sinks.

In terms of the response to initiatives, we proactively join green finance-related associations and industry cooperation and exchange activities to keep up with industry trends and developments, which provides important resources for us to enhance the quality of green finance initiatives. In 2021, WeBank became a founding member of the Shenzhen Green Finance Association and signed the *Joint Declaration of Financial Support to Biodiversity*. In 2022, the Bank was among the first entities invited to join the Carbon Inclusive Cooperation Network led by the Center for Environmental Education and Communications of the Ministry of Ecology and Environment. This network has close to 100

members, including government agencies, businesses, and social organizations. Furthermore, we officially signed the UN PRB and became a member of the United Nations Environment Program Finance Initiative (UNEP FI).

In terms of performance management, we have incorporated social responsibility evaluation indicators into our annual operating indicators to supervise our CSR performance. The indicators cover inclusive finance for MSMEs, green finance, public welfare, employee growth, financial literacy, etc.

In terms of management communications and discussions, we regularly report the latest internal work progress and external policy trends to our management, which is responsible for overseeing the implementation of the PRB.

For details about our initiatives to foster a culture of responsible banking, please refer to "ESG Targets and Commitments" on Page 24, "Constantly Building Shared Values" on Page 25-26, and "Engaging in External Exchanges" on Page 27 of the WeBank 2023 Sustainability Report.

5.3 Policies and Due Diligence Processes

We have incorporated ESG risks into our comprehensive risk management system. In 2023, we developed the *WeBank Green Finance Management Measures* to address environmental and social risks within our investment portfolio. Additionally, we formulated the *WeBank ESG Risk Management Measures*, specifying ESG risk management requirements for both customer services and our own operations.

Our green business loans primarily consist of online liquidity financing and are predominantly extended to MSMEs. We pay close attention to environmental risks throughout the entire loan process. We have developed credit policies, detailed risk control rules, and operating procedures that align with the development needs of green finance, thereby standardizing the process of green credit business Bank-wide. Additionally, by constantly expanding our data sources, we have intensified the identification of enterprises that violate environmental and safety regulations or pose pollution risks, and gradually enhanced our ability to support low-carbon, high-quality development with credit services.

To proactively respond to climate change and strengthen relevant risk prevention and early warning capabilities, the Bank has conducted climate and environmental stress tests for two consecutive years, while constantly upgrading the model methodologies to enhance the quality and effectiveness of these tests. In 2023, we conducted stress tests on two representative risk types: short-term physical risks and long-term policy transition risks. Our findings show that, across various climate and environmental risk scenarios, the rise in the NPL ratio remains within a manageable threshold.

For details about our environmental risk management processes and our climate and environmental stress tests, please refer to "Enhancing Green Finance Management" on Page 64-65 and "Climate and Environmental Risk Management" on Page 66-67 of the WeBank 2023 Sustainability Report.

WeBank generally offers micro-loans, which limits our ability to collect environmental and social data, making it difficult for

the Bank to conduct finer-grained environmental and social risk analysis for individual clients. However, the broad base of WeBank's clientele helps to diversify the environmental and social risks across our portfolio to some degree. We have established and constantly improved the risk management process for the entire life cycle of loans (from credit approval to collection and disposal of NPLs). By virtue of our technical advantage, we have established the data, model, and system for online identification and monitoring of core risks of individual and corporate customers such as credit risk and fraud risk and achieved paperless and efficient operation throughout the entire process.

WeBank's Board of Directors reviews and analyzes the Bank's ESG indicators on a semi-annual basis and adjusts the relevant targets. We also established a mechanism for overseeing the implementation of our green development policies. In line with internal and external regulations as well as our business plans, we conducted periodic audits and assessments on the governance structure, policies, and performance regarding our green finance business. In 2023, our green finance audits and assessments revealed no significant or major control flaws.

For more details about monitoring and risk management reports, the existing complaint mechanism, as well as governance structures put in place to oversee risks, please refer to "ESG Governance Structure" on Page 19, "Compliance and Robust Operations" on Page 34-45, and "Managing the institutional framework for green finance" on Page 64 of the WeBank 2023 Sustainability Report.

Principle 6: Transparency and Accountability

We will periodically review our individual and collective implementation of the PRB and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

6.1 Assurance

WeBank has prepared the *Independent Limited Assurance Report of the Sustainability Report 2023* to ensure the truthfulness and reliability of the disclosed information. In the future, we will conduct targeted assurance in accordance with the PRB's requirements within the prescribed time frame.

For details about the *Independent Limited Assurance Report on the Sustainability Report 2023*, please refer to Appendix II of the WeBank 2023 Sustainability Report.

6.2 Reporting on Other Frameworks

WeBank discloses sustainability information in accordance with domestic and international standards. Relevant standards and frameworks include: *Opinions on Strengthening the Social Responsibility of Banking Financial Institutions* issued by the China National Financial Regulatory Administration (NFRA) (formerly known as "China Banking and Insurance Regulatory Commission"), *Guidelines for financial institutions environmental information disclosure* issued by the China Financial Standardization Technical

Committee (CFSTC), *Regulations of Shenzhen Special Economic Zone on Green Finance* issued by Shenzhen Municipal People's Government, *Guidelines for Shenzhen financial institutions environmental information disclosure* issued by Shenzhen Municipal Bureau of Local Financial Regulation and Supervision, *Guidelines on the Corporate Social Responsibility of Banking Institutions of China* issued by China Banking Association, United Nations Sustainable Development Goals (UNSDGs), *Principles for Responsible Banking* (PRB) issued by United Nations Environment Programme (UNEP) and *Sustainability Reporting Standards* (GRI Standards) issued by Global Sustainability Standards Board (GSSB).

6.3 Outlook

In the next 12 months, WeBank will learn about stakeholders' concerns and expectations, carry out the annual materiality analysis, follow up on the attainment of inclusive finance and green finance targets, and constantly improve the assessment and incentive mechanism for target implementation.

6.4 Challenges

The Bank has been exposed to three major challenges in the process of implementing the PRB. In response to these challenges, we will keep track of domestic and international regulatory trends, maintain close contact and communication with our peers, learn from best practices, and explore solutions to address the challenges.

Data accessibility: MSMEs are WeBank's main customer groups. The automated, online approval of small loans by technological means is a unique strength of WeBank. However, the applicability and coverage of both domestic and international green finance evaluation standards for MSMEs still need improvement, as does the accessibility of data regarding the green performance of these enterprises. When offering green finance services to MSMEs, we find it hard to comprehensively capture and consistently recognize the green business activities and investments of these enterprises, along with those of their upstream and downstream partners.

Customer engagement: The main reason why MSMEs choose WeBank is that they can get credits without providing complicated data. We will explore the approaches to help MSMEs reduce the cost of data collection by technological means in the future so that they will be more willing to participate in data collection.

Reporting and disclosure: Given WeBank's inclusive finance business model, it is more difficult for us to collect and report green credit data than traditional banks. As we align with the Task Force on Climate-Related Financial Disclosure (TCFD) framework and consider adopting the *International Financial Report Standard (IFRS) S2 Climate-related Disclosures*, we will encounter the challenge of collecting a greater volume of green statistics and producing actionable environmental risk data to meet increasingly stringent disclosure requirements.

Appendix IV: Standards and Process of GHG Emission Measurement

Our greenhouse gas (GHG) emission measurement aligns with the recommended requirements of the following standards.

- ISO14064-1:2018 *Specification with Guidance at the Organization Level for Quantification and Reporting of GHG Emissions and Removals*
- ISO14064-3:2019 *Specification with Guidance for the Verification and Validation of GHG Statements*
- *The GHG Protocol: A Corporate Accounting and Reporting Standard*
- *The GHG Protocol: Corporate Value Chain Accounting and Reporting Standard*

Also, the emission factors we use are derived from authoritative standards and reference materials, including:

- *The IPCC Guidelines for National Greenhouse Gas Inventories (2006)* issued in 2006 and the 2019 Revision of the *IPCC Guidelines for National Greenhouse Gas Inventories (2006)* issued in 2019 by the Intergovernmental Panel on Climate Change (IPCC)
- *Accounting Methods and Reporting Guidelines for Greenhouse Gas Emissions of Enterprises (Trial)*
- GB/T 32150-2015 *General Guideline of The Greenhouse Gas Emissions Accounting and Reporting for Industrial Enterprises*
- *Guidelines for Preparation of Provincial Greenhouse Gas Inventories (Trial)*
- *Average CO2 Emission Factors of China's Regional Power Grids*
- *China Greenhouse Gas Emission Coefficient Library for Product Life Cycle (2022)*
- GB/T 2589-2020 *General rules for calculation of the comprehensive energy consumption*

Scope 1 GHG measurement process

Scope 1 GHG emissions include fixed source combustion emissions, mobile source combustion emissions, industrial process emissions, fugitive emissions, etc. within the organizational boundary. In 2023, emissions within the Bank's organizational boundary were categorized as follows: Fixed source combustion emissions comprised diesel used in emergency generators and natural gas used in canteen equipment. Mobile source combustion emissions were due to the gasoline used in business vehicles. Domestic sewage discharge resulted from the day-to-day production of our personnel, while fugitive methane emissions arose from septic tanks processing this sewage. Fugitive HFC emissions originated from refrigerants in owned properties and HFC-based fire extinguishers. The relevant calculation process is as follows:

• Diesel: for the use of emergency generators in owned and leased properties

Obtaining activity-related data	Diesel consumption is based on the opening stock of diesel plus purchases minus the closing stock.
Determining emission factors	Diesel-related emission factors are derived from the GB/T 2589-2020 <i>General rules for calculation of the comprehensive energy consumption</i> , the <i>Guidelines for Preparation of Provincial Greenhouse Gas Inventories (Trial)</i> , and the <i>IPCC Guidelines for National Greenhouse Gas Inventories (2006)</i> .
Calculating GHG emissions	Emissions from diesel combustion of emergency generators are calculated by multiplying diesel consumption by (the CO ₂ emission factor for diesel plus the CH ₄ emission factor for diesel multiplied by GWPC _{CH4} plus the N ₂ O emission factor for diesel multiplied by GWP _{N2O}).

• Gasoline: for the use of business vehicles

Obtaining activity-related data	Gasoline consumption data is based on the gasoline purchase voucher and recharge details.
Determining emission factors	Gasoline-related emission factors are derived from the GB/T 2589-2020 <i>General rules for calculation of the comprehensive energy consumption</i> , the <i>Guidelines for Preparation of Provincial Greenhouse Gas Inventories (Trial)</i> , and the <i>IPCC Guidelines for National Greenhouse Gas Inventories (2006)</i> .
Calculating GHG emissions	Emissions from gasoline consumption of business vehicles are calculated by multiplying gasoline consumption by (the CO ₂ emission factor for gasoline plus the CH ₄ emission factor for gasoline multiplied by GWP _{CH4} plus the N ₂ O emission factor for gasoline multiplied by GWP _{N2O}).

• Natural gas: for the use of natural gas equipment at the canteens

Obtaining activity-related data	Natural gas consumption data is based on the meter reading records.
Determining emission factors	Natural gas-related emission factors are derived from the GB/T 2589-2020 <i>General rules for calculation of the comprehensive energy consumption</i> , the <i>Guidelines for Preparation of Provincial Greenhouse Gas Inventories (Trial)</i> , and the <i>IPCC Guidelines for National Greenhouse Gas Inventories (2006)</i> .
Calculating GHG emissions	Emissions from natural gas consumption at the canteen are calculated by multiplying natural gas consumption by (the CO ₂ emission factor for natural gas plus the CH ₄ emission factor for natural gas multiplied by GWP _{CH4} plus the N ₂ O emission factor for natural gas multiplied by GWP _{N2O}).

• Fugitive methane generated through sewage treatment in septic tanks

Obtaining activity-related data	The estimated amount of domestic sewage generated by own properties is based on the water bill of each workplace. The amount of domestic sewage is assumed to be equivalent to the municipal water consumption.
Determining emission factors	Domestic sewage-related emission factors are derived from <i>China Greenhouse Gas Emission Coefficient Dataset for Product Life Cycle (2022)</i> .
Calculating GHG emissions	Fugitive methane emissions generated through sewage treatment in septic tanks are calculated by multiplying the domestic sewage generation by the domestic sewage emission factor and then by the GWP _{CH4} .

• Fugitive emissions from fire extinguishing agents in fire control facilities

Obtaining activity-related data	The consumption data for HFC fire extinguishers is obtained through investigation of internal fire extinguishers.
Determining emission factors	The fugitive chemical emission factor is derived from the <i>IPCC Guidelines for National Greenhouse Gas Inventories (2006)</i> .
Calculating GHG emissions	Fugitive emissions from fire extinguishing agents are calculated by multiplying the gas consumption of the fire extinguisher by the fugitive chemical emission factor.

• Refrigerant: Fugitive emissions from refrigeration facilities in owned properties

Obtaining activity-related data	The amount of refrigerant added is based on the routine maintenance records of owned properties.
Determining emission factors	The fugitive refrigerant emission factor corresponds to the global warming potential coefficient of the refrigerant gas.
Calculating GHG emissions	Fugitive emissions from refrigeration facilities in owned properties are calculated by multiplying each type of refrigerant by its corresponding global warming potential coefficient.

Scope 2 GHG measurement process

Scope 2 GHG emissions include indirect emissions of input electricity, heat, and cooling capacity within the organizational boundary. In 2023, as verified within the Bank's organizational boundary, the electricity consumed in our operations and the cooling capacity sourced from our properties were classified as Scope 2 GHG emissions. WeBank does not procure heat.

• Purchased electricity

Obtaining activity-related data	The amount of purchased electricity is based on the utility bill of each workplace.
Determining emission factors	Emission factors for purchased electricity are derived from the 2012 emission factors of Chinese regional power grids published by the National Center for Climate Strategies.
Calculating GHG emissions	Emissions from purchased electricity are calculated by multiplying the purchased electricity amount by the emission factor.

• The purchased cooling capacity is converted into electrical energy based on the average conversion efficiency provided by the property management

Obtaining activity-related data	The amount of purchased cooling capacity is based on the utility bill of each workplace.
Determining emission factors	The purchased cooling capacity is measured by the average cooling efficiency data of refrigeration equipment and the corresponding electricity, which in turn is calculated based on the purchased electricity. Emission factors for the corresponding electricity are derived from the 2012 emission factors of Chinese regional power grids published by the National Center for Climate Strategies.
Calculating GHG emissions	Emissions from purchased cooling capacity are calculated by multiplying the amount of electrical energy equivalent to the purchased cooling capacity by the emission factor.

Scope 3 GHG measurement process

In 2023, the Bank's verified Scope 3 GHG emissions spanned across several categories. These included emissions from the consumption of water and paper in offices, as well as the manufacturing processes of other equipment and materials. Additionally, emissions were traced back to the distribution of purchased equipment and materials, along with the disposal of office waste, kitchen waste, and sewage. Other sources included employees' accommodation and commuting during business travel, electricity consumption in leased data centers, fugitive refrigerant in leased properties, and express delivery and logistics services.

• Office water: including municipal water, bottled water, barreled water and drinking water

Obtaining activity-related data	For municipal water and drinking water, the water consumption data is based on the financial reimbursement system records. For bottled water and barreled water, it is based on the purchasing records.
Determining emission factors	Emission factors for office water are derived from <i>China Greenhouse Gas Emission Coefficient Dataset for Product Life Cycle (2022)</i> .
Calculating GHG emissions	Emissions from office water are calculated by multiplying the consumption amount for each type of office water by the sum of each of its corresponding emission factors.

• Office paper: A4 or A3 paper for office use

Obtaining activity-related data	The office paper consumption data is based on the purchasing records.
Determining emission factors	Emission factors for office paper are derived from <i>China Greenhouse Gas Emission Coefficient Dataset for Product Life Cycle (2022)</i> .
Calculating GHG emissions	Emissions from office paper are calculated by multiplying the office paper consumption amount by the corresponding emission factor.

• Other manufactured equipment and materials: servers, switches, laptops, monitors, etc

Obtaining activity-related data	The purchased quantity of relevant equipment is based on the financial reimbursement system and purchasing records.
Determining emission factors	Emission factors for purchased equipment are derived from <i>China Greenhouse Gas Emission Coefficient Dataset for Product Life Cycle (2022)</i> .
Calculating GHG emissions	Emissions from purchased equipment are calculated by multiplying the purchased quantity of each type of equipment by the sum of each of its corresponding emission factors.

• Delivery of purchased equipment and materials

Obtaining activity-related data	The turnover volume for purchased equipment and materials is calculated based on the quantity of purchases recorded in the financial reimbursement system and on the estimated distance of transportation.
Determining emission factors	Emission factors for the delivery of purchased equipment and materials are derived from <i>China Greenhouse Gas Emission Coefficient Dataset for Product Life Cycle (2022)</i> .
Calculating GHG emissions	Emissions from the delivery of purchased equipment and materials are calculated by multiplying the turnover volume for each type of cargo by the sum of each of its corresponding emission factors.

• Waste(sewage) disposal

Obtaining activity-related data	The estimated amount of domestic sewage generated by leased properties is based on the utility bill of each workplace. The amount of office waste as well as kitchen waste is obtained by weighing records.
Determining emission factors	Waste- and sewage-related emission factors are derived from <i>China Greenhouse Gas Emission Coefficient Dataset for Product Life Cycle (2022)</i> .
Calculating GHG emissions	Emissions from waste and sewage disposal are calculated by multiplying the weight of each type of waste by the sum of each of its corresponding emission factors.

• Employees' use of transportation during business travel

Obtaining activity-related data	Multiply the number of employees on business travel by the distance they covered in kilometers by train or air. The duration and distance are derived from the financial reimbursement system.
Determining emission factors	Emission factors for employees' use of transportation during business travel are derived from <i>China Greenhouse Gas Emission Coefficient Dataset for Product Life Cycle (2022)</i> .
Calculating GHG emissions	Emissions from employees' use of transportation during business travel are calculated by multiplying the number of employees traveling by train or airplane by the distance covered in kilometers, then by the sum of its corresponding emission factors for each mode of transportation.

• Employees' accommodation during business travel

Obtaining activity-related data	The number of employees' hotel stays (in days) during business travel is derived from the financial reimbursement system.
Determining emission factors	Emission factors for employees' accommodation during business travel are derived from <i>China Greenhouse Gas Emission Coefficient Dataset for Product Life Cycle (2022)</i> .
Calculating GHG emissions	Emissions from employees' accommodation during business travel are calculated by multiplying the number of hotel stays by the corresponding emission factor.

• Employee commuting

Obtaining activity-related data	The data regarding average carbon emissions from employee commuting are derived from surveys. A monthly inventory is conducted of all permanent office staff to ascertain the total number of employees at each workplace. These data are then aggregated to compile annual statistics on a month-by-month basis.
Determining emission factors	Emission factors for various types of employee commuting are derived from <i>China Greenhouse Gas Emission Coefficient Dataset for Product Life Cycle (2022)</i> .
Calculating GHG emissions	Emissions from employee commuting are calculated by multiplying the different types of commuting by the sum of their corresponding emission factors for each mode of commuting.

• Leased data center electricity consumption

Obtaining activity-related data	Leased data center electricity consumption is calculated by analyzing the electricity usage recorded for each cabinet and incorporating the annual average PUE value of the corresponding server room.
Determining emission factors	Emission factors for leased data center electricity consumption are derived from the 2012 emission factors of Chinese regional power grids published by the National Center for Climate Strategies.
Calculating GHG emissions	Emissions from leased data center electricity consumption are calculated by multiplying the electricity usage by the corresponding emission factor.

• Fugitive refrigerant in leased properties

Obtaining activity-related data	The amount of refrigerant added is based on the routine maintenance records of leased properties.
Determining emission factors	The fugitive refrigerant emission factor corresponds to the global warming potential coefficient of the refrigerant gas.
Calculating GHG emissions	Emissions from fugitive refrigerant in leased properties are calculated by multiplying the amount of each type of refrigerant by its corresponding global warming potential coefficient.

• Express delivery and logistics services

Obtaining activity-related data	The cargo turnover volume for express delivery and logistics services is derived from the WeBank innovative postal system.
Determining emission factors	Emission factors for express delivery and logistics services are derived from <i>China Greenhouse Gas Emission Coefficient Dataset for Product Life Cycle (2022)</i> .
Calculating GHG emissions	Emissions from express delivery and logistics services are calculated by multiplying the cargo turnover volume by the corresponding emission factor.

Appendix V: Greenhouse Gas Verification Statement



编号：CEPREI-2024-GHG-0004
发布日期：2024.02.02

本证书信息可在国家认证认可监督管理委员会官方网站（www.cnca.gov.cn）上查询。
本认证机构经中国合格评定国家认可委员会认可。
中国广东省广州市增城区永宁街永宁大道西76号
邮编：511300

总经理 



中国认可
国际互认
审定核查
VALIDATION VERIFICATION
CNAS C012-V

温室气体核查陈述

(正本)
兹证明

依据 ISO 14064-1:2018 和 ISO 14064-3:2019 标准核查

深圳前海微众银行股份有限公司

温室气体清单 (2023.01.01 ~ 2023.12.31) 符合

ISO 14064-1:2018 标准要求

报告年度总排放量：**44,059.04 吨二氧化碳当量**

类别1：直接温室气体排放和清除量 1,593.61 吨二氧化碳当量
类别2：输入能源的间接排放 6,366.58 吨二氧化碳当量
类别3：交通运输的间接排放 1,455.54 吨二氧化碳当量
类别4：组织使用的产品的间接排放 34,643.31 吨二氧化碳当量

注册地址：深圳市前海深港合作区前湾一路1号A栋201室（入驻深圳前海商务秘书有限公司）

组织边界：深圳前海微众银行股份有限公司运营控制权范围内所有地址

相关活动：金融服务

保证等级：合理保证等级

实质性：5%

Appendix VI: Carbon Neutral Certificate



碳中和证书

Carbon Neutral Certificate

证书编号 Certificate No	No.CEEX-CNC-2024-006
项目名称 Project Name	深圳前海微众银行股份有限公司 WeBank Co., Ltd.
碳排放周期和边界 Reporting Period and Scope	2023年01月01日至2023年12月31日深圳前海微众银行股份有限公司运营期间产生的温室气体排放。 · 类别一 直接排放: 应急发电机、食堂燃气设备、公务车、化粪池、自有物业空调制冷剂逸散、七氟丙烷灭火器。 · 类别二 输入能源的间接排放: 购入电力和冷源。 · 类别三、类别四 其他间接排放: 购入设备和物资的生产制造和运输、废弃物及废水处理、员工商务差旅和通勤、租用的数据中心服务器和数据中心公辅设施分摊用电、租赁物业空调制冷剂逸散、快递物流。 The GHG generated from WeBank Co., Ltd. in the operation of from January 1, 2023 to December 31, 2023. · Category 1 Direct emissions: emergency generator, canteen gas equipment, official vehicles, septic tanks, fugitive emissions of air-conditioning refrigerants in owned properties and HFC-227ea fire extinguishers. · Category 2 Indirect emissions of imputed energy: external electricity, cold source. · Category 3 and Category 4 Other indirect emissions: manufacturing and transportation of purchased equipment and goods, waste and wastewater disposal, business travel and commuting, electricity consumption for servers and public and auxiliary facilities of leasing data centers, fugitive emissions of air-conditioning refrigerants in rental properties and express logistics.
碳排放量 Quantity of Carbon Emission	44059.04 tCO ₂ e
注销碳减排量 Quantity of Redemption of Carbon Emission Reduction	44174 t 2650 t VCU (9918-159368419-159371068-VCS-VCU-324-VER-CN-14-1935-01012017-31122017-1) 41524 t CER (CN 5 1142455254 2 2 0 7480 CN 5 1142464909 2 2 0 7480)
碳减排量来源项目 Carbon Reduction Project	湖北省洪山县森林经营管理 (优转保) 项目 (1935) 湖南临武三十六湾48MW风电场项目 (CDM Project 7480) The Hubei Hongshan IFM (conversion of logged to protected forest) Project (1935) Hunan Linwu Sanshiliwan 48MW Wind Power Project (CDM Project 7480)
碳中和结论 Conclusion of Carbon Neutral	经广州碳排放权交易中心认定，深圳前海微众银行股份有限公司注销的碳减排量大于实际碳排放量，实现了碳中和。 According to the determination of GUANGZHOU EMISSIONS EXCHANGE, the Quantity of Redemption of Carbon Emission Reduction is greater than the Quantity of Actual Carbon Emission. WeBank Co., Ltd. has realized carbon neutrality.

感谢贵司对中国碳中和事业做出的贡献！
Thank you for your contribution towards the carbon neutrality goal in China!



查询二维码
Query QR code



CEEX 广州碳排放权交易中心
GUANGZHOU EMISSIONS EXCHANGE



2024年02月29日



WeBank Co., Ltd.