

# Tsim Sha Tsui ESG Flagship Branch

## Green Finance - a Sustainable Future



With a solid legacy of over a century in Hong Kong, China CITIC Bank International (CNCBI) has a robust network spanning Greater China, and overseas branches in New York, Los Angeles, and Singapore. In adherence to the vision “Agile. Professional. Simple.”, CNCBI provides user-friendly wealth management, personal banking, corporate banking, as well as global markets and treasury solutions.

## ESG Sustainable Development

We have developed a comprehensive governance system and operational mechanism for green and sustainable financial development. We actively promote ESG funds, bonds, and financial management services, thereby empowering retail investors to embrace the shift towards sustainable financial practices. In terms of social impact, we actively uphold our corporate social responsibilities and encourage our employees to contribute positively to the community by participating in various charitable activities.







## First Bank Branch to Integrate Solar Panels into Glass Curtain Wall

Our Tsim Sha Tsui ESG flagship branch is the first within our network to integrate solar panels into its glass curtain wall. The branch's design extensively incorporates green elements and environmentally friendly office equipment. This location also introduces our first non-cash service counter in a CNCBI branch. The adoption of digitalized procedures reduces customers' waiting time, allowing them to enjoy the convenience of brick-and-mortar and digitalized banking services at the same time.

## ↓↓↓ Energy Efficiency Measures

- The TST branch is the first banking branch to use solar panels for its glass curtain wall. The three stacks of solar panels are expected to generate 200 kWh of electricity each month, which is equivalent to illuminating 12W light bulbs for 16,667 hours.
- The glass curtain wall incorporates a transparent design that allows daylight into the interior, complemented by energy-saving LED lighting and an automatic switch sensor system which reduces overall power consumption. Together with a smart thermostat for central air-conditioning systems, these innovations help reduce daily electricity consumption.







## Re-Utilization of Resources

The branch has consciously adopted renewable, non-toxic, low-emission materials on furniture, walls, carpets, and more. For example, the tabletop materials of several meeting tables include 34% chilli veins and seeds and 36% basalt, while the featured wall is comprised of over 300 pieces of 99% recycled glass.



## Enhancing Air Quality

Some of the walls are built with moss diatomaceous earth coating, a deposit formed by a phytoplankton called diatoms from millions of years ago. The material is able to effectively purify indoor air and eliminate bacteria. Furthermore, natural and environmentally-friendly mosses are installed to help reduce carbon emissions and dust, regulate temperature, purify air, and improve air quality.



## FinTech in Innovation and Transformation

- The implementation of optimized electronic service processes and the setup of non-cash service counters provide customers with an effective means of conducting non-cash transactions. With face-to-face instant data verification, customer waiting time can be drastically reduced.
- To simplify backend operations, paperless operations have replaced traditional forms of physical document delivery, enhancing operational efficiency by more than 30%. This also shortens document processing times, providing customers with faster and more secure services.
- The system automatically prompts colleagues with reminders on the details and necessary documents required for each step, facilitating faster and smoother customer service processes.
- Customers have the option to obtain electronic queue tickets via QR codes.



## Prioritize Your Well Being

CNCBI redefines the banking experience by setting up a "Wellness Room" in its TST branch, designed to be a comfortable and tranquil place for customers to unwind and recharge amidst their busy lives.

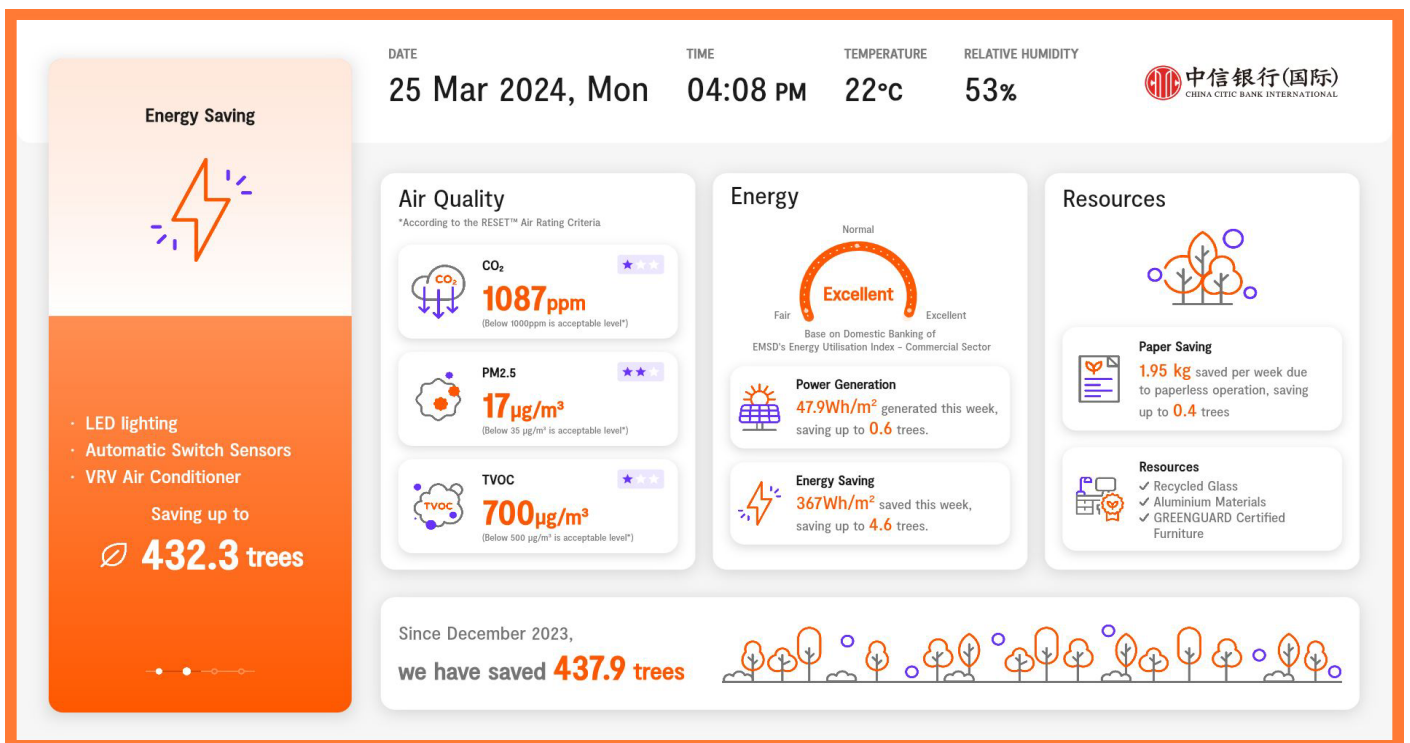




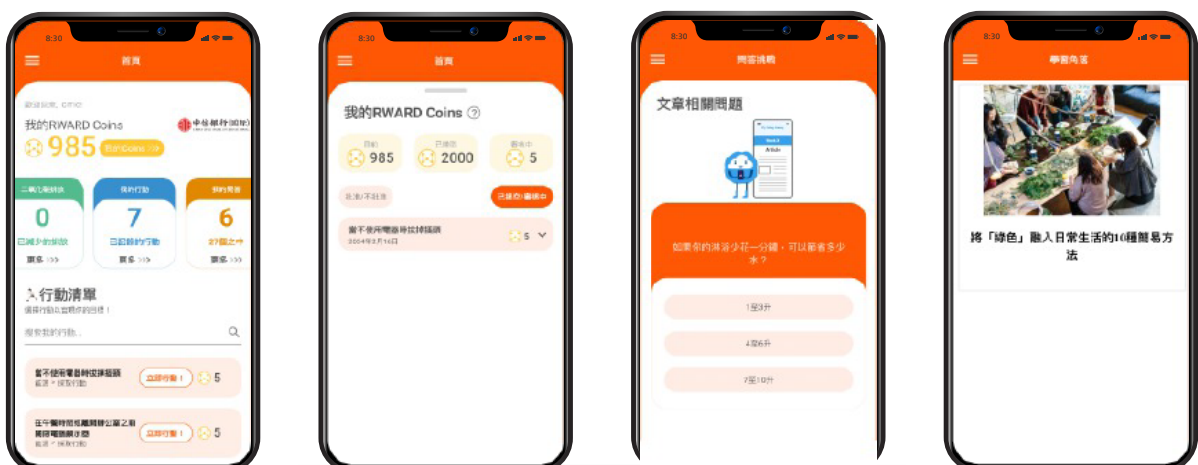
# Embracing ESG

## – A Fresh Approach to Lifestyle

The branch provides recycling bins and collection services for efficient waste management. An ESG dashboard is installed in the ground floor lobby, enabling employees and customers to understand the effectiveness of the branch's ESG initiatives with ease. This not only enhances employees' environmental awareness, but also helps them cultivate sustainable lifestyle habits aligned with ESG principles.



We have pioneered and launched a mobile application dedicated to staff ESG engagement, designed to enhance knowledge of environmental protection, and encourage the incorporation of eco-friendly practices into daily routines.



# Art in CNCBI

"Art in CNCBI" is an initiative launched by the bank in 2012, offering an intersection for community engagement and artistic exploration, seamlessly woven into our extensive banking network. It is the first of its kind among local banks. From 2024 onwards, Art in CNCB will support sustainable development by incorporating ESG principles to foster environmental conservation and social responsibility.



**1/F:** Artist Karen Pao Cheuk-mei transformed natural materials into art, using shells to create a continuous and spiralling pattern. The series represents the idea of infinite cosmic space, the accumulation of human wisdom and wealth, and conveys an important message of protecting our marine ecosystem.

**2/F:** Disabled artist Tang Wing Yin expresses the beauty of nature and the harmonious relationship between humans and nature through unique visual expressions and brushwork. Through her painting, she aims to promote the message of artistic integration at various levels of society and urges people to cherish the ecological environment.





## Championing a Greener Future

CNCBI is gradually phasing out the use of paper in operations this year, saving more than 1.2 million sheets of paper per annum, which is equivalent to approximately 1,200 trees. Moving forward, CNCBI will fully endorse the development of green finance and steadfastly uphold its corporate mission of "Create value for customers; seek happiness for employees; make profit for shareholders; and perform responsibility for society".

## ESG CERTIFICATION



Carbon Neutral Floors™

