



**兴业银行股份有限公司**  
**INDUSTRIAL BANK CO.,LTD.**

**Disclosure on the Policy of  
Informant Protection**

## **I. The System of Reports through Complaint Letters and Visits**

IB has formulated such systems as the *Measures of the Industrial Bank on the Management of Complaints Letters and Visits*, *Working Regulations of the Disciplinary Inspection Department of the Industrial Bank on Handling Accusations and Reports*, and *Manual of the Industrial Bank on Employees' Compliance*, which provides detailed and comprehensive provisions for complaint letters and visits supervision departments and disciplinary inspection and supervision departments at all levels with regard to smooth reporting channels, standardized reporting process and protection over the legitimate rights and interests of informants.

## **II. Scope of Accepting Reports through Complaint Letters and Visits**

The scope that IB accepts the reports through complaint letters and visits includes: (1) Cases of accusations and reports, which mainly reflects the violation of Party discipline, administrative discipline and other violations of the institution or staff in the form of complaint letters or visits; (2) Cases of opinions and suggestions, which mainly involves the issues or situation reported as well as opinions and suggestions put forward by IB staff through various channels; and (3) Cases of appeals for settlement, which mainly concern about the reporting issues transferred from various supervision organizations at all levels.

## **III. Channels of Reports through Complaint Letters and Visits**

Various IB organizations at all levels have set up such channels as the reception venue, telephone number and email for reports through complaint letters and visits, provided conveniences for the feedback, comments, suggestions, complaints and appeals of informants, and can timely accept the relevant reports by complaint letters and visits.

Informants' telephone hotline of the IB Head Office: (+86) 591-8783 9338;  
E-mail: xyyhbgs@cib.com.cn

## **IV. Process of Handling Reports Submitted through Complaint Letters and Visits**

IB strictly follows the relevant rules and regulations stipulated in such rules and regulations as the *Measures of the Industrial Bank on the Management of Complaints*

*Letters and Visits and Working Regulations of the Disciplinary Inspection Department of the Industrial Bank on Handling Accusations and Reports* to handle with the reports through complaint letters and visits, accepts the reports at different levels according to the administration authority, specifies the time limit and ways of handling, and gives the feedback to the informant in a timely manner.

#### **V. Real-name and Anonymous Report through Complaint Letters and Visits**

IB advocates and encourages real-name reports and gives priority to the acceptance, disposal and feedback of such reports, but it also accepts anonymous reports, makes clear the situation and handles the issues reported within its scope of duties properly.

#### **VI. Protection of the Informant Involved in the Complaint Letters and Visits**

IB strictly keeps confidential the personal information of complaint informants, is cautious in disclosing such information to the persons or entities subject to the complaining reports, and implements the avoidance system for individuals who may have a direct conflict of interests in the matters reported or with the informants. IB deals with the act of retaliation against the complaint reporting informants seriously in accordance with the regulations, disciplines and laws, and investigates the relevant persons and/or entities the responsibilities.

#### **VII. False Reports through Complaint Letters and Visits**

In case the issues reported are false or mistaken after verification, IB will make clarifications practically and realistically to the extent appropriate; in case the informant makes up the story, falsifies evidence, lodges a false accusation or calumniates others by reporting after verification, IB shall reserve the right to take appropriate actions against the informant, clarify the facts for the sake of the person being reported, and eliminate the harmful effect.

#### **VIII. Confidentiality on the Reported Issues and Informants**

IB strictly follows the confidentiality system of reports through complaint letters and visits, classifies the reporting materials into the management of confidentiality, and implements the requirement for confidentiality rigorously. It strictly keeps the informants and reporting contents confidential, becomes cautious of disclosing the

reporting materials or informant information to the organization or person subject to the complaint reports, and seriously deals with the person in violation of the confidentiality rules on the reports through complaint letters and visits.