



CORPORATE SOCIAL
RESPONSIBILITY REPORT 2018

People's Insurance for the People



PICC APP



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CORPORATE SOCIAL RESPONSIBILITY REPORT 2018



Report Compilation Specification

This report comes as the Corporate Social Responsibility Report (2018) of the PICC Property and Casualty Company Limited, with an emphasis on information disclosure concerning the sustainable development of the Company in terms of economy, environment and society.

Report Scope

Time range of the report: From January 1, 2018 to December 31, 2018.
Organization scope of the report: PICC Property and Casualty Company Limited and its branches.
Release cycle of the report: Issue the corporate social responsibility report for the previous year within three months after the disclosure of annual corporate report per year.

Report Reference Standard

This report is compiled mainly based on the Environmental, Social and Governance Reporting Guide (ESG) released by the Stock Exchange of Hong Kong Limited and the core schemes in Sustainability Reporting Guidelines (2016) of the Global Reporting Initiative (GRI), in accordance with relevant reporting requirements specified in the UN Sustainable Development Goals (SDGs).

Report Content and Boundary

This report is presented in line with the reporting principles of materiality, quantitiveness, balance and consistency required by ESG, and is subject to core schemes in Sustainability Reporting Guidelines (2016). By soliciting suggestions from the management executives, collecting report topics from branches and external stakeholders, benchmarking the social responsibility standards in the industry and other means, the materiality analysis is carried out and the material topics and their boundaries are determined.

Report Data Source

The financial data in this report comes from the 2018 Annual Report of PICC Property and Casualty Company Limited, which is independently audited by Deloitte Touche Tohmatsu. Other data is collected by the head office and the branches of the Company. The data indicators disclosed in this report are highly correlated with the corporate social responsibility, and will be subject to further adjustment and improvement along with the promotion of the work of social responsibility.

Currency

Unless otherwise noted, all monetary figures in this report are expressed in RMB (yuan).

Report Access

This report is issued in both the printing edition and online edition, with the latter available for download via the official website of SEHK and the Company's website: www.epicc.com.cn.

Report Interpretation

This report is made in Simplified Chinese, Traditional Chinese and English versions. In the case of discrepancies between different language versions, the Simplified Chinese version shall prevail.

Acknowledgements

We hereby extend thanks to employees of the PICC Property and Casualty Company Limited providing photographic works for this report.

Definitions

The following definitions shall apply to the following abbreviations used in this report:
"PICC Property and Casualty" or "the Company" or "We" refers to "PICC Property and Casualty Company Limited"
"The People's Insurance Group of China" or "PICC" or "the Group" refers to "The People's Insurance Company (Group) of China Limited"
"CBIRC" refers to "China Banking and Insurance Regulatory Commission"
"SEHK" refers to "The Stock Exchange of Hong Kong Limited"
"C-ROSS" refers to "China Risk Oriented Solvency System"
"First Piece (Set)" refers to "the First Piece (Set) of Crucial High-Tech Equipment"
"Province" refers to provincial-level administrative divisions of China (including provinces, autonomous regions, and municipalities directly under the Central Government)
"GFC" refers to "Green Finance Committee, China Society for Finance & Banking"
"3411 Project" refers to the development strategy of the Company's transformation to high-quality development proposed by the People's Insurance Group of China. 3 refers to the transformation of three insurance companies which deal with property insurance, life insurance and health insurance, respectively; 4 refers to the implementation of four strategies: innovation-driven development strategy, digitalization strategy, integration strategy and internationalization strategy; the two 1s refer to fighting the Company's way into the market of central cities while defending the county-level market, which is likened to one battle, and consolidating the foundation and comprehensively improving the Group's compliance with laws and regulations and risk prevention level while holding on to one bottom line which requires that no systemic risk occurs.



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MESSAGE FROM THE LEADERS



Message from the Chairman

In 2018, PICC Property and Casualty followed the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, conscientiously implemented the policies of the Chinese central government as well as the "3411 Project" of The People's Insurance Group of China, gave full play to the functions of its insurance mechanism, took the initiative to integrate itself into the big picture of the economic and social development, and proactively performed the responsibilities as a backbone state-owned insurer regarding economy, politics and society with a further improvement and demonstration in the Company's value for society, shareholders and customers.

In 2018, we spared no effort to propel the poverty alleviation. We vigorously promoted the insurance-backed poverty alleviation, the targeted poverty alleviation, consumption-driven poverty alleviation and other efforts. Leading groups were formed at four levels: the headquarters, the province, the city and the county, to facilitate insurance-backed poverty alleviation. Our branches executed cooperation agreements with all provincial offices or bureaus of poverty alleviation and development. The Company jointly launched the "Deep Poverty Insurance" program with the State Council Leading Group Office of Poverty Alleviation and Development, and developed the poverty alleviation insurance for housekeeping workers in hundreds of cities and thousands of villages. Besides, we developed over 200 insurance products for poverty alleviation. We also adopted a set of measures featuring five types of assistance and supports, offered one-on-one assistance and supports as well as assistance and supports to "Three One" Campaign provided by the personnel stationed in the villages, together with in-depth performance of the responsibilities of targeted poverty alleviation, and dispatched another 500 cadres for poverty alleviation. Furthermore, we innovated a pattern named "Pinzhenbao" for poverty alleviation through inclusive financial e-commerce, providing agricultural households in poverty-stricken areas with targeted supports covering the whole production chain, that is, production fund, production risk guarantees, product quality control, and expansion of sales channels. The Company was awarded with honors such as "Pioneer Enterprises for Poverty Alleviation" and "Selection of Excellent Financial Poverty Alleviation Pioneers".

In 2018, we dedicated ourselves to serving the rural revitalization strategy. We proactively built a multi-faceted system of agricultural insurance products, with the insurance supported by central-government policies as our featured products and the insurance supported by local-government policies, commercial insurance and innovative insurance as supplementary products, and we had more than 250 types of insurance and 3,200 products. We adopted the methods such as "policy insurance + commercial insurance" and "basic guarantee + supplementary guarantee" to better the guarantee. And we actively explored the "insurance + service" model to drive the upgrading of agricultural insurance services. In addition, we launched the Longhua's model of "direct investment of insurance capital + joint insurance", and realized the provincial-level coverage of "insurance + futures" products of agricultural insurance. We delved into the application of advanced technologies, and relying on technological empowerment, we kept enhancing the risk management of agricultural insurance and claim service. The Company maintained the predominance of the agricultural insurance market while implementing the policy of supporting and benefiting agriculture, rural areas and farmers as a main force.

In 2018, we served the strategy of Healthy China. We docked our service with China's construction of the multi-layer social security system, carried on with improvement of social insurance service platforms, furthered the integrated development of social insurance businesses involving basic healthcare insurance, critical illness insurance, supplementary medical insurance, social security accidental injury, medical assistance, and long-term nursing-care insurance, and proceeded with betterment of guarantee capability and service. In 2018, the Company's social insurance businesses covered 592 million individuals. We developed and launched such commercial products as the million-yuan insurance scheme named "Ren Ren An Kang" and family accident insurance named "He Jia An Kang", which satisfied the customers' demand for various health insurance and guarantees.

In 2018, we solidly served the real economy. We actively sustained the service to private economy as well as small and micro businesses, strived to develop inclusive finance, loan guarantee insurance for small and micro businesses, and further promoted models of "Government-Bank-Insurer" which provides a principal with guarantee insurance by an insurer, loans by a bank and premium subsidy, interest subsidy and risk compensation support by a government, as well as the "Loan Financing Extension Insurance". We continued the expansion of the financing to support agriculture, rural areas and farmers as well as small and micro businesses to assist in solving the financing issue for small and micro businesses. To promote and guarantee the innovation and development of small and micro businesses, we developed insurance to support mass entrepreneurship and innovation, patent insurance, and technological insurance. To propel the "Go Global" strategy and the collaboration under the "Belt and Road" Initiative, we endeavored to develop customs bonds insurance, short-term export credit insurance and cross-border e-commerce insurance, continuously perfected the international service network, and increased the number of overseas working group to 12, with 52 countries served by us.

2018 saw our innovation to serve the social governance focused on the fields including safe production, government relief, judicial execution, healthcare, elevator safety, transportation, campus security, etc. We constantly improved the product supply system, vigorously promoted innovation models like "insurance + services", and spared no effort to serve the modernization of state governance system and capability. As an advocate for the philosophy of green development, we innovatively extended environmental pollution liability insurance, green building performance insurance and environmental friendly equipment insurance, so as to provide support to win the fight against pollution. We also drove the "Yuhang Model" and "Police-PICC Joint Operation Model" and optimized road traffic control by innovation. Moreover, we put great emphasis on developing comprehensive public order insurance, and fully leveraged the unique role of the insurance mechanism, whereby giving boost to the comprehensive governance on public security.

2018 witnessed our active support to major national projects. We boosted the major national infrastructure construction by underwriting a number of major projects, such as Hong Kong-Zhuhai-Macau Bridge Operation Phase Insurance Program, Huadian Corporation-Lawa Hydropower Station (at the upper reaches of Jinsha River) Project Insurance Program, Insurance Programs of Guangzhou Metro Line 18 and Phase II of Line 13, as well as the First-Year Operation Insurance Programs of Sanmen Nuclear Power Plant, Haiyang Nuclear Power

Plant and Taishan Nuclear Power Plant, etc. In the meantime, we made great efforts to develop insurance for the first set of major technical equipment and new materials, and took an active part in pushing "Made in China" towards "Created in China" by underwriting a great many of major projects including the launch of the series of ocean satellites, the "ChinaSat 6C" satellite and the "APSTAR-6C" satellite, the test flight experiments of the large passenger jet COMAC C919, ARJ-21 with strong crosswind in Iceland and the amphibious aircraft AG600 Kunlong, as well as the building of "Offshore Oil 982" semi-submersible drilling platform, the Husky's Liuhua 29-1 gas field and the overseas fleet of CNOOC.

2018 recorded our innovation in upgrading the customer service system. We are always centered on our customers and continue promoting innovation and optimization in terms of service mechanisms, procedures, models and products, thereby rendering insurance services to customers in a more intelligent, convenient and high-quality manner. We gave priority to technology empowerment, making great efforts to build an intelligent service system for technology-based claims by virtue of such new technologies as Internet, big data and artificial intelligence. Through the "Customer Day" activities under the theme of "Safeguarding the New Era and Securing a New Life", we supplied customers with insurance services with higher quality, efficiency and level. In 2018, our Company earned the highest rating "AA" in the service evaluation on insurance companies carried out by the CBIRC.

2018 remembered our active participation in charitable activities. We further standardized, improved and optimized the donation management system. Branches of the Company at all levels proactively carried out all sorts of charitable and public-service activities by means of donating money, materials and insurances, and further donated and offered help to those in need and danger to give back to society and the public. The Company donated over RMB97 million during this year. In addition, we organized and encouraged all employees to take an active part in volunteer activities, carry forward traditional virtues and bring positive energy to the society.

2019 marks the 70th anniversary of the founding of the People's Republic of China and the 70th anniversary of the establishment of PICC. We will thoroughly implement the "3411" project of PICC Group and promote the integration of technological reform and business model reform as well as the integration of policy-oriented business and commercial business under the guidance of the Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era. Furthermore, we aim to serve the overall economic and social development, and optimize and reform business models. At the same time, we strive for a change in quality, efficiency and growth drivers, and accelerate the transformation to high-quality development, thus giving back to society, shareholders and customers with better operating performance, higher service quality by carrying on heavier responsibilities.

Chairman



COMPANY PROFILE

Company Profile

PICC Property and Casualty Company Limited (PICC P&C), headquartered in Beijing, was formerly known as the People's Insurance Company of China established on October 20th, 1949. PICC P&C is the core member and the landmark business of the People's Insurance Company (Group) of China Limited (PICC Group, No. 117 in the list of "Fortune Global 500"). As a major state-owned property and casualty insurance company in China with a long history, large-scale businesses and strong overall strength, PICC P&C was at the forefront of global P&C insurance market in terms of the premium scale. The Company got listed in main board of SEHK on November 6th, 2003 (stock code: 2328). In 2018, the Company took a solid step towards high-quality development, with the total premium income surpassing RMB388 billion and the total assets exceeding RMB550 billion. In the results of the evaluation of the insurance companies' service announced by the CBIRC, the Company once again obtained the "AA" rating, which was the highest rating among the property insurance companies. The Company made the list of top 100 HK-listed companies for seven consecutive years. Furthermore, Moody's Investors Service rated the financial strength of the Company at A1 (stable outlook), the top-notch level among insurers in the mainland.

As a state-run insurance company which was founded in the same year as the People's Republic of China, we were always committed to resolutely implementing the fundamental policy of CPC and decisions and deployment of the state under the leadership of the CPC, and always stuck to the historical mission of "People's Insurance for the People". We persisted in the market-oriented and customer-centered principle and provided powerful insurance guarantee for economic development and social stability by proactively performing the responsibility as a good corporate citizen. Throughout the year, the Company undertook RMB974.9 trillion worth of risk coverage and paid RMB213.3 billion insurance indemnities with the handling of 89,880,000 claims for all sorts of incidents.



Registered capital
RMB **22.242** billion



Total assets
RMB **550.619** billion



Number of people offered with direct job opportunity
186,800



Donations
RMB **97,076,100**



Number of group customers served
3,971,500



Number of individual customers served
129,000,000



Coverage of outlets in towns
98%



Company Business

Motor vehicle insurance, business property insurance, cargo transportation insurance, liability insurance, accident insurance, short-term health insurance, agricultural insurance, credit insurance, household property insurance, marine hull insurance and other Yuan-denominated and foreign currency-denominated insurance businesses; reinsurance businesses related to the aforesaid businesses; and investment and fund utilization businesses allowed by the laws and regulations of China.

The domestic business of the Company basically covers all urban and rural areas across China, and our international business covers 153 countries and regions. Moreover, the Company proactively expanded international business to over 52 countries along the "Belt and Road" route to boost the implementation of the national development strategy and its risk coverage amount reached RMB1 trillion on a cumulative basis.



Motor vehicle insurance
RMB **258.904** billion



Business property insurance
RMB **13.413** billion



Accident and health insurance
RMB **40.444** billion



Liability insurance
RMB **21.706** billion



Cargo transportation insurance
RMB **3.864** billion



Credit guarantee insurance
RMB **11.575** billion



Agricultural insurance
RMB **26.718** billion



Others
RMB **12.145** billion

the westernmost
insurance institution
Wuqia sub-branch in
Xinjiang Uygur Autonomous
region

W

the northernmost
insurance institution
Mohe sub-branch in
Heilongjiang province

N

the easternmost
insurance institution
Fuyuan sub-branch in
Heilongjiang province

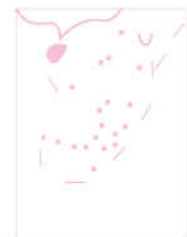
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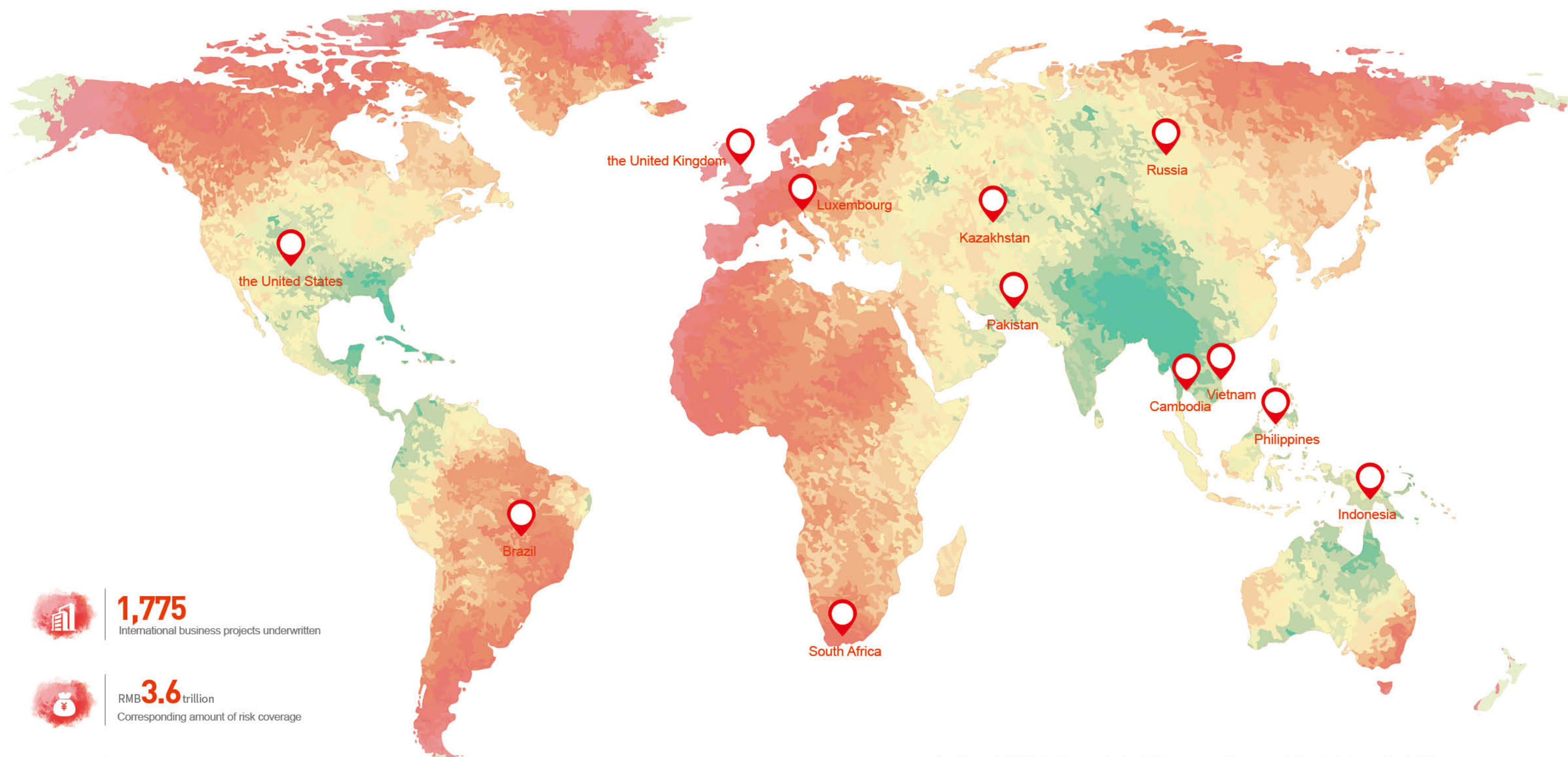
the southernmost
insurance institution
Sansha sub-branch in
Hainan province

S

Map of corporate network distribution

37 provincial branches
353 prefectural branches
3110 district and county sub-branches
1176 sales offices
9254 sales divisions
617 city-network insurance
community stores




1,775

International business projects underwritten

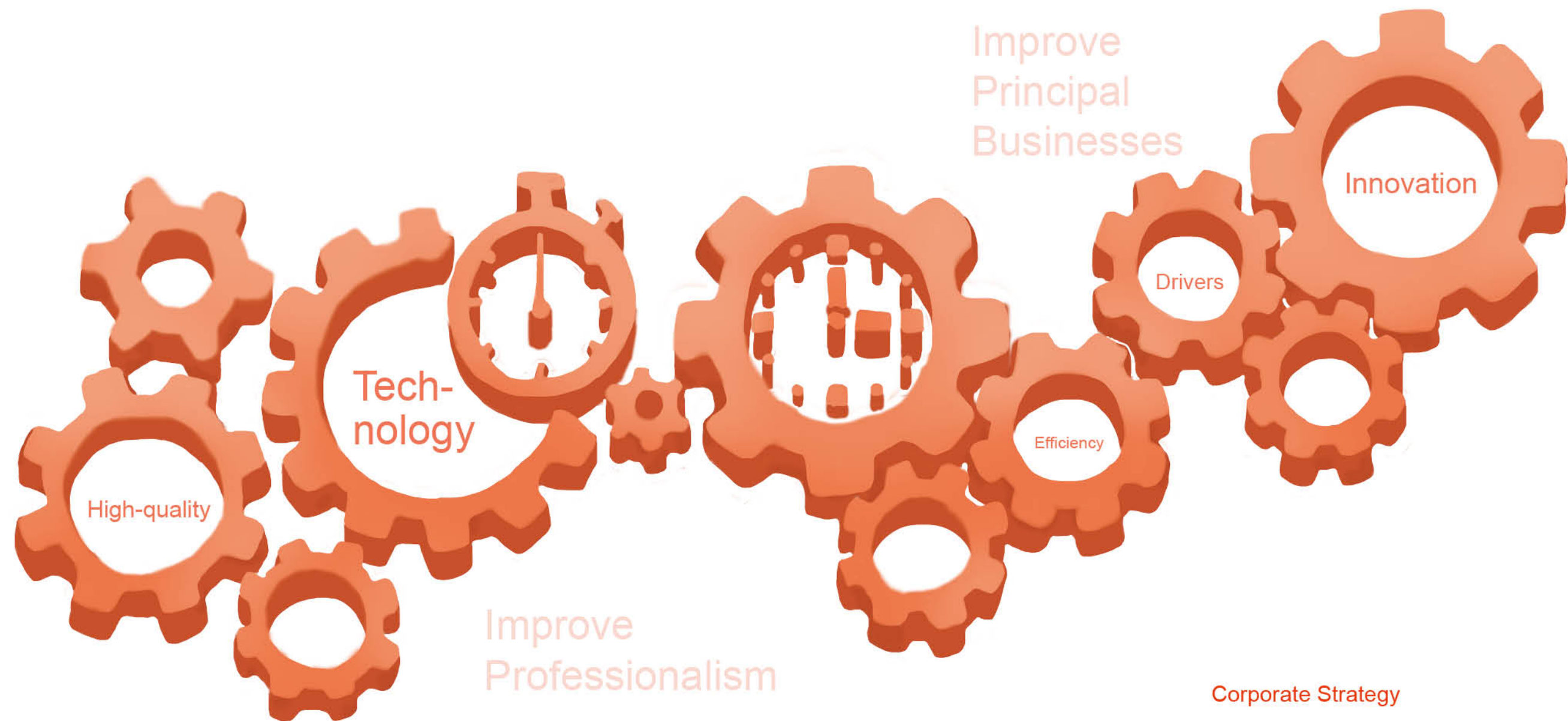

3.6 trillion

Corresponding amount of risk coverage


12

Overseas working groups

As of the end of 2018, the Company had sent 12 overseas working groups to Russia, Indonesia, South Africa, the United Kingdom, the United States, Vietnam, the Philippines, Cambodia, Kazakhstan, Pakistan, Brazil, Luxembourg. Basically, they had the ability to provide services along the "Belt and Road" route and the areas with great interests of Chinese capital.



Corporate Strategy

Under the guidance of President Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era and upon an in-depth study and implementation of the spirit of the 19th National Congress of CPC, the Company took the upgrade of supply-side insurance as the main task, and the development of modern insurance services as the direction. The Company persisted in serving the big picture, in reform and innovation, and in compliance operation with priority given to development and efficiency. We strengthened the Party building across the board, and thoroughly implemented the "13th Five-Year Plan" for the country, the industry and the Group. We deepened the integration between policy business and commercial business, and the integration between technological change and business model reform, comprehensively implemented the "3411 Project" of the Group, strengthened scientific and technological empowerment, innovated the business model, improved principal businesses and professionalism, reformed the quality, efficiency and drivers of the Company's development, and promoted the transformation to high-quality development.

Company Advantages

Political advantage

We witnessed and experienced the birth and growth of the insurance industry upon the founding of the PRC. As a major state-owned insurance enterprise, we gave full play to the functions of economic compensation, financing and social management that insurance plays, and took active steps to maintain social stability, boost economic performance, guarantee the people's livelihoods, and improve social governance. This is a powerful indication of how a state-owned insurance enterprise has assumed responsibilities and played the major role in serving the big picture of social and economic progress.



Technical advantage

Equipped with a powerful product system and professional technologies, we offered a wide range of products covering all fields relating to the national economy and people's livelihoods to meet the customers' demand for diversified and high-quality insurance products. Supported by professional and state-of-the-art risk management capability, we carried out the "air-to-ground" integrated insurance RS technology application, urban flooding risk management, earthquake RS survey and evaluation, mobile underwriting and claims and bio-identification, etc.

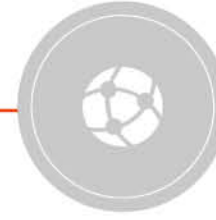


Brand advantage

By remaining true to our original aspiration and keeping our mission firmly in mind, we crafted a renowned and advantageous brand both at home and abroad with integrity, responsibility, professionalism and value. The Company served as the insurance partner for major events and activities including the Beijing 2008 Olympic Games, the 2010 Shanghai World Expo, the 2010 Guangzhou Asian Games, the 2016 Hangzhou G20 Summit, the 2017 Belt and Road Forum for International Cooperation held in Beijing and the 2018 Tianjin Summer Davos Forum.



PICC



Network advantage

We boasted about 14,000 branches and service outlets spread across the urban and rural areas of China. Extending from the northernmost Mohe to the southernmost Sansha, our service network at the town level had a coverage rate of over 98%, ending up with a three-dimensional service network featuring online-offline interaction and combination of urban and rural network.



Talent advantage

On the strength of a high-quality management team and technical talents specialized in various core P&C insurance business sectors, we built a high-quality talent team able to deliver top-notch and diversified insurance services to customers in all fields of insurance based on familiarity with the national conditions and rich experience.

Service advantage

Our national service hotline 95518, telephone sales hotline 4001234567, official website for direct sales www.epicc.com.cn, mobile Internet platform and "PICC" APP and official WeChat account were made available to the customers in order to offer them all-weather risk coverage services and onestop online services including underwriting and claims anywhere at any time.



Important Honors during the Reporting Period



In June 2018, the Company won the "Ark Award of High Quality Development of Insurance Company 2018" in the "2018 China Insurance Asset Liability Management Annual Conference and China Insurance Ark Award" sponsored by the Securities Times.



In July 2018, the Company won the "40th Anniversary of Reform and Opening Up Excellent Property Insurance Company" award in the "2018 (3rd) China Insurance Industry Innovation and Development Forum and 2018 Chinese Excellent Insurers and Outstanding Figures" sponsored by National Business Daily.



In December 2018, the Company won the award of "Outstanding Property Insurance Company" in the annual selection of "The Third International Forum of Fintech and 2018 Piloting China" sponsored by JRJ.com.



In December 2018, the Company won the title of "Best Property Insurance Company in Asia 2018" in the annual selection of "Asian Financial Competitiveness Ranking" sponsored by 21st Century Business Herald and the Financial Research Center of 21st Century Research Institute.



In December 2018, the Company won the "2018 Insurance Guarantee Brand Excellence Award" in the "2018 China Wealth Management Summit and the Ninth Finance Gold Award" sponsored by Shanghai Securities News.

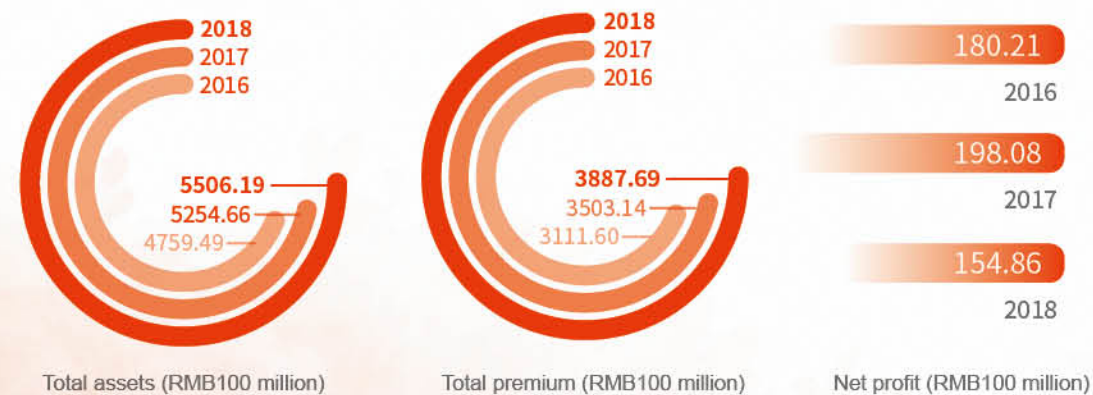


In December 2018, the Company won the award of "2018 Annual Property Insurance Company" in the "Huaxia Organization Investment Forum and the Twelfth Golden Cicada Award" sponsored by China Times and Sina Finance V Channel.



OPERATING UNDER LAWS AND REGULATIONS WHILE CREATING REMARKABLE VALUE

We always regard excellent corporate governance as an important goal, constantly optimize the corporate governance structure, continuously improve the corporate system, effectively enhance risk management and control capabilities, and promote the sustainable and healthy development of the Company.

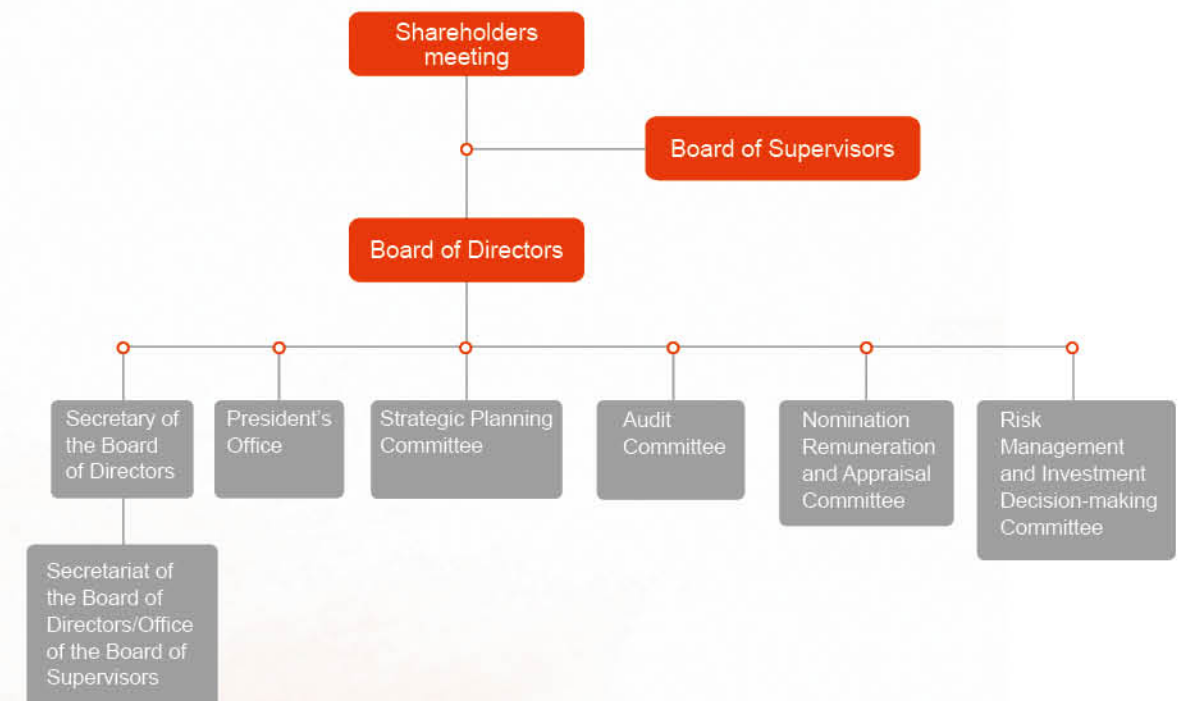


Improving Corporate Governance

In 2018, according to applicable provisions of the Insurance Law of the People's Republic of China, CBIRC's Regulations on Information Disclosure of Insurance Companies, Standards for Internal Audit of Insurance Institutions and Interim Measures for the Administration of Connected Transactions of Insurance Companies, the Appendix XIV to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, the Code of Corporate Governance and the Securities and Futures Ordinance (Cap. 571), as well as the Articles of Association, we continued to strengthen internal control, monitoring and risk management capabilities, improve the management system of connected transactions, and strengthen compliance construction and management.

As of the end of 2018, the Board of Directors is comprised of 10 directors, including 2 executive directors, 2 non-executive directors and 6 independent non-executive directors. The Board of Supervisors is composed of 4 supervisors, 1 shareholder representative supervisor, 2 staff representative supervisors and 1 external supervisor. In 2018, two Shareholders meeting were held at which 17 proposals were considered in total; 13 board meetings were held at which 81 proposals were considered in total; and 6 supervisory board meetings were held at which 15 proposals were considered in total.

Corporate governance structure



Building an Honest Administration

Party committees at all levels of the Company studied and carried out President Xi Jinping's socialist thought with Chinese characteristics in the new era and the spirit of the Nineteenth National Congress of the Party, so as to run the leadership and construction of the Party throughout the whole process of the Company's operation and management. We strictly supervise, enforce discipline and accountability, constantly uphold discipline, steadily promote inspection and supervision, intensify anti-corruption efforts, and constantly promote the comprehensive and strict self-discipline of the Party.

Fulfil responsibilities



We comprehensively and strictly administered the party's responsibilities, actively promoted the coverage of the party's "two responsibilities", organized the signing of the party committee's letter of responsibility, and at the same time urge the party committees at all levels to effectively fulfil their political responsibility.

Establish a system



We revised the Measures for the Company's Inspection Work and formulated systems such as the Opinions on the Inspection Conducted by Party Committees of Provincial Branches" to further improve the inspection system and strengthen political supervision.

Honest culture



We constantly intensified the publicity and education of Party disciplines and Party rules, carried out activities embodying the spirits of the Nineteenth Congress of the Party, organized lectures on the revised Regulation of the Communist Party of China on Disciplinary Actions, and carried out a series of warning education and training activities in relation to integrity knowledge to continuously enhance the sense of honesty and self-discipline of cadres and staff in the system.

Internal audit



The Company's internal audit achieved coverage of all provincial branches, and we continued to strengthen audit supervision, deepened the application of audit results, which played an active role in improving internal corporate governance and promoting anti-corruption.

Various Anti-corruption Warning Education Activities in 2018

Number of people who received anti-corruption training (person time)		457,400
Conversations between the department of discipline inspection and supervision at each level and the incoming leaders regarding anti-corruption (person time)		3,950
Training received by leaders and employees in charge of discipline inspection and supervision (person time)		14,600
Messages sent to leaders and employees to give warning of corruption during important holidays (number)		663,500
All sorts of warning education campaigns	Round (time)	2,795
	Leaders and employees concerned (person time)	157,100
All sorts of education campaigns under the theme of anti-corruption	Round (time)	4,326
	Leaders and employees concerned (person time)	285,800



Qingdao Branch organized managers to carry out special training on party integrity and clean government construction.



Tianjin Branch organized all leading cadres to visit the warning education base of Tianjin People's Procuratorate.



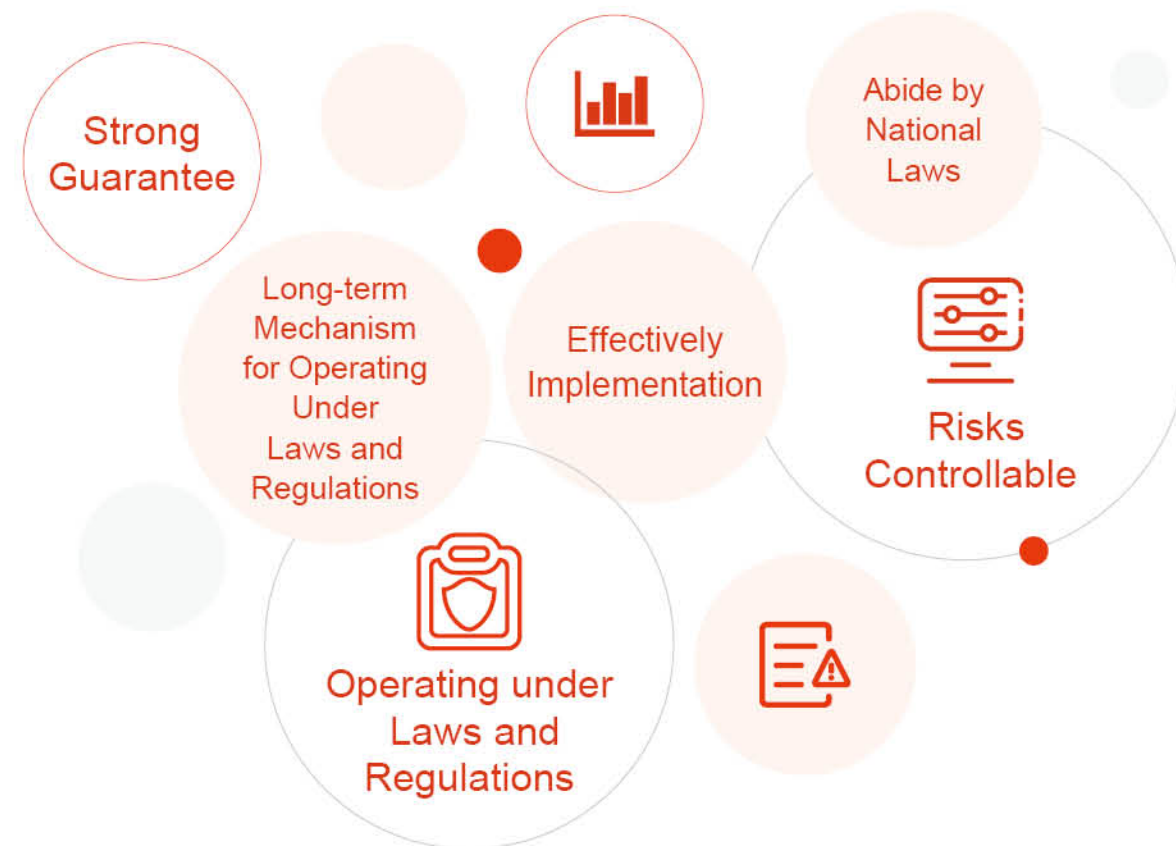
Party secretary of Tibet Branch conducted collective talk on integrity.

Operating under Laws and Regulations

We have always adhered to the concept of operating under laws and regulations, and abided by national laws, administrative regulations and various regulations and normative documents issued by regulatory departments, such as Insurance Law of the People's Republic of China, Anti-money Laundering Law of the People's Republic of China, Measures for Compliance Management of Insurance Companies, Provisions on Anti-money Laundering through Financial Institutions. Through the formulation and improvement of internal rules and regulations, we established a long-term mechanism for operating under laws and regulations, providing a strong guarantee for the Company's high-quality development.

In 2018, the Company continuously tamped compliance management foundation, revised and improved laundering content standard, promoted control function of anti-money laundering information system, optimized anti-money laundering work flow, organized special inspection on anti-money laundering, and continuously strengthened publicity of compliance culture and compliance trainings, innovated the methods of publicity and training, enhanced the coverage of publicity and training, and promoted the concept of operating under laws and regulations companywide.

In 2018, the overall compliance of the Company's operation and management activities was in good condition. The compliance risk management mechanism operated normally, and the Company's risks as a whole were controllable.



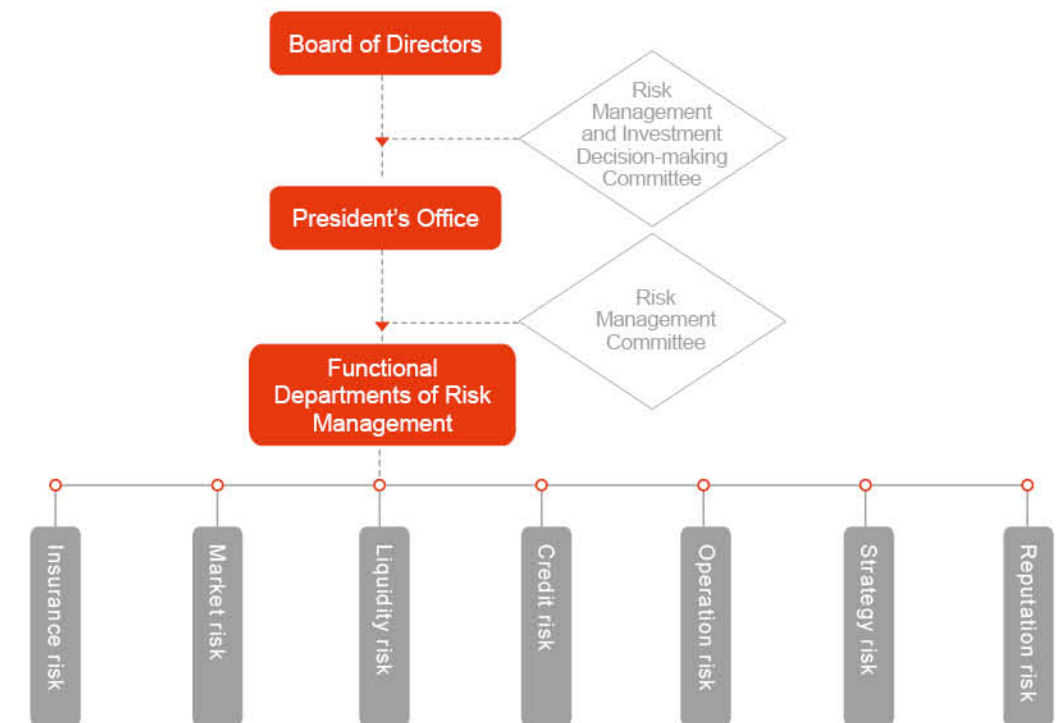
Reinforcing Risk Control

We have formulated the Comprehensive Risk Management Measures to establish a clear, scientifically applicable and comprehensive framework of the risk policy system, including basic risk management policies composed of risk preferences and special risk management policies. Besides, we focus on the Company's overall development strategy, adhere to the prudence and rationality of major risk management, and maintain the underwriting capacity and solvency that match the scale of business and development speed.

Business compliance, effective control, asset security, capital adequacy	Risk management objectives	Basic principles of risk management	Overall coverage, highlighting priorities, division of labor and cooperation, closed-loop management
--	-----------------------------------	--	--

Organizational Framework of Risk Management

The Company continuously establishes and improves the working mechanism of "three lines of defense" for risk prevention and control, and the closed-loop management system including risk identification and assessment, monitoring and early warning, management and response, reporting and disclosure, performance and assessment, and strives to improve the main mechanisms and processes of effective risk management, explores and introduces advanced methods and tools, effectively enhances risk management and control capabilities, and consolidates the basis of risk management.



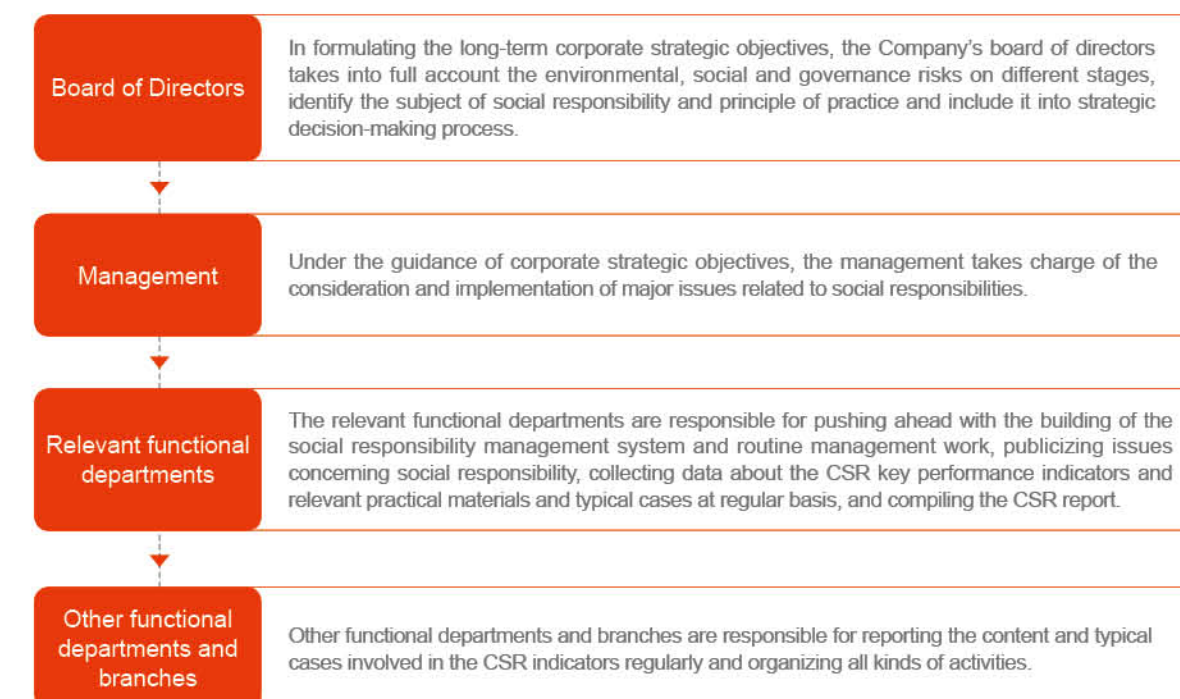


BOOSTING SENSE OF RESPONSIBILITY AND FORGING SYNERGIES

We always keep in mind the historical mission of "People's Insurance for the People", operate in accordance with the law, remain honest and trustworthy, protect the environment and contribute to the society, and stick to social responsibility throughout the operation and management.

人民保險

Mechanism for Social Responsibility Management



The CSR mechanism is designed to realize a closed-loop from planning, implementation and monitoring to review of the Company's CSR strategy, goals, actions and performance based on two dimensions, namely, significance to decisions of stakeholders and significance to economic, social and environmental impacts, with the aim of continuous spiral-like improvement.





服务人民

Communication with Stakeholders

We attach great importance to the expectations of all stakeholders, continuously build and improve communication channels with all sectors of society according to the needs of each side, and continue to open up a prospect of mutual benefit and win-win results with all stakeholders in an honest and responsible manner.




Our stakeholders include shareholders, employees, customers, suppliers, partners, industry peers, securities exchanges, the government, society, nongovernment organizations (NGO), natural environment, etc. Based on the degree of interaction and mutual dependence, we made a list of key stakeholders and determined the degree and range for their participation in corporate governance, management and decision-making.

In 2018, we continued to improve the stakeholder engagement mechanism and actively used such media as the official website, official platforms of Weibo, WeChat and APP to enhance exchanges and offer feedback in a more convenient and timely manner.

Participation from key stakeholders		
Key stakeholders	Expectations of stakeholders	Means for participation and response
 Shareholders and investors	Stable value growth Robust financial management Perfect corporate governance and operation Clean commercial environment Effective risk management	Response to shareholders and investors' requirements of information disclosure Shareholders meeting Regular reports and announcements Earnings release Exchanges with investors
 Customers	Diversified insurance products Convenient and high-quality services Protection of customer rights and interests Protection of customer privacy	Customer Day Customer symposium and return visit Satisfaction survey Social media such as Weibo, WeChat and APP Service hotline 95518 Telephone sales hotline 4001234567 Company website: www.epicc.com.cn
 Employees	Training and career development opportunities Rights of democratic participation Occupational health and safety Harmonious working atmosphere	Workers' Congress and Member Representative Assembly Employee symposium Career development planning Performance management Face-to-face and online training Internal network information platform Mutual help and care activities
 Partners	Clean commercial environment Cooperative and win-win partnership Promotion of industry development and communication	Strategic cooperative agreement Standard and evaluation Industry association
 Government and regulatory authorities	To shoulder the due social responsibility of a central state-owned enterprise and listed company in response to national strategies Clean business practices	Presence in industry associations and societies seminar to discuss major issues and policies Return to the source of insurance, security of society, and regular report
 Public and society	To improve people's livelihoods To advance social governance Charitable activities	Undertaking projects for people's livelihoods Volunteer activities Charitable donation Targeted poverty alleviation
 Natural environment	To realize green operation To protect the environment	Product innovation Green insurance Green investment Energy saving and emission reduction Environmental public welfare

Determination of Material Topics

Based on ESG, GRI and SDGs, and through participation from the stakeholders, consultation from experts, discussions with the team members, study of industry standard and other means, we defined the material topics from the perspective of two dimensions: "influence on the assessments and decisions of stakeholders" and "significance to economic, social and environmental impacts".

List of material topics	
Area of sustainable development	Material Topics
 Economy	Direct economic performance Indirect economic impact Procurement policy Anti-corruption Risk control and compliance
 Environment	Energy Water resources Climate change Exhaust emission Sewage and waste Green finance Procurement policy Environmental compliance
 Society	Innovation Employment relationship Employment guidelines (prohibition of child labor, anti-discrimination, forced and compulsory labor, etc.) Career development, training and education Diversity and equal opportunity Service quality and customer satisfaction Customer health and safety Customer privacy Community involvement Targeted poverty alleviation Compliance operation Local community Supply chain management

SERVING THE NATIONAL STRATEGIES WITH FULL PLAY OF SECURITY FUNCTION

We serve major national strategies, taking serving to the real economy and meeting the people's insurance security needs as our starting point and objective. We double efforts to serve economic and social development by providing insurance guarantee, our basics, in line with the national fundamental policies and policy deployment. In 2018, we continued to play a major role as an insurer in supporting poverty alleviation, rural revitalization and the "Belt and Road" Initiative, as well as serving healthy China and participating in social governance, etc.

Furthering Targeted Poverty Alleviation in the Critical Period of Overcoming Poverty

We have actively responded to the call of "resolutely winning the anti-poverty fight", improved the accuracy of poverty alleviation through insurance, promoted innovation in poverty alleviation through insurance, selected cadres for poverty alleviation, and spared no effort to do well in poverty alleviation for exclusively-designated county and poverty alleviation through insurance.



Employees of Jifan County Sub-branch and poor households harvested honey pomelo in the Company's industrial base of poverty alleviation



In November 2018, the Company won the award of "Pioneer Enterprises for Poverty Alleviation in 2018" at the "Pioneer Forum for Poverty Alleviation in China's Capital Market 2018" held by International Finance News under People's Daily.

In January 2019, the Company won the "Poverty Alleviation Star" award in the "First People's Excellent Insurance Selection Activity" organized by People's Daily.

In January 2019, the Company won the "Targeted Poverty Alleviation Pioneer Organization" award in the "Selection of Excellent Financial Poverty Alleviation Pioneers 2018" organized by China.org.cn.

Focus on Targeted Poverty Alleviation



Organizational leadership

Establishing the business unit of poverty alleviation in the headquarter and provincial institutions.

Leading groups on insurance promoting poverty alleviation established by four levels of institutions, i.e. headquarters, provinces, cities and counties.



Product development

242 agricultural insurance exclusive products for poverty alleviation.



Dispatching Cadres

Over **1,100** Cadres have been dispatched.



Case

Continuous and solid promotion of support and assistance for exclusively-designated areas

The Company has formulated a clear and definite implementation plan, earnestly increased support and assistance, and helped the three poverty-stricken counties of Huachuang County in Heilongjiang Province, Le'an County in Jiangxi Province and Liuba County in Shaanxi Province to get rid of poverty, further consolidating the anti-poverty achievements of Ji'an County in Jiangxi Province.



The number of people living in poverty decreased from 26,248 at the end of 2017 to **9789**.



Poverty-relief managers went to villages to understand the needs of poor households.



Poverty-relief managers conducted an intellectual and aspiring support training in Liangjian Village.



Delivery of supplementary medical insurance policy to poor households.



poverty-stricken people in Liuba County expressed their gratitude by sending water to poverty-relief managers who were busy in the field.

Achievements of poverty alleviation for exclusively-designated areas in 2018

Input of assistance funds (RMB10,000)	1,188.57
Assistance funds introduced (RMB10,000)	1,419.13
Trained grass-root managers (Persons)	1,103
Trained technicians (Persons)	962
Agricultural products purchased from poor areas (RMB10,000)	2,255.31
Agricultural products in poor areas sold with our support (RMB10,000)	282.94

Case

Innovative Development of "Deep Poverty Insurance"

In view of the actual needs and industrial risk management needs in the deep poverty-stricken areas, the Company specially designed the insurance guarantee for industries in poverty alleviation areas, the comprehensive income insurance guarantee for industries in the poverty-stricken areas and the "deep poverty insurance", a 3+N guarantee scheme, and implemented the policy of preferential rate.



On July 10th, the Company and the State Council Leading Group Office of Poverty Alleviation and Development of China jointly convened a working conference on "Deep Poverty Insurance" to conduct a comprehensive and systematic deployment.

Case

Innovative Development of Poverty Alleviation Insurance for Housekeeping Workers in "Hundreds of Cities and Thousands of Villages"

Under the guidance and support of the Ministry of Commerce, we have studied and designed the first poverty alleviation insurance scheme for housekeeping workers in the insurance industry. At present, we have provided a total of RMB7.83 billion of risk coverage for 33,900 housekeeping workers on a cumulative basis in seven provinces of the pilot project.



Dedicating to Agriculture, Rural Areas, and Rural Residents to Revive Countryside

We serve China's Rural Revitalization Strategy and promote the supply-side reform of agricultural insurance products services. In accordance with the requirements of the central government, namely, expansion of coverage, increase of insurance types and enhancement of guarantee level, we accelerate the innovation of agricultural insurance business, keep pace with the priorities of rural revitalization, constantly enrich agricultural insurance products, and further meet the needs of villagers on insurance.

3248
Number of products

250+
Number of insurance types

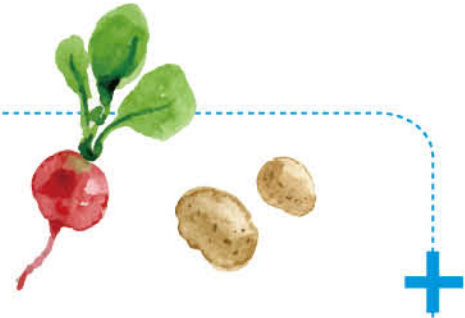


Hebei Branch organized the service activities of "Caring for agriculture, rural areas, and rural residents and insurance going to the countryside".

Agricultural Insurance Data	2018
Providing risk guarantee (excluding farm houses) (RMB trillion)	2.2
Underwriting crop insurance (100 million mu)	7.7
Underwriting insurance of hogs and sow stock (100 million)	1.8
Undertaking forest insurance (100 million mu)	11.9

Innovation of Agricultural Insurance Products

We actively build a three-dimensional agricultural insurance product system with the central policy-oriented insurance as the leading factor and the local policy-oriented insurance, commercial insurance and innovative insurance as the supplement.



Innovation of Service Model

We adopt the methods such as "policy insurance + commercial insurance" and "basic guarantee + supplementary guarantee" to increase the amount of guarantee and broaden the insurance liability. And we actively explore the "insurance + service" model to provide additional agricultural production services.



Innovation of Insurance Science and Technology

By using advanced technology to continuously improve risk and claim management level, the Company has won recognition from customers and the market for such projects as Sky-Ground Integrated Service System, Mobile Survey Equipment and Monitoring System for Key Indicators Claims.



"Insurance + Futures" Model

The Company initiated the first model of "insurance + futures" in China, and the provincial-level coverage of "insurance + futures" products was realized in 2018. It cooperated with Dalian/ Zhengzhou Commodity Exchange and Shanghai Futures Exchange in an all-round way, which involves eight varieties of futures and assumes RMB 6.5 billion of risk guarantee responsibility.



The Company has sold corn futures insurances in Yangyuan and Huachuang counties, providing more than RMB 58 million of risk guarantee for poor households.

Case

Promoting to Improve People's Livelihood with More Efforts on Inclusive Finance

We further promoted the implementation of inclusive financial policy, intensified efforts on "inclusive finance, support agriculture and small and micro businesses", and promoted the coordinated development of financing and insurance through public-private partnership and model popularization, so as to help agriculture, rural areas, and rural residents, small and micro businesses and private economy to reduce costs.

Case

Longhua's Model of "Direct Investment of Insurance Capital + Joint Insurance"

By providing financing and insurance services for the development of beef cattle industry in Longhua County, the model effectively solves the difficulties and expensiveness of financing and risks of breeding during poverty alleviation of local industries.



Signing the Cooperation Agreement on Insurance-based Poverty Alleviation and Financing with Shanglin County Government

The total amount of credit granted by Guangxi Branch to Shanglin County Government for agricultural project financing is RMB100 million, which promotes Shanglin County to deepen the integration of agricultural industry chain and the upgrading of value chain, supports and promotes the development of agricultural industries with local features, and jointly launches the poverty alleviation model of "government + insurance capital + enterprise + peasant household + insurance".



Escorting Strategic Programs for National Economy and People's Livelihood

Focusing on national strategies and macroeconomic policies, we have fully supported the structural reform on the supply side, escorted the innovative development of key industries and areas such as equipment manufacturing industry and infrastructure construction, and continued providing insurance for the development of key national projects, livelihood projects and emerging industries.

Participation in the construction of key projects to ensure the development of national economy



Major projects

Chief underwriter of insurance projects during the operation period of Hong Kong-Zhuhai-Macao Bridge
Chief underwriter of insurance projects for Huadian's Lawa Hydropower Station in the upper reaches of Jinsha River
Chief underwriter of insurance projects for Guangzhou Metro Line 18 and Phase II of Line 13...



Strategic programs

Underwriting the first year of operation of Sanmen Nuclear Power Station, Haiyang Nuclear Power Station and Taishan Nuclear Power Station
Underwriting the launch projects for HY series satellites, China Sat 6C Satellite and APSTAR-6C satellite
Underwriting projects including tests of C919 large passenger aircraft, crosswind test of ARJ-21 regional aircraft in Iceland, AG600 "Kunlong" amphibious aircraft waterborne take-off test
Underwriting "Offshore Oil 982" Semi-submersible Drilling Platform, Husky's Liuhua 29-1 Construction, and CNOOC Overseas Fleet Project



Livelihood projects

PICC Capital Investment Management Company Limited – Special Asset Management Products for Supporting Financing in Agriculture, Rural Areas, and Rural Residents
PICC Asset Management Company Limited - Exclusive Asset Management Products for Inclusive Finance and Supporting Financing in Agriculture, Rural Areas, and Rural Residents
PICC Asset Management Company Limited - Bazhong-Guang'an-Chongqing Expressway Debt Investment Plan



Emerging industries

Underwriting the first batch of new material insurances in the field of liability insurance
Underwriting the insurances for first material sets (or pieces) of technical equipment of enterprises
Underwriting Huawei Digitalized Inverter Project

Case

Continuous escort for national key projects



The Company is the chief underwriter of the first project of "Offshore Oil 982" semi-submersible drilling platform, which contributes to the further improvement of the national high-end equipment echelon for deep-water drilling.

The Company is the chief underwriter of AG600 "Kunlong" amphibious aircraft waterborne take-off project, providing guarantee for the leap-forward development of aviation equipment system construction for national emergency rescue.



The Company is the chief underwriter of important projects of national space infrastructure such as "HY series satellites", providing guarantee for the iconic achievements of the scale, operation and industrialization of national civil space infrastructure construction.



The Company is the chief underwriter of Sanmen Nuclear Power Station's first year operation period insurance project, working with nuclear power owners to make greater contributions to the autonomous development of China's nuclear power.

Case

Chief Underwriter of the Insurance Project during the Operation Period of the Main Part of Hong Kong-Zhuhai-Macao Bridge

On March 23rd, the Company was awarded the qualification of chief underwriter for the main part of Hong Kong-Zhuhai-Macao Bridge from 2018 to 2021, with a 40% share of the insurance coverage, and the total amount of risk coverage amounted to about RMB37.4 billion. It also provides all-round support for engineering construction in terms of underwriting, claim settlement, risk investigation and control, and technical services.



Underwriting



Claim Settlement



Risk Investigation



Prevention and Control Services



Technical Services



Deepening International Cooperation by Providing Insurance Services to "Belt and Road" Initiative

We actively respond to the "Belt and Road" Initiative, embrace the new landscape of comprehensive opening-up in China, improve the layout of overseas service networks, and actively develop comprehensive and specialized financial products and service capabilities to help Chinese enterprises go global. We will vigorously develop short-term export credit insurance and cross-border e-commerce insurance, promote trade facilitation and provide incidental services to customers.

Services from the Company along the "Belt and Road" Rate in 2018



In 2018, the Company sent the third batch of overseas working groups to the Philippines, Cambodia, Pakistan, Kazakhstan, Luxembourg and Brazil.



Guarantee the Smooth Development of International Nuclear Energy Cooperation

K2/K3 nuclear power units in Karachi, Pakistan adopt China's independent intellectual property technology and are demonstration projects of the "going global" of China's nuclear power technology. In August, the Company sent personnel to the project site to carry out a number of special insurance services, which were highly recognized by customers.



Chief Underwriter of the Pearl of South America Engineering - The Fourth Bridge over the Panama Canal

In November, the Company was the chief underwriter of the fourth bridge over the Panama Canal, the largest single project in the Americas which is financed by the government, underwriting engineering insurance, comprehensive general liability insurance and occupational liability insurance, which effectively enlarged the footprint of the "Belt and Road" Initiative in the Americas.



Serving the "Healthy China" Strategy for People's Wellbeing

We actively serve the construction of "Healthy China" and the national medical security system, expand the coverage of serious illness insurance, expand new areas such as basic medical insurance handling, long-term care insurance, insurance for medical assistance to poverty-stricken people and accident medical insurance, and help to improve the level of people's medical security.



Help Weave the Net of Medical and Health Protection

Heilongjiang Branch and Huachuang County Government jointly constructed the "five-fold medical security system", that is, "basic medical insurance + critical illness insurance + micro-commercial insurance + medical assistance + comprehensive insurance", which helps to weave the medical and health protection network for the poor. Medical assistance insurance for the poor serves 12,000 people living in poverty in the county and the risk coverage amounted to RMB 1.01 billion.



General Manager of Heilongjiang Branch visited families living in poverty resulting from illness in Tongle Village of Huachuang County

One-stop Service of Health Insurance for Poverty Alleviation

Guilin Branch, together with governmental authorities of nine counties including Yangshuo and Lipu in Guilin City, jointly launched a one-stop service platform (window) for poverty alleviation and medical treatment, turning the "five lines" into "one point", and realizing seamless match of basic medical insurance of urban and rural residents, medical insurance for critical illness, civil medical aid and medical aid which covers 90% or more of medical costs. By the end of 2018, Guilin Branch undertook health poverty alleviation insurance projects serving a total of 83,700 person times, with compensation of RMB 32,867,400.



"One-stop" service platform at county level (window)

Case

Innovating Social Governance for a Harmonious Society

We focus on innovative social governance, constantly improve product system in the fields of safety production, governmental assistance, judicial execution, medical and health care, elevator safety, transportation, campus safety, environmental governance, refine product supply, innovate business development model, and give full play to the role of an state-owned enterprise.



Amount of risk coverage RMB **67.2** trillion

Key Insurance Products Serving Social Governance

	Government relief insurance		Legal insurance		Medical liability insurance
	Elevator safety liability insurance		Safety production liability insurance		Pension agency liability insurance

Changxing's Model of Third Party Liability Insurance for Electric Bicycles

Changxing Sub-branch in Zhejiang Province has provided third-party liability insurance for electric bicycle through innovative models such as "police-insurer cooperation" and "police-insurer linkage" to help improve citizens' awareness of law-abiding and reduce the probability of accidents. In 2018, the insurance has covered 31 provinces and assumed the responsibility of risk guarantee of RMB349.3 billion.



Quzhou's Model of Comprehensive General Liability Insurance for Safety Production and Environmental Pollution

Through the "Anhuanyun" service platform, governmental supervision departments, enterprise customers, third-party risk control service institutions and insurance companies are organically linked together. In the process, professional services such as safety inspection and safety training are provided to enterprise customers, which changes and extends insurance from a single compensation function to a "compensation + process management" model, which creates new approaches of insurers' participation in an enterprise's safety production and environmental risk governance.



Case



MAGNIFYING SCIENTIFIC AND TECHNOLOGICAL EMPOWERMENT AND FURNISHING WARMER SERVICES

We are always centering on our customers with a service-first philosophy. In line with the people's ever-growing needs for insurance, we continuously promote innovation in service mechanism, process, model, product and other aspects, and build up an online intelligent service system by utilizing new technologies such as Internet, Big Data and Artificial Intelligence, so as to provide customers with more intelligent, convenient, faster and better insurance services supported by our insurance services of a higher value, insurance operation with higher efficiency and insurance supply at a higher level. We will constantly enhance customer satisfaction by improving the management system for protecting the rights and interests of consumers, and strengthening supervision and management of customer complaints.

Bettering Customers' Experience with Innovative Services

Putting customer needs firmly in the first place, we incessantly upgrade our service model and pursue innovation of that. To provide customers with warmer and more comfortable services, we have implemented the Measures for Customer Service Assessment of the Company in 2018, improved the management and control of customer service quality, and strengthened the closed-loop management of service quality.



A number of branches have launched vehicle management service, "Vehicle and Driver Management" to provide qualified customers with annual inspection services.



The Company is rated at "AA" based on the customer service rating of insurers announced by the CBIRC to the public for the second time, the highest level among peers.



The Company's 95518 customer service center won the "2017-2018 China Best Customer Contact Center Award".

Case

Upgrade "customer-centered services" to make services more user-friendly

We launched "Joint Action of Traffic Police & Insurers" in 336 cities, provided services such as road patrols, evening claims service, and successfully realized the seamless match with the "12123 system" of traffic police under the public security system, forming a new model of "quick fix and fast claims". During the weeklong National Day holiday, PICC P&C branches set up "customer-centered service" stations at the expressway toll gates, highways, service areas, scenic spots and the like to provide enthusiastic services to secure a safe journey for travellers.



Chongqing Branch and Chongqing Traffic Patrol Police Corps Launched Joint Action of Traffic Police & Insurers



Joint Action of Traffic Police & Insurers



2018 "customer-centered service" data

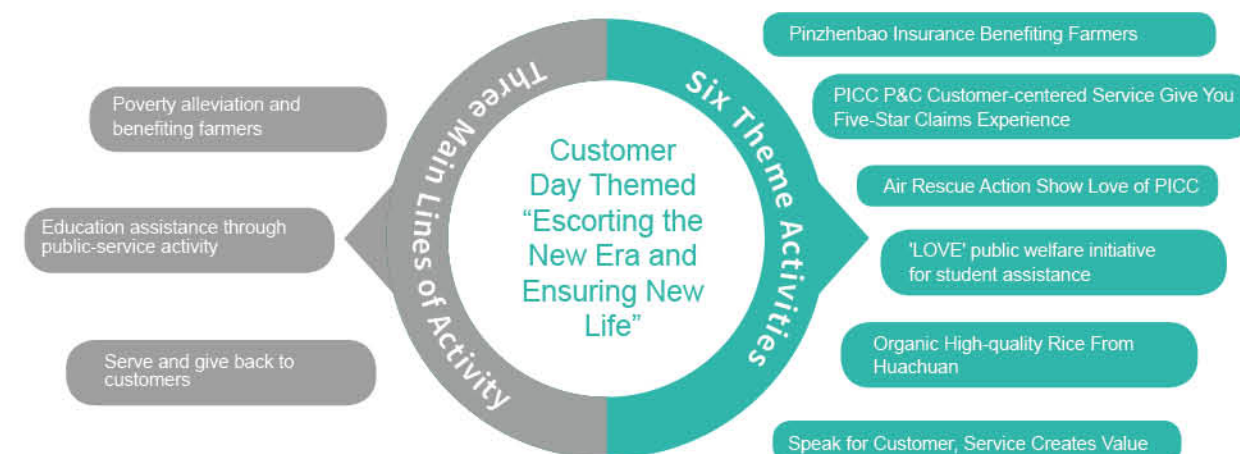
	1,086 Customer-centered service stations
During the Spring Festival	Served approx. 180,000 customers
During the Customer Day	Nearly 1,000 Customer-centered service stations Served over 30,000 customers
During the National Day Holiday	1,062 Customer-centered service stations Served 176,000 customers

Applying innovative technologies to make service more convenient

Comprehensively promote	underwriting and policy issuance available online and via mobile devices
Advocate	online services such as e-policy, mobile payment, e-invoice and e-receipt
Build up	three-in-one intelligent service system that integrates "Human Service + Self-service + Robot" to provide customers with one-stop online service

Case

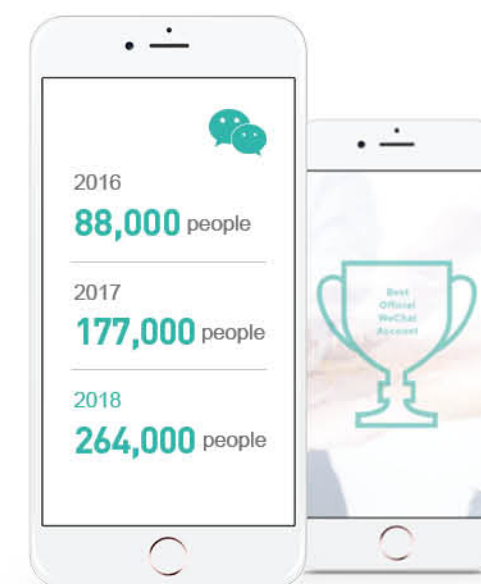
From May to December 2018, the 12th Customer Day event was held under the theme of "Escorting the New Era and Ensuring New Life".



Case

In 2018, the official WeChat platform "PICC P&C Customer Day" was re-awarded the "Best Official WeChat Account" by the Insurance Association of China.

The number of followers of the official WeChat platform "PICC P&C Customer Day" grows steadily, and our online interactions with the customers has been enhanced.



Key data of the official WeChat platform "PICC P&C Customer Day"



Meeting Diverse Needs of Customers with Innovative Products

We actively implement the innovation-driven development strategy, adhere to the new development concept, and continuously carry out product innovation to meet the differentiated needs of different industries, regions, channels and customer groups for insurance, so that customers can enjoy richer, smarter and better insurance products.



The Company received "2018 Top 10 Chinese property insurance companies in terms of comprehensive competitiveness (No.1)", "Most Innovative Insurance Products (Insurance Products for Robots)", "Insurance Products of Market Potential (Comprehensive Insurance on Initial Application of the Key New Materials)", "Best Credit Guarantee Insurance Product (Guarantee Insurance for Construction Contract Payment)" and other awards at the award-giving ceremony of the 11th China Insurance Culture and Brand Innovation Forum and the 13th China Insurance Innovation Award Ceremony in October 2018.



The Company won the "Annual Insurance Company Gold Award", "Annual Financial Products with Market Influence Gold Award (Portfolio Insurance for Harmonious Rural Area)" and other awards at the 2018 China Innovation and Development of Finance and Wealth Management Forum and the 9th Golden Pixiu Award in January 2019.

Delivering Efficient and Quality Service of Claim Settling with Innovative Management

We advanced the excellent claim service program by supervising the whole process of claims service, extending functions of online claims, and optimizing self-help claims, one-click claims and other online claims models. We also have played our role in economic compensation, and fought against disaster with disaster relief.

Active Participation in Combating Disasters and Providing Relief

We have improved the basic insurance coverage for earthquake, hail, high wind, lightning, rainstorm, flood and other disasters. And we actively responded to and took proper measures against major disasters such as Typhoon Rumbia and Typhoon Mangkhut, providing powerful insurance guarantee to economic development and social stability.

Properly responding to Typhoon Ewinar and Typhoon Mangkhut and heavy rainstorms

Guangdong Branch paid RMB228 million as compensation for the index-based catastrophe insurance timely when such disasters as rainstorms caused by Typhoon Ewinar and Typhoon Mangkhut, torrential rain in Maoming on August 6th and torrential rain in eastern area of Guangdong Province on August 26th occurred. We also provided assistance to restore affected people's life and the affected areas. Among them, before the landing of Typhoon Mangkhut, Guangdong Branch carried out the disaster and damage prevention program across Guangdong Province 7 days in advance, and provided on-site risk investigation service for 4,414 customers in the province, identified 2,364 risk points and issuing 4,651 proposals on pre-disaster risk investigation; after the landing of Typhoon Mangkhut, we determined the claims of index-based catastrophe insurance and made a payment of RMB75 million within 24 hours. Our fast claims service was highly recognized and appreciated by the leaders of municipal governments of Maoming and Yangjiang.

江门市人民政府

感谢信

中国人民财产保险股份有限公司广东分公司：
今年第22号强台风“山竹”9月16日17时登陆我市正深
度强，是历史上最强台风中登陆的台风，对我市造成严重
影响。据统计，全市73个镇（街）不同程度受灾，直接经济
损失共27.91亿元。面对此次强台风，贵司迅速启动应急响应，
省政府的正确领导下，不畏艰险，坚守岗位，实现了同灾同
灾同救，创造了强台风五省同时受灾人最少的纪录。贵司
理赔，得到了国家和社会的广泛赞誉。
在此次强台风中，贵司对江门市分公司主动承担国家
重大财产损失赔偿责任，迅速查勘和赔付，为全市人
民恢复生产提供了有力支持。人民财险江门市分公司为人
民之所急，想群众之所难，台风来临前为全市（区）客户，
企业提供免费上门风险评估服务，排查安全隐患及隐患，提前预
置防灾避险物资，保障广大客户生命财产安全；灾后
第一时间派员上门查勘，赔付迅速，不分昼夜在
线受理，充分体现了贵司以人为本、以客户为中心、以
人民为中心的发展理念，为全市人民恢复生产、重建家园
提供了有力支持。特此致谢。

到了人民财产保险广东分公司，在强台风中，贵司迅速启动应急响应，省政府的正确领导下，不畏艰险，坚守岗位，实现了同灾同灾同救，创造了强台风五省同时受灾人最少的纪录。贵司理赔，得到了国家和社会的广泛赞誉。

江门市人民政府
2018年9月16日



Letter of thanks from the People's Government of Jiangmen Municipality to Guangdong Branch

Case

Rapidly responding to the flood discharge disaster caused by the Baige Dammed Lake along Jinsha River on November 13th

On November 14th, the flood peak of Baige Dammed Lake, the main stream of Jinsha River, ran through Diqing, causing serious damage to the lives and property of the people in the towns along the river. Diqing Branch immediately established a special leading group for handling post-disaster emergency claims and six claims investigation teams, and sent them to the scene of the disaster.



Claims investigation staff at the relief frontline



The flood peak ran through the rural area in Diqing

Case

Amelioration of System for Disaster Prevention and Relief Provision

We focus on social risk management, vigorously promote the model of "insurance + service", convert lessons from previous compensation cases into practices of pre-risk prevention, and enhance our capability in risk prevention by adopting risk reduction management. We have implemented a series of disaster and damage prevention measures such as capability enhancement training for staff, disaster warning, risk identification management, risk inspection, new technology applications and equipment configuration to protect people's lives and property.

Disaster warning



We gave a further warning based on the disaster forecast made by the meteorological departments and media through texting, the official WeChat platform, phone call and on-site warning board.

Case

Comprehensive emergency rescue training



Jiangbei Sub-branch completed the comprehensive emergency rescue training in the "Disaster Prevention and Mitigation Day" on May 12th.

Case

Carrying out disaster and damage prevention inspections

We made early deployment and developed work plan for disaster prevention inspections. Before the flood season, we carried out disaster and damage prevention inspections in Anhui Province, Jiangxi Province, Guangdong Province, and Shenzhen City, conducted on-site inspections in local enterprises, and formulated specific rectification proposals on disaster and damage prevention for enterprises.

Case



Providing customers with prevention measures and recommendations guard against typhoons in advance



Chongqing Branch carrying out on-site disaster and damage prevention inspection before the flood season in 2018

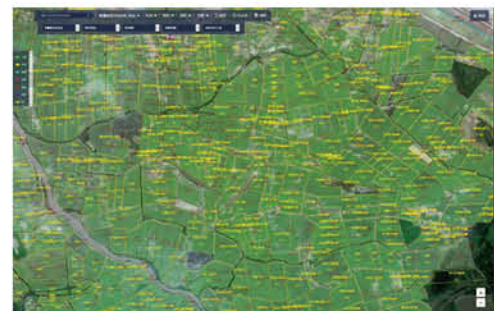
Lifting Service Management by Scientific and Technological Empowerment

We always attach great importance to technological innovation on insurance and explore the application of advanced technologies to continuously improve service management. In 2018, the Company continuously made great achievements in the application of "Air-to-Ground" integrated service system, mobile survey equipment, and monitoring system for key indicators of claims, which won the recognition of customers and the market.

Case

"Air-to-Ground" Integrated Service System of Agricultural Insurance

1) Rich and complete GIS database



Establishing geographic information for cultivated land plots and promoting the transformation of management of agricultural insurance from account-book based to space-informatization based



An illustration of boundaries of 26,200 administrative villages covered by the "Guangdong Agricultural Insurance" platform



0.2m high resolution remote sensing image data

2) Fast determination on the affected area after the disasters



During the claims process of Typhoon Mangkhut, the affected area of 4,030 mu rice field in a village was determined by using the satellite remote sensing and GIS platform in only three minutes, which realized the effect of fast claims.

3) Speedy assessment on the extent of damage by 3D oblique photography conducted by UAV



Multi-axis UAV oblique photography platform of long duration



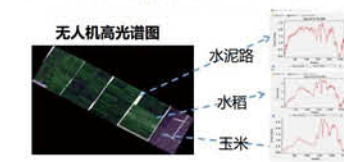
Swedish high-speed fixed-wing UAV system for aerial photography



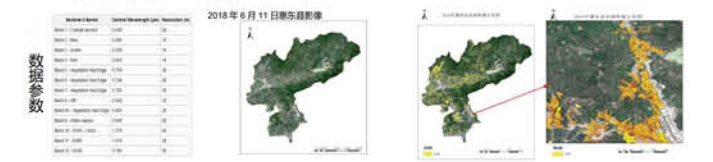
Oblique photography used to present 3D map of the affected area

4) Spectral analysis used to rapidly and accurately determine the area affected by drought

无人机高光谱图像和典型地物光谱



卫星数据提取惠东市水稻种植分布



Satellite spectral measurement used to determine the area of the rice field affected by drought

Case

HD digital endoscope

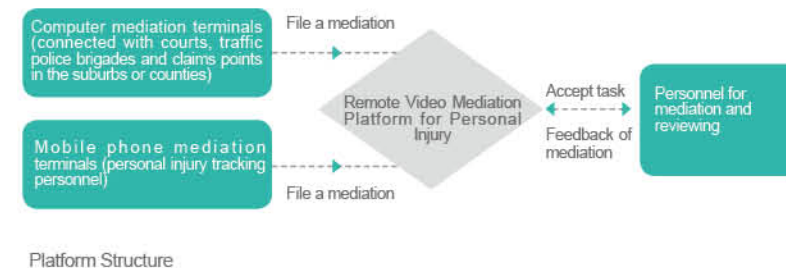
The device has high image resolution and has functions of photographing and video recording. There is no need to disassemble the engine, gearbox, rear axle, turbocharger and other components when checking internal damage, which saves costly disassembly fees and greatly reduces the time spent on damage determination.



Case

Shanghai Branch's "Remote Video Mediation Platform for Personal Injury"

Shanghai Branch's "Remote Video Mediation Platform for Personal Injury" has been used in the work related to mediation on personal injury by virtue of innovative thinking and advanced technologies. Its social function of bringing convenience and benefits to people and efficiently solving disputes arising out of accidents has been well received.



Platform Structure

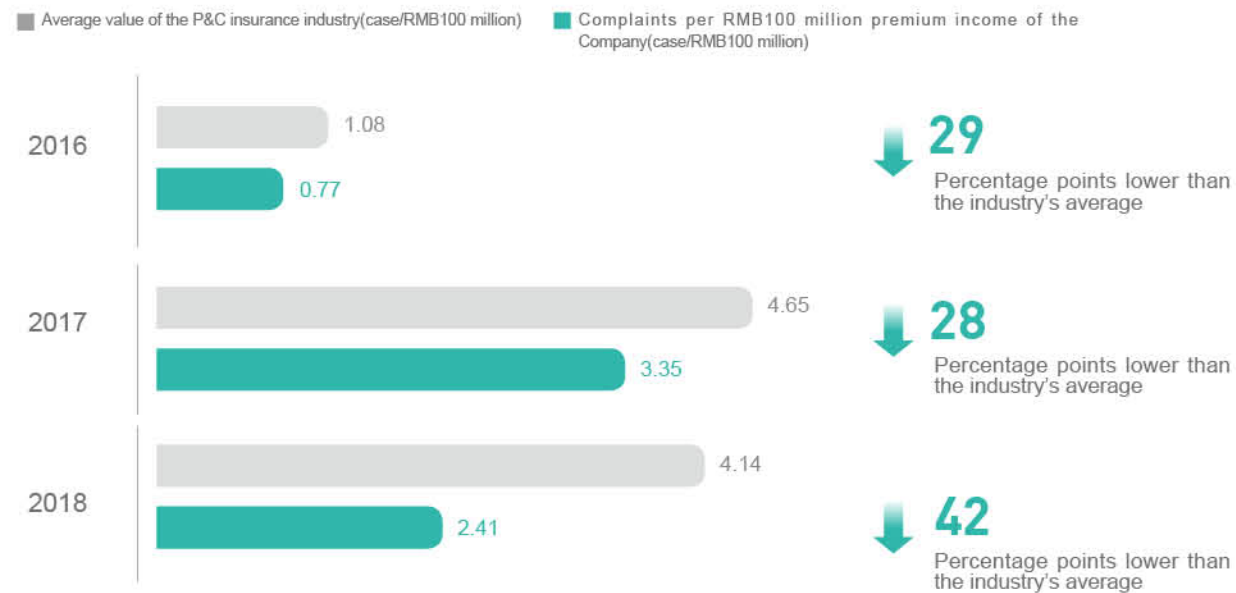


Employees are conducting mediation with the court via video on personal injury claims

Protecting Customers' Interests with Comprehensive Services and under the Principle of Customer First

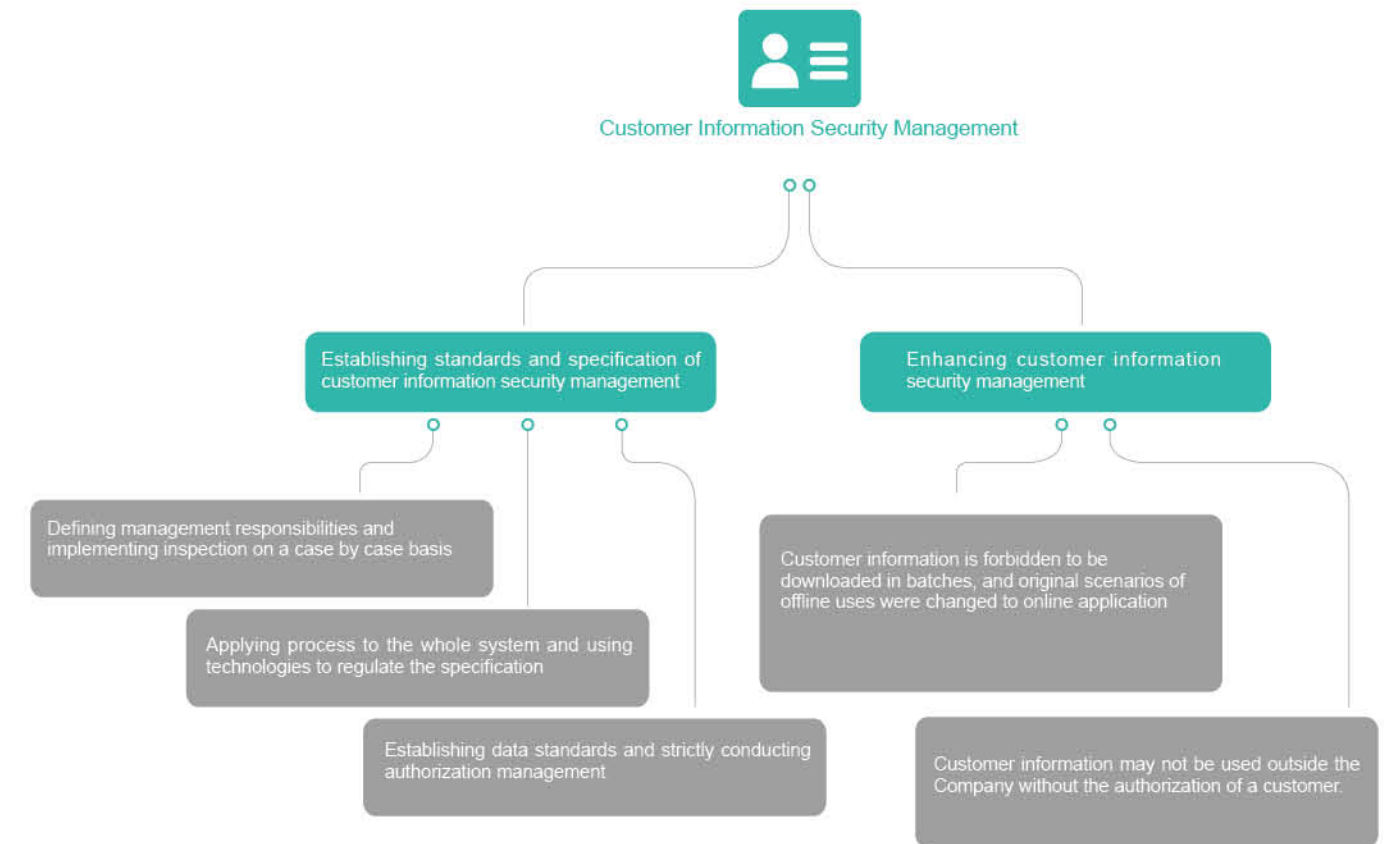
We comprehensively launched special actions for handling complaints, issued the Complaint-related Work Evaluation Method (2018 Edition), multi-dimensionally improved the complaint handling mechanism, and gave out warnings on insurance consumption risk on "March 15" (International Day for Protecting Consumers' Rights) and other hot time, and effectively safeguarded the legitimate rights and interests of consumers. In 2018, the Company's complaints per RMB100 million premium income fell by 28 percentage points year-on-year, 42 percentage points lower than the average of the property and casualty insurance industry.

Complaints per RMB100 million premium income



Note: The data for 2018 is from the Notice of the General Office of the China Banking and Insurance Regulatory Commission on Insurance Consumption Complaints in 2018 (Yin Bao Jian Fa [2019] No. 42).

We attach high importance to the protection of personal information and privacy of the customers, and have amended the Customer Information Security Management Measures.



We laid emphasis on protecting the intellectual property rights to effectively safeguard the lawful IP rights and interests of the Company.

ADHERING TO THE PHILOSOPHY OF HUMANISM FOR SATISFYING WORK AND LIFE

We uphold the concept of development through concepts and specialization, respect talents, safeguard employees' rights and interests, care for employees' health and safety, foster a favorable work atmosphere, and provide employees with an excellent platform to achieve career aspirations and life goals.

Safeguarding Rights and Interests of Employees

Safeguarding the rights and interests of employees is the foundation for the stable development of the Company. We adhere to the philosophy of humanism and are committed to providing employees with stable positions, reasonable salary and benefits, and continuously improve guarantees provided to employee.



In December 2018, the Company won the "Top Human Resources Management Awards" in the 2018 TOP HRM selection held by 51 job.com.



In November 2018, the Company earned the title of "China Best Employer Award" for the 8th time in the China Best Employer Award selection jointly organized by the Institute of Social Science Survey of Peaking University and Zhaopin.com, with a ranking of the sixth on the list of "China's Best Employer Nationwide TOP 30".



In December 2018, the Company won the title of "China Excellent Employer Top 100 Award" in the 2018 China Employer Brand Festival held by 58 Group.

Employment

We build an open, fair and just environment during recruitment and selection of talents, create a working atmosphere of understanding, trust, respect and harmony for our employees, provide employees with promising development opportunities, and help them to achieve growth in an all-round manner.

In accordance with the relevant national laws and regulations, the Company has formulated a series of documents on the labor management systems, such as the *Interim Regulations on the Administration of Employment and the Interim Provisions on the Administration of Labor Contracts*, to protect the employment rights of employees. In strict accordance with the provisions of the *Labor Contract Law*, the Company establishes a standardized, harmonious and stable employment relationship with its employees, strives to improve employee satisfaction and loyalty, and seek win-win growth with employees. The Company has actively pushed forward the collective contract systems and strived to build a harmonious labor relationship, as evidenced by the fact that more than 10 provincial branches and prefecture-level city branches in Jiangsu, Zhejiang, Fujian, Henan, Sichuan and Xinjiang signed the collective contract. In particular, the collective contract system has covered 100% of employees of the Xinjiang Branch.

Employee Distribution (Unit: person)


 Employee type	2016		2017		2018	
	Number	Proportion (%)	Number	Proportion (%)	Number	Proportion (%)
On-the-job employees	147,155	29.1	156,565	28.2	168,998	28.2
Contractors	25,304	5.0	21,821	3.9	16,615	2.8
Marketing personnel	330,764	65.5	375,499	67.6	412,855	68.9
Other labors	2,086	—	1,692	—	1,161	—

Note: The proportion of other labors is not disclosed in this table as the proportion is relatively low.

On-the-job Employees Turnover (Unit: person)

 Employee type	2016	2017	2018
New recruits	26,013	19,029	22,598
Transferred employees	26	45	32
Dismissed employees	137	190	225
Resigned employees	5,804	7,492	7,931
Retired employees	1,615	1,816	1,951
Others	99	76	26

Education Background of the On-the-job Employees (Unit: person)

 Education background	2016		2017		2018	
	Number	Proportion (%)	Number	Proportion (%)	Number	Proportion (%)
University graduate (at PhD level)	104		104		107	
University graduate (at master's level)	5,306	3.7	5,736	3.7	6,396	3.9
University graduate (at bachelor's level)	76,556	87.4	85,281	88.3	94,645	88.9
Three-year college graduate	52,045		52,996		55,655	
Technical secondary school and below	13,144	8.9	12,448	8.0	12,195	7.2


Age Composition of On-the-job Employees (Unit: person)

 Employee age	2016		2017		2018	
	Number	Proportion (%)	Number	Proportion (%)	Number	Proportion (%)
Under 30 years old	53,112	36.1	55,407	35.4	58,853	34.8
31-50 years old	76,895	52.3	83,565	53.4	92,841	54.9
Above 50 years old	17,148	11.7	17,593	11.2	17,304	10.2

Diversity and Non-discrimination

Our employment management systems make clear the stipulation that it is forbidden to discriminate against employees due to difference in their age, race, gender and religious belief. The Company fully respects and safeguards the reproductive rights of female employees and the rights of pregnant employees to take maternity leave. Some branches have even set up the "female employee care room".

Gender Composition of On-the-job Employees (Unit: person)

 Employee gender	2016		2017		2018	
	Number	Proportion (%)	Number	Proportion (%)	Number	Proportion (%)
Male	76,731	52.2	81,880	52.3	88,598	52.4
Female	70,424	47.9	74,685	47.7	80,400	47.6

Ethnic Composition of On-the-job Employees (Unit: person)

 Nationality	2016		2017		2018	
	Number	Proportion (%)	Number	Proportion (%)	Number	Proportion (%)
Han nationality	137,107	93.2	145,444	92.9	156,507	92.6
Minorities	10,048	6.8	11,121	7.1	12,491	7.4

Member Composition of the Boards of Directors and Supervisors in 2018 (Unit: person)

Board of Directors	Gender composition	Male	9
		Female	1
	Age composition	≤30	0
		31-50	0
		>50	10
Board of Supervisors	Gender composition	Male	3
		Female	1
	Age composition	≤30	0
		31-50	1
		>50	3

Statistics of On-the-job Employees Taking the Parental Leave at the Head Office in 2018 (Unit: person)

The number of employees entitled to parental leave	Male (paternity leave)	1,122
	Female (maternity leave)	835
The number of employees actually taking the parental leave	Male (paternity leave)	65
	Female (maternity leave)	89
The number of employees returning to their post during the reporting period after the parental leave		134
The number of employees still in service 12 months after returning to their post from the parental leave		138
The number of employees returning to their post after the parental leave in 2017		142
The proportion of employees returning to their post after taking the parental leave (%)		100%
The retention rate of employees taking the parental leave (%)		97.18%

Notes:

- 1.The number of employees actually taking the parental leave includes the number of employees completing or were on parental leave in 2018
- 2.The statistics scope of employees: total employees at the Head Office at the end of the reporting period
- 3.In China, the parental leave refers to the maternity leave (for females) and the paternity leave (for males)

The proportion of employees returning to their post: the proportion of employees returning to their post after the maternity leave and the paternity leave; the proportion of employees returning to their post = the number of employees returning to their post after the parental leave/the number of employees who should return to their post after the parental leave *100

The retention rate: the proportion of employees still in service 12 months after returning to their post from the parental leave; the retention rate = the number of employees actually in service in 2018 after returning to their post from the parental leave in 2017/ the number of employees returning to their post after the parental leave in 2017 *100, =138/142

Remuneration and Benefits

We have a fair and competitive remuneration system and implement the policy of equal pay for equal work in an active manner. We provide guarantees and benefits for all the on-the-job employees including insurances (endowment insurance, medical insurance, unemployment insurance, employment injury insurance, and maternity insurance) and housing provident fund, enterprise annuity fund, and paid vacations, optimizing and improving employee benefits from the perspective including care for one's work, comprehensive guarantee and health care.



The 95518 Customer Service Center of Hunan Branch was granted the "Happiest Team" award for 2018 China Annual Happiness Enterprise Achievements by EHRD, Enterprise Human Resource Development Association.

Grievance Mechanisms

We continue to improve the democratic management system with the Workers' Congress as the basic form and comprehensively standardize the construction of the member representative congress system. Through promoting the democratic election of the chairman of the trade union throughout the Company and continuously optimizing the mechanism for offering advices and suggestions, the Company's democratic management has reached a new level.

In 2018, the Company convened the second session of the 2nd Workers' Congress; the Head Office of the Company convened the second session of the 4th Workers' Congress and the second session of the 5th Labor Union Member Representative Congress.



The site of the second session of the 4th Workers' Congress and the second session of the 5th Labor Union Member Representative Congress of the Head Office in 2018.

Creating Excellent Career Development Platform

We fully respect and protect the enthusiasm and creativity of our employees and show respect for knowledge and talents. We constantly improve the system of talent management, training and education, create an excellent platform for employees to realize their value in life, and pursue common development and progress with our employees.

Training and Education

We offer our employees with a wealth of in-house training resources and encourage them to participate in external training as well. In 2018, we increased training supply, perfected resource elements, and improved the training mechanism and system construction, forming a unique education and training system that covers both online and offline training. All employees of the Company received regular performance and career development assessment.



The whole system of the Company possesses about **4,600** part-time trainers

The Company's Typical Education and Training Activities in 2018

	Training supply remained stable	The Head Office held 583 training sessions, covering 154,000 person-day; The branches of the system held 54,400 training sessions, covering 2.157 million person-day. The branches of the system held 54,400 training sessions, covering 2.157 million person-day.
	Training for managers	Organizing 61 sessions of training courses for managers, such as management training courses for senior managers, training courses for young cadres, and rotated training for managers at county-level sub-branches
	Integrated sales training	Developing and promoting the "Soft Skill System for Marketing Manager" training, and developing product training models based on sales scenarios
	Talent training model at the grassroots level	Pushing forward the operation of the training camp for grassroots management backbones on a pilot basis, and popularizing and improving the standardized training model for new sales employees of the system
	Brand training programs	Carrying out overseas training with a focus on nurturing international talents in reserve and continuously improving classic training programs such as the induction education & pre-job training for new recruits of the Head Office, the sharing class of managers and the staff college
	Training resource system	Establishing a training platform with access to resources at any time, continuing to strengthen the building of trainers, and persistently propelling the building of the training materials system and the exam question bank



External Industry Experts and Teachers Developed Knowledge Sharing Classes for Employees



The 95518 Customer Service Center in Beijing carried out a series of training to improve employees' business skills, management capabilities and comprehensive quality.



Training Situation		2017	2018
Training expenditure	Total expenditure (RMB10,000)	24,857	30,019
	Expenditure per capita (RMB)	1,311.5	1,617.3
Number of face-to-face courses provided (period)		54,740	66,738
Number of online courses available in the system (course)		380	486
Face-to-face training person time (10,000)	Total person time	307.6	356.7
	Training on management	7.7	6.8
	Training on professional skills	95.9	87.2
	Training on sales	202.1	260.2
Spending on external training or education (Head Office)	Total spending (RMB10,000)	28.3	36.1
	Spending per capita (RMB)	2,773.7	2,439.2



Henan Branch carried out training for new employees



Held special business training to enhance professional competence of employees

Case

Zhejiang Branch established Zhejiang PICC P&C Management College

Zhejiang Branch has explored the school-enterprise cooperation model in an active manner. It established an education and training practice base and set up Zhejiang PICC P&C Management College through in-depth cooperation with Zhejiang University, implementing integrated management of education and training featuring "resource integration plus collaborative interaction".



The morning meeting of Zhejiang Branch's versatile sales team providing integrated services of property insurance, life insurance and health insurance

Employee Honors

Our employees are diligent, dedicated and innovative. In 2018, multiple branches, subbranches and individuals of the Company were commended in the selection activities held by All-China Federation of Trade Unions, China's financial system, and the insurance industry, inspiring other staff to put positive energy into entrepreneurship and work by the power of role models.



Qingpu Sub-branch won the honorary title of "National Worker Pioneer" awarded by All-China Federation of Trade Unions



Baoding Branch was awarded the honorary title of "Home of Model Workers" by All-China Federation of Trade Unions



The 95518 Customer Service Center of Sichuan Branch was honored with the title of "Little Home of Model Workers" by All-China Federation of Trade Unions



Caring for Employee Health and Safety

We guarantee the health and safety of employees in an all-round manner. The Company organizes employees to undergo a physical examination on a regular basis and optimizes the examination standard and items in light of the actual situation of employees. Moreover, we put consistent efforts into the employee assistance program, including the commercial supplementary medical insurance.

- In addition, we carry out a variety of health and safety education campaigns annually.
 - Posts posing occupational hazards are excluded from the Company's operation.
- During the reporting period, there was no record of any serious occupational injury and safety accident in the Company.



A fire drill was held by the Company at the Head Office building in 2018

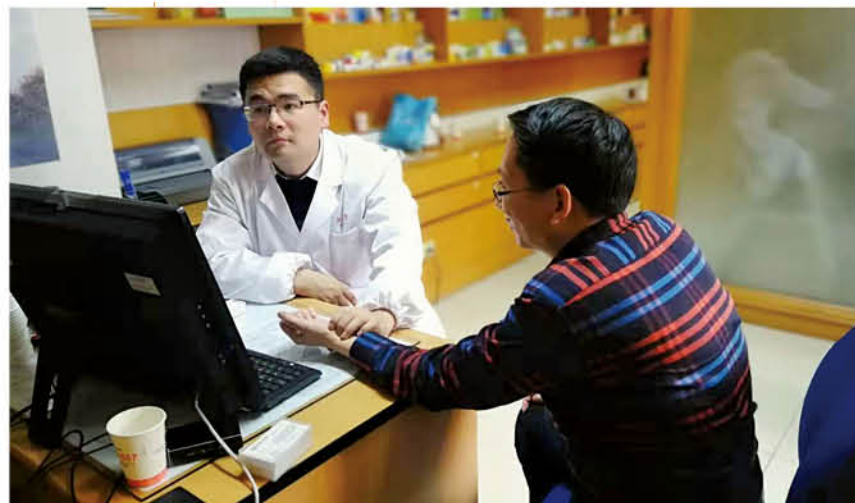




Sichuan Branch invited fire fighters to carry out special training on fire safety knowledge



Henan Branch invited professionals to conduct health knowledge lectures for employees



Zhejiang Branch launched a one-year health care campaign named "Healthy Living"

Organizing Colorful Sports and Recreational Activities

We comprehensively build an employee care system and continuously launch humane care products in the aspects of physical and mental health, holiday greetings, insurance, learning and growth, assistance for difficulties, and working environment etc., striving to enhance employees' sense of well-being and gaining.

We care for our employees with warmth and sincerity, pay much attention to the needs of employees, keep abreast of the confusions employees face in their work, study and life, and take the initiative to do more practical work for the benefit of employees, forming a positive, harmonious and friendly atmosphere within the Company.

Employee Care Activities of the Company	2017	2018
During the New Year's Day and Spring Festival		
Number of sick and poor employees visited throughout the system	405	447
Subsidy (RMB10,000)	90	95.9
Routine "Employee Care" activities carried out by the labor union at each level		
Number of outlets visited	367	427
Number of front-line employees visited	12,180	12,790
Number of poverty-stricken employees visited	4,079	3,795
Subsidy (RMB10,000)	920	760
"PICC Employee Charity Day" donation activity		
Employees involved (person)	160,000	178,000
Donations to PICC Care Fund (RMB10,000)	375	355.68

Sichuan Branch launched a major organ transplant fund to rescue an employee undergoing liver transplant

An employee of Sichuan Branch needed orthotopic liver transplantation. The Branch's labor union rapidly launched the approval procedures of the rescue fund for the employee's major organ and bone marrow transplant to pay for the employee's remaining self-funded medical expenses of RMB 135,300. Since the establishment of the fund, a total of RMB 377,500 of rescue fund has been distributed to five employees who have undergone organ transplants.



rescue fund has been distributed with a total of RMB

37.75



Case



Tibet Branch visited the employees during the 2018 Tibetan New Year Festival

Tianjin Branch carried out the "PICC Employee Charity Day" donation activity



Shanghai Branch celebrated the International Women's Day



We actively organize and participate in a variety of cultural and sports activities to enhance employees' sense of teamwork and create a harmonious atmosphere.

Case

The representative team of the Company won the team championship with the highest score for the six consecutive time in the Workers' Sports Meeting held by the Head Office of the Group in Beijing



The athlete procession of the Company



the awarding ceremony





The “New Journey Cup” - PICC Male Staff Basketball Match



Zou Jie of Guangdong Branch represented China Financial Sports Association in the final of the 2018 “AVIC Cup” Chinese Staff Table Tennis League, helping the representative team win the men’s team championship.



Guo Sixuan of Jiangxi Branch and Xiong Tingbi of Yunnan Branch represented the Company in the final of the national financial staff speech contest and gained excellent results.

SERVING GREEN DEVELOPMENT WITH PRACTICES ON ENERGY CONSERVATION AND ENVIRONMENTAL PROTECTION

Upholding the concept of green, low-carbon, circular and sustainable development, we actively implement the government's deployment on building a green financial system and contribute to promote the construction of a green economy and ecological civilization by giving full play to the advantages of the insurance industry, implementing green operation, taking part in green public-service activities, and developing green finance.

Green Finance

We actively respond to the calls to "implement the concept of green development", "firmly win the battle of preventing and controlling environmental pollution" and "develop green finance", striving to innovate the supply of green financial products.

The Company was approved as a member of the Green Financial Standards Working Group of China Financial Standardization Technical Committee, being the only insurance company in the working group

In 2018, the Company was invited to take part in and deliver speeches at nine important green financial conferences held by the Green Finance Committee, China Society for Finance & Banking, such as the Global Green Finance Leadership Program, the Symposium on Insurance Serving the Green Belt and Road, and the 2018 Beijing International Green Finance Forum.

Case

Green Insurance

We issued a series of documents to strengthen the development of green insurance and compiled a catalogue of green insurance products, forming a rich green insurance product system that includes first piece (set) insurance, environmental pollution liability insurance and pilot insurance projects in the field of expired drug disposal and building energy conservation, and covers a wide range of industries including forestry, shipping, plantation, aquaculture, new energy, industries involving heavy metals, petrochemicals, hazardous chemicals, and hazardous waste disposal. We also established five innovation laboratories of green insurance product in GuiAn New Area, Ganjiang New Area, Huzhou, Quzhou, and Guangzhou's Huadu District.

• Green Finance Reform and Innovation Pilot Area

Service initiative of the green finance reform and innovation pilot area of Huadu District, Guangzhou

Guangzhou Branch cooperated with the government to actively promote the "Green Insurance 3+2" project, of which "3" refers to "mandatory liability insurance for environmental pollution", "liability insurance for safe production" and "liability insurance for food safety" and "2" refers to "rainfall meteorological index insurance for vegetables" and "green agricultural insurance plus". In addition, it made explorations and innovations in guarantee insurance for financing using emission allowances as pledge, insurance for green building efficiency, insurance for charging pile, and insurance for recycling storage equipment of new energy.

Green Insurance 3+2

Mandatory liability insurance for environmental pollution

Liability insurance for safe production

Liability insurance for food safety

+

Rainfall meteorological index insurance for vegetables

Green agricultural insurance +

Case

• Liability Insurance for Environmental Pollution

We took active part in the construction of the environmental risk management system, introduced risk management services, established technical standards and systems, provided environmental risk guarantee for oil and gas exploitation, coal mining and non-coal mining, chemical, heavy metals, machinery manufacturing and other industries, and helped insured companies improve pollution governance and environmental management, thereby minimizing the occurrence of various environmental risk accidents. This practice was first introduced in Wuxi, Jiangsu Province, and was called the "Wuxi model", which has become the benchmark of the industry. Huzhou Branch further cooperated with Huzhou Municipal People's Government Financial Work Office, Huzhou Environmental Protection Bureau and Huzhou Insurance Industry Association to establish the innovative "Huzhou Model" that incorporates insurance, service, supervision and credit.

The Company is the pioneer in the insurance industry that has developed and launched an environmental risk service platform focusing on environmental risk management.



• Insurance for Environmentally Friendly Equipment

We provide comprehensive risk guarantee for enterprises that are engaged in the manufacturing of clean energy equipment and environmental protection equipment, such as wind power equipment, sewage treatment and recycling equipment, air pollution control equipment, and solid waste treatment equipment.

In 2018, in the field of wind power equipment, the Company assisted **12** companies in successfully declaring **27** first piece (set) insurance compensation projects, providing RMB **8.3 billion** of risk guarantee for various types of 2.5MW-6MW wind turbine generator. In the field of environmental protection equipment, the Company provided risk guarantee of RMB **500 million**.

• Other Innovative Green Insurances

We keep up with the changes in demand and timely introduce new liability insurance products such as innovative insurance for drug replacement and liability insurance for performance of buildings with ultra-low energy consumption.

Case

Launching innovative liability insurance for drug replacement

We opened China's first demonstration store selling innovative insurance for drug replacement in the green finance reform and innovation pilot area in Guangzhou, providing residents with preferential services for replacement of expired drugs during the service period. The replacement service cost is borne by the Company, and the expired drugs are handed over to a qualified recycling center for harmless treatment. In this way, the Company explored the problem of recycling difficulty of expired drugs and the problem of environmental pollution caused by littering of expired drugs.

Case

Pioneering the liability insurance for performance of buildings with ultra-low energy consumption

We launched a pilot project on green insurance supporting the development of ultra-low-energy-consumption buildings in Qingdao. If the insured project does not meet the relevant performance index requirements for ultra-low-energy-consumption buildings in terms of annual energy consumption for heating, annual energy consumption for cooling, air tightness, and indoor environmental field, we will compensate the project's energy conservation rectification costs or provide an economic compensation of up to ten times the insurance premium for the excessive energy consumption, which thereby identifies the responsibility of the project constructor and fully protects the rights of home users.

Green Investment

The year 2018 saw our active response to policy and guidelines such as the *Guiding Opinions of the China Securities Regulatory Commission on Supporting the Development of Green Bonds* and the *Guiding Opinions on Establishing the Green Financial System*. Through the forms of green bonds investment, debt investment plan, equity investment plan for green projects, and equity investment funds, we continued to invest in areas such as environmental governance, infrastructure construction, wind power, hydropower, nuclear power, and other clean energy.



Debt investment plan of Nanchang's water conservancy projects performed outstandingly

The investment plan covers the construction of the phase-one flood control and drainage project of Nanchang Aerotropolis, the sewage interception project of Meihu Lake water system in Nanchang City and the renovation project of scenery landscape along the Gandong Dike in Nanchang City.

After the completion of the first-phase flood control and drainage project in Nanchang Aerotropolis, it will be safe in floods. After three years of dredging, sewage interception and pollution source control, the water quality of Meihu Lake has been significantly improved. The scenery landscape along Gandong Dike has become an important waterfront green space in the city, showcasing the unique cultural connotation of the Ganjiang River.



Real map of the scenery landscape along Gandong Dike after the completion of first-phase project

Case

Fruits of Green Finance Research



Green Operation

We strictly abide by relevant national environmental laws and regulations, study and build a green operation mechanism, and implement the concept of conserving resources and protecting and improving the ecological environment throughout the operation and management of the Company.

Green Office

Water, fuel oil, electricity, natural gas and paper are the primary source of emissions of wastewater, solid waste and waste gas at the office. By establishing the management system of energy conservation, water conservation and solid waste classification and fostering environmental awareness, we achieve resource conservation and reduce pollutant emissions.

Energy Consumption and Greenhouse Gas Emissions

The main energy we consume includes electricity, natural gas, gasoline and diesel. The Head Office and the workplace in Beijing have provided scientific basis and related goals for the Company to further carry out energy conservation and consumption reduction through implementing cleaner production auditing and establishing a management system related to energy and carbon emissions.



In 2018, in accordance with the ISO 50001 standard, the Company's Head Office took the lead in establishing an energy management system and passed a third-party certification audit, entrusting a professional third party to verify the greenhouse gas emissions at the Head Office building in Beijing.

The Head Office's Energy Conservation Goals during the 13th Five-Year Plan Period		2016	2017	2018	2019	2020
Total energy consumption (tce)	4,008	3,810	3,858	3,908	3,958	4,008
Energy consumption per RMB 10,000 of output (revenue) (tce/RMB 10,000)	11.3%	2.4%	2.4%	2.4%	2.4%	2.4%

In order to achieve the goals of energy conservation, we based upon the overall strategy of the energy management system and adopted the following measures of energy conservation management with the main aim of reducing energy consumption and improving energy efficiency:

Establishing a special functional group	Replacing energy-saving equipment	Adopting a time-share model for the power system
We established an leading group of energy conservation led by the President of the Company and set up an energy management post so that the Company's energy management and energy conservation work can be handled by a specially-assigned person.	We renovated the lighting of the passenger elevator hall at the Head Office in the first half year, and the cold cathode lamps were replaced with LED lights, which saves 30,000 kWh of electricity every year.	We adopt the time-share model, which falls into the period for normal operation and for non-office hour or holiday operation, for the operation of the air conditioning system, illumination for the public area, elevator equipment, etc.

Posting energy-saving labels	Reducing unnecessary business travel	Standardizing the management of vehicle usage
We posted energy-saving labels near the switches of the electrical equipment in the office area to raise awareness of energy conservation among employees	We took effective measures to reduce carbon emissions and energy consumption caused by business trips	We standardized the management of the repair and maintenance of vehicles for which claims are needed to reduce the fuel consumption and exhaust emissions of the vehicles.

In 2018, the Company's Head Office achieved the energy-saving goal of Chaoyang District in Beijing for 2017 during the "13th Five-year Plan" period. We passed the energy management system certification, established a carbon emission management system, and were thus rewarded by the Commission of Development and Reform of Chaoyang District, Beijing.

Electricity and Gas Consumption and Greenhouse Gas Emissions at the Head Office Building (Beijing)			
	2016	2017	2018
Electricity consumption (kWh)	5,471,649	5,765,499	5,128,340
Natural gas consumption (m³)	61,289	49,158	63,036
Electricity consumption per capita (kWh)	4,448.50	4,898.47	4,231.30
Natural gas consumption per capita (m³)	27.9	22.86	23.47
Emissions of greenhouse gas from natural gas combustion (tCO ₂ e)	134	107.5	137.8
Emissions of greenhouse gas from electricity consumption (tCO ₂ e)	3,338.25	3,517.53	3,128.8
Emissions of greenhouse gas (tCO ₂ e)	3,472.24	3,625	3,266.61
Emissions intensity per capita of greenhouse gas (tCO ₂ e/person)	2.78	3.04	2.63

Notes:

- The total natural gas consumption includes the natural gas consumed by the tenants in the rental area of the building (the natural gas consumption per capita for 2018 is calculated based on the actual number of permanent individuals of the building: 2,686); the total electricity consumption of PICC refers to the electricity consumption of all equipment in the PICC building except for the tenants' office area (the electricity consumption per capita for 2018 is calculated based on the actual number of permanent individuals of the building: 1,212);
- The electricity consumption per capita of PICC for 2017 is revised to 4,898.5 kWh;
- The greenhouse emissions are calculated in accordance with the *Guidelines for Accounting and Reporting Greenhouse Gas Emissions from Public Building Operation Units (Enterprises) (Trial)* issued by the National Development and Reform Commission (NDRC) and the emission factors released by IPCC in 2006. Three greenhouse gases, namely, CO₂, CH₄ and N₂O are included in the accounting; and
- The electricity emission factor complies with the average emission factor of the national power grid in 2015, 0.6101tCO₂/MWh from the official website of the NDRC: http://www.ndrc.gov.cn/zcfb/zcfbtz/201712/t20171215_870543.html.

Water

We advocate the concept of water conservation. The headquarters building in Beijing adopts the water-saving ware. Under the premise of ensuring normal use, the sanitary ware can adjust the amount of flushing water, with all the water sourced from recycled water.

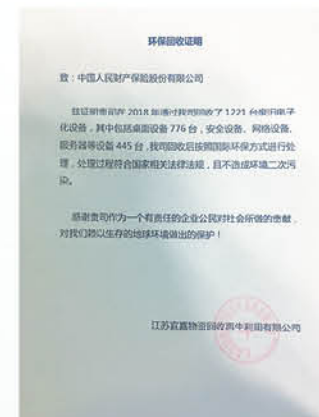
Water Consumption of the Headquarters Building in Beijing

	2016	2017	2018
Total consumption of tap water (ton)	39,762	21,288	22,371
Water consumption per capita (ton/person)	18.1	9.9	8.33
Total consumption of recycled water (ton)		9,836	20,306

Notes:
The total consumption of water includes the water consumed by tenants in the rental area of the building (the water consumption per capita is calculated according to the actual number of permanent individuals of the building: 2,686)

Solid Wastes

The main solid wastes generated by the Company include domestic garbage, construction waste and kitchen waste. In strict accordance with the requirements of national and local regulations, we classify the wastes first and then hand them over to qualified processors for specialized disposal. The recyclable waste generated by the office, mainly paper, is destroyed by the Head Office in a centralized manner every year. All kinds of waste electronic equipment are handed over to professional institutions for safe handling.



The eco-friendly recycling certificate issued by Jiangsu Yijia Recycling and Reuse of Material Co., Ltd.

Electronic Operation

As a practitioner of the green development concept, we advocate paperless office and double-sided printing and continue to promote the construction of an electronic support platform, with great efforts made in the application of e-policy, e-invoice and e-payment.



The Number of E-policy from 2016 to 2018

	2016	2017	2018
Number of e-policy	1.897 million	14.051 million	38.011 million

Notes:

The data equals the downloads from the elife e-policy system plus the volume generated from the e-certificate integrated management system platform, i.e. the total number of e-policy in 2016: 1,897,443 equals 1,866,791 plus 30,652; total number of e-policy in 2017: 14,050,866 equals 3,040,974 plus 11,009,892; total number of e-policy in 2018: 38,011,097 equals 4,683,966 plus 33,327,131.

The Number of Value-added Tax E-invoice in 2017 and 2018

	2017	2018
Number of e-invoice generated via all channels of the Company (10,000)	1,251.4	1,816.7

Green Procurement

We are committed to improving green supply chain management. In the centralized procurement, we advocate purchasing energy-saving products and products certified with an eco-label and adopt a system of prioritization for suppliers that are environmentally compliant and conduct green business practices.

On the basis of meeting the requirements of the Centralized Procurement Regulations and the Supplier Regulations, we strive to minimize the energy consumption and potential environmental impacts caused by logistics and labor costs.



The office equipment purchased by Yunnan Branch has passed the China Environmental Labeling Products Certification issued by Ministry of Ecology and Environment

Green Social Welfare

We advocate the concept of green and low-carbon development and take part in various green social welfare activities in an active manner.



Heilongjiang Branch organized a tree planting activity with the theme of "Loving My Hometown, Greening My Hometown"

Carrying out Afforestation and Tree Planting Activities to Address Global Climate Change



Dalian Branch organized the tree planting activity of "Make Green Heard"

Participating in the Protection of Rivers and Lakes to Preserve Clear Water



Pulan Sub-branch carried out "Caring for Mother River - PICC Environmental Protection Public Welfare Activity"



Ji'an Branch participated in a campaign for protecting the health of rivers and lakes, with the slogan of "Youths for River Ecology in Ji'an"

Organizing Activities of Old Clothes Recycling to Help Create a Conservation-oriented Society



Quanzhou Branch cooperated with Feimayi, a platform working on recycling old clothing, and donated the recycled clothes to Xinlong County, Tibet



Zhanjiang Branch held a public welfare activity, recycling 1,587 pieces of clothing



JOINING HANDS WITH PARTNERS TO PURSUE INNOVATION AND A WIN-WIN FUTURE

We are keenly aware of the close ties between the Company's operational results and joint efforts from all partners. Based on the cooperative relations, our advantages complement with each other in relevant business sectors. We cooperate with all partners to jointly build harmonious cooperative relations and operational environment, striving for a cooperative and win-win partnership.

Growing Together with Partners

We have forged equal and mutually beneficial cooperative partnership featuring resource sharing to pursue common development by means of enhancing the value of customers, products, brands, channels and other aspects with our partners.

Specialized Insurance Agencies and Car Dealers

We keep conducting a classified assessment of the agencies so as to ensure that the Company's agency businesses are on track in a healthy way. In 2018, the Company had 451 insurance brokerage partners and 1,354 professional agency partners.

We were proactively involved in exploration in the innovation and upgrade of sales model. In 2018, 1,626 auto shows were held backed by the "4th PICC Car Shopping Day", which boosted sales of 282,800 new cars.



Cooperative Banks

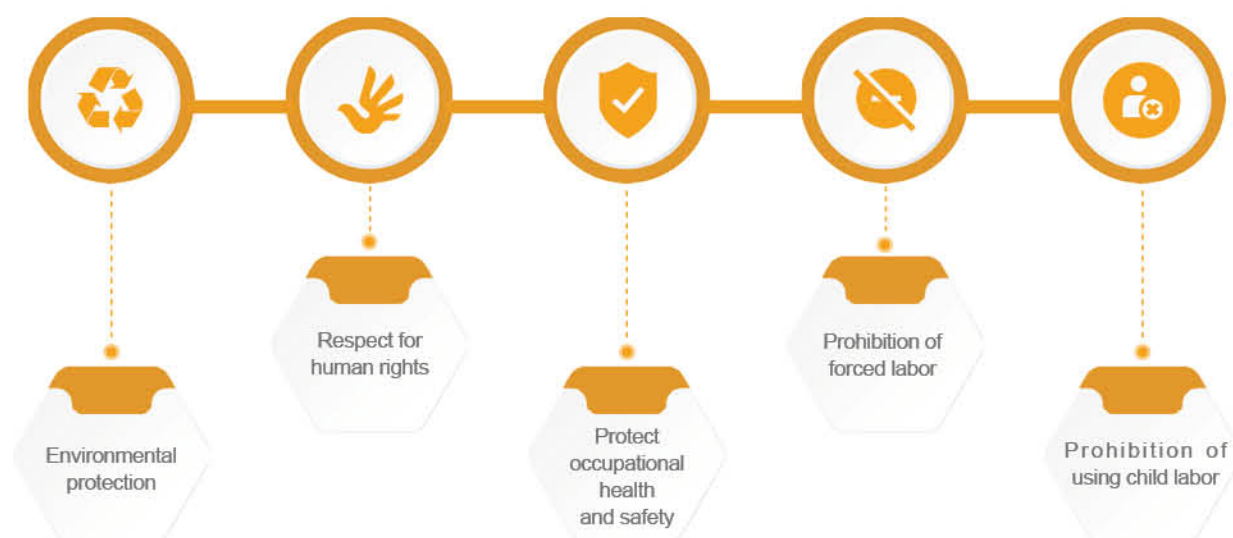
We established multi-level and multi-dimensional cooperative business relationships with large state-owned banks, policy banks, and joint-equity commercial banks nationwide. During the year, the Company has inked the "group-to-group" agreement with 29 banks nationwide (within the validity period in 2018). ICBC and the Company jointly launched "Intelligent Travel around the World", the first online comprehensive service platform for auto insurance businesses in the banking industry, whereby creating a new model for auto insurance business cooperation in the banking and insurance industries.

"Banking-Insurance Link" Auto Insurance Project of ICBC		
Coverage	Second-level branches	392
	Coverage rate	Over 90%
	Number of outlets with insurance policies	Over 5,700
Insurance policies issued	19,600	

Implementing Management of Responsible Procurement Practices

We helped to boost the sustainable development in environment and society through the supply chain management, and explored the possibility of incorporating their social responsibility performance into the management of suppliers. We clarified in cooperative agreements reached with suppliers that the environmental guidelines formulated by Party A should be followed, and applicable national laws and regulations on pollution discharge and environmental protection should be observed during the performance of the agreements.

In accordance with relevant regulations on procurement of China and the Group company, we attach importance to indicators like environmental and social risks when examining the qualification of potential suppliers. Upon selecting suppliers, we take into account their compliance in terms of environmental protection, respect for human rights, occupational health and safety, prohibition of using child labor and forced labor, and we follow the requirements of "ensuring product and service quality, respecting intellectual property rights, observing business ethics, and abiding by laws and regulations on environmental protection and promoting social responsibilities" concerning the code of conduct of suppliers.

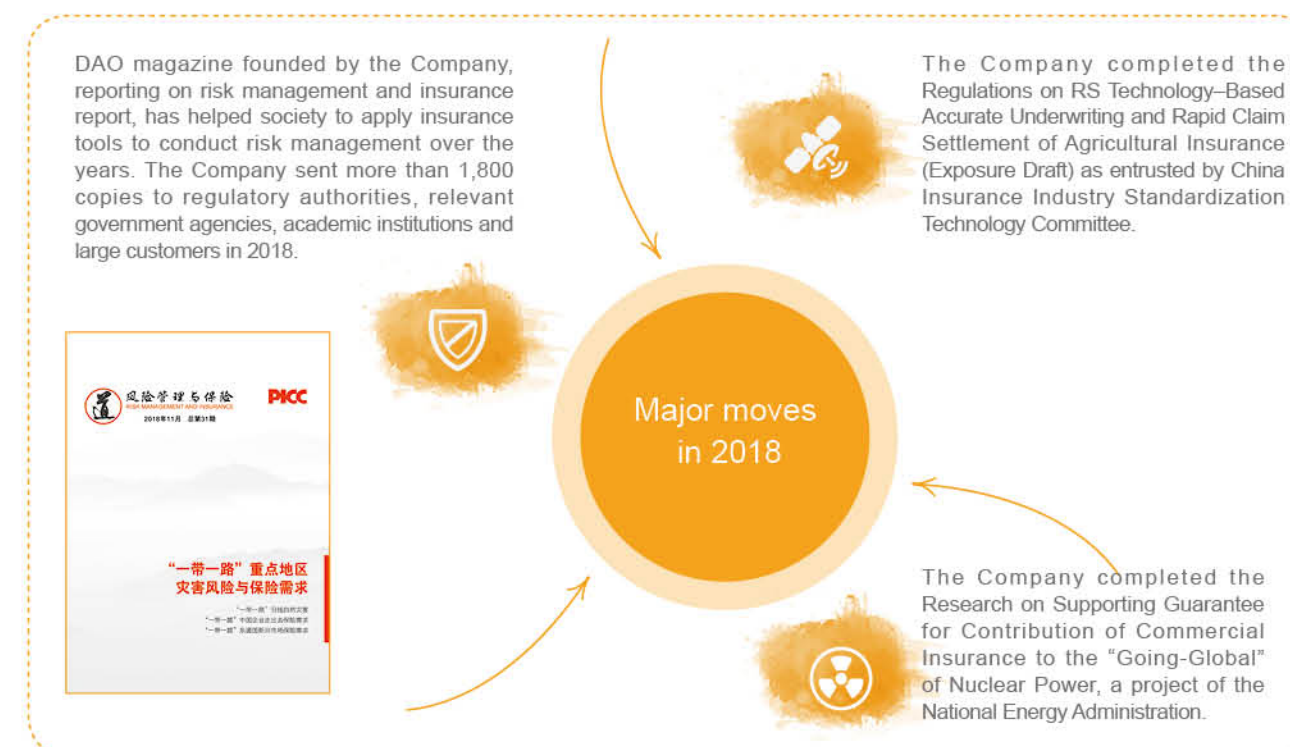


Responsible Procurement Management Practices

Green Procurement	Giving preference to suppliers that offer environment-friendly products and services and advocate green corporate culture
Strict review	Verifying supplier information through National Enterprise Credit Information Publicity System; and proactively exploring the possibility of inclusion of the information on enterprises' "credit reports" in the supplier information verification scope and applying the verification results to each link of centralized procurement
Public bidding	Taking public bidding as the first choice for centralized procurement

Creating an Industrial Research Platform

We set up a specialized department responsible for constantly conducting disaster research, providing reference for the industry development in relevant fields, and disseminating risk management concepts and knowledge to society.



Setting up the Disaster Research Fund

	2011-2017	2011-2018
The total amount of funding provided to the society (RMB10,000)	>1000	>1100
Coverage		
The number of colleges and universities and research institutions	60	68
The number of students, young teachers and researchers	323	346
The number of programs established	220	243
The number of papers published in journals at home and abroad	75	85

Applying InSAR for the Realization of Risk Reduction and Disaster Prevention

The Company introduced the up-to-date technology InSAR (Interferometric Synthetic Aperture Radar), based on which the Company built insurance risk control and customer service model for the realization of risk reduction and disaster prevention. As shown by the application of this technology in pilots such as old houses in Ningbo, sea walls in Wenzhou, the Company nip the risks in the bud, whereby realizing risk reduction and disaster prevention.

Case

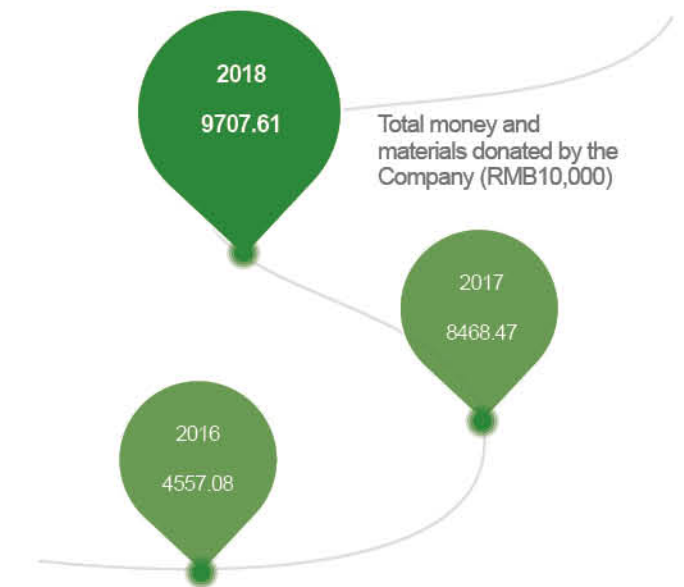
In 2018, we joined Insurance Association of China, Insurance Society of China, Road Traffic Safety Association of China, China Association of Actuaries and other associations, societies and organizations. We took an active part in the research and exchanges on hot topics in the industry, keeping close communication and cooperation with peers and boosting the healthy development of the industry.

DEVOTING TO SOCIAL WELFARE AND SHARING OUR DEVELOPMENT RESULTS

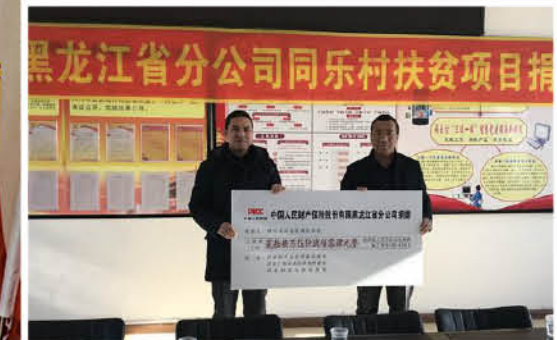
We always remember the responsibility charged with a good corporate citizen and make sustained efforts to participate in all sorts of public-service activities which are rich in content, such as disaster relief, poverty alleviation, donations, education assistance, voluntary service activities and assistance to disadvantaged groups, as a messenger of positive energy to pass it to the society.

Sincere Donations

We persist in dedicating to people in need and donating money, materials and insurance to contribute to a stable and harmonious society where people live in health and happiness. We revise the regulations on donation management, perfect the donation management system, and constantly standardize donation management, so as to improve our ability to perform social responsibility.



The Inner Mongolia Branch donated RMB2,000,000 to Chifeng Songshan Charity General Federation in Inner Mongolia for the construction of economic forest in poor areas.



Heilongjiang Branch donated RMB228,500 for poverty alleviation to Tongle Village, Simajia Town, Huachuan County, helping Tongle Village to overcome poverty.



Hetian Branch purchased 242 she-asses (at the price of approximately RMB2,400,000) and donated them to 242 poor households in Tatirang Village.



Chongqing Branch granted student subsidies of RMB3,500,000 in total to help poor students with higher education and fulfill their dreams. The photo shows the scene where the student subsidies were granted in Wanzhou District.



Shanghai Branch has been long participated in public-service activities such as donation of pencils, cotton quilts, cotton-padded shoes, schoolbags, etc.



Hunan Branch donated money to poor students in the targeted poverty alleviation village for them to fulfill their university dreams. The photo shows that a poverty alleviation team member is handing over the student subsidy to the aided student.

Advocating Volunteer Activities

We actively guide our employees to express love by caring for others, society and nature. In 2018, we carried out a series of volunteer activities such as escorting the college entrance examination, providing assistance to Spring Festival travel rush, voluntary blood donation, caring for children with autism, visiting the elderly in nursing homes, beautifying the urban environment, offering services in the countryside, etc.



Volunteer Service Data of the Company from 2016 to 2018

	2016	2017	2018
Number of volunteers engaged	3,357	5,011	18,701
Service hours	7,137	12,127.5	29,747
Number of main service recipients and beneficiaries	40,022	39,930	279,620

Note: The data includes data of volunteer teams of the youth league committee and the e-commerce center.

Case

Liaoning Branch distributed 9,000 light reflecting schoolbags for free to safeguard the students when they are out

On December 2nd, Liaoning Branch and the Traffic Safety Administration under Liaoning Provincial Public Security Department jointly held Liaoning 122 "National Traffic Safety Day" Thematic Publicity Campaign and Ceremony on Distribution of Light Reflecting Schoolbags to Pupils on National Highway 201 in Donggang Changshan Central School in Dandong City.



On May 31st, Taizhou Branch provided full support for the thirteenth session of "Escorting the College Entrance Examination with Love and Giving Way with Civilization", a large-scale volunteer activity jointly organized by the Traffic Police Bureau under Taizhou Public Security Bureau and Taizhou Road Transport Administration.



Ningbo Branch exclusively underwrote the institutions participated in a series of activities with themes like "My Home in Beautiful Ningbo • 2018 'Migratory Birds' Happy Caravan", gifting heatstroke prevention products including sunhats, fans and bottled water to more than 100 children.



The youth league committee of Huhehaote Branch organized young employees to carry out the activity with the theme - "PICC Youth in Action, Targeted Poverty Alleviation in Progress".



Guangdong Branch organized employees to voluntarily donate blood of 48,100 ml.



The youth league committee of Guangxi Branch organized young employees to carry out activities to respect and care for the elderly.

Case

Public-service Activity on June 1 with the Theme - "Fairy Tales Guarding Stars"

On June 1, Dalian Branch hosted the third session of the public-service activity whose theme was "Fairy Tales Guarding Stars", giving presents for Children's Day and educational supplies in need to children in the love base "Xingxingzhihuo" Autism Support Center ahead of time, and donating 50 exclusive accident and health insurances to children with autism.



Organizing Social Public Service Activities

We earnestly practice what we advocate, organizing and participating in various public-service activities.



Tibet Branch carried out the activity with the theme of "Love from the Heart, Practice Embodied in Action, PICC Public-Service Activities Help Students with Study".



Hunan Branch held the public-service activity with the theme of "Warming Children with Love".

Case

Bringing Safety Knowledge into Campus

To promote safety education and popularize aviation medical rescue knowledge, Shenzhen Branch organized a series of activities including "Bringing Safety Knowledge into Campus" and regularly offers safety training to the public.



From November 30th to December 1st, Shenzhen Branch held first phase of public-service junior ambulanceman training of PICC.

SGS ASSURANCE STATEMENT



ASSURANCE STATEMENT

SGS-CSTC STANDARDS TECHNICAL SERVICES CO., LTD.'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE SUSTAINABILITY REPORT OF PICC PROPERTY AND CASUALTY COMPANY LIMITED FOR 2018

NATURE AND SCOPE OF THE ASSURANCE/VERIFICATION

SGS-CSTC was commissioned by the PICC Property and Casualty Company Limited. (hereafter as "PICC Property and Casualty") to conduct an independent assurance of the Chinese version of PICC Property and Casualty's Sustainability Report for 2018 (hereafter as "the Report"). Based on SGS Sustainability Report Assurance methodology, the scope of the assurance included the text, data, graphs and statements contained in the Chinese version of the Report. Data and information for companies other than located at Tower 2, No.2 Jianguomenwai Avenue, Chaoyang District, Beijing City, P. R. China named PICC Property and Casualty Company Limited. were not included in this assurance process.

The information in the Report and its presentation are the responsibility of the management and the relative department of PICC Property and Casualty.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of assurance set out below with the intention to inform all PICC Property and Casualty's stakeholders.

SGS sustainability report assurance procedure developed was based on international accredited guidance, including the Accuracy and Reliability Principles contained in the GRI STANDARDS (2016) and guidance on assurance level by AA1000 series.

This report has been assured at a moderate level of scrutiny using our protocols for:

- evaluation of content veracity; and
- evaluation of the report against core option of GRI STANDARDS (2016).

The assurance comprised a combination of pre-assurance research, site assurance, and interviews with relevant employees at PICC Property and Casualty Company Limited., documentation and record were verified.

Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

STATEMENT OF INDEPENDENCE AND COMPETENCE

SGS is the world's leading inspection, verification, testing and certification company. We are recognized as the global benchmark for quality and integrity with a network around the world. SGS affirm our independence from PICC Property and Casualty, being free from bias and conflicts of interest with the organization, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with SGS Sustainability Reporting Lead Assuror, SAI SA8000 Lead Auditor, CCAA ISO 14001 Lead Auditor, CCAA OHSAS 18001 Lead Auditor etc.

VERIFICATION/ ASSURANCE OPINION

On the basis of the methodology described and the verification work performed, the information and data contained within the Report verified is accurate, reliable, and the representation of PICC Property and Casualty sustainability activities in 2018 is fair and pertinent. The assurance team is of the opinion that the Report can be used by the Reporting Organization's Stakeholders.

We believe that the organization has chosen an appropriate level of assurance for this stage in their reporting.

GRI STANDARDS CONCLUSIONS, FINDINGS AND RECOMMENDATIONS

In our opinion the Report has met all the requirements of the core option for GRI Standards on reporting content and principles.

Stakeholder Inclusiveness

PICC Property and casualty had identified its stakeholders who affected by its activities and considered the reasonable expectations and interests from stakeholders, established channels and platforms for stakeholders' inclusiveness and took some certain ways to communicate and exchange information with stakeholders.

Sustainability Context

PICC Property and Casualty had presented the efforts on sustainability development related to economic, environmental and social aspects and combined the performance in the wide context as well.

Materiality

Based on the topics concerned by the stakeholders, PICC Property and Casualty has considered reasonably disclosing issues and indicators with materiality, which substantively influencing the assessments and decisions of stakeholders, to reflect the organization's significant economic, environmental and social impacts.

Completeness

PICC Property and Casualty's Report basically included coverage of material aspects and boundaries, to reflect significant economic, environmental and social impacts and enable stakeholders to assess the organization's performance in the reporting period.

Balance

PICC Property and Casualty's Report respected the balance principle with positive and negative aspects revealing.

Comparability

PICC Property and Casualty had disclosed performance indicators in 2018, previous data of key indicators were disclosed, which could help stakeholders to understand and compare the improvement performance year by year.

Accuracy

PICC Property and Casualty's information in the Report was accurate, enable to reveal more qualitative and quantitative information with indicators for stakeholders.

Timeliness

Assurance to know that the data and information is on a regular schedule and available in time. PICC Property and Casualty will report on a regular schedule with one year to assure the good timeliness.

Clarity

Report was presented different ways with words, charts, graphics and pictures, also described with actual cases to ensure the stakeholders understanding easily.

Reliability

PICC Property and Casualty has established the sustainability report management process, and collected, recorded and analyzed the information and data which disclosed in the report timely. The information and data disclosed was realistic and reliable.

Management Approach

The Report has disclosed the management approach of identified material topics.

General Disclosures

The general disclosures were presented in accordance with the core option of GRI Standards.

Topic-Specific Disclosures

PICC Property and Casualty's topic-specific disclosures related to the material topics in economic, environmental, and social areas were in accordance with the core option of GRI Standards.

Findings and recommendations

Good practices and recommendations for sustainability report and management process were described in our internal management report which has been submitted to PICC Property and Casualty for continuous improvement.

Limitations of assurance

The assurance scope only covered the headquarter of PICC Property and Casualty Company Limited.

Signed:

For and on behalf of SGS-CSTC



Ben Tsang
Senior Director, China and Hong Kong
Certification and Business Enhancement
30 April, 2019

A-16F, Century Yuhui Mansion, No.73, Fucheng Road, Beijing
www.sgsgroup.com.cn

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ESG Indicator Index

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	KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	8.2 Green Operation
	KPI A1.5 Description of measures to mitigate emissions and results achieved.	8.2 Green Operation
	KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	8.2.1 Green Office 8.2.2 Electronic Operation
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Aspect A2: Use of Resources	KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	8.2.1 Green Office
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SDG 3	Good Health and Well-being	5 Serving the National Strategies with Full Play of Security Function
SDG 4	Quality Education	10 Devoting to Social Welfare and Sharing Our Development Results
SDG 5	Gender Equality	7.1 Safeguarding Rights and Interests of Employees
SDG 6	Clean Water and Sanitation	8 Serving Green Development with Practices on Energy Conservation and Environmental Protection
SDG 7	Affordable and Clean Energy	8 Serving Green Development with Practices on Energy Conservation and Environmental Protection
SDG 8	Decent Work and Economic Growth	3 Operating under Laws and Regulations while Creating Remarkable Value 7 Adhering to the Philosophy of Humanism for Satisfying Work and Life
SDG 9	Industry, Innovation and Infrastructure	5 Serving the National Strategies with Full Play of Security Function 6 Magnifying Scientific and Technological Empowerment and Furnishing Warmer Services
SDG 10	Reduced Inequalities	5 Serving the National Strategies with Full Play of Security Function 7 Adhering to the Philosophy of Humanism for Satisfying Work and Life 10 Devoting to Social Welfare and Sharing Our Development Results
SDG 11	Sustainable Cities and Communities	5 Serving the National Strategies with Full Play of Security Function 10 Devoting to Social Welfare and Sharing Our Development Results
SDG 12	Responsible Consumption and Production	8 Serving Green Development with Practices on Energy Conservation and Environmental Protection 9 Joining Hands with Partners to Pursue Innovation and a Win-Win Future
SDG 13	Climate Action	8 Serving Green Development with Practices on Energy Conservation and Environmental Protection 9 Joining Hands with Partners to Pursue Innovation and a Win-Win Future
SDG 14	Life Below Water	Not applicable
SDG 15	Life on Land	Not applicable
SDG 16	Peace, Justice and Strong Institutions	3 Operating under Laws and Regulations while Creating Remarkable Value
SDG 17	Partnerships for the Goals	7 Adhering to the Philosophy of Humanism for Satisfying Work and Life

Reader Feedback

Dear Reader,

Thank you for reading the 2018 Corporate Social Responsibility Report of PICC Property and Casualty Company Limited. We attach great importance to and are looking forward to receiving your feedback and suggestions on our work related to social responsibilities and this report. Your opinions and suggestions serve as an important reference for us to continually raise the level of corporate responsibility information disclosure and push forward management and practices of such responsibility. You may fill out the form below and send it to us by post, e-mail or fax. Our warm welcome and heartfelt thanks to those offering precious suggestions to us!

1. Your overall assessment of PICC P&C in performing the corporate social responsibilities:

☐ Very good ☐ Good ☐ Ordinary ☐ Bad

2. Your overall assessment of this report:

☐ Very good ☐ Good ☐ Ordinary ☐ Bad

3. How do you rate PICC P&C in terms of stakeholder communication?

☐ Very good ☐ Good ☐ Ordinary ☐ Bad

4. How do you rate PICC P&C in terms of performing economic responsibility?

☐ Very good ☐ Good ☐ Ordinary ☐ Bad

5. How do you rate PICC P&C in terms of performing environmental responsibility?

☐ Very good ☐ Good ☐ Ordinary ☐ Bad

6. How do you rate PICC P&C in terms of performing social responsibility?

☐ Very good ☐ Good ☐ Ordinary ☐ Bad

7. Do you think whether the content arrangement and layout design of this report is convenient for reading or not?

☐ Yes ☐ No

8. Your suggestions on the CSR report of PICC P&C:

9. Your suggestions for PICC P&C on performing corporate social responsibilities:

Name:

Organization:

Contact telephone:

E-mail:

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Or email it to: zhangmengmeng05@picc.com.cn
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