



中国太平
CHINA TAIPING

CORPORATE
SOCIAL
RESPONSIBILITY
REPORT
2019

中國太平保險控股有限公司
China Taiping Insurance Holdings Company Limited

Stock Code: HK00966



为您分担风险
MANAGE YOUR RISKS



与您共享太平
ENJOY TAIPING SERVICE

| CONTENTS |

01

ABOUT THIS REPORT

- 01 Reporting Guidelines
- 01 Reporting Scope
- 01 Confirmation
and Endorsement
- 01 Access and Respond
to this Report

02

CHAIRMAN'S STATEMENT

- 02 Chairman's Statement

03

ABOUT CHINA TAIPING

- 07 Company Profile
- 07 Culture and Philosophy
- 08 Organisational Chart
- 09 Key Events of the Year 2019

04

SUSTAINABLE DEVELOPMENT APPROACH

- 19 Development Concept
of "Taiping for Your
Peaceful Life"
- 20 Social Responsibility
Management System
- 20 Stakeholder Engagement
- 22 Materiality Assessment

05

CREATING VALUE FOR STAKEHOLDERS

- 25 For Shareholders
- 32 For Customers
- 45 For Partners
- 56 For the Society
- 71 For the Environment
- 78 For Employees

06

APPENDICES

- 86 Appendix I:
List of Policies
- 88 Appendix II: Major
Recognitions, Awards
and Memberships
- 93 Appendix III: List of Data
- 97 Appendix IV: ESG
Reporting Guide
Content Index
- 101 Appendix V:
GRI Content Index



ABOUT THIS REPORT

This Report is the fourth Corporate Social Responsibility ("CSR") Report issued by China Taiping Insurance Holdings Company Limited and its subsidiaries ("China Taiping", "CTIH", "the Company" or "we"), outlining the Company's sustainable development strategies as well as its performance in areas of environmental, social and governance.

Reporting Guidelines

The Report is prepared in accordance with the Global Reporting Initiative ("GRI") Standards: Core option and Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited ("the Stock Exchange") – the Environmental, Social and Governance ("ESG") Reporting Guide. The contents disclosed in the Report are prepared with reference to the materiality assessment and stakeholder engagement procedures in the relevant guidelines. This Report uses the same interpretation as our Annual Report 2019, and the two reports should be read together.

Reporting Scope

The Report covers the Company's sustainability performance during 1 January 2019 to 31 December 2019. Unless otherwise specified, the documents, policies, statements, and data, etc. mentioned in this Report cover Company's headquarters and the subsidiaries under our control.

Confirmation and Endorsement

This Report was approved by the Board of Directors in June 2020 after confirmation by the management.

Access and Respond to This Report

An electronic copy of this Report is available at the official website of China Taiping Insurance Holdings Company Limited (<http://www.ctih.cntaiping.com>) or the website of the Stock Exchange (<http://www.hkexnews.hk>).

In case of any questions or suggestions on this Report or its contents, the Company welcomes all stakeholders to provide valuable comments on the content of this Report. Please contact us by the following means:

Address: 25/F., 18, King Wah Road, North Point, Hong Kong

Telephone: (852) 2854 6555

Fax: (852) 2866 2262

Email: ir@cntaiping.com

CHAIRMAN'S STATEMENT



China Taiping Insurance Holdings Company Limited
Chairman LUO Xi

It is the 90th anniversary of the establishment of China Taiping in 2019. Facing with the challenge of rising internal and external risks and the significant increase of competition in market, China Taiping has risen up to the occasion as a group to achieve breakthroughs through strategic planning. We have achieved the best results in company history for major indicators. The growth rate of our domestic life insurance business ranked first among peers; our property and casualty insurance business have outperformed the market and able to maintain the profit continuously; the growth rate of our pension contribution scheme also ranked first in the industry. Through fully utilising the advantages of our professions in the insurance industry and cross-border business, we have shown great supports in the implementation of national strategies and economy structural reforms by the government, as well as the construction of infrastructure in the Guangdong-Hong Kong-Macau Greater Bay Area and strengthened the foundation of the "Belt and Road" Initiative.

While striving to build an international, competitive and modernised financial insurance corporation, China Taiping adheres to be socially responsible and constantly advocates sustainability development. We strive to create long-term value for shareholders, customers, partners, employees and the society, and embrace "Taiping for Your Peaceful Life".

For Shareholders: We adhere to our business strategy "Outperform, Compete for Advanced Positions, Achieve Stable Growth and Raise Our Value", to put value enhancement on the top priority and profit growth as an important element in order to enhance corporate values for our shareholders.

For Customers: We adhere to our main service element "customer-centric", to pay attention to customer's needs and continuously seek ways to optimise and enhance customer experiences through improving our mechanism, procedures and innovation.

For Partners: We collaborate with business partners to drive economic development, contribute to innovation and entrepreneurship, and environmental and ecological protection through fair, mutually beneficial and strategic cooperation.

For the Society: We are prompt to support national policies by arranging various poverty alleviation activities and devoting ourselves in the area of welfare of the wellbeing in Hong Kong, education culture, and community welfare to promote a harmonious society.

For the Environment: In response to the government's direction in environmental protection, energy conservation and emission reduction, we have adopted different green initiatives in both internally and externally. Internally, we vigorously promote green initiatives and green office policy; Externally, we invest in green projects and incorporate green initiatives in our daily activities to fulfill the responsibilities of a global citizen.

For Employees: We strive to build a people-oriented, caring and inclusive working environment, to offer career development opportunities and earnestly care about the physical and mental health of our employees so they can unleash their full potentials.

The outbreak of coronavirus pandemic sparked off in the beginning of 2020 and spread rapidly throughout the world. Through anti-epidemic funding, procuring for medical supplies for the global emergency and offering exclusive insurance protection to frontline medical staff, China Taiping quickly emerged itself into the epidemic relief campaign and make use of insurance fund to support enterprises to resume production. We believe once the epidemic is gone, we will achieve the "win-win" situation – contributing to epidemic control and meeting our business target.

2020 is the year when the moderate and prosperous society is built and the finish of "13th Five-Year Plan", which is also a critical year for China Taiping to carry out its strategy plan "Empowerment Enhancement". China Taiping will adopt the new development concept to improve management quality, make use of innovation and changes as driving force to promote quality development, serve the country as main business purpose, adopt an issue and risk-identifying approach to ensure the new era development strategy can come into effect and lead us to the sustainable future.

We look forward to cooperating with you to achieve better results, create more values to our stakeholders and promote sustainable development in the global economy, social and environmental aspects.



ABOUT CHINA TAIPING

Company Profile

China Taiping Insurance Holdings Company Limited, a subsidiary of China Taiping Insurance Group Ltd. ("TPG"), was established on 18 February 2000. On 29 June 2000, the Company was successfully listed on the main board of the Stock Exchange of Hong Kong Limited ("Stock Exchange") (stock code: HK00966), making it the first Chinese insurance enterprise to be listed overseas.

China Taiping has over 2,000 business organisations at all levels, covering countries and areas in Mainland China, Hong Kong, Macau of the PRC, North America, Europe, Oceania, East Asia, and Southeast Asia. Its business scope covers life insurance, property insurance, pension insurance, reinsurance, reinsurance brokerage and insurance agency, online insurance, asset management, securities brokerage, financial leasing, real estate investment, and pension industry investment. Through a wide range of services, China Taiping strives to provide customers with advanced one-stop integrated financial insurance services.

As of 31 December 2019

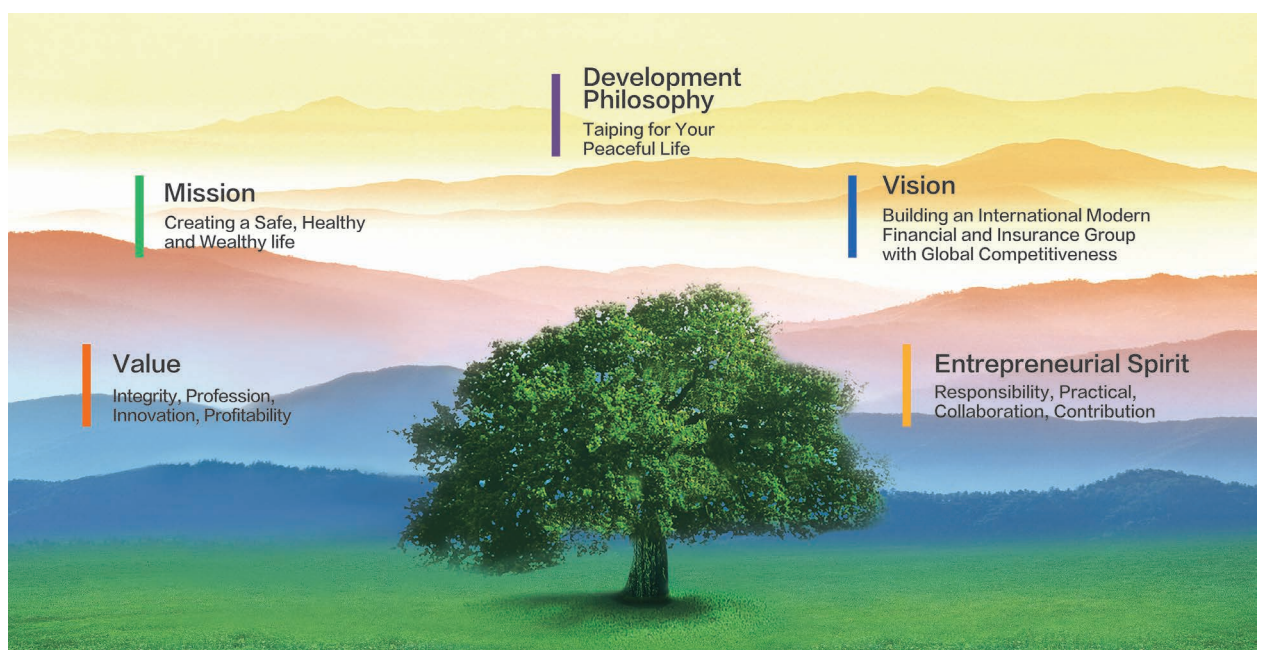
Total Premiums Written and Policy Fees

HK\$ **223** billion

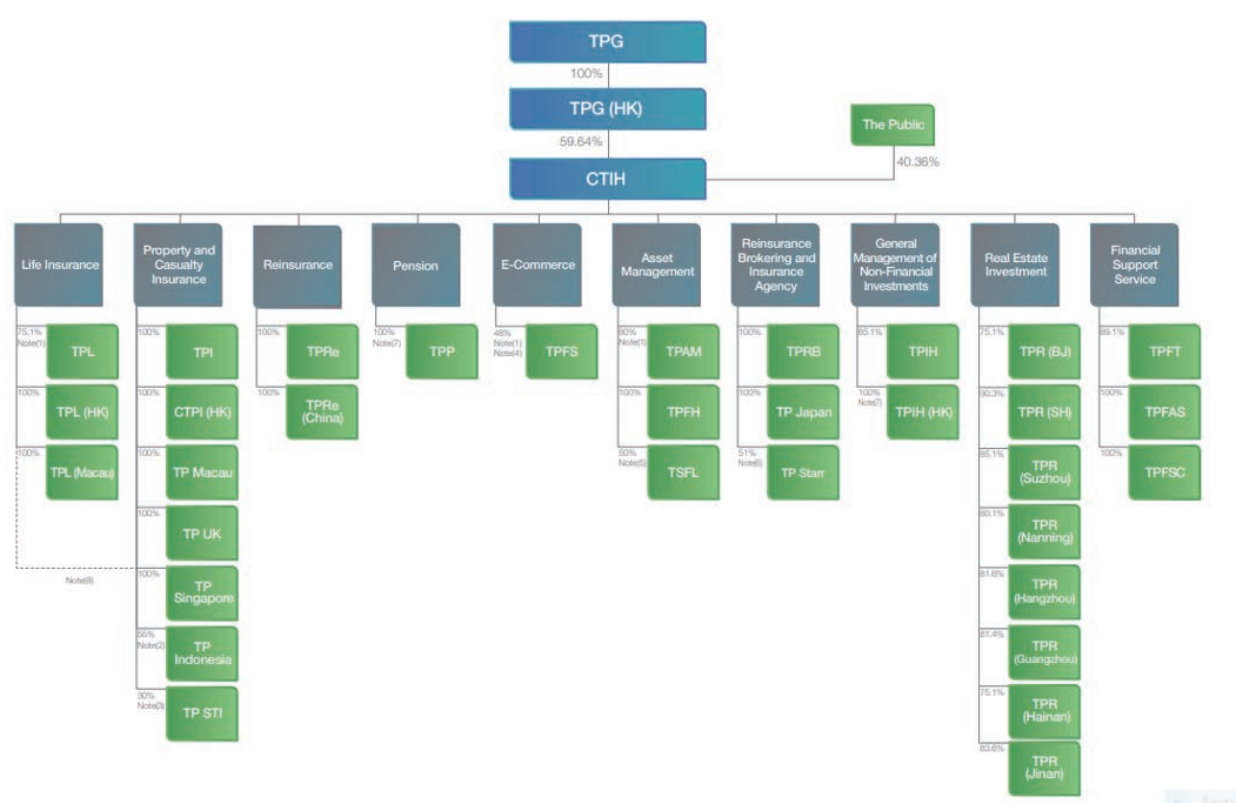
Total assets

Over HK\$ **900** billion

Culture and Philosophy



Organisational Chart



Note (1): Ageas owns the remaining 24.9%, 12% and 20% equity interests in TPL, TPFS and TPAM, respectively.
Note (2): PT Megah Putra Manunggal owns the remaining 45% equity interest in TP Indonesia.
Note (3): TPI own 30% equity interests in TP STI.
Note (4): CTIH owns 48% equity interest in TPFS.
Note (5): Sinopec Group Company Limited owns the remaining 50% equity interests in TSFL.
Note (6): Starr Insurance Holdings, Inc. owns the remaining 49% effective equity interests in TP Starr.
Note (7): In addition to operating its own business lines, TPIH (HK) and TPP also act as investment platforms in the asset management business.
Note (8): TP Singapore has obtained life insurance business license and become a comprehensive insurance company.
Note (9): The ratios shown were effective interests. Except for notes (1) to (6), shares of the subsidiaries were held by the Company and/or its subsidiaries.

Key Events of the Year 2019

01 Poverty Alleviation

From 2 to 3 January, Chairman Luo Xi and the team visited Yu'an District, Lu'an City, Anhui Province to carry out investigation on targeted poverty alleviation. The team had an in-depth understanding of the poverty alleviation projects driven by the Company.



02 The Community Chest 50th Anniversary Walk for Millions

On 6 January, various subsidiaries of CTIH organised teams to join the "The Community Chest 50th Anniversary Walk for Millions" in Hong Kong. China Taiping has consecutively supported and participated in the Community Chest Walk for Millions, for the fundraising of family and children welfare service organisations in Hong Kong.

03 TP Singapore Officially Launched Life Insurance Business in January

On 8 January, TP Singapore held a press conference to celebrate the official launch of its life insurance business, which marked the milestone for China Taiping's internationalisation strategy.



△ TP Singapore Officially Launched Life Insurance Business in January.

04 Shanghai Branch of TPre (China) Obtained Approval to Open

On 4 March, Shanghai branch of TPre (China) officially obtained approval to open. This has further improved the layout of the Chinese market, as well as significantly enhanced the company's ability to serve customers in eastern China.

05 CTIH Published 2018 Annual Results

On 29 March, CTIH launched the Annual Result Presentation 2018 in Hong Kong.

06 Chairman Luo Xi of China Taiping Met with the Secretary of the CPC Zhuhai Municipal Committee, Mr Guo Yonghang

On 3 April, Chairman Luo Xi expressed that China Taiping as the only state-owned insurance enterprises having organisations across mainland, Hong Kong and Macau, with its headquarter in Hong Kong, it has its distinctive advantages regarding its participation in the development for the Greater Bay Area. China Taiping planned to co-operate with Zhuhai in the aspects of cross border insurance scheme, medical health and elderly care community, to jointly participated in the development of the Guangdong-Hong Kong-Macau Greater Bay Area.

07 TP STI's First Branch Commenced Operation

On 15 April, Zhejiang branch, the first branch of TP STI, commenced operation. TP STI has continued to serve the development of technology companies and the national technology innovation strategy, and contributed to serving the real economy, preventing and controlling financial risks, and deepening financial reforms.

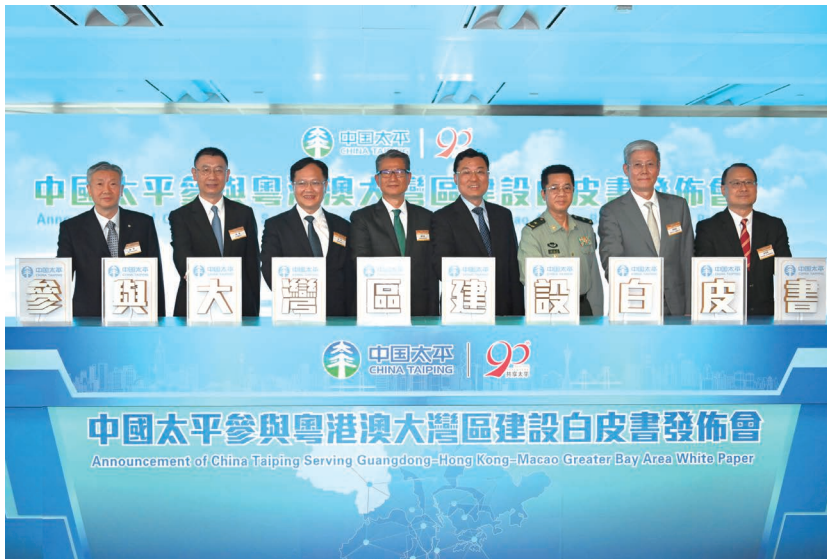
08 Chairman Luo Xi of China Taiping Led His Team to Visit Singapore, Malaysia and Indonesia

From 6 to 11 of April, Chairman Luo Xi of China Taiping led his team to visit Singapore, Malaysia and Indonesia. During the visit, he visited the local significant people and the Indonesia Yawan High Speed Rail Project as invited. Clear requirements were suggested for the overseas subsidiaries to develop strategies in the new era and to safeguard the key projects under the "Belt and Road" Initiative.



09 Published "China Taiping Serving Guangdong-Hong Kong-Macau Greater Bay Area White Paper"

On 16 May, TPG held a press conference in Hong Kong announcing "China Taiping Serving Guangdong-Hong Kong-Macau Greater Bay Area White Paper". China Taiping has put forward the Group's overall approach and targets in its involvement in the development of Guangzhou-Hong Kong-Macau Greater Bay Area – orienting towards serving national strategies, considering the needs of the country, as well as achieving growth for China Taiping.



10 China Taiping Announced the Outline of the Corporate Culture System in the New Era

On 12 June, China Taiping announced the outline of the corporate culture system in the new era.

11 Chairman Luo Xi of China Taiping Led His Team to visit Britain, Belgium, and Germany

Chairman Luo Xi attended the Sino-British Financial Services Summit, visited Ma Hui, Minister of the Chinese Embassy in the UK, officials from the Prudential Regulation Authority (PRA) of the United Kingdom, Lloyd's and senior officials of Swiss Re-insurance Company, etc. In-depth exchanges were made on the development of the Hong Kong International Insurance Centre, co-operation on the "Belt and Road" Initiative, and the introduction of global advanced technology on insurance.



12 TPL (HK) Successfully Launched the First Direct-sale Electronic Insurance Product

On 26 June, Supreme Care Refundable Surgical Cash Protection Plan, a direct-sale electronic insurance product which was jointly created by TPL (HK) and Alipay, was officially launched on the AlipayHK App. The launch of the first direct-sale electronic insurance product has provided customers with more choices of insurance platforms, which has improved the convenience of insurance.

13 China Taiping was Ranked on the Fortune Global 500 Again

On 22 July, with the Company as the core member, TPG was ranked on the Fortune Global 500 again, which was ranked as 451th place and 14 places higher than that in 2018.

14 TP Macau Signed its First Small and Medium Enterprises (SMEs) Catastrophe Property Insurance

On 1 August, TP Macau signed its first small and medium enterprises (SMEs) catastrophe property insurance, which was the milestone project for China Taiping's successful participation in the Guangdong-Hong Kong-Macau Greater Bay Area.



15 TPAM Became the First Insurance Asset Management Institution to Sign the Special Edition of the NAFMII Master Agreement Certificate

In August, according to the latest announcement from the National Association of Financial Market Institutional Investors (NAFMII), TPAM has become the first insurance asset management institution in the industry to sign for record.

16 China Taiping and Huawei Set Up Joint Innovation Centre

On 18 September, China Taiping and Huawei Joint Innovation Centre was officially established in Shanghai. The two parties will focus on 5G, big data, artificial intelligence and other technologies for innovative cooperation to create a benchmark for the digital transformation of the insurance industry.



17 Setting up the ASEAN Insurance Service Centre

On 21 September, the ASEAN Insurance Service Centre was successfully landed. It became the first important practical result of the comprehensive strategic cooperation between China Taiping and the Guangxi Zhuang Autonomous Region Government, and the first regional platform established by domestic insurance companies in Guangxi.



18 Employees of China Taiping Came to the Golden Bauhinia Square in Hong Kong, Unfolded a Huge National Flag, and Chanted "I and My Motherland"

On 27 September, over 60 employees of China Taiping came to the Golden Bauhinia Square in Hong Kong, unfolded a huge national flag, and chanted "I and My Motherland" to express their deep affection to the motherland.



19 TPL and TPI Were Awarded the Highest Rating in the Industry- AA Level for Two Consecutive Years

On 14 October, the results of the service evaluation of insurance companies in 2018 was announced in the Bank of China Insurance Information Technology Management Co., Ltd.'s official website. TPL and TPI were awarded the highest rating in the industry- AA level for two consecutive years.

20 China Taiping Held the 90th Anniversary Commemorative for its New Books

On 25 October, China Taiping held the 90th anniversary commemorative for its new books, namely "The Bright Stars", "Taiping Shihua" and "Taiping Tuzhi" at the Beijing Taiping Financial Center and the launch ceremony of the Beijing Cultural and Cultural Exhibition.



21 China Taiping Held its 90th Anniversary Reception in Hong Kong

On 6 November, China Taiping held its 90th Anniversary Reception at the Hong Kong Convention and Exhibition Centre. A total of approximately 600 guests, customers, partners as well as retired and old leaders of the Company, and old comrades gathered together to celebrate the 90th anniversary of China Taiping. Chairman Luo Xi expressed his gratitude to different sectors in society for their long-term support, care and trust towards China Taiping, reviewed the 90-year endeavour of China Taiping, outlooked the vision of "Taiping for Your Peaceful Life" in this new era. He also called on all our colleagues to uphold the original intention of loving the country and Hong Kong, carry out the mission of state-owned financial enterprise in a responsible manner, adhere to "the state's need as Taiping's direction", as well as to strive to develop as an international and modern financial insurance company with global competitiveness.



22 China Taiping's First Elderly Care Community Commenced Operation in Shanghai

On 19 November, China Taiping spent about RMB 4 billion to build the first "Taiping Township" flagship project-Shanghai Zhoupu "Wutong Renjia" officially commenced operation. "Wutong Renjia" is currently the largest domestically built medical and nursing-type elderly care programme, which provides long-term continuous high-quality medical and health care services for about 3,500 elderly.



23 TPI Won the Only Property Insurance of Guohua Electric Power Indonesia Project

With the innovative model of "insurance and service", TPI became the only insurance service provider for the operation period of all the projects in Guohua Electric Power Indonesia. It not only enhanced the customer's insurance experience, but also safeguarded the safety of national enterprises' overseas assets and personnel, fully reflected the mission and responsibility of financial national enterprises.

24 TPG's "Jixiang Festival" Around Customer Service Officially Opened

On 22 November, TPG's "Jixiang Festival" with the theme of "Lasting Charms, Taiping for Your Peaceful Life" around customer service officially opened.

25 China Taiping Launched a Press Conference with the Theme of "Serving the National Strategy and Restarting China's Internationalisation" at the China Banking Regulatory Commission

On 12 December, the 51st regular press conference of the banking and insurance industry in 2019 was held at the China Banking and Insurance Regulatory Commission. Hongbo, deputy general manager of China Taiping, introduced the Company's adherence to the development concept of "Taiping for Your Peaceful Life", implementing the development strategy of the new era. It has the advantage of international management, actively serving the "Belt and Road" initiative and the national strategies such as the construction of the Guangdong-Hong Kong-Macau Greater Bay Area, as well as the promotion of international layout and other related situations, and answered questions from reporters.



26 TFOS Commenced Operation

On 30 December, TPOS officially commenced operation. The establishment of TFOS is a significant strategy made by the Company in order to enhance its position in the financial industry, as well as to expand its business profile.



SUSTAINABLE DEVELOPMENT APPROACH

While China Taiping is striving to build a globally competitive international modern financial and insurance group, we, at the same time, actively fulfil our social responsibility and integrate the concept of sustainable development into our corporate mission and core values. We are also committed to collaborating with our shareholders, customers, partners, employees and society to realise our vision of "Taiping for Your Peaceful Life".

Development Concept of "Taiping for Your Peaceful Life"

We are committed to integrating the development concept of "Taiping for Your Peaceful Life" into our business operations based on the five core aspects of governance, services, society, environment and employees. We operate our business responsibly and transparently in order to maximise value for our stakeholders, as well as to promote the sustainable development of China and the global economy, society and environment.



Upholding the values of "Honesty, Professionalism, Innovation and Performance", and steadily and prudently promoting company strategic objectives



Consistently executing the development concept of "Manage Your Risks, Enjoy Taiping Service" to create a safe, healthy and wealthy life for customers



Adhering to strategic direction of "the State's Need as Taiping's Direction", fulfilling our responsibility as a state-owned enterprise, and improving people's livelihood governance



Contributing to sustainable environmental development and building an ecological civilisation



Upholding "Talent as the First Resource" and continuously optimising the team

Social Responsibility Management System

China Taiping's CSR Code sets out the sustainable development principles and management approach of all businesses of the Company and its subsidiaries. It covers our measures and commitments in business operations, environmental responsibility, human resources and community participation, etc., reflecting the Company's vision on sustainable development.

Stakeholder Engagement

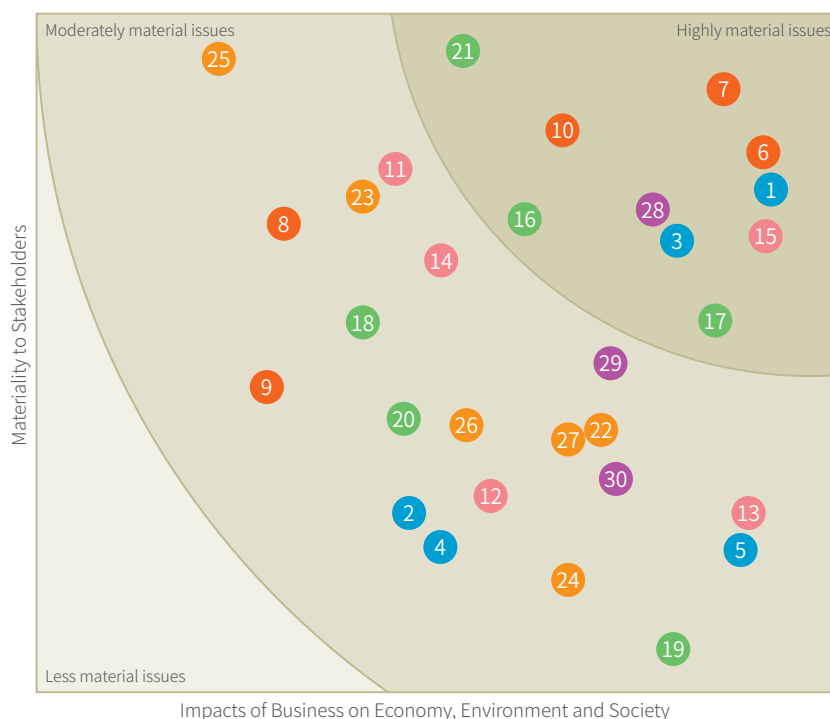
The major stakeholders of China Taiping include government and regulatory institutions, investors/shareholders, customers, employees, strategic partners, agencies, suppliers, community/non-governmental organisations, etc. In order to better understand the concerns, expectations and opinions of our stakeholders on the Company's sustainable development matters, we maintain close contact with different parties through various communication channels. We strive to build a friendly and mutually beneficial relationship and respond in a timely and effective manner.



Stakeholder category	Communication channel	Issues of concern
Government and regulatory institutions	<ul style="list-style-type: none"> • Meetings • Compliance report • Response to public consultation in writing 	<ul style="list-style-type: none"> • Steady and compliant operation • Support the real economy • Involvement in targeted poverty alleviation
Investors/shareholders	<ul style="list-style-type: none"> • Results announcement • Meetings and interviews 	<ul style="list-style-type: none"> • Effective risk management • Solid investment return
Customers	<ul style="list-style-type: none"> • Customer service centre • Customer consultation group • Customer satisfaction survey • Daily operation and exchange • Communication on online service platform 	<ul style="list-style-type: none"> • Innovative products and services • Quality insurance services • Customer rights protection
Employees	<ul style="list-style-type: none"> • Employee survey • Performance appraisal • Interviews • Staff publications • Staff communication conference • Staff intranet • Special advisory committee • Volunteering activities • Staff training 	<ul style="list-style-type: none"> • Employee benefits • Good working environment • Occupational safety and health
Strategic partners	<ul style="list-style-type: none"> • Reporting • Meetings • Lectures 	<ul style="list-style-type: none"> • Industry development exchange • Promotion of cross-disciplinary collaboration
Agents	<ul style="list-style-type: none"> • Training • Meetings 	<ul style="list-style-type: none"> • Perfecting management systems • Enhancing training mechanisms
Suppliers	<ul style="list-style-type: none"> • Meetings • Supplier / Contractor evaluation system • Site inspection 	<ul style="list-style-type: none"> • Promotion of integrity and reciprocity • Support in fair procurement
Community/Non-governmental organisations	<ul style="list-style-type: none"> • Volunteering activities • Donations • Community investment plans • Community activities • Seminars/lectures/workshops • Environmental protection activities 	<ul style="list-style-type: none"> • Undertaking public welfare activities • Supporting charitable donations • Attention to climate change

Materiality Assessment

The Company conducts a materiality assessment every year to ensure our CSR Report thoroughly reflects our economic, environmental and social impacts. In 2019, we commissioned an independent consultant to invite internal and external stakeholders to participate in an online survey to evaluate our sustainability performance, express their opinions and expectations as well as to prioritise their issues of concern. The survey results were used to construct the following materiality matrix.



Economy	<ul style="list-style-type: none"> 1. Company operational performance 2. Serving the real economy 3. Inclusive and green finance 4. Developing green technology 5. Difficult problems in health and medical care 	Governance	<ul style="list-style-type: none"> 6. Compliance 7. Settling claims with integrity 8. Green operations 9. Risk management 10. Anti-corruption and anti-competitive behavior
Customers and Partners	<ul style="list-style-type: none"> 11. Improving service quality 12. Supply chain management 13. Industry cooperation and development 14. Information security 15. Customer service quality / customer experience 	Environment	<ul style="list-style-type: none"> 16. Use of materials 17. Energy efficiency 18. Water consumption and management 19. Coping with climate change 20. Waste management 21. Environmental compliance
Employment	<ul style="list-style-type: none"> 22. Protecting employees' rights and interests 23. Employees' welfare 24. Career training and development 25. Diversity and equal opportunities 26. Occupational health and safety 27. Growth of agent team 	Society	<ul style="list-style-type: none"> 28. Targeted poverty alleviation / charitable poverty alleviation 29. Community charity / volunteer services 30. Population aging and health risks

Below are the highly material topics in 2019 and their respective impact and scope. These topics will be thoroughly explained in the Report. China Taiping will also focus on highly material topics when formulating internal development strategies and management policies.

Highly Material Topics	GRI Standards	Impact and Scope							
		Government and Regulatory Institutions	Investors/ Shareholders	Customers	Employees	Strategic Partners	Agents	Suppliers	Community/ Non-governmental Organisations
7	Settling claims with integrity	GRI 203	●	●	●				
6	Compliance	GRI 419	●	●	●	●	●	●	
1	Company operational performance	GRI 201	●	●	●	●	●	●	●
15	Customer service quality / customer experience	-	●	●	●	●	●		
21	Environmental compliance	GRI 307	●	●	●	●			●
28	Targeted poverty alleviation / charitable poverty alleviation	GRI 413	●	●		●			●
3	Inclusive and green finance	GRI 203	●	●	●	●	●		●
10	Anti-corruption and anti-competitive behavior	GRI 205 & 206	●	●		●	●		
17	Energy efficiency	GRI 302	●	●		●			
16	Use of materials	GRI 301	●	●		●			



CREATING VALUE FOR STAKEHOLDERS

For Shareholders

China Taiping upholds the concept of "Surpassing the Market, Competing at an Advanced Level, Growing on Steady Basis and Creating Value" as our development strategy, and strives to increase corporate value for our shareholders. Through fostering the development of businesses, we aim to attain a sustained long-term profitability. While ensuring the preservation and growth of asset values, China Taiping focuses on maintaining a good corporate governance, an effective risk management as well as a transparent information disclosure.

Steady Operations

China Taiping's total asset is approximately HK\$919.4 billion. During the reporting period, the net profit attributable to shareholders reached HK\$9.009 billion and achieved a record high, with an increase of 30.9% over the last year. The Group embedded value per share attributable to owners was HK\$44.564, increased by 14.8% over the last year-end figure of HK\$38.832. Regarding our businesses, the growth rate of the PRC life insurance business ranked first among major peers, property and casualty insurance business surpassed the market average, and the growth rate of new payment from pension ranked first among peers.

2019 is the 90th anniversary of the founding of China Taiping. With China Taiping as the core member, TPG has launched a series of events during the year. This has enhanced the influence of China Taiping's brand continuously as well as enabled the development concept of "Taiping for Your Peaceful Life" gaining wide recognition. During the year, China Taiping's major operating results reached our record high and breakthroughs were made in our major strategic layouts. The Company is successfully ranked among the top 50 in the global insurance industry. In addition, China Taiping has made it onto the "Fortune Global 500" again in 2019 with ranking increased by 14 places from 2018. TPre and TP Indonesia etc. have also received a number of international awards at the same time.

2019 年

China Taiping's total assets were

HK\$ **919.4** billion

increased by

22.2%

over the last year-end

Basic earnings per share

HK\$ **2.457**

increased by

33.2%

over the Last Year

Please refer to Annual Report 2019 for details.

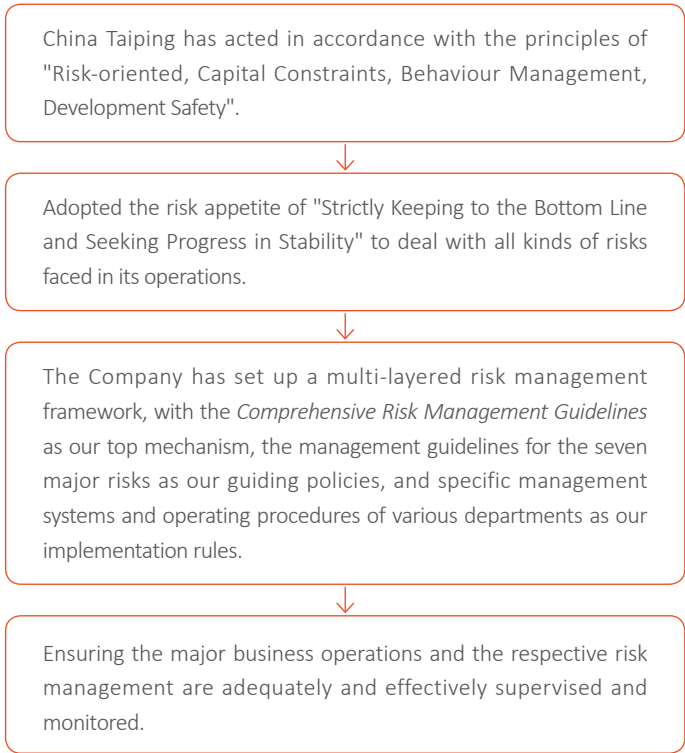
Communication channels

- General meetings for shareholders
- Interim and annual report
- Company's website
- Meetings
- Open day
- Mailing service
- Phone contact

Communication with Investors

Not only does China Taiping aims to maintaining good corporate governance and creating brand value, we also attach great importance and actively engage our investors for communications. The Company has built diverse communication channels, such as general meetings for shareholders, investors meetings, open day for investors, company's website, etc., in order to consistently improve our communication and response mechanisms.

Stable Risk Management System



"Three Lines of Defence" System

China Taiping and its subsidiaries have established and implemented the "Three Lines of Defence" comprehensive risk management framework. By clarifying the positions and responsibilities of each functional department, a multi-layered, interconnected, co-operative operating mechanism with effective checks and balances is developed to enhance the overall risk management capabilities.

The First Line of Defence

(Functional Departments, Business Units)

Responsible for the overall risk management, as well as assessing relevant risks, communicating with the departments of the second and third line of defence regarding the assessment results regularly.

The Second Line of Defence

(The Board Risk Management Committee, Risk and Compliance Committee at the Management Level, Risk Management Departments)

Responsible for standardising risk classification, organising and providing guidance for the risk identification and assessment procedures, as well as sorting, analysing and summarising the results of risk identification and assessment conducted by the functional departments in the first line of defence, and formulating the comprehensive risk management plan.

The Third Line of Defence

(The Board Audit Committee, TPFAS)

Responsible for supervising, reviewing and evaluating the adequacy, justifiability and effectiveness throughout the risk management processes and implementations independently.

Risk Emergency Preparedness and Response System

China Taiping established a comprehensive risk emergency preparedness and response system which clearly states the definitions and classifications of significant risk incidents, the structure of emergency preparedness and response team, the details of the response plan, the situations for launching the response plan, the methods and measures for handling emergencies, the person-in-charge of the response plan as well as the reporting on emergency responses, etc.

Optimised Internal Audit Systems

Our internal audit is carried out with a set of vertically unified management system, and the Taiping Financial Audit Service (Shenzhen) Company Limited (TPFAS) is established as the unit for offering internal audit services for the Company. As the third line of defence functions to supervise independently, TPFAS reviews and evaluates the operation of the risk management system regularly, and identifies the weaknesses and problems of the system through carrying out special audits of solvency risk management every year, hence making improvements continuously.

To improve our audit and monitoring system, TPFAS has amended the *Regulations for Internal Audit*, which clearly states the structure of internal audit system, management system, duty permissions, quality control, use of results, accountabilities, responsibilities, and rewards, etc. To safeguard the progress in rectification of audits, the Company has implemented guidelines such as *Regulation on the Rectification and Supervision of Identified Issues in Audit and Regulation on the Rectification and*

> CREATING VALUE FOR STAKEHOLDERS

Supervision of Identified Issues in Audit and Evaluation Guidelines, which allow the subsidiaries to establish and improve their rectification management regulations based on their current situations and work requirements. Also, this further clarifies the job responsibilities, as well as to strengthen the practicality and operability of the rectification and supervision system.

"1+4" Inspection Focus



To focus on key risks, and to improve the relevance and effectiveness of audit, TPFAS has established the "1+4" Inspection Focus according to the latest trends of monitoring and new requirements for the Company's development, and provided respective feasible recommendations from a management perspective through analysing the fundamental cause of problems depicted throughout the mechanism, procedures and system. Also, with reference to the problems and management loopholes depicted during the audit process, TPFAS provides internal control compliance trainings, promotes monitoring policies, risk control requirements of companies and audit examples for each subsidiary.

In 2019, TPFAS completed the annual internal audit for a total of

1,873

projects, in which the scopes of the audits covered the headquarters of China Taiping,

24 subsidiaries and

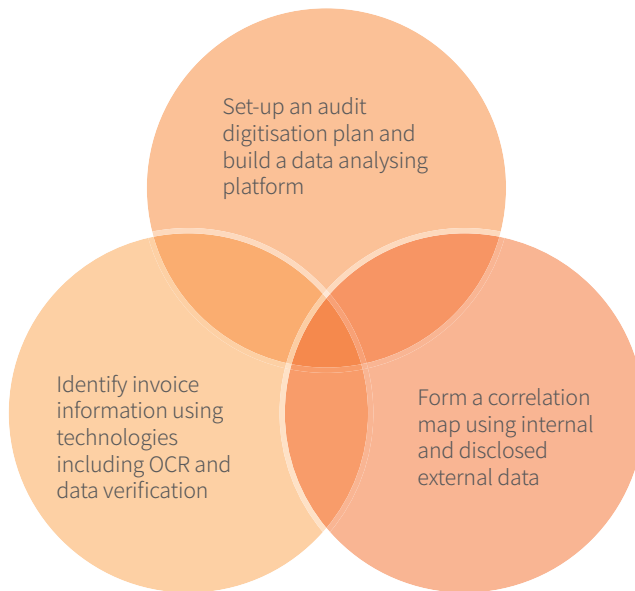
558

branches, which effectively revealed the potential risks.

In 2019, TPFAS utilised information technology in auditing, achieved full audit coverage with clear audit priorities, and successfully kept the bottom line of no systemic risk. We adhere to the concept of "Strict Audit as Necessary", in which the scope of audits covers the organisations of level 3 or above within the Company, senior executives and key staff, major business processes and key risk areas. After receiving the official report and notice on rectification, the audited units are required to clarify the responsible parties for rectification, time limit allowed for rectification, requirements for rectification and the corresponding measures, as well as report to the audit team on the result of rectification after completion. The Company also carries out annual overall assessment for our subsidiaries that evaluates the following three aspects, namely the establishment of rectification mechanism, situation of implementation, as well as the situation of rectification of major problems. The Company gives impetus to all units for implementing rectifications.

Promoting the Use of Information Technology in Auditing

Big data is undoubtedly the inevitable trend of informatisation. In 2019, China Taiping continued to promote the use of information technology in auditing and set up an audit digitisation plan. Through the "Service Platform", "Warning and Monitoring Platform" and "Strategy for Technology Development Platform", we integrate finance technology into the on-site audit and risk management system of the subsidiaries, which enhances the competencies of audit digitisation and ensures the consistency and completeness of our data.



TPFAS's internal audit has received recognition from China Institute of Internal Audit in 2019. The published paper *Research on Audit Using Information Technology Intelligence on the Basis of Big Data* has won the second prize of "Technology and Innovation for Promoting the Development of High Quality Internal Audit" in the theoretical seminar, and the case of "Internal and External Collaboration to Promote the Use of Internal Audit Results – Audit Result of Insurance Fraud" has been rated as the "Representative Case of Using Internal Audit Results".

Adhering to the Principles of Compliance Management

Anti-Money Laundering and Prevention of Terrorist Financing

China Taiping has strictly abided by relevant laws and regulations, including the *Anti-Money Laundering Law of the People's Republic of China*, *Hong Kong Anti-Money Laundering and Counter-Terrorist Financing Ordinance*, *Drug Trafficking (Recovery of Proceeds) Ordinance*, *Organised and Serious Crimes Ordinance* and *United Nations (Anti-Terrorism Measures) Ordinance*, etc. In accordance with the *Administrative Provisions on Money Laundering of Financial Institutions and Terrorist Financing Risk Assessment and Customer Classification*, we have established internal guidelines such as the *Administrative Provisions on Customer Money Laundering and Terrorist Financing Risk Assessment and Classification* and the *Administrative Provisions on Anti-Money Laundering Management* to prevent money laundering and terrorist financing activities, which strengthen the effectiveness of the Company's implementation of internal control system of anti-money laundering.

To standardise the management approach of self-assessment for anti-money laundering risks, and to refine the self-regulatory mechanism for anti-money laundering, TPL have formulated the *Anti-Money Laundering Self-Evaluation Management Regulations* in 2015 and encouraged our subsidiaries to execute the relevant risk self-assessment. In the third quarter of each year, TPL kicks off the risk self-assessment for anti-money laundering and completes the report by September. Based on the weaknesses identified in the evaluation report, we formulate a rectification framework or take corresponding risk controlling measurements, which ensures that money laundering risks are effectively controlled. Rectification of the evaluated weaknesses are completed within three months.

In the first half of 2019, People's Bank of China announced the *Report of Anti-money Laundering (Businesses in the insurance industry)*, and our subsidiary, TPRE (China), is listed as one of the six commended companies.

During the reporting period, there were no cases in relation to money laundering and terrorist financing in China Taiping.

Zero Tolerance for Internal Frauds and Corruptions

China Taiping strictly abide by the laws and regulations including *Law Against Unfair Competition of the People's Republic of China* and the *Prevention of Bribery Ordinance* of Hong Kong. We insist virtuous operation, against bribery and corruption resolutely, and continuously strengthen the education of anti-corruption, set up of systems for monitoring audit, and advocate anti-corruption.

In 2019, the Company implemented the *Management Regulations on Penalties for Employees Involved in Violations of Regulations* to details the penalty standards for bribery and corruption. We fully utilise the promotion platforms such as mail, morning meetings, WeChat etc. to continuously promote anti-corruption education activities, publicise the typical illegal and incompliant cases, and strengthen the effectiveness of promoting anti-corruption and anti-commercial bribery. To build up and maintain the consciousness of anti-corruption, as well as to prevent the risk of corruption during the procurement process, we provide comprehensive guidance and training to all our employees. To encourage employees to report on unlawful acts, we have provided various channels including a mailbox for whistleblowing, phone contact, and fax, etc. We have also established a dedicated organisation which is responsible for ensuring the whistleblowing channels for our employees are available, while safeguarding the rights of making complaints from our employees.

Redress Mechanism and Whistleblowing Procedures

To build a corporate culture that values trust and transparency, and to foster the Company's compliant operations, we provide a wide range of communication channels and redress mechanisms, in which our colleagues and outsiders can provide feedbacks to the management team, as well as to report any crime, fraud or illegal incidents to the Company. The identity of the whistle-blower and the details regarding whistleblowing are kept confidential, along with the provision of protective measures. The relevant whistleblowing documents will be compiled and sent to the general manager's office of the Company, which is responsible for the Annual Integrity Management Report.

Safeguarding Intellectual Property

We have formulated the *Administrative Provisions on Information System and Cyber Security* to safeguard the intellectual property rights of third parties, and ensured that the employees' desktop computer systems were installed with security and genuine computer software through system security and settings of their desktop computer systems. In addition, we also strictly regulated external suppliers, and requested that the suppliers should ensure that all technologies and development results in the course of cooperation do not infringe any legal rights of any third party such as legal patent right, trademark right and copyright. We would consider suspending the cooperation with any supplier who violates the above mentioned.

For Customers

China Taiping has always been devoted to offering quality services to customers and adhered to "customer-centric" in business by consistently developing and improving in the areas of model, procedures and innovation in order to enhance customer satisfaction. Through comprehensively evaluating of our customer's demand, needs and blind spots in our system, we strive to deliver diversified and innovative product services with an aim to serve our clients with high-quality insurance, investment management and protection of rights.

China Taiping has long attached great importance to the protection of consumer rights and has strictly implemented *The Guiding Opinions of Banking Insurance Institutions on Strengthening the Protection of Consumer Rights and Interests*, etc. We adhere to the "customer-centric" business philosophy, strengthen the main responsibility, improve the protection mechanism and customer service, to effectively improve service quality.

Diversifying Products and Services with Innovation

We focus on our main business- insurance and expand our investment and influence in the areas of medical, pension, agriculture, natural disaster, etc. TPL and other subsidiaries adhere to the development concept of "Taiping for Your Peaceful Life", continuously innovate in products to provide diversified and user-friendly services to our customers.

Healthcare

China Taiping continue to vigorously drive development in the medical, healthcare and pension industry, and accelerate the foundation of excellent comprehensive services for pension asset management and people's livelihood security management. During the year, the company continued to innovate and develop insurance products to meet customers' needs, and actively deliver the public with comprehensive, full cycle of insurance, medical, health, and pension services.

TPL Established an All Rounded Medical Insurance Scheme "Malignant Tumor Special Medical Insurance + Overseas Medical Treatment + Hospitalisation"

Based on the actual needs of customers, TPL launched a comprehensive medical scheme "Malignant Tumor Special Medical Insurance + Overseas Medical Treatment + Hospitalisation". The product covers Medical Expenses for Specific Malignant Tumor, Taiping's additional overseas medical insurance for malignant tumors, Taiping Super Medical Insurance 2018, Taiping Love and Health Medical Insurance in order to provide comprehensive service of "Getting treatment locally and overseas, getting insured within or outside insurance plan and getting compensated in and out of hospital", aiming to provide customers with high quality services in medical drug arrangements and direct deposits.

TPL Established a Multi-Disease Protection Scheme "Severe Illness + Multiple Deposits + Cardio-Cerebrovascular Protection"

In addition to continuous effort in delivering the best single severe illness product, TPL launched the "Severe Illness + multiple deposits + cardio-cerebrovascular protection" which covers special protection for multiple severe illness and protection scheme particularly in cardiovascular and cerebrovascular diseases. Through product design and collaboration, we have strengthened the protective function of multiple common diseases and provide a comprehensive disease protection scheme for our customers. We aim to help our clients to remain worrisome, fearless and calm when encountering severe illness.

TPP Develops Long-term Healthcare Insurance

Since 2008, TPP has participated in in-depth researches and analysis on long-term healthcare insurance in various locations such as Jiangsu and Shandong. Among the 15 national pilot cities and 2 key provinces, the Company has successively won the bids in cities including Jiangsu Nantong (including Tongzhou, Haimen, Qidong, Rudong, Haian), Suzhou (including Wujiang District), Changchun in Jilin, Jinan in Shandong. In addition, the Company also develops long-term care insurance businesses in Wuxi, Linfen, Linyi and Weifang. After continuous efforts in recent years, the Company's long-term care insurance business covers more than 16 million people, with a total funding of over RMB 1 billion.

Taiping Town- China Taiping's First Elderly Care Community in Operation

China Taiping spent about RMB 4 billion to build the first "Taiping Town" flagship project – Shanghai Zhoupu "Wu Tong Renjia", officially put into operation on 19 November 2019. "Taiping Town" is the first and largest integrated medical and nursing-type elderly care programme in China, integrating community care, general outpatient clinics and rehabilitation care all in one centre. The program is to provide high quality medical health care services and one stop caring program to about 3,500 elderly.

Elderly health issue is the primary problem to tackle for our society. The "Wu Tong Renjia" nursing home branch has integrated medical care with elderly nursing services, to provide an all-rounded healthcare system that includes "Prevention, Care, Treatment, Medical Service, well-being", in order to alleviate and tackle aging issues such as aging population, low birth rate, empty nesting, disability, etc.

Fuxiang Xinjiangwan City Elderly Welfare Home (know as "Fuxiang Home") is located at Shanghai Yangpu District, which is the first publicly constructed pension project within the insurance industry in China. Also, it is the first pension organisation which



△ China Taiping spent about RMB 4 billion to build the first "Taiping Town" flagship project – Shanghai Zhoupu "Wu Tong Renjia", officially put into operation on 19 November 2019.

is built by the public sector and operated by the private sector on the district level in Yangpu. As of the end of 2019, the occupancy rate of Fuxiang Home reached 95%. Fuxiang Home has fully utilised its advantage in operating professionally, attempted to incorporate market-oriented operating concepts and management systems for mid- to high-end pension projects in publicly built pension projects. It also meets the needs of low- and middle-income seniors for attending high-quality pension life, and assists the construction of a social pension system through a market-oriented mechanism and a professional, international, and branded operating system.

**China Taiping successfully bided for a premium lot in Sanya Haitang Bay,
Building as a Healthcare Community**

China Taiping has continued to expand its business in real estate sector, and the Sanya Haitang Bay Medical Rehabilitation Community in Hainan Province has been constructed at a growing pace. In order to provide customers with a full range of high-quality service with service guarantee, China Taiping will introduce foreign high-quality medical institutions with modern rehabilitation functions.

People's Livelihood Protection

In recent years, the government has changed its way to support agriculture industry by establishing related insurance policy. TPI has released commercialised breeding insurance to provide effective supplement to the current agriculture insurance policy, to further mitigate farming risks and to strengthen resilience level of livestock industry.

Insurance Support for Agriculture

Because of the excellent services that TPI has provided, it won the bid for Yunnan Dairy Farm Insurance Project once again and provided nearly RMB 28 million of insurance protection for 1,569 cows.

In 2019, TPI has provided RMB 80 million of protection to a total of 5,000 cows for the company. TPI will continue to take up the social responsibilities of central enterprises, fully demonstrate the role of risk safeguard and to drive local economic growth.

Actively Innovate Insurance Options to Escort the Revitalisation of Rural Economy

In recent years, TPI has launched a series of innovative insurance products targeting Shandong's local industries development such as Kelp and Scallop Farming Wind Index Insurance, Sea Cucumber Temperature Index Insurance and American Ginseng Planting Policy Insurance, etc. These products have provided multi-level and multi-field protection for the rural agriculture development and farmers with a total amount of more than RMB 260 million.

In 2019, TPI has introduced new agriculture insurance products, to protect farmers from suffering natural disasters, accidents, pests and rodent's invasion, etc in order to improve their income stability. Moreover, TPI has also started underwriting the Wheat, Peanut and Corn Income Insurance.

Catastrophe Insurance

Extreme natural disaster caused by global warming have occurred frequently in recent years. Extreme natural disasters such as droughts, rainstorms, and hurricane caused by climate change have raised people's concerns and demands for catastrophe insurance. The frequent occurrence of natural disasters and the increased loss have provided a chance to evaluate the risk tolerance and resilience level of insurance industry. As an all-rounded insurance enterprise, in response to extreme climate disasters, China Taiping is eager to develop wide range of catastrophe insurance products for our clients in order to protect people's livelihood.

China Taiping Signs the First Single Catastrophe Insurance in Macau

When typhoon "Weipa" hit Hong Kong on 31 July 2019, both the Observatory of Hong and Macau issued typhoon signal number 8 and the Amber rain signal. On 1 August, the Macau Monetary Authority and the Economic Services Bureau held a joint press conference to announce the launch of "Small and Medium Enterprises (SMEs) Catastrophe Property Insurance", which was designated to provide insurance protection for SMEs during extreme weather condition that is equal to or above typhoon signal number 8 or the Red rainstorm signal.

China Taiping has utilised its competitive advantage in managing cross-border operation and insurance, as well as actively participated in the catastrophe insurance project in Macau. Our subsidiary, TPRe has provided a full range of technical and underwriting support for the Macau government. The signing of the first catastrophe insurance by our TP Macau also marked an important milestone for China Taiping's participation in the Greater Bay Area.

> CREATING VALUE FOR STAKEHOLDERS



△ In January 2019, TPI won the bid and obtained the qualification to be in charge for the Shenzhen Catastrophe Insurance Project 2019.

TPI Won the Bid for Shenzhen Catastrophe Insurance Project again

In January 2019, TPI won the bid and obtained the qualification to be in charge for the Shenzhen Catastrophe Insurance Project 2019. After winning the bid for The Catastrophe Insurance Project 2019 in Xiamen, TPI continued to utilise the advantage in insurance business and take up social responsibility in driving social development.

The Shenzhen Catastrophe Insurance Project 2019 covers all the natural persons and his property loss within Shenzhen District area caused by the below 15 natural disasters:

Storm	Rainstorm	Slump Scarp
Thunderstroke	Flooding	Hurricane
Squall Lines	Storm	Tsunami
Mudflow	Landslide	Land Subsidence
Hailing	Waterlogging	Earthquake of magnitude of 4.5 or above

TPI's Emergency Response to Sichuan Yibin Earthquake

On the evening of 17 June, a 6.0 magnitude earthquake struck in Changning County, Yibin City, Sichuan Province. After the earthquake, Taiping Property & Casualty immediately launched a contingency plan for major emergencies, and did a good job in disaster prevention and mitigation and post-disaster compensation. Taiping Property & Casualty set up the catastrophe code "021901-Yibin Earthquake", and the Sichuan branch has settled one earthquake compensation case, and the amount settled is RMB10,000. At the same time, the Sichuan branch participated in the insurance coverage of urban and rural residents' earthquake catastrophe insurance, with a total insurance share of 0.5%. The compensation for the Yibin earthquake from the total compensation case was RMB 167,475.00.

TPI responded quickly to the explosion at Chenjiagang Chemical Park in Xiangshui, Yancheng

At 14:50 on 21 March, 2019, an explosion occurred at Jiangsu Tianjiayi Chemical Co., Ltd. in Chenjiagang Chemical Park, Yancheng, Jiangsu. After the accident, Taiping Property & Casualty paid close attention to the explosion and quickly carried out the rescue and settlement work, handling a compensation case with an amount of RMB 30,000, 7 auto insurance claims were processed, with a total of RMB 19,360.

Cross-Border Services

China Taiping has always adhered to the strategy of serving the country; its subsidiaries actively responded to the development plan of Greater Bay Area by launching related insurance products in order to meet cross-bordering insurance service demands.

TPL Launched the First Cross-Bordered Medical Insurance in the Greater Bay Area in China

TPL announced the launch of a medical insurance product for the Guangdong-Hong Kong-Macau Greater Bay Area – "Taiping Guangdong-Hong Kong-Macau Greater Bay Area Shared Medical Insurance" in 2019. Adhering the fundamental strategy to accelerate the resources integration and improve consumer satisfaction, not only does the product helps to open up the free flow of medical resources, but also to integrate medical services and cost compensation seamlessly and further expand the role of insurance services in Greater Bay Area. "Taiping Guangdong-Hong Kong-Macau Greater Bay Area Shared Medical Insurance" has outstanding advantages in cross-border medical insurance with the full range of protection regardless of the area. Customers can enjoy medical services in Beijing, Shanghai and Guangzhou, as well as private hospitals in Hong Kong when they look for more advanced medical services (covering 6 severe diseases).

CTPI (HK) Provides Cross-border Insurance Service for Beijing- Hong Kong-High-Speed Railway

In January 2019, CTPI (HK) signed the "Strategic Cooperation Agreement" and "Cooperation Agreement on Comprehensive Insurance Business for Beijing-Hong Kong Passenger" with China Railway Property Insurance Self-Insurance Co., Ltd, which is the subsidiary of The China Railway Corporation. This is the first time that the railway has signed a strategic cooperation agreement with insurance company since its establishment. CTPI (HK) and Railway Self-Insurance agreed to establish a comprehensive and long-term strategic cooperative relationship and jointly cooperate in multiple fields to achieve integration of technology and resources, insurance and different industries, finance and corporation in order to create a new form of business coordinating by insurance companies and self-insurance companies.

Promote the Innovative "Cross-border Vehicle Insurance Scheme for Hong Kong-Zhuhai-Macau Bridge"

With the opening of the Hong Kong-Zhuhai-Macau Bridge, the demand for insurance for cross-border cars has increased significantly. Therefore, subsidiaries of China Taiping including TPI, CTPI (HK), TP Macau have jointly promoted the "Cross-border Vehicle Insurance Scheme for Hong Kong-Zhuhai-Macau Bridge" since 2018, to provide "unified insurance and claims" one-stop cross-border vehicle insurance service for the car owners in the Greater Bay Area.

Business Development Through Innovative Technology

With the rapid development of technology and the insurance products being China Taiping's main business, we continue to explore the boundaries between financial technology and internet finance, to upgrade our existing system and develop new technology application for our clients.

Developing Fintech

China Taiping makes every effort to build a "double-strong" enabling platform for technology and operations, continuously improve our information support capabilities and operational service support capabilities, and focus on creating three technical support platforms for smart technology sharing, cloud computing, and big data. The Company optimises the five operating processes of customer acquisition, underwriting, security, claims settlement and service, and builds four major APPs, namely Taipingtong, Easy Marketing, Yixiang Taiping, and Jinfutong, to improve the user experience. Among them, "Taipingtong" is China Taiping's online comprehensive service ecological platform for insurance customers; "Easy Marketing" is an exhibition management tool platform serving the marketing team; "Yixiang Taiping" is serving the company's management personnel, internal Administrative support platform for employees; "Jinfutong" is a comprehensive financial platform that focuses on Internet insurance, inclusive finance, wealth management and other sectors, and expands customer resources externally.

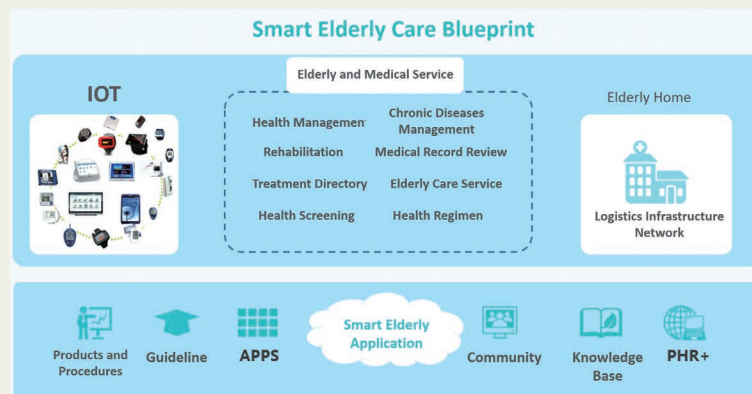
In 2019, through the collaboration of our subsidiaries, we continue to apply AI and big data in our business lines such as strategy and development, training, marketing, smart technology in order to create a high quality and efficient service platform for our clients.

TPSM

Establishment of Smart Pension and Community Service System

Ever since the establishment of "Taiping Town · Wutong Renjia" in November 2019, we are committed to focusing on elderly care and enhance operational quality. We pledged to further enhance the service quality of "Wutong Renjia" and turn it into a benchmark in the industry, to invest and innovate the development of intelligent technology.

The Elderly and Community Service Project (Phase I) intends to incorporate Artificial Intelligence, Internet of Things, Cloud Computing, Big Data and other newest generation of technologies and products to build an all-rounded system which covers customer service, healthy catering, events for elderly and health and safety management. Through the support by Big Data and precise system, we are able to provide intelligent services such as elderly home security monitoring, smart home, health data monitoring, community events arrangement, remote medical treatment, etc. for our elderly through the Smart Pension System.



TSFL

Integrating Auto Finance Business System

TSFL integrated car leasing platform, mobile application and auto mall on WeChat to provide a one-stop service platform including referrals from clients, leasing services and administration support. We intend to enhance leasing application process and post lease services by integrating the front-end customer service module and the back-end car lease system through a data exchange platform, to achieve self-service in business application, information upload and after-lease services. The entire auto leasing application process is paperless, and all the data information will be submitted, transferred and stored electronically.

> CREATING VALUE FOR STAKEHOLDERS



△ Building an Integrated Customer Service Platform — "Taiping Tong" APP.

TPFS

Building an Integrated Customer Service Platform — "Taiping Tong" APP

TPFS actively practiced the development philosophy of "Taiping for Your Peaceful Life", integrated the outstanding products and services in its subsidiaries in Mainland China, Hong Kong and Macau, and built an integrated service platform for all the customers of the Company – Taiping Tong APP. It has applied artificial neural networking and deep learning technology, providing artificial intelligent (AI) on various services such as facial recognition service and voice search, which extensively improves customer experience.

TPFS

Developing "Zhidingsun" Products and the "Intelligent Warehouse Location Monitoring System"

TPFS utilised the technology from cloud communications, AI and big data, developed "Zhidingsun" products to facilitate the process of damage settlement, which in turns reduced the costs on claims and improved customer experience by intelligent video damage settlement system for vehicle insurance. The system has elementarily resolved the drawbacks such as high costs, low efficiencies and frauds evolving from traditional mode of vehicle insurance claiming process.

The "intelligent warehouse location monitoring system" developed by TPFS has incorporated various technologies, for examples, internet of things (IoT), image recognition and deep learning to implement intelligent and unmanned administration of commodities storage improving effectiveness of storage, and set up a 7*24 hours video surveillance system to reduce great Labour costs. The overall availability of products and services has reached more than 90%, and the accuracy of the algorithm for the identification of the status of trucks, forklifts, overloaded cargos, and the information of cargos are all more than 90%.

TPL

Inventing Rapid Claim Settlement Platform

"Taiping Baobao E Zhanggui", which is a rapid claim settlement platform, provides rapid and high-quality claims services. The platform allows claims application and image data collection online with assistance of UnionPay verification, OCR (character recognition), face recognition, electronic signature, and automatic claim rule database. In 2019, the functionality of "rapid claims" system continued to be optimised and upgraded. The total number of cases settled by the system for the whole year was 526,000 and the amount of total compensation was nearly RMB 3.34 billion. In addition to speeding up claim settlements and convenient services, "rapid claims" also concerns about "pain points" from customer service. It resolved the drawbacks which complex cases such as death and serious illness can only be settled through traditional claims services. The system supported all types of online claims applications and earned praise from customers and agents.

TPL

Smart Business Hall 2.0

In 2019, TPL launched "Smart Business Hall 2.0" to provide a comprehensive functional experience of "intelligent recognition, intelligent navigation, self-service, intelligent body check and intelligent business expansion". Through continuously increasing the coverage of the insurance self-service ATM business, it allows integration of video saving ability to reach 70% of counter service replacement rate. The average processing efficiency increased by 50% comparing to the traditional counters that greatly improved the customer experience.

TPL(HK)

Released the First Electronic Insurance Direct Sale Product "Supreme Care Refundable Surgical Cash Protection Plan"

The electronic insurance direct sale product "Supreme Care Refundable Surgical Cash Protection Plan", which was jointly developed by TPL (HK) and AlipayHK, was launched on the AlipayHK App on 26 June 2019. Customers are only required to complete a simple application process through the App to enjoy 15 years of medical protection as well as a rebate of up to 125% of the total premium paid upon expiration. Also, they can enjoy three major functions through the online platform, which are instant quotation, instant online application, and return electronic receipt and policy after completion.

We Value Customer Experience

China Taiping has actively practiced the development philosophy of "Taiping for Your Peaceful Life", comprehensively executed the social responsibility of "Manage Your Risks, Enjoy Taiping Service" and established comprehensive customer service system to provide customers with a series of caring service.

We attach great importance to the development of customer communication and feedback mechanisms, strive to understand customer's needs, surpass their expectation, and achieve excellent quality. Also, our subsidiaries have introduced advanced technology to serve our customers with a comprehensive online and offline customer service system.

Improve Customer Satisfaction with Caring Service

China Taiping has taken customers as concern. By tracking of customer service and business progress, we not only provide underwriting capacities which comply with the Company's underwriting policy, but also respond quickly on claims application in accordance with the contract conditions.



We actively develop online service sector in order to provide customers with simple and convenient financing and guarantee services. In the meantime, we provide high-quality online consulting services through phone, WeChat public account platform and apps.



By establishing online and offline evaluation mechanisms, we can thoroughly supervise the service quality of each process, continuously optimise the efficiency of grievance handlings, and to improve customer experience. During the year, we organise a series of training in order to enhance the awareness and ability of our service management team and frontline team.



In 2019, we continue to maintain an efficient communication with our customers, and to satisfy the diverse demands for value-added services from our customers through different channels, including the Auspicious Elephant Festival, seminars, customer service festivals, interactive customer experiences, and meetings.

2019 TPL Customer Service Festival

On 5 July 2019, the opening ceremony of 2019 TPL National Customer Service Festival was held in Wuhan. 2019 marks the 90th anniversary of the establishment of China Taiping. Thus, TPL specifically chose "Companionship" as the theme for the Customer Service Festival, reflecting that we have been serving for our customers for 90 years. At the meantime, we wish to continuously provide high-quality service for customers and to achieve "Taiping for Your Peaceful Life" together with our customers.

During the Opening Day, TPL specially set up four main display areas outside the venue. Through displaying Taiping's history and culture, introducing value-added services, the experiences of 3D camera as well as the smart robot, TPL showed companionship between the Company and client, companionship between insurance and client, companionship among family members, as well as companionship between insurer and customer.

Focusing on the healthcare services in which customers care the most, TPL launched the "Perfect Private Doctor" service. This service draws on the foreign family doctor system and helps customers to establish a personalised healthcare plan by our brilliant healthcare team, monitoring different stages of customer's health status. Besides, the "Taiping VIP Customer Health Green Paper", which is based on the analysis of few thousands of VIP customers' body check results, has provided scientific and valuable suggestions to customers.



"3.15" Consumer Rights Day

TPL held activities such as "Reception day for general manager", "Entering Taiping by social service supervisors", and other "Please come in" events to actively optimise products and services, and to enhance the quality and values. In addition, through the "Going out" approach, we kept in touch with consumers, communities, schools, enterprises and other parties and provided them face-to-face instructions on the scientific consumerism of insurance.

We Accept Opinions and Improve Service Quality

In order to improve customer experience and satisfaction, we have continuously improved our consumer service system and grievance mechanism, established satisfaction index and kept improving our service quality to ensure customer experience.

Receive Clients' Opinion, Enhance the Quality of Services

In order to enhance clients' satisfaction on experience and services, we have consistently improved our customer service system and complaint mechanism, set indexes for satisfaction, improved our standard of services continuously, and ensured clients' satisfaction.

Improve Customers' Rights Protection System

The Company establishes the "Complaint Management Regulations" to regulate the methods of handling complaints by our employees. It also clearly states the working principles, the responsibilities of each department and process timeline for handling complaint. In addition, the Management Regulations ensures the efficient and proper handling of compliant cases through the establishment of working principles related to the internal collaborative processes, verification and supervision, rectification and accountability. Our subsidiaries are equipped with corresponding advisory positions and manpower to ensure that the case is managed, responded, and resolved in a timely manner. Customers can express their opinions through the 24-hour hotline.

In addition, we have regularly analysed the complaints from our customers, and made improvements. We have incorporated the key and major problems reflected by our customers in our operations, and enhanced the customers' satisfaction rate continuously.

Precaution on Information Security, Safeguard Costumer Rights

Strengthen the security of computer information system in the office area by encrypting the computer	Monitor paper files of customer information by specially-assigned personnel
Strengthen the supervision and management of the use of customer information through implementing approval procedures on borrowing	Strengthen employee training, increase awareness on legal compliance and prohibit misconduct

China Taiping highly concerns about the rights of consumers. Internally, we have established a comprehensive system to guarantee proper and efficient communications while dealing with customer needs. Externally, we have increased efforts in publicity to let our customers realise how to protect their own rights.

We attach significant importance to customer privacy. We have established "Information Protection Policy", "Consumer Rights Protection Management Regulations", "Regulations on Network Security Information Management System" and "Data Disclosure Management Regulations" to strengthen information security. Subsidiaries under China Taiping have also incorporated relevant clauses from "The Personal Data (Privacy) Ordinance" into our compliance manuals.

Apart from complying with laws and guidelines established by China Taiping, the Company has taken effective measures to strengthen the confidentiality of customer information, avoiding any risks caused by the leakage of customer information.

For Partners

China Taiping serves customers across the globe, and its cooperative relationships are spread across different fields. We actively develop business through equal and mutually beneficial partnerships and strategic cooperation, and promote cross-border exchanges, aiming to grow with our partners and achieve "Taiping for Your Peaceful Life".

Signing Strategic Cooperation Agreements

As a state-owned financial enterprise, China Taiping has always kept its mission in mind and is committed to serving the real economy, and earnestly fulfilling its economic responsibilities. In 2019, we continue to sign strategic cooperation agreements with various local governments and industrial groups, to promote urban development, support technological innovation and build medical insurance through offering effective and comprehensive insurance and financial services.



△ On 1 March 2019, China Taiping signed strategic cooperation agreement with CNIC Corporation Limited.



△ On 17 May 2019, China Taiping signed strategic cooperation agreement with the People's Government of Guangxi Zhuang Autonomous Region in Hong Kong.

> CREATING VALUE FOR STAKEHOLDERS



△ On 20 November 2019, China Taiping signed strategic cooperation agreement with Shanghai Pudong Development Bank.



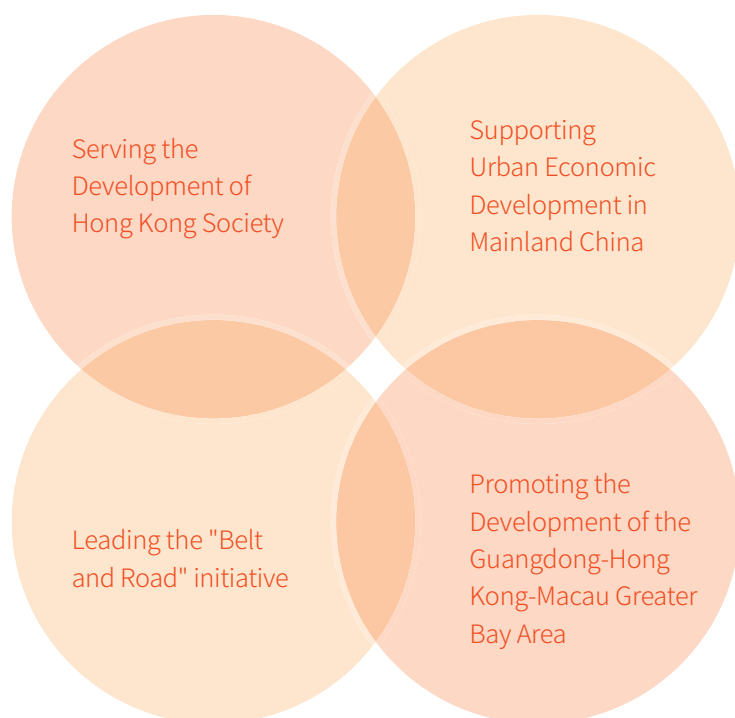
△ On 23 March 2019, China Taiping signed strategic cooperation agreement with China Railway Construction Corporation.



△ On 3 October 2019, China Taiping signed strategic cooperation agreements with China Petrochemical Corporation.

Promote Economic and Social Development

China Taiping has fully leveraged its advantages in insurance funds in both international and regional development, and is devoted to promoting economic and social development. On the international front, the Company continued to respond to the Belt and Road Initiative and provided cross-border services in various operating regions in the overseas. In terms of regional development, China Taiping will use the Greater Bay Area as a demonstration of our strategy in serving the national strategies and enhancing its development capability in the Greater Bay Area.



Serving the Development of Hong Kong Society

On 6 January 2019, CTPI (HK), TPRe and Taiping Financial Holdings, the subsidiaries of China Taiping, teamed up in Hong Kong to participate in Hong Kong's "The Community Chest 50th Anniversary Walk for Millions". China Taiping has consecutively supported and participated in the Community Chest Walk for Millions, for the fundraising of family and children welfare service organisations in Hong Kong.

As the only state-owned enterprise in China with management headquarters in Hong Kong, Taiping Charity Foundation was officially inaugurated on 16 May 2019 in the office building of the Hong Kong headquarters. With its motto of "Helping the underprivileged, promoting education and organising charitable events beneficial to Hong Kong society", China Taiping has continued to contribute to society, serve society, and actively support education, public welfare undertakings and community building in Hong Kong. Since the foundation was established, the Company has sponsored the "One Million Line" activity of the Community Chest and the essay contest of "I am a Dreamcatcher" by Hong Kong Dagong Wenhui Media Group. At the same time, it has actively supported local education and internships for university students, and employment in Hong Kong.

China Taiping's initiatives to sponsor local education in Hong Kong include:



The Company organised a territory-wide inter-school board game competition, attracted more than 500 students from 106 primary and secondary schools in Hong Kong to participate in the competition, and won recognition from local teachers and students in Hong Kong and the community.



Since 2013, the Company has participated in the "Youth Test Wing" series of internship programs of the Chinese Enterprise Association for seven consecutive years, providing nearly 50 internship positions.



The Company actively encourages its subsidiaries in Hong Kong to participate in the China Enterprise Association Recruitment Expo to create employment opportunities for youth in Hong Kong.



Through organising centralised training for new employees, the Company helps them to adapt to the Company environment quicker, understand corporate culture and work processes, and create good conditions for better integration.

In addition, on 10 October 2019, subsidiaries of China Taiping hosted the 19th Asian Reinsurer Summit in Hong Kong, invited leaders of reinsurance companies from 12 countries and regions to participate in the event to cheer for Hong Kong.

In addition, the Greater Bay Area Common Home Development Fund, co-sponsored by China Taiping and other Chinese-funded enterprises in Hong Kong, aims to promote Guangdong, Hong Kong and Macau by investing in infrastructure construction, technological innovation and industrial upgrading in the Guangdong-Hong Kong-Macau Greater Bay Area Integrated development of the Bay Area.

Over the past year, the fund has been invested in dozens of high-quality enterprises, focusing on related fields such as technological innovation and people's livelihood consumption, and has good business prospects and social benefits. The fund is committed to continuing to build an innovation platform and ecology to promote the concentration and integration of innovation elements in the Greater Bay Area. The fund will focus on enhancing the investment in Hong Kong's technological innovation and people's livelihood consumption, and helping high-quality Hong Kong companies to connect with mainland and global resources.

Leading the "Belt and Road" Initiative

China Taiping actively participates in implementing the "Belt and Road" Initiative with the support of the triangle of insurance, investment and industry, and has made every effort in innovating fund application models. The overseas subsidiaries of China Taiping are based in Hong Kong, Singapore, Indonesia and other countries along the "Belt and Road" to jointly build a good business environment.

TP Singapore

TP Singapore has stepped up efforts to expand its local business, actively constructing a regional development pattern to further serve the country's implementation of the "Belt and Road" Initiative. At the same time, it implements a differentiated development strategy to enhance market competitiveness in terms of services and channels.

TP Indonesia

Since 2013, TP Indonesia has actively responded to the "Belt and Road" Initiative, strongly supported the Belt and Road projects funded by China and cooperated with domestic reinsurance companies to underwrite various China-funded Belt and Road projects, including the Jakarta-Bandung High Speed Railway Project, PT. GH EMM Indonesia "Java 7" Coal-Fired Power Generation Project, PT. GH EMM Indonesia Nansu Coal-Fired Power Generation Project, Indonesia Morowali Industrial Park project and China Huadian Coal-Fired Power Generation Project, etc.

CTPI (HK)

The Ming An (Holdings) Company Limited (referred to as MAH, the actual operator is CTPI (HK)) Thailand Representative Office was established in early November. CTPI (HK) is deeply involved in the international insurance market and escorts Chinese companies to "go out" with high-quality and professional services.

Chairman Luo Xi visited Vietnam and Thailand

In November, Chairman Luo Xi led his team to visit Vietnam and Thailand. During his visit, Luo Xi visited Vietnam Deputy Prime Minister Wang Tinghui, introduced the development strategy of China Taiping in the new era, as well as expressed his hope of partnering with the Vietnam Government to develop the insurance market in Vietnam through utilising the competitive advantage of China Taiping. During the visit, Wang Tinghui positively commented on China Taiping's investment intention in Vietnam's insurance market, expressed support for China Taiping's business development in the Vietnamese insurance market, as well as arranging the Vietnamese Ministry of Finance to be responsible for the following discussion. As the same time, Luo Xi and his team visited the PetroVietnam Insurance Company, the largest property insurance company in Vietnam and Charoen Pokphand Group in Thailand. Cooperation between the two parties on specific business sectors were actively promoted.



Supporting Urban Economic Development in Mainland China

With its rich experience in the insurance industry and investment, China Taiping strongly supports the city's economic development. In May 2019, China Taiping signed a strategic cooperation agreement with the People's Government of Guangxi Zhuang Autonomous Region. During the meeting, Chairman Luo Xi stated that China Taiping would take advantage of its main insurance business as well as investment and financing to support Guangxi's economic and social development through in-depth cooperation with Guangxi in areas such as insurance protection, pension management, Taiping township pension community construction and cross-border finance.

Promoting the Development of the Guangdong-Hong Kong-Macau Greater Bay Area

Participating in the development of the Guangdong-Hong Kong-Macau Greater Bay Area is the focus of China Taiping's implementation of national strategies and policies to further enhance its ability to serve the real economy. The Company is committed to seizing strategic opportunities of China's regional development and the implementation of the Belt and Road Initiative. China Taiping is the only state-owned financial enterprise headquartered in the Guangdong-Hong Kong-Macau Greater Bay Area, and its premium income in the Greater Bay Area exceeded RMB 2.88 billion in 2019.

Serving the Guangdong-Hong Kong-Macau Greater Bay Area

On 16 May 2019, China Taiping held a press conference in Hong Kong announcing "China Taiping Serving Guangdong-Hong Kong-Macau Greater Bay Area White Paper". In the "White Paper", China Taiping has put forward the Group's approaches and targets in its involvement in the development of Guangzhou-Hong Kong-Macau Greater Bay Area – orienting towards the prosperity of the country as our strategy, continuously utilising our own resources and advantages, focusing on the key areas and core segments in the development of Greater Bay Area, and integrating the advantages of China Taiping with the planning of the Greater Bay Area. China Taiping will use the Greater Bay Area as a demonstration of our strategy in serving the country, an advancement for implementing the Group's development strategy for the new era, a pilot scheme for product innovation and an extension of industrial distribution.

Promote Cross Border Vehicle Insurance

TPG's CTPI (HK), TP Macau and TPI fully utilised their domestic and overseas advantages, actively served the construction of the Greater Bay Area, provided systematic risk protection services for Hong Kong-Zhuhai-Macau Bridge cross-border vehicles, and innovatively launched the Hong Kong-Zhuhai-Macau Bridge cross-border. The vehicle insurance scheme realises the "common insurance and compensation" for cross-border vehicles in Guangdong, Hong Kong and Macau.

Signed the First Small and Medium Enterprises (SMEs) Catastrophe Property Insurance in Macau

In August, subsidiary of China Taiping, TP Macau has signed its first SMEs catastrophe Property Insurance in Macau, stabilising the business of the SMEs. China Taiping actively uses its advantages in cross-border operations and reinsurance operations, and actively participates in the catastrophe insurance project in Macau. TPRE provides comprehensive technical and underwriting support for the Macau SAR government. The implementation of catastrophe insurance schemes for SMEs has been implemented.

Launch of Cross-Border Medical Insurance Products

In November, TPL launched a medical insurance product that precisely matches the Guangdong-Hong Kong-Macau Greater Bay Area- "Taiping Guangdong-Hong Kong-Macau Greater Bay Area Shared Medical Insurance". The product takes the acceleration of resource integration and improvement of consumer experience as a start. The product not only opening up high-quality medical resources at home and abroad, but also achieving seamless integration of medical services and cost compensation, and further playing an important role of the insurance industry in the development of the Greater Bay Area.

Support Technological Innovation

China Taiping's application of financial technology has significantly accelerated its operational efficiency, and innovation achievements have continuously emerged. In terms of technology insurance, TP STI is committed to providing all rounded comprehensive risk solutions for technological innovation. On the basis of absorbing the advanced experience of technology insurance from the overseas, we have formed a five-core service system for new types of risk protection in the technology field including technology protection, financing protection, entrepreneurial protection, talent protection and technology application. We also explored technical applications and insurance service solutions in the fields of industrial Internet, smart agriculture, supply chain finance, etc. In addition, TP STI plays the role of insurance protection and credit enhancement, providing supporting innovative products and models for new technologies, such as network security insurance, smart hardware liability insurance, etc., to enhance the application and promotion of new technologies.

In 2019, we established the "Taiping-China Electronic Infrastructure Debt Investment Plan", to provide safe security for the technology industry through offering insurance service, insurance technology and debt investment plan.

Launching the "Taiping-China Electronic Infrastructure Debt Investment Plan"

In 2019, TPAM has successfully launched the "Taiping-China Electronic Infrastructure Debt Investment Plan". The project's investment scale was RMB 1.2 billion and the raised funds will be invested in the production of the 8.5th generation thin film transistor liquid crystal display (TFT-LCD) of Nanjing CEC Panda LCD Technology Co., Ltd. By supporting enterprise technological innovation, this project promotes the national strategy of industrial upgrading and transformation, which is identical to the country's support in the development of the electronic information industry.

Supporting the Domestic and International Aviation and Aerospace Insurance Industry

As a financial insurance service provider, TPI has taken the initiative to exert itself in risk protection insurance in recent years, assisting with the development of the national aerospace industry. TPI is one of the satellite insurance carriers for the coinsurance of the first marine launch of Chang Zheng 11, a carrier rocket self-developed by China, providing full risk protection for rocket launches. TPI's active involvement in providing insurance services for this launching has demonstrated the Company's technical expertise in the aerospace insurance field and extensive experience in providing underwriting services.

At the same time, CTPI (HK) successfully completed the renewal project with Elseco, an internationally renowned aerospace insurance underwriting agency, in protecting the satellite launch. This effort also led the coinsurance's underwriting capacity to approximately US\$ 54 million, representing an increase of 35% in underwriting capacity, which further consolidated CTPI (HK)'s capabilities for being the representative of Elseco in China's underwriting insurance market, continuing to be the largest underwriting insurance company for Hong Kong's aerospace insurance and contributing to the development of aerospace industry.

Build Medical Insurance

China Taiping is committed to optimising products and enhancing customer experience while further minimising risks, as to construct a reliable long-term care protection system. Based on the high incidence of major diseases, and the current situation where care costs and time costs are unaffordable, TPL introduced a comprehensive health protection plan of "Critical Illness Insurance+ Medical Insurance+ Long-term Care Insurance". TPI signed the drug clinical trial liability insurance corporation agreement with a company under the CSPC Pharmaceutical Group. Besides, as a state-owned enterprise, TPI seriously implements the national development strategy, in addition to drug clinical trial liability insurance, TPI will provide effective risk protection for the entire life cycle of drug production and market circulation.

Supplier Management

China Taiping mainly cooperates with service, engineering, and goods suppliers. Through a series of procurement guidelines and industry codes, we ensure that our procedures in all procurement processes comply with legal regulations. We humbly accept the suppliers' and customers' supervision and protect the rights of all parties fairly and openly.

In order to strengthen China Taiping's procurement management standards, increase procurement efficiency and minimise procurement costs, each subsidiary has

formulated relevant guidelines and management models based on its conditions and foundations, as to strengthen supervision, deepen anti-corruption, and continue to conduct integrity education work to safeguard the interests of partners. We also pay attention to the quality of our suppliers and affirm the partners that have made contributions to environmental protection, to jointly promote social development. The Company has adopted the *Procurement Management Regulations* in improving necessary management model and work supervision, to reduce related risks of violations. Besides, each subsidiary also introduced the *Supplier Management Management Systems* as a Code of Conduct for supplying to strengthen the procurement management system.

In addition, in order to prevent commercial bribery and anti-corruption activities throughout the value chain, the Company has included anti-commercial bribery terms in contracts such as "Purchasing, Leasing, and Decoration". For all the externally delivered contracts by the Company, including procurement contracts, lease contracts, decoration contracts, printing contracts, advertisement promotion contracts, transportation contracts, warehouse contracts, contracts for hiring consulting companies, contracts for hiring legal consultants, and other contracts that require the Company to pay externally, must negotiate with the party to include add anti-commercial bribery terms as part of the contract.

For the Society

The development of company depends on the community, and on the contrary, social development depends on the contribution of company. As a state-owned financial insurance enterprise, China Taiping responds to the national call and policies to engage in targeted poverty alleviation, through actively participates in charity such as education and elderly welfare, as well as contributes to the development of a harmonious society.

Community Performance Data Summary in 2019

Targeted Poverty Alleviation

RMB **16.81** million

Donation

RMB **1.09** million

Number of employees took part in charity/volunteering activities

5,578 employees

To provide a strong safeguard against poverty alleviation, China Taiping utilises its competitive advantages to carry out initiatives on poverty alleviation and designs innovative insurance services. While carrying out poverty alleviation works, we do not neglect to contribute to China's pension and education industry. "Dingnan County Egongzhen Taiping Hope Primary School", which was fully sponsored by TPL, officially opened on 14 January 2019; "Wutong Renjia Nursing Home Branch" in Zhoupu, Shanghai, which was funded by huge investment, commenced operation on 19 November 2019.

In 2019, our community programmes mainly focus on the 5 areas below:



Fighting
Against the
Epidemic



Poverty
Alleviation



Charity and
Fundraising



Nurturing
Youth



Caring for
the Elderly

Fighting Against the Epidemic

To fight against the epidemic of COVID-19, China Taiping has responded and launched emergency measures without delay, and stabilised the economy and supporting enterprises to resume operation with our advantages in areas including insurance and investment, etc, during our process of coordinating epidemic prevention and control, and resuming production.

In addition, China Taiping has offered emergency support to overseas customers who are suffering from the COVID-19 pneumonia, such as providing overseas hospital medical insurance etc. Meanwhile, TPL, TPI and TPP have implemented emergency initiatives such as providing compensation before the submission of all information, cancelling the waiting period of severe illness and medical insurances, cancelling various limitations on compensation, including the designated hospitals, medicine and treatment methods, and the claims limits of self-financed treatments. Last but not least, we also provide 24-hour consultancy service to our customers. Our insurance organisations in Hong Kong have also implemented corresponding services for local and cross-border customers.



Donating 2 Specialised Insurances

China Taiping has fully carried out its role of insurance protection. Through implementing practical actions such as launching the 2 new specialised insurances and providing insurance claims, the Company has fully supported Wuhan and the frontline medical staff.

"Top Care" Insurance

China Taiping has fully carried out its role as an insurance company during the epidemic. Apart from actively supporting medical treatment, we have also launched insurance support plan which involves donating RMB 300,000 insurance coverage to each of the local and overseas anti-epidemic medical staff and their families in Wuhan District since 25 January, 2020. Both local and overseas staff are benefited from this donation. This insurance is named "Top Care", which is underwritten by TPL, TPI, TPP and TPRe.

"Carefree" Insurance

In 29 January, 2020, China Taiping donated additional insurance coverage to local and overseas anti-epidemic medical staff in Wuhan District, which compensates RMB 50,000 to each of the medical staff diagnosed with the COVID-19 pneumonia, with a total amount of RMB 15 million. This insurance is named "Carefree", which is mainly underwritten by TPP and jointly underwritten by TPL, TPI and TPRe.

> CREATING VALUE FOR STAKEHOLDERS

As of 28 May, China Taiping donated a total of 79,000 surgical masks, 2,900 sets of protective clothing and 30,000 pairs of medical gloves to Wuhan Union Hospital, Hubei Provincial Hospital and Hubei Provincial Third People's Hospital. Also, China Taiping donated 1 million insurance safeguard fund to each of the four major hospitals in Wuhan that fight against the epidemic. China Taiping completed 211 cases of insurance compensation for medical staff in Wuhan area of over RMB 20.00 million.

TPI has launched an insurance for resuming work and production in Guiyang. As of 15 March, the Company insured 1,850 small and micro enterprises, providing a total of RMB 1.947 billion for the liability insurance protection and business interruption loss protection for the employers under the COVID-19 circumstances; providing clinical trial liability insurance coverage for pharmaceutical companies on the development of COVID-19 vaccine and trial drug projects. Also, China Taiping extended the insurance period of over 200 transportation companies and more than 10,000 travel agencies.

In order to support the resumption of work and production in the Hubei area, TPP has expanded the insurance coverage on the COVID-19 for local corporate customers. It has provided protection for more than 14,000 employees in over 260 companies, with a cumulative insurance coverage of over RMB 270 million. Also, TPP has extended its liability insurance business on the death and disability due to COVID-19 through signing the group accident insurance with about 40 corporations.

TPAM has paid close attention to the financing needs of enterprises in Hubei and other regions, increased capital investment, and provided supports on financial services for enterprises and the society that have been greatly affected by the epidemic. TPAM invested RMB 1.24 billion in Hubei local government bonds to support local epidemic prevention and control, and economic construction. It also provided RMB 2 billion for a financial and technology investment enterprise in Hubei Province, part of which is used to pay the wages of migrant workers; provided a partial extension of the financing plan of an enterprise in Wuhan to support its debt structure; actively invested in multiple epidemic prevention and control with an investment of almost RMB 1 billion in bond to support and stabilise the development of the corporates affected by the epidemics.



In addition, on March 2020, the China Taiping's volunteer team went to the Yuen Long and Tin Shui Wai communities in Hong Kong to extend their sincere condolences and donate 23,000 masks to the grass-roots elders and community members from the elderly homes, regional centers for the elderly, family multiple intelligences centres and youth service centers under the Pok Oi Hospital. The volunteers gained appreciation from the grassroots beneficiaries of Pok Oi Hospital.

Poverty Alleviation

China Taiping actively responds to the national request on poverty alleviation, as well as upholds the principle of "Actual Poverty Alleviation" and to fully utilises its competitive advantage, and have attained excellent results in works on targeted poverty alleviation.

In 2019, China Taiping has enhanced its works on poverty alleviation through industry poverty alleviation, consumption poverty alleviation, intellectual poverty alleviation and insurance poverty alleviation. The Company has assisted Yu'an in Anhui to achieve poverty alleviation, assisted Liangdang County in Gansu Province to further enhanced its poverty alleviation achievements and socio-economic development.

In 2019, China Taiping has enhanced its works on poverty alleviation. Throughout the year, the Company made a direct investment of RMB 9 million in Liangdang, Gansu and Yu'an, Anhui. The amount of agricultural products purchased was RMB 13.5 million and the amount of agricultural products that the Company assisted in its sales amounted to nearly RMB 1.8 million. In addition, the Company enhanced its intellectual poverty alleviation, in which over 370 local grassroot cadres and almost 1,000 technicians were trained.

Poverty Alleviation through Insurance

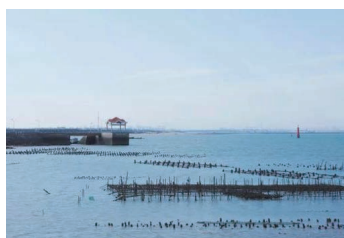
China Taiping has actively supported poverty alleviation through its function of insurance safeguards. In 2019, we donated poverty alleviation fund of RMB 2 million to Liangdang, for providing risk guarantee to develop various kinds of special planting and breeding industries such as walnut, pepper and Chinese bee. This has greatly encouraged the farmers from the planting and breeding industry. While at Yu'an District, the "serious poverty insurance" was innovated as a means of industry poverty alleviation for providing risk guarantee of RMB 52 million to 26,110 underprivileged people. This project was evaluated as a special exchange project on poverty alleviation in the province. Concurrently, according to the needs and characteristics of various places, the Company has commenced targeted poverty alleviations, to donate one million medical insurance to 200 underprivileged villagers in Wangqiao Village, with a total premium of RMB 400 million. In addition, to sustainably promoting agricultural development through insurance, TPI developed agriculture products specific for poverty alleviation, such as developing planting insurance for rapeseed in the most impoverished area of Hubei Province. Meanwhile, TPL has launched critical illness insurance in Beihai, Yulin and Fangchenggang of Guangxi successively since 2014. The Company has developed targeted poverty alleviation through utilising its competitive advantage, helped them to solve the problem of becoming / returning poor due to illnesses.

> CREATING VALUE FOR STAKEHOLDERS

Industrial Poverty Alleviation

A long-term urban-rural economic development is promoted through fostering industrial poverty alleviation. In response to the national call, China Taiping has fully carried out its role as a financial institution to promote industrial poverty alleviation among poor areas.

To support the young generation to return to their hometown for starting new businesses, the Company invested RMB 5.4 million for development the "five gardens" projects, which refer to the industrial projects of organic walnuts, rose, pepper and Chinese herbal medicine. Besides, to link the industrial poverty alleviation with employment poverty alleviation, we subsidised the construction of Taiping Yongyu rice and shrimp co-production base, a 3-year afforestation project of Camellia, as well as the upgrading project of low-yield forest.



Innovative Insurance to Safeguard the Revitalisation of Rural Economy

Under the support of Wendeng District government, Weihai City, Shandong Province, TPI has promoted agriculture income insurance, which effectively guarantees the basic income of farmers.

Through field studies, TPI has promoted agriculture income insurance to farmers in recent years. The insurance safeguards that once the land contractors encounter natural disasters, accidents, diseases, pests and rats, or fluctuation of price, which eventually cause their actual income lower than expected, TPI would compensate as agreed. This type of insurance can effectively improve the stability of business, safeguard the basic incomes of farmers, and effectively assist the local government in revitalising the rural economy.

Targeting the local industries in Weihai, Shandong, TPI has successively released kelp and scallop breeding wind index insurance, breeding temperature index insurance for sea cucumbers, as well as policy insurance for American ginseng planting in Wendeng District. This has fully contributed to serving agriculture and revitalising rural economic development.

Consumption Poverty Alleviation

To enhance consumption poverty alleviation, China Taiping launched a promotion conference for Liangdang County in Gansu Province on poverty alleviation and agricultural product exchange. The Company has fully utilised its internal and external sales networks such as bulk purchasing, e-commerce, and through mobile phones, as well as strategic cooperation units to promote the linkage of production and sales in poor areas. Firstly, people within the Company are mobilised continuously to actively purchase the agricultural products through activities such as traditional festival and large-scale competitions, with a total purchase amount of RMB 13.5 million. Secondly, the Company has carried out external consumption poverty alleviation.

In addition, through utilising the online platform of operated jointly by Taiping Huihui, Agricultural Bank of China and People's Daily Online, China Taiping has promoted the high quality agricultural products in various places. The accumulative sales amount for products that the Company assisted in promoting was nearly RMB 1.8 million. Thirdly, the Company has strongly supported local industry, co-operated with the leading enterprises in Liangdang County to jointly created a poverty alleviation brand product "Taiping Zhonghua Honey", in which the product was grandly launched at the 90th Anniversary Reception held by the Group. The product gained favourable comments in general. In the next step, we will continue to explore intensive ways of in-depth cooperations, in order to help the local industries to be captive by a boarder market.

In addition to purchasing agricultural products directly from poor areas, our subsidiary, TPFS fully utilises its competitive advantage, selling RMB 90,000 special products produced in poverty alleviation areas on related internet platform. TPFS maximised its use of operation channels such as E-commerce, official website and Weibo. To boost influence, TPFS launched "TPFS Poverty Alleviation Column" and published documents related to poverty alleviation on TPFS official Wechat account homepage. Besides, TPFS signed sales cooperation agreements with 6 suppliers from partnered poverty alleviation regions, and launched 103 poverty alleviation products.

Intellectual Poverty Alleviation

China Taiping believes that knowledge can change fates, receiving good education is an indispensable part of lifting out of poverty. Firstly, we have linked industrial poverty alleviation, training and employment poverty alleviation together in our work, through various ways such as employing experts to provide on-site technical guidance in industrial parks and intensive teaching. We provided opportunities for 210 poverty-stricken village entrepreneurs to become wealthy, and 245 poor people trained in professional skills such as scientific cultivation and management, leading over 1,600 poor people to achieve stable employment. Secondly, we used various training resources to organise short-term high-quality training courses for party and government cadres, school principals and key teachers in targeted poverty alleviation areas. Thirdly, the local branches in our related subsidiaries and targeted poverty



△ Training session for the first secretary and poverty alleviation team in Liangdang County.



△ Training project for doctors in villages in Yu'an District.



△ On-site training activities for township cadres in Yu'an District.



△ Technical training projects for the underprivileged in Yu'an district.

> CREATING VALUE FOR STAKEHOLDERS

alleviation areas utilised their geographical and locational advantages, and carried out poverty alleviation with targeted training and employment.

Respond to the National Policies, Support Targeted Poverty Alleviation

Targeted Poverty Alleviation Unit – Yu'an District in Liu'an City of Anhui Province

On 21 January 2019, TPL partnered with Beijing Zongqing Xiangqian Technology Co., Ltd. (Shuidi Company) for organising a poverty alleviation charity activity in Wangqiao Village, Yu'an District, Liu'an city in Anhui Province. Since 2012, Yu'an District in Liu'an city has become one of our targeted poverty alleviation area.



China Taiping has continued to increase its monetary support to the District and sent 5 excellent cadres to Yu'an District to carry out poverty alleviation work.

Poverty Alleviation through Insurance

TPI and Shuidi Company signed the Poverty Alleviation Co-operation Strategic Agreement. TPI donated "One Million Medical Treatment" insurance products with a total of RMB 400 million insurance coverage to 200 impoverished households in Wangqiao village. The donation helped them to solve the problem of becoming poor due to illness. TPI and Shuidi Company hold several charity activities including doctor training in village, free medical consultations and fundraising for critical diseases.



Industrial Poverty Alleviation



△ On 1 January 2019, Chairman Luo Xi visited the industrial project of Camellia in Yu'an District in Anhui Province..



△ In August 2019, General Manager Wang Sidong investigates the edible fungus industry project in Liangdang County.

Consumption Poverty Alleviation

In December 2019, the management of the Company visited the local leading enterprises to learn about the production and marketing of poverty alleviation products during his visit on poverty alleviation in Liangdang County.

Sending Care to the Disabled and left-behind Children in Wangqiao Village

In the form of charity, this event aimed in promoting and exploring new mechanisms of poverty alleviation through improving health and providing insurance for the residents in Yu'an District; developing a new selling channels for their agricultural products, sending care to the disabled and left-behind children in Wangqiao village, incentivising the poverty alleviation of Yu'an District through providing insurance, improving health and promoting consumption, and escorting for the development of new Yu'an.



△ Poverty Alleviation Donation Ceremony.

Charity and Fundraising

China Taiping never forget its original intention. Our subsidiaries actively participate in charity events, share risk with the people Committed to charity, we took part in various fundraising events held by different organisations this year.

"Love Knows No Borders" International Charity Event

This was the second year for China Taiping participating in the 11th "Love Knows No Borders" International Charity Sale, which was held in Beijing on 27 October 2019. In addition to donation, we also sold the special agricultural product produced in Liangdang County in Gansu Province, thus achieving the motto of "One Event, Two Love". Our participation demonstrated that we took actions to fulfil social responsibilities as a state-owned enterprise, as well as to support the national poverty alleviation policy.



The 36th Walk for a Million in Macau

The 36th Walk for a Million in Macau took place on 8 December 2019. Mr. Jiang Yidao, General Manager of TP Macau, led about 100 employees and their family members to participate in this charity event. With joy and love for China and Macau, participants expressed TP Macau's concern for the society. We demonstrated the responsibilities of a state-owned financial insurance enterprise through supporting charity industry in Macau.



London Hong Kong Dragon Race 2019

On 30 June 2019, it was the third year for TP UK to participate in the London Hong Kong Dragon Race, which was an annual event of Chinese and English cultures exchange. The series of themed activities of the "London Hong Kong Dragon Boat Fun Day" include Chinese traditional lion dance, martial arts performances, Chinese and Western music, dance performances, Asian food tasting and corporate promotion activities etc., which attracted a large number of local audiences.



"China Taiping FunRun 2019" Charity Run

On 28 July, TP Singapore organised the "China Taiping FunRun 2019". This is the second year TP Singapore had raised funds for The Straits Times School Pocket Money Fund, helping the under-privileged students. The event attracted more than 650 participants from different walks of life. TP Singapore encouraged its staff to make cash donation with a dollar for dollar matching by the company, in which matched up to SGD\$10,000. TP Singapore extended its fundraising initiative through an online charity website (Giving.sg) to encourage public donations. A total of SGD\$60,188 was raised for The Straits Times School Pocket Money Fund.



△ On 28 July, TP Singapore organised the "China Taiping FunRun 2019".

> CREATING VALUE FOR STAKEHOLDERS

Flag Selling Events

TPL (HK) participated in the flag selling event held by the Centre for Restoration of Human Relationships in March, aimed in promoting care and love family educational services and subsidising service for family conflict reconciliation. The flag selling event raised HK\$430,000 in total.

TPL (HK) also joined the Hong Kong Red Cross Flag Day in May, in which the fund raised would be used in financing the medical services, community care service, as well as humanitarian education services etc.



"Pei Ho Counterparts, Ming Gor Provides Lunchboxes" Events

In May, TPL (HK) participated in "Pei Ho Counterparts, Ming Gor Provides Lunchboxes" event,

in which more than 200 lunch boxes were given to the needy in Shum Shui Po.



Nurturing Youth

China Taiping is committed to improving the learning and living standards of underprivileged children. We actively carried out our responsibilities as a state-owned enterprise on caring the underprivileged left-behind children, promoting education charity, as well as sending blessings and warmth to them.

Official Opening of Dingnan County Taiping Hope Primary School

"Egongzhen Taiping Hope Primary School in Dingnan County, Ganzhou City Jiangxi Province", which was fully sponsored by TPL, officially opened on 14 January this year. TPL donated RMB 300,000 to Zhushi village in Dingnan County for constructing Taiping Hope Primary School, and assisted in its sustainable development. Since May 2014, TPL has successively helped the school to renovate/expand teaching equipment, student dormitory and canteen. Also, we called on our local branches to donate. Meanwhile, TPL donated another RMB 300,000 for further establishing the "Love and Dreams Nutritious Lunch Programme" in the school.



Donated RMB

600,000

in total, for constructing primary school and providing healthy lunch provision.

"Light up the Hearts with the Public"

In 2012, TPL has officially launched the "Taiping Hand-in-hand Long-Term Care Programme", in which TPL has implemented a series of charitable events, such as constructing over a hundred "Taiping Love Libraries" within 3 years, donating more than 800,000 books, completing 20,000 "little wishes" programmes within 2 years, and sending transportation safety boxes to one hundred schools. TPL actively participates in social welfare events and fulfills its corporate social responsibilities. On 22 March, the TPL Yongzhou branch organised a donation event named "Hand-in-Hand Charity – New Year New Wishes" in a school located in Caishi village in the Lengshuitan District. TPL donated 90 pieces of gifts including books, school bags and sports equipment to the school, and the children were taught about the knowledge on traffic safety.



△ A donation event named "Hand-in-Hand Charity – New Year New Wishes".

> CREATING VALUE FOR STAKEHOLDERS

Spring Bud Scholarship Seed Programme

Transplanting a spring bud, sowing a wish. Since 2010, TPL have cooperated with Provincial Women and Children Foundation to establish the "Heilongjiang Spring Bud Scholarship Seed Programme" for 10 years consecutively, spreading hope and love to the students in need.



"Love in Taiping, Acting Mother"

2019 is the 8 consecutive years for TPL holding the "Love in Taiping, Acting Mother" programme. In the programme, the Volunteers sent sponsors and gifts to the children regularly, until they complete the 9-year compulsory education.

Hong Kong Media Students Visited TP UK

Since 2016, China Taiping has sponsored the Hong Kong Ta Kung Wen Wei Media Group Limited to carry out the "Fan Changjiang Programme", which includes visits and interviews by the students from Hong Kong. In 2019, visits and interviews with TP UK were organised in the "Fan Changjiang Programme" and "Belt and Road Initiative" to learn about TP UK's involvement in actively serving the construction of the "Belt and Road", in which positive social responses were received.



TP Indonesia subsidising local schools

In August 2019, TP Indonesia and Ricci School signed the "TP Indonesia Scholarship" project, which was a co-operation agreement. TP Indonesia will subsidy 10 students from the underprivileged families to complete their 3-year senior high school education, and each student will receive scholarship with an amount of IDR 10 million (approximately RMB 5,000) in each semester. TP Indonesia has actively carried out local charitable businesses continuously, and attracted more Chinese enterprises to participate in local charitable businesses.



RMHC House Cleaning 2019

To contribute to children health, welfare and education, volunteers of TPLHK joined RMHC House Cleaning in September 2019.



Caring for the Elderly

With the accelerated development of China's aging population, the issue of senior care has become a hot topic. In response to the requirements listed on *Opinions of the State Council on Accelerating the Development of the Modern Insurance Service Industry and Opinions on Accelerating the Development of the Elderly Care Service Industry* released by the State Council, China Taiping has actively carried out its responsibilities as a state-owned enterprise through coping with the challenges of aging population in the society. We have utilised our competitive advantages, spent huge amount of resources to build the "Taiping Town · Wutong Renjia". Besides, we also actively participated in events related to respecting elderly, as well as providing care and help to the left-behind elderly.



△ The first "Taiping Town · Wutong Renjia" located in Zhoupu, Shanghai.

"Green Ribbon" – Respecting the Elderly and Helping the Disabled Person Programme

TPL raised fund for the lonely elderly and disabled person living in the "Putianle" nursing home, in Zhejiang through participating in "Green Ribbon" – Respecting the Elderly and Helping the Disabled Persons Programme and organising charity run events. In August 2019, TPL raised almost RMB 60,000 for upgrading the living standard of the elderly living the nursing home.

For the Environment

China Taiping responds to the call for national environmental protection, energy conservation and emission reduction, and actively puts green development into practice. Not only do we comply with the laws and regulations of the Environmental Protection Law of the People's Republic of China strictly, but we also participate in green finance and promote green offices in fulfilling our mission in corporate sustainable development. We aim to reduce resource consumption and environmental pollution in our operation and construct a low-carbon lifestyle with the stakeholders. In 2019, China Taiping did not identify any incidents with adverse effect on environment and natural resources.

Enhanced Green Operations

China Taiping continues to implement the business model of sustainable development, actively promotes and popularises the internal environmental governance mechanism, and integrates emission reduction and energy conservation in our development strategy. China Taiping has formulated internal regulations such as the Company Environment Policy and is committed to improving the low-carbon and efficient operating model through more effective energy-saving and emission-reducing technologies, while prioritising sustainable green industries in investment considerations.

Support Low-carbon Development

In recent years, global warming induced natural disasters have been on the rise. Their impacts are increasingly threatening social safety and have raised worldwide attention. As such, the members of the United Nations signed the Paris Agreement at the Paris Climate Change Conference in 2015, with the aim of slowing down the rate of global warming.

In response to and cooperating with the country to fulfill the responsibilities of the Agreement, China Taiping actively takes the necessary measures and optimises its own energy management system, and is committed to establishing a sound, green and low-carbon economic system, doing our best to slow down the global warming. Therefore, the Company regularly monitors the greenhouse gas emissions involved in our operation. In addition, we have expanded the reporting boundary in 2019 to include the indirect emissions (Scope 3) of the Company, providing a more accurate greenhouse gas emissions data to our stakeholders.

In addition, the Company has set up a dedicated company for construction and property management, integrating energy-saving and emission-reducing elements into the architectural designs. We take both domestic and international green building standards as the design reference, making sure the buildings are advanced, economic,

GHG Emissions in 2019¹

Direct emissions (Scope 1)²

25,993.25 tonnes

Energy indirect emissions (Scope 2)³

14,461.60 tonnes

Other indirect emissions (Scope 3)⁴

3,959.96 tonnes

Notes:

1. The estimation of GHG emissions is referenced to the "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong" published by the Hong Kong Environmental Protection Department and the Electrical and Mechanical Services Department;
2. Scope 1: Direct fuel consumption of vehicles;
3. Scope 2: Electricity consumption;
4. Scope 3: Paper and water consumption and employee air travel.

energy saving and environmentally friendly. Our Taiping Financial Buildings in Shenzhen, Nanning and Suzhou, also referred to as the "breathable buildings", have obtained the two-star green building design certification.

Advocate Green Offices

China Taiping strictly abides by the laws and regulations such as the *Energy Conservation Law of the People's Republic of China* and the *13th Five-Year Plan for Energy Conservation and Emission Reduction* and management plans, and has actively formulated an environment-friendly office model for our major office buildings and workplaces of major authorities. We take the initiative to promote environmental protection publicity activities to employees and practice the environmentally friendly lifestyle with our employees.



Electronic policies

- Realised electronic policies of businesses including motor insurance, allowing customers to confirm their information and complete all insurance purchase procedures through handwritten signatures on mobile devices such as cell phones and tablets, greatly reducing paper usage

Electronic office system

- Replaced paper-based office administration with the Office Automation (OA System)

Electronic invoices

- Provide electronic invoice printing equipment in response to the implementation of electronic invoices by the Taxation Administration and the Ministry of Finance



Environmental Protection Campaigns

- Active organised environmental protection campaigns within the Company to raise awareness on green living and environmental protection
- Encouraged employees to commute by public transportation and other environmentally friendly means instead of by private car

Environmental Protection Activities

- Initiated and actively participated in various environmental protection campaigns such as the "Earth Hour" to encourage employees to practice environmental protection



- Set the minimum temperature of the air conditioning system to 25.5 degrees Celsius
- All air conditioners automatically control temperature, start and stop time



- Office waste such as discarded toner cartridges, ink cartridges and lamps, etc., are collected and disposed of by third-party institutions
- Household waste is uniformly gathered by property management and handled by the urban sanitation department



- Assess the needs of various office and stationery products to avoid overstocking
- When purchasing, reduce purchases of single use and non-recyclable products
- Refills are used to reduce the quantity of waste pen cores



- Participate in "Computers Recycling Program" to donate old computers and peripheral products to charities so that some old electronics can be recycled and reused, thus relieving the burden on landfills
- For non-confidential documents, all wastepaper will be sent to waste-paper recycling companies for recycling after being collected



- Regularly conduct leakage test for hidden water pipes and inspect overflowing water vats
- Use toilet fittings with water-saving labels
- Promote water saving messages to employees
- All the water used in the Company's operating areas comes from the municipal water supply, and there is no difficulty in obtaining water sources

Sustainable Resources and Recycling

In order to make sustainable use of the earth's precious resources, the company is committed to encouraging employees to participate in recycling activities at work and support environmental protection initiatives.

Materials Recycled in 2019



Promoting Green Finance

China Taiping keeps up with the Country's pace and takes green development and green lifestyle seriously. We promote energy conservation and energy reduction internally while we develop green financial products and invest in green environmental protection projects externally. For example, we have launched the integrated customer service platform "Taipingtong" APP and our subsidiary TPL has also launched the "Smart Business Hall", which uses artificial intelligence services to run the self-service insurance business hall. Not only have we fulfilled our responsibilities as a state-owned enterprise, but we have also taken the initiative to promote green business development and the green lifestyle.

In May 2019, China Taiping mentioned in the press conference of "China Taiping Serving Guangdong-Hong Kong-Macau Greater Bay Area White Paper" in Hong Kong that the company will actively promote the interconnection of insurance in the Greater Bay Area, promote the implementation of catastrophe insurance in the Greater Bay Area, and expand the coverage of special financial services in the Greater Bay Area. Looking ahead, China Taiping will continue providing new insurance schemes such as the climate insurance and catastrophe insurance to help society better respond to the risks and uncertainties caused by climate change.

Making Green Investments

By vigorously promoting green investment, China Taiping implements the development concept of "Innovation, Coordination, Green, Openness, and Sharing" and the national strategy of serving "Beautiful China" that has been put forward in the Report to the 19th National Congress of the CPC. Green investment is one of the indispensable sustainable development projects for the construction of green finance. As a state-owned enterprise that cares about society, China Taiping hopes to promote social development and improve the environment by making more green investments. We have also strengthened cooperation and communication with both domestic and foreign partners, and integrated the green investment concept into the investment decision-making and business development process.

China Taiping integrates the green concept with our investment businesses. In the investment process, the Company considers environmental protection restrictions and whether restricted industries with high pollution, high energy consumption and overcapacity are involved. We set strict entry barriers for projects in such industries, which include power, coal, steel, cement, flat glass, coal chemicals, and calcium carbide. We amended the *Negative Market Access List (2018)* and other regulations to guarantee that all investment projects have environmental impact assessment reports and meet relevant national environmental protection standards and requirements.

Developing Clean Energy – Underwriting Renewable Energy Insurance Project

TPI has successfully underwritten the property insurance and public liability insurance of Qingdao West Coast Shihua Natural Gas Co., Ltd., providing an insurance coverage up to RMB 136 million. The project is mainly related to urban gas operation, heating services powered by clean energy in the West Coast New District, as well as construction and operation of integrated projects such as compressed natural gas, liquefied natural gas and distributed energy projects. Using natural gas as an energy source can reduce the consumption of coal and oil, and effectively promote the development of clean energy.

TPI has also successfully underwritten insurance projects such as the construction and operation of the 240MW geothermal power station at Kaishan, Zhejiang and Sumatra, Indonesia, providing a risk protection of more than USD 350 million. The implementation of the project has not only provided innovative technologies and high-end equipment for geothermal power generation in Kaishan, Zhejiang Province, but has also greatly promoted the local economic development of North Sumatra.

Supporting Integrated Water Environment Management – Underwriting Water Replenishment Project

The Yunnan Branch of TPI has undertaken all projects of the Yunnan Water Conservancy and Hydropower Investment Niulan River to Dianchi Lake Water Diversion Project Co., Ltd, providing an insurance protection of more than RMB 390 million.

The Yunnan Water Conservancy and Hydropower Investment Niulan River to Dianchi Lake Water Diversion Project Co., Ltd is mainly involved in the construction and operation management of the Niulan River Dianchi Water Supply Project. The project is one of the 172 major water-saving and water-saving projects determined by the State Council and is a key project of the six major engineering measures for the integrated management of the water environment of the Dianchi Lake Basin. The project will greatly contribute to the progress of integrated water environment management.



△ Supporting Integrated Water Environment Management – Underwriting Water Replenishment Project.

Promoting Conservation Works – Underwriting Marine Cargo Transportation Insurance and Animal Insurance

We understand the importance of promoting activities in increasing public awareness on animal conservation. In 2019, TPI underwritten the marine cargo transportation insurance and animal insurance of the Cambrian International Tourism Resort Town in Chengxi, Yuxi, Yunnan, and provided insurance coverage of more than RMB 24 million for the transportation of 18 dolphins from Japan to Yunnan and their stage performances.

Promoting Green Development

In order to promote green development and research on major environmental issues, TPre (China) was invited to attend the "International Symposium on Green Development and Integrated Risk Governance: Review of Global Disaster Risk Reduction Activities in the Past 30 Years", which was jointly sponsored by the Beijing Normal University, Shenzhen Qianhai Authority, Emergency Management Bureau of Shenzhen municipality and Davos Forum. TPre (China) also participated in and hosted the "Opportunities and Challenges in the Greater Bay Area" forum, and published a special report on *Natural Disaster Assessment of Countries along the areas of the Belt and Road Initiative*. In addition, the organiser also released a series of research results, including "2019 Special Report of Disaster and Risk in the Belt and Road Region – Southeast Asia", published by TPre (China) and Academy of Disaster Reduction and Emergency Management of Beijing Normal University.

Coastal Clean Up Day – Jointly Organised by TPL (HK) and the World Green Organisation

TPL (HK) organised the "Coastal Clean Up Day" with the World Green Organisation in November. This activity contributes to environmental protection by letting participants learn about marine protection and waste disposal processes.



Charity Tree Planting Activity – Jointly Organised by TPL and the Dalian City

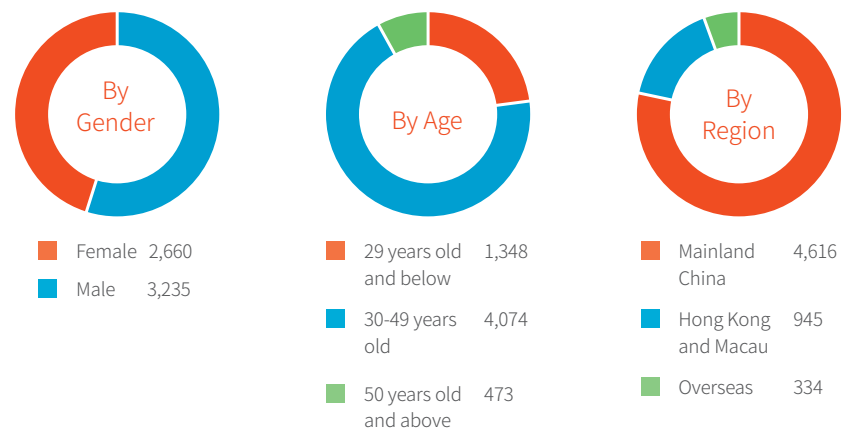
On 21 April 2019, TPL, together with the Greening Committee Office of the Dalian City, Dalian Natural Resources Bureau, China Green Foundation and TPP, etc., successfully held the "Adding Greeneries and Wishing for Peace" charity tree planting activity. 2019 was the 40th anniversary of the establishment of the China Arbor Day. Around 1,000 volunteers participated in the public welfare activities and over 10,000 Chinese Arbor vitae were planted.



For Employees

Employees are the most important resource and the most valuable asset of China Taiping. The Company upholds the "People-Oriented" concept and have fundamentally protected and safeguarded employees' rights and interests. We have created a working environment that is fair, inclusive and mutually respecting, and have proactively paid attention to our employees' career and personal development, striving to unleash the full potential of each employee.

Employee Overview¹



¹ The data is the employee number of the headquarters of China Taiping and its subsidiaries.

Safeguarding Employees' Rights and Interests

As an employer, China Taiping strictly follows local laws and regulations including the *Labour Law of the People's Republic of China* and the *Hong Kong Employment Ordinance*. We also formulated policies on welfare and human resources that adhere to social and industry standards in order to maintain good employment relationships.

The Company's *Employee Handbook*, *Employee Code of Conduct* and *Employee Recruitment Management Guideline*, as well as other policies and guidelines, promote fair, impartial and transparent human resource management principles. Such principles ensure the elimination of discrimination against employees on the ground of gender, ethnicity, religious belief, age, etc. in the Company's recruitment, remuneration, benefits, training, and promotion, etc., and strictly prohibit any form of child Labour and forced Labour. We also regularly and continuously improve and optimise the system and workflow based on actual operation status.

Remuneration and Welfare

China Taiping implements management systems such as the *Interim Measures for*

Management of Employee Remuneration and the Interim Measures for Management of Employee Benefits to provide competitive remuneration and promotion opportunities to employees according to their individual skills and performances, on the basis of the Company's development needs, requirements of relevant roles and business, so as to attract, maintain, and motivate excellent talents.

The Company provides employees with comprehensive welfare and protection, including the "five insurances and one provident fund" and other statutory benefits, company annuities, compensation for extra work or overtime allowance, holiday bonuses, heating and cooling expenses, birthday benefits, and marriage/childbirth gratuities, etc. Besides the aforementioned benefits, employees also benefit from the Company's comprehensive internal insurance benefits (including insurances for accidents, medical care, life insurance and major diseases), annual physical examination and paid leave days, etc. In addition, the Company also provides temporary housing allowance and allowances for visiting relatives for employees who are assigned to work in Hong Kong,

Training and Development

The Company views the career development and planning of employees as one of our missions. Therefore, in line with the Company's development strategies and business needs, we established a comprehensive training system with the formulation of rules and regulations such as the Management Measures for Employee Training and the Management Measures for Encouraging Employees to Take Professional Qualification Examinations in order to provide an ideal career development platform for our employees.

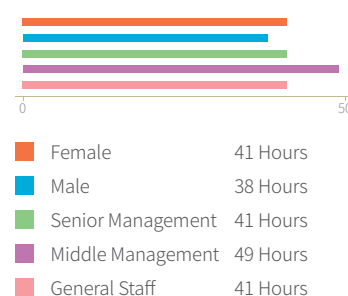
In order to facilitate the continuous growth of our employees, we combined internal and external resources, together with the Internet, to provide our employees with convenient and flexible learning methods, offering them rich and diverse training and learning opportunities. Through various initiatives such as internal job rotation and cross-departmental exchange, our employees could expand their careers, enhance their professional capabilities and sense of accomplishment, and grow together with the Company. We also encourage employees to participate in various professional qualification examinations. To support employees to undertake continuing education in their spare time, employees who have gained approval to take professional examinations could receive reimbursement of examination fees and monetary rewards after passing the exam.

To develop a professional team, China Taiping established the Whole System Classified and Graded Training System. The training system is organised by the headquarters, while the education and training plan is fully executed according to the actual needs of each subsidiary. Our talent training system is mainly divided into two major categories - professional knowledge training and management capability training. The training process is as follows:

Total Training Hours in 2019

232,185 Hours

Average Training Hours



Whole System Classified and Graded Training System



Two Major Training Categories

Professional knowledge training	Management capability training
<ul style="list-style-type: none">· Onboarding training· Professional technician training· International talent training	<ul style="list-style-type: none">· Senior executives (Topical senior executive seminars, Central Organisation Department training sessions, special trainings organised by subsidiaries)· Middle-aged and young cadres (Middle-aged and Young Cadres Training Program, special trainings organised by subsidiaries)

To enable the future leaders of China Taiping to receive more tailored training, we formulated the *2018-2022 Education and Training Program* in 2018 for more targeted talent training, and developed a layered and categorised education and training supply system with clear targets. The program focuses on the training of talents, and tailor-made different forms of learning opportunities for different types of talents.

At the same time, to ensure that the education and training plan is fully implemented throughout the Company, our headquarters and subsidiaries actively carried out training management work, and started constructing online learning platforms and strengthened cooperation with external training organisations to ensure that our team could grasp the state-of-the-art knowledge and skills, in order to keep up with the ever-changing business environment.

Key Training Programs and Activities in 2019

First Taiping Cambridge Insurance Training Program

During 27 October to 9 November 2019, the first-ever Taiping Cambridge Insurance Training Program at the University of Cambridge was held in the United Kingdom to cultivate a group of international managerial cadres. A total of 23 talents from the Company's headquarters department and subsidiaries participated in the training.



> CREATING VALUE FOR STAKEHOLDERS

Middle-aged and Young Cadres Training Program

In 2019, the Company held a training session for middle-aged and young cadres. Systematic training on topics such as advanced corporate management, digital transformation, risk prevention and management, and cutting-edge information technology was delivered, focusing on cultivating young cadres as the reserve force of the Company's executives. A total of 40 departmental heads of the Company's headquarters, as well as person in charge from the subsidiaries and branches, participated in the training.



△ Into Huawei: Executive Training Course.

Into Huawei: Executive Training Course

In 2019, TPFS entered the Huawei Training Centre and conducted a 2-day "Huawei Executive Training Course". The training team gained valuable insights while focusing on topics such as building corporate culture, breaking down departmental barriers, and promoting the Company's strategic planning.

"Pujiang Retirement Financing Night Talk" Forum

TPP holds the "Pujiang Retirement Financing Night Talk" Forum every 2 months, focusing on the 5 major themes of investment, retirement, health, community and service. Experienced guest speakers were invited to each forum to introduce and discuss the most popular topics.

Lingying & Jingying Training Program

In 2019, TPAM held three "Lingying Programs", focusing on topics including the challenges of the asset management industry, development of a marketised mechanism, Huawei's culture and management, and compliance practices in employee management. Leaders of the industry were invited to share their professional opinions and cutting-edge practices. At the same time, TPAM continued to promote the 2-year "Jingying Program". Targeting young reserve employees, the program aims at enhancing the professionalism of young backbone employees through multi-themed courses such as in-depth understanding of the asset management industry, learning about the Company's strategies and businesses, cross-departmental exchange and sharing, professional skills enhancement, etc.

"Taiping Lectures" Training

TP Macau continuously conducted the "Taiping Lectures" training and assigned key employees to participate in various training activities organised by the Company and the Liaison Office of the Central People's Government in the Macau Special Administrative Region, etc. Through such training, the business skills and comprehensive quality of our employees were continuously improved such that a high-quality team with strong business theories and professional skills that is loyal to the corporate culture of China Taiping is built.



△ "Taiping Lectures" Training.

Bauhinia Training Program

TPRB has been holding the "Bauhinia Training Program" annually since 2011. The courses were taught by external professionals, allowing the Company's internal and external clients to participate and learn basic knowledge of reinsurance.

> CREATING VALUE FOR STAKEHOLDERS

TPL Academy

TPL (HK) launched the "TPL Academy" training brand, which held various general professional skills training in 2019. The training focused on the pain points and difficulties in the current management, where internal trainers assisted employees to improve their professional skills while deepening their understanding of the Company's work in various sectors, so as to promote integration and cross-departmental collaboration.



Corporate Culture and History Training

In 2019, TP Singapore organised screenings for the documentary of the Company's history and the promotional video of "Taiping for Your Peaceful Life". The Company's corporate culture and employees' code of conduct were also shared so that both new and existing employees could have a better understanding of the Company's history and background, as well as its vision and mission.



"Tai Academy" App – Online Learning Platform

TPL established the online learning platform- "Tai Academy" to provide employees with plentiful courses on professional and comprehensive knowledge. Related departments and lecturers cooperated to research, develop and upgrade the courses, so as to improve the quality of both online and offline courses.

Employee Health and Safety

China Taiping values safety and therefore actively takes effective measures to minimise safety risks. In order to strengthen employee's awareness of workplace safety, we have formulated the Workplace Safety System and Code which covers the Company's general safety codes, as well as workplace safety guidelines for electrical appliances, fire controls, anti-theft controls, and computer rooms. Our *Office Rental*

and Renovation Guidelines also provides clear regulations for office leasing, renovation and management to provide employees with a safe working environment. To provide a comfortable and clean working environment to our employees, we also regularly hire professionals to inspect and clean offices and equipment such as air-conditioners. At the same time, all office units are equipped with safety kits, fire extinguishers and emergency escape route maps available for employees to use and consult. They also actively participate in fire drills organised by property managers to familiarise employees with escape routes.

In addition, we also pay great attention to the physical and mental health of employees. We encourage them to actively participate in sports and fitness activities to improve their physical fitness. This year, we launched various health activities including the second "Taiping Cup" table tennis team competition, themed fitness walking, "Green Power" round-island trip, etc. to encourage employees to actively participate in more sports and fitness activities, as well as enhancing relationships between employees and enrich the culture of the Company.

We also organised health workshops and body checks, as well as established psychological assistance platforms and employee care rooms in order to allow employees to release stress in spare time and enhance their wellbeing.

TPL (HK) Organised Eye Health Screening

In October 2019, TPL (HK) organised an eye health screening employee care activity, providing free eye health diagnosis and consultation services to our employees.



TPL Set up the First Batch of Female Employee Care Rooms

In 2019, TPL Beijing Branch set up the first batch of female employee care rooms of the Beijing Work Committee of China Financial Staff Union, demonstrating our respect and care to female staff.

The female employee care rooms are currently equipped with massage chairs, sofas, bookcases and other items. The overall layout is warm and comfortable, where the walls are carefully decorated with articles about women's rights and interests and a heart-shaped photo wall. The Labour union of TPL Beijing Branch will continue to optimise various facilities and improve services according to the actual needs of female employees, so that the care room will become a platform for the union to perform its duties to provide services and care to our employees.

APPENDICES

Appendix I: List of Policies

ESG Aspect	External Policies	Internal Policies
A1: Emissions	<i>Environmental Protection Law of the People's Republic of China</i>	<i>Company Environment Policy</i>
A2: Use of Resources	<i>Law of the People's Republic of China on Energy Conservation</i>	<i>Company Environment Policy</i>
A3: The Environment and Natural Resources	<i>Environmental Protection Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Energy Conservation</i>	<i>Company Environment Policy</i>
B1: Employment	<i>Labour Law of the Law of the People's Republic of China</i> <i>Labour Contract Law of the People's Republic of China</i> <i>Trade Union Law of the People's Republic of China</i> <i>Hong Kong Employment Ordinance</i>	<i>Employee Handbook</i> <i>Employee Code of Conduct</i> <i>Management Measures for Employees</i> <i>Management Measures for Posts and Ranks</i> <i>Management Measures for Internal Insurance</i> <i>Benefits of Headquarters Employees</i> <i>Employee Recruitment Management Guideline</i> <i>Employee Dismissal Management Guideline</i> <i>Interim Measures for Management of Employee Benefits</i> <i>Interim Measures for Management of Employee Remuneration</i>
B2: Health and Safety	<i>Law of the People's Republic of China on Work Safety</i> <i>Law of the People's Republic of China on Prevention and Treatment of Occupational Diseases</i> <i>Regulations on Work-Related Injury Insurance</i>	<i>Workplace Safety System and Code</i> <i>Guidelines for Office Leasing and Renovation</i> <i>Emergency Response System</i>
B3: Development and Training	-	<i>Management Measures for Employee Training</i> <i>Management Measures for Employee Attendance</i> <i>Management Measures for External Employee Training</i> <i>Management Measures for Encouraging Employees to Take Professional Qualification Examinations</i>
B4: Labour Standards	<i>Labour Law of the Law of the People's Republic of China</i> <i>Hong Kong Employment Ordinance</i>	<i>Code of Conduct</i> <i>Management Measures for Labour Contracts</i>

B5: Supply Chain Management	<p><i>Tendering and Bidding Law of the People's Republic of China</i></p> <p><i>Implementation Measures for Tendering and Bidding Law of the People's Republic of China</i></p> <p><i>Interim Provisions of Bid Evaluation Committee and Bid Evaluation Methods</i></p> <p><i>Tendering and Bidding Regulations on Engineering Project Construction</i></p> <p><i>Tendering and Bidding Regulations on Engineering Project Goods</i></p> <p><i>Provisions on Construction Projects Where Bidding is Legally Required</i></p>	<p><i>Procurement Management Regulations</i></p> <p><i>Management Measures for Supplier</i></p> <p><i>Implementation Rules for Supplier Evaluation</i></p> <p><i>Management Measures for Supervision on Procurement Process</i></p>
B6: Product Responsibility	<p><i>Insurance Law of the People's Republic of China</i></p> <p><i>Provisions on the Administration of Insurance Companies</i></p> <p><i>Intellectual Property Law of the People's Republic of China</i></p>	<p><i>Administrative Provisions on Information Systems and Cyber Security</i></p> <p><i>Group Insurance Customer Information Gathering Requirements and Input Standards</i></p> <p><i>Management Measures for Information Disclosure</i></p> <p><i>Management Measures for Handling Customer Complaints</i></p> <p><i>Management Measures for Data Users</i></p> <p><i>Management Measures for Intellectual Property Rights</i></p> <p><i>Data Protection Policy</i></p> <p><i>Management Measures for the Protection of Consumers Rights and Interests</i></p> <p><i>Management Measures for Complaints</i></p>
B7: Anti-corruption	<p><i>Criminal Law of the People's Republic of China</i></p> <p><i>Anti-Money Laundering Law of the People's Republic of China</i></p> <p><i>Tendering and Bidding Law of the People's Republic of China</i></p> <p><i>Prevention of Bribery Ordinance of Hong Kong Special Administrative Region, the People's Republic of China</i></p> <p><i>Hong Kong Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance</i></p> <p><i>Drug Trafficking (Recovery of Proceeds) Ordinance</i></p> <p><i>Organised and Serious Crimes Ordinance</i></p> <p><i>Administrative Rules for the Reporting by Financial Institutions of Large-value and Suspicious Foreign Exchange Transactions</i></p> <p><i>Money Laundering and Terrorist Financing Risk Assessment Guidelines for Financial Institutions and Customer Classification Management Guidelines</i></p> <p><i>United Nations (Anti-Terrorism Measures) Ordinance</i></p>	<p><i>Code of Conduct</i></p> <p><i>Procurement Management Regulations</i></p> <p><i>Administrative Provisions on Anti-Money Laundering Management</i></p> <p><i>Management Measures for Money Laundering and Terrorist Financing</i></p> <p><i>Administrative Provisions on Money Laundering of Financial Institutions and Terrorist Financing Risk Assessment and Customer Classification</i></p> <p><i>Management Measures for Customer Identity Identification and Customer Date and Transaction Record Keeping</i></p> <p><i>Regulations on Self-assessment of Money Laundering Risk</i></p> <p><i>Anti-money Laundering Confidentiality Policy</i></p> <p><i>Internal Audit Charter</i></p>
B8: Community Investment	<p><i>Charity Law of the People's Republic of China</i></p>	<p><i>The Company currently mainly participates in public welfare by joining targeted poverty alleviation, and organising employees to undertake volunteering activities at operational locations.</i></p>

Appendix II: Major Recognitions, Awards and Memberships

Major Recognitions and Awards of the Company in 2019

Issuing Bodies	Awards	Company
Fortune Media IP Limited	Global 500	TPG (with China Taiping as the core member)
Sina Finance	2019 Chinese Enterprise ESG "Golden Responsibility Award"	TPG (with China Taiping as the core member)
Brand Finance	Insurance 100 2019	TPG (with China Taiping as the core member)
China TOP Financial List	"Annual Life Insurance Company"	TPL
Retail Banking Magazine	"Best Brand Insurance Agency Award"	TPL
Shenzhen Stock Exchange	"Excellent Bond Investment and Trading Agency"	TPAM
China Financial Workers' Union	"National Financial System Innovation Studio"	TPFT
FCS CIO	"2018 China Insurance Industry Informatisation Outstanding Project Award"	TPFT
Fitch Ratings	Insurer Financial Strength Rating of A (Strong)	TPRe
Sina	"2018 Sina Gold Kirin Technology Pioneer Award of the Year"	TPL
Shenzhen Daily	"2018 Insurance Brand Award"	TPL
Dalian Hope Project Office and Dalian Youth Development Foundation	"Dalian Hope Project Contribution Award"	TPL
Industry and Commerce Guide, Anhui Economic News	"Quality Service Integrity Commitment Demonstration Unit"	TPL
Shanghai Pudong New District People's Government	"Outstanding Contribution Award for the Financial Industry"	TPAM
Bandao Metropolis Daily	"Financial Industry Service Selection Integrity List"	TPL

China Banking and Insurance Regulatory Commission Chongqing Office	"2018 Class A Evaluation of Chongqing Insurance Company"	TPL
Qilu Evening News and Qilu Yidian	"Annual Consumers Trusted Insurance Agency"	TPL
Communist Youth League Fujian Provincial Direct Work Committee	"2019-2021 Fujian Provincial Youth Civilisation"	TPL
Tianjin Daily	"Consumers Trusted Brand"	TPL
China (Shanghai) Pilot Free Trade Zone Administration Shanghai Free Trade Zone Authority	"Most Influential Award to Financial Leasing Industry"	TSFL
China Merchants Bank	"Golden Eye" Award	TPP
China Financial Trade Union Shanghai Working Committee	"Shanghai Financial May 1st Labour Award" and "Shanghai Financial May 1st Labour Award"	TPFT
National Youth Civilisation Activity Organising Committee	"2017-2018 National Youth Civilisation"	TPP
Daily Economic News	"Outstanding Customer Service Insurance Company of the Year"	TPL
Securities Times	"2019 Gold Medal for Insurance Asset Company", "2019 Gold Medal for Insurance Investment Team", and "2019 Innovative Insurance Asset Management Product"	TPAM
21 st Century Business Herald	"2019 Best Insurance Asset Management Company"	TPAM
Securities Times	"2019 Award for High Quality Development Insurance Company" and "2019 Gold Medal Insurance Service"	TPL
Jieshou Municipal People's Government	"2018 Jieshou City Advanced Unit for Poverty Alleviation"	TPL
Hunan Financial Trade Union	"Hunan Financial Pioneer"	TPL
iMoney Magazine	"Best Distribution Channel Development Award" and "Best Innovative Distribution Channel Development Award"	TPLHK
Fitch Ratings	"A-" Rating	TP UK

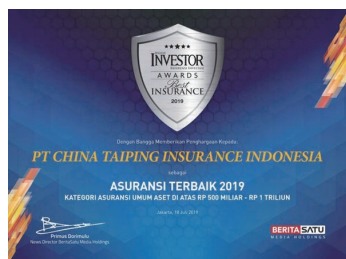


△ 2019-2021 Fujian Provincial Youth Civilisation.



△ Most Influential Award to Financial Leasing Industry.

> APPENDICES



△ Best Insurance Company.



△ Outstanding Insurance Company.



△ The Best Performance General Insurance Company.



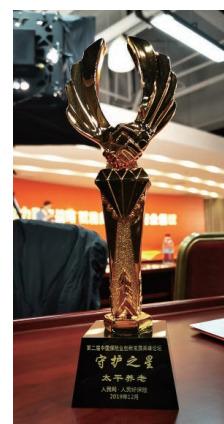
△ "Outstanding Reinsurance Scheme Award- General Insurance" Winner, "Outstanding Reinsurance Scheme Award- Life Insurance" Finalist

Shanghai Enterprise Confederation, Shanghai Entrepreneur Association, Shanghai Economic Association and Jiefang Daily	"Top 100 Shanghai Enterprises"	TPL
Shenzhen Banking and Insurance Regulatory Authority	"Shenzhen Insurance Education for Consumers Top 10 Company"	TPL
Qingdao Spiritual Civilisation Development Committee	"Civilisation Unit"	TPL
Communist Youth League Central and State Organs Working Committee	"The Youth Civilisation of the Central and State Organisation"	TPL
Investor Magazine Indonesia	"Best Insurance Company"	TP Indonesia
Investor Magazine Indonesia	"Outstanding Insurance Company"	TP Indonesia
Business Indonesia Magazine	"The Best Performance General Insurance Company"	TP Indonesia
AM Best	Financial Strength Rating of A (Excellent) and Long-Term Issuer Credit Ratings of "a"	TPRe, TPRe (China) and TP Macau
S&P Global Ratings	Financial Strength Rating of "A-"	TP Singapore
Shanghai Municipal People's Government	2018 "Shanghai Financial Innovation Award"	TPP
Hong Kong Federation of Insurers	"Outstanding Reinsurance Scheme Award-General Insurance" Winner, "Outstanding Reinsurance Scheme Award-Life Insurance" Finalist	TPRe
China Banking and Insurance Regulatory Authority	"AA" Rating in Services	TPL
Shanghai Municipal People's Government	"2018 Shanghai Financial Innovation Achievement Award"	TPL
Asia Insurance Review	"2019 General Reinsurer of the Year"	TPRe
21 st Century Business Herald	"2019 Asia Excellent Life Insurance Company"	TPL
Daily Economic News	"Excellent Life Insurance Company of the Year"	TPL

Insurance Association of China	2018 "A" Rating for the Management of Insurance Company	TPL, TPI, TPP
Observer Financial Summit	"2019 China Outstanding Brand Power of Insurance Company"	TPL
Shanghai Securities News	"Annual Asset Management Excellence Award" in 2019	TPAM
China Business News	2019 China Financial Value Ranking "Annual Insurance Asset Management Company Award"	TPAM
National Business Daily	2019 China Insurance Industry Technology Innovation List "Annual Excellent Asset Management Insurance Company"	TPAM
People's Daily Online	"Insurance Service Case", "Sales Elite" and "Technical Elite" Awards	TPP
JRJ	"Outstanding Critical Illness Insurance Product Award" and "Outstanding Health Insurance Product Award"	TPP
InsuranceAsia News	"P&C Reinsurer of the Year – Hong Kong"	TPRe
Financial Computerisation Magazine Press	"2019 Outstanding Contribution Award for Fintech Innovation – Operation, Maintenance and Innovation Contribution Award"	TPFT
Insurance Culture	The Fourth Place in The Competitiveness of Chinese Insurance Companies Ranking 2019	TPL
China Investment Network	"2019 Best Insurance Company"	TPL
Financial Times	"Best Life Insurance Company of the Year"	TPL
Financial Times	"Best Pension Insurance Company"	TPP
China Business Journal	2019 Zhongjing Public Welfare "Dingxing Award"	TPL
Jiangxi Financial Regulatory Commission	"Financial Service Contribution Award"	TPL
China Banking and Insurance Regulatory Commission	"A" Rating in the Comprehensive Risks Evaluation in the First Three Quarters of 2019	TPL
Anhui Business News	"Anhui Life Insurance Company of the Year" and "Anhui Best Management Innovation Insurance Brand of the Year"	TPL



△ 2019 General Reinsurer of the Year.



△ "Insurance Service Case", "Sales Elite" and "Technical Elite" Awards.

Key Associations Joined by the Company

Insurance Association of China
Insurance Society of China
Insurance Asset Management Association of China
China Social Insurance Association
China International Contractors Association
National Association of Financial Market Institutional Investors
China Institute of Internal Audit
The Fourth CBA Financial Leasing Committee
The Hong Kong Federation of Insurers
The Hong Kong Chinese Enterprises Association
Chinese Insurance Association of Hong Kong
The Hong Kong Chinese Enterprises Association
Hong Kong Securities Association
Industry Advisory Committees on General Business of Hong Kong Insurance Authority
Macau Insurers' Association
The Macau Chinese Enterprises Association
Beijing Financial Street Chamber of Commerce
Shenzhen Enterpriser Association
Shanghai Insurance Exchange
Shanghai Institute of Marine Insurance
Shanghai Pudong Financial Promotion Association
Shanghai Shehui Bangjiao Zhiyuanzhe Xiehui
Shanghai Banking Association
Labuan International Insurance Association
Singapore Reinsurers' Association
International Underwriting Association
China Enterprises Association Singapore
General Insurance Association Singapore
Life Insurance Association Singapore
Property Insurance Association Indonesia

Appendix III: List of Data¹

ESG Indicators		Unit	2018	2019
A. Environment				
A1. Emissions				
A1.1	Air pollutant emissions			
	Particular matter	Tonne		115.09
	Sulphur dioxide (SO ₂)	Tonne	Data not available	2.61
	Nitrogen oxides (NO _x)	Tonne		1,284.10
A1.2	Greenhouse gas emissions and intensity			
	Direct carbon emissions (scope 1)	Tonne CO ₂ e	1,160.17	25,993.25
	Energy indirect emissions (scope 2)	Tonne CO ₂ e	48,412.94	14,461.60
	Other indirect emissions (scope 3)	Tonne CO ₂ e	Data not available	3,959.96
	Total greenhouse gas emissions	Tonne CO ₂ e	49,573.11	44,414.81
	Greenhouse gas emissions per employee	Tonne CO ₂ e /employee	3.35	4.58
A1.3	Total hazardous waste produced and intensity			
	Discarded lamps	No.	4,710	2,231
	Discarded lamps per employee	No. / employee	0.32	0.23
	Discarded toner and ink cartridges	No.	1,266	977
	Discarded toner and ink cartridges per employee	No. / employee	0.09	0.10
	Discarded electronics and electric appliances	Kg	28,342	4,187
	Discarded electronics and electric appliances per employee	Kg/ employee	1.91	0.43

¹ The 2019 data covered China Taiping Insurance Holdings Company Limited and the headquarters offices of its Taiping Life Insurance Company Limited, Taiping General Insurance Company Limited, Taiping Pension Company Limited, Taiping Asset Management Company Limited, Taiping Investment Holdings Company Limited, Taiping Financial Technology Service (Shanghai) Company Limited, Taiping Financial Audit Service (Shenzhen) Company Limited, Taiping Financial Services Co., Ltd., Taiping & Sinopec Financial Leasing Co., Ltd., Taiping Reinsurance (China) Company Limited, Taiping Science and Technology Insurance Co., Ltd., China Taiping Insurance (HK) Company Limited, Taiping Reinsurance Company Limited, Taiping Financial Holdings Company Limited, China Taiping Life Insurance (Hong Kong) Company Limited, Taiping Reinsurance Brokers Limited, China Taiping Insurance (Macau) Company Limited, China Taiping Insurance (UK) Company Limited, China Taiping Insurance (Singapore) Pte. Ltd., PT China Taiping Insurance Indonesia, China Taiping Insurance Service (Japan) Co., Ltd., Taiping-Starr Holdings LLC and Australia Representative Office of China Taiping Insurance Holdings Co., Ltd.

> APPENDICES

A1.4	Total non-hazardous waste produced and intensity			
	General waste	Tonne	5,311.86	5,605.72
	General waste per employee	Tonne/ employee	0.82	0.58
A1.6	Measures to reduce hazardous and non-hazardous waste and results achieved			
	Hazardous waste recycled	Kg	0.85	0.60
	Non-hazardous waste recycled	Tonne	33.8	804.89

A2. Use of resources

A2.1 & A2.3	Energy consumption and intensity			
	Petrol	Litres	448,663	171,102
	Diesel	Litres	34,732	5,930
	Liquefied petroleum gas	Tonnes	0	0
	Natural gas	Cubic meters	424,877	208,738
	Electricity	KWh	73,158,133	24,791,561
	Electricity consumed per employee	KWh/ employee	4,936	2,555
A2.2	Water consumption and intensity			
	Water consumption	Water consumption	152,596	233,113
	Water consumption per employee	Water consumption per employee	13	24

B. Social

B1. Employment

B1.1	Total workforce			
Total workforce		No.	6,486	5,895
Employment type	Full-time	No.	Data not available	5,894
	Part-time	No.		1
Gender	Male	No.	3,252	3,235
	Female	No.	3,234	2,660
Age	29 years old and below	No.	Data not available	1,348
	30-49 years old	No.		4,074
	50 years old and above	No.		473
Employee category	Senior management	No.	Data not available	368
	Middle management	No.		780
	General staff	No.		4,747

Region	Mainland China	No.	5,272	4,616
	Hong Kong and Macau	No.	806	945
	Overseas	No.	408	334
B1.2	Employee turnover rate			
Employee turnover rate		%	16	12
Gender	Male	%	15	13
	Female	%	17	11
Age	29 years old and below	%	Data not available	16
	30-49 years old	%		11
	50 years old and above	%		10
Region	Mainland China	%		12
	Hong Kong and Macau	%		11
	Overseas	%		15
B1.2	New employees			
New employees		No.	1,771	1,358
Gender	Male	No.	818	786
	Female	No.	953	572
Age	29 years old and below	No.	1,109	572
	30-49 years old	No.	638	749
	50 years old and above	No.	24	37
B2.1 & B2.2	Health and Safety			
	Fatalities	No.	0	0
	Fatality rate	%	0	0
	Injuries	No.	26	13
	Lost days due to work injury	Days	896	304
B3.1	Percentage of employees trained			
Gender	Male	%	Data not available	82
	Female	%		75
Employee category	Senior management	%		82
	Middle management	%		80
	General staff	%		78

B3.2	Average employee training hours			
	Average employee training hours	Hours	40	39
Gender	Male	Hours	20	38
	Female	Hours	60	41
Employee category	Senior management	Hours	Data not available	41
	Middle management	Hours		49
	General staff	Hours		41
B5.1	Number of suppliers			
	Total suppliers	No.	8,568	4,093
Region	Mainland China	No.	8,374	3,719
	Hong Kong and Macau and overseas	No.	194	374
B6.2	Number of product- and service-related complaints received			
	Total complaints	No.	57,159	1,545
B7.1	Number of legal cases regarding corrupt practices			
	Legal cases regarding corrupt practices, bribery, extortion, fraud and money laundering	No.	0	0
B8.2	Resources contributed to focus areas			
	Targeted poverty alleviation	10,000 RMB	1,791	1,681
	Charitable donations	RMB	1,060,000	1,085,459
	Employee participation in public welfare/ volunteering activities	No.	13,394	5,578

Appendix IV: ESG Reporting Guide Content Index

ESG Aspects	Guide Requirements		Report Section/ Statement
A1: Emissions	General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Creating Value for Stakeholders – For the Environment Appendix I: List of Policies
	A1.1	The types of emissions and respective emissions data.	Appendix III: List of Data
	A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendix III: List of Data
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendix III: List of Data
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendix III: List of Data
	A1.5	Description of measures to mitigate emissions and results achieved.	Creating Value for Stakeholders – For the Environment
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Creating Value for Stakeholders – For the Environment Appendix III: List of Data
A2: Use of Resources	General disclosure	Policies on the efficient use of resources including energy, water and other raw materials.	Creating Value for Stakeholders – For the Environment Appendix I: List of Policies
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kwh in '000s) and intensity (e.g. per unit of production volume, per facility).	Appendix III: List of Data
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Appendix III: List of Data
	A2.3	Description of energy use efficiency initiatives and results achieved.	Creating Value for Stakeholders – For the Environment Appendix III: List of Data

	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Creating Value for Stakeholders – For the Environment We will continue to monitor and control water consumption in our operations, hence saving water.
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The company's business does not involve packaging materials.
	General disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	Creating Value for Stakeholders – For the Environment Appendix I: List of Policies
A3: The Environment and Natural Resources	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Creating Value for Stakeholders – For the Environment
B1: Employment	General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Creating Value for Stakeholders – For Employees Appendix I: List of Policies
	B1.1*	Total workforce by gender, employment type, age group, and geographical region.	Appendix III: List of Data
	B1.2*	Employment turnover rate by gender, age group, and geographical region.	Appendix III: List of Data
B2: Health and Safety	General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Creating Value for Stakeholders – For Employees Appendix I: List of Policies
	B2.1*	Number and rate of work-related fatalities.	Appendix III: List of Data
	B2.2*	Lost days due to work injury.	Appendix III: List of Data
	B2.3*	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Creating Value for Stakeholders – For Employees Appendix III: List of Data

B3: Development and Training	General disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Creating Value for Stakeholders – For Employees Appendix I: List of Policies
	B3.1*	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Appendix III: List of Data
	B3.2*	The average training hours completed per employee by gender and employee category.	Creating Value for Stakeholders – For Employees Appendix III: List of Data
B4: Labour Standards	General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced Labour.	Creating Value for Stakeholders – For Employees Appendix I: List of Policies
	B4.1*	Description of measures to review employment practices to avoid child and forced Labour.	Creating Value for Stakeholders – For Employees
	B4.2*	Description of steps taken to eliminate such practices when discovered.	No such incidents were reported during the reporting period
B5: Supply Chain Management	General disclosure	Policies on managing environmental and social risks of the supply chain.	Creating Value for Stakeholders – For Partners Appendix I: List of Policies
	B5.1*	Number of suppliers by geographical region.	Appendix III: List of Data
	B5.2*	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Creating Value for Stakeholders – For Partners
B6: Product Responsibility	General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.	Creating Value for Stakeholders – For Customers Appendix I: List of Policies
	B6.1*	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	This indicator is not applicable to the business of the Company.
	B6.2*	Number of products and service related complaints received and how they are dealt with.	Appendix III: List of Data Creating Value for Stakeholders – For Customers

> APPENDICES

	B6.3*	Description of practices relating to observing and protecting intellectual property rights.	Creating Value for Stakeholders – For Shareholders
	B6.4*	Description of quality assurance process and recall procedures.	Creating Value for Stakeholders – For Customers
	B6.5*	policies, how they are implemented and monitored.	Creating Value for Stakeholders – For Customers
B7: Anti-corruption	General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Creating Value for Stakeholders – For Shareholders Appendix I: List of Policies
	B7.1*	Number of conducted legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Creating Value for Stakeholders – For Shareholders Appendix III: List of Data
	B7.2*	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Creating Value for Stakeholders – For Shareholders
B8: Community Investment	General disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Creating Value for Stakeholders – For the Society Appendix I: List of Policies
	B8.1*	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Creating Value for Stakeholders – For the Society
	B8.2*	Resources contributed (e.g. money or time) to the focus area.	Creating Value for Stakeholders – For the Society Appendix III: List of Data

*Recommended Disclosure

Appendix V: GRI Content Index

GRI Disclosure Number	Description	Report Section/ Statement
GRI 101: Foundation 2016		
GRI 101 does not include any disclosures		
GRI 102: General Disclosures 2016		
Organisational Profile		
102-1	Name of the organisation	About China Taiping
102-2	Activities, brands, products, and services	About China Taiping
102-3	Location of headquarters	About China Taiping
102-4	Location of operations	About China Taiping
102-5	Ownership and legal form	About China Taiping
102-6	Markets served	About China Taiping
102-7	Scale of the organisation	About China Taiping
102-8	Information on employees and other workers	Appendix III: List of Data
102-9	Supply chain	Creating Value for Stakeholders – For Partners
102-10	Significant changes to the organisation and its supply chain	Creating Value for Stakeholders – For Partners
102-11	Precautionary Principle or approach	Sustainable Development Approach
102-12	External initiatives	Creating Value for Stakeholders – For Partners
102-13	Membership of associations	Appendix II: Major Recognitions, Awards and Memberships
Strategy		
102-14	Statement from senior decision-maker	Chairman's Statement
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behavior	About This Report Creating Value for Stakeholders – For Shareholders
Governance		
102-18	Governance structure	About This Report

> APPENDICES

Stakeholder Engagement		
102-40	List of stakeholder groups	Sustainable Development Approach – Stakeholder Engagement
102-41	Collective bargaining agreements	Not Applicable
102-42	Identifying and selecting stakeholders	Sustainable Development Approach – Stakeholder Engagement
102-43	Approach to stakeholder engagement	Sustainable Development Approach – Stakeholder Engagement
102-44	Key topics and concerns raised	Sustainable Development Approach – Materiality Assessment
Reporting Practice		
102-45	Entities included in the consolidated financial statements	About This Report
102-46	Defining report content and topic Boundaries	About This Report
102-47	List of material topics	Sustainable Development Approach
102-48	Restatements of information	There are no restatement of information in this Report.
102-49	Changes in reporting	About This Report
102-50	Reporting period	About This Report
102-51	Date of most recent report	About This Report
102-52	Reporting cycle	About This Report
102-53	Contact point for questions regarding the report	About This Report
102-54	Claims of reporting in accordance with the GRI Standards	About This Report
102-55	GRI content index	Appendix V: GRI Content Index
102-56	External assurance	We will discuss the feasibility of obtaining external verification in future reports.
GRI 200: Economic		
Economic Performance		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Sustainable Development Approach – Materiality Assessment

103-2	The management approach and its components	Creating Value for Stakeholders – For Customers
103-3	Evaluation of the management approach	Creating Value for Stakeholders – For Customers
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	About China Taiping
Indirect Economic Impacts		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Sustainable Development Approach – Materiality Assessment
103-2	The management approach and its components	Creating Value for Stakeholders – For the Society
103-3	Evaluation of the management approach	Creating Value for Stakeholders – For the Society
GRI 203: Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	Creating Value for Stakeholders – For Customers
Anti-corruption		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Sustainable Development Approach – Materiality Assessment
103-2	The management approach and its components	Creating Value for Stakeholders – For Shareholders
103-3	Evaluation of the management approach	Creating Value for Stakeholders – For Shareholders
GRI 205: Anti-corruption 2016		
205-3	Confirmed incidents of corruption and actions taken	Creating Value for Stakeholders – For Shareholders
Anti-competitive Behavior		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Sustainable Development Approach – Materiality Assessment
103-2	The management approach and its components	Creating Value for Stakeholders – For Shareholders
103-3	Evaluation of the management approach	Creating Value for Stakeholders – For Shareholders
GRI 206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices

GRI 300: Environment

Materials

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	Sustainable Development Approach – Materiality Assessment
103-2	The management approach and its components	Creating Value for Stakeholders – For the Environment
103-3	Evaluation of the management approach	Creating Value for Stakeholders – For the Environment

GRI 301: Materials 2016

301-1	Materials used by weight or volume	Creating Value for Stakeholders – For the Environment
301-3	Reclaimed products and their packaging materials	Creating Value for Stakeholders – For the Environment

Energy

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	Sustainable Development Approach – Materiality Assessment
103-2	The management approach and its components	Creating Value for Stakeholders – For the Environment
103-3	Evaluation of the management approach	Creating Value for Stakeholders – For the Environment

GRI 302: Energy 2016

302-1	Energy consumption within the organisation	Creating Value for Stakeholders – For the Environment
302-3	Energy intensity	Creating Value for Stakeholders – For the Environment

Environmental Compliance

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	Sustainable Development Approach – Materiality Assessment
103-2	The management approach and its components	Creating Value for Stakeholders – For the Environment
103-3	Evaluation of the management approach	Creating Value for Stakeholders – For the Environment

GRI 307: Environmental Compliance 2016		
307-1	Non-compliance with environmental laws and regulations	Creating Value for Stakeholders – For the Environment
GRI 400: Social		
Local Communities		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Sustainable Development Approach – Materiality Assessment
103-2	The management approach and its components	Creating Value for Stakeholders – For the Society
103-3	Evaluation of the management approach	Creating Value for Stakeholders – For the Society
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	Creating Value for Stakeholders – For the Society
Socioeconomic Compliance		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Sustainable Development Approach – Materiality Assessment
103-2	The management approach and its components	Creating Value for Stakeholders – For the Society
103-3	Evaluation of the management approach	Creating Value for Stakeholders – For the Society
GRI 419: Socioeconomic Compliance 2016		
419-1	Non-compliance with laws and regulations in the social and economic area	Creating Value for Stakeholders – For the Society

