



**中国太平**  
**CHINA TAIPING**

Stock Code: HK00966



# 2021

**Environmental, Social and  
Governance (ESG) & Corporate  
Social Responsibility Report**

China Taiping Insurance Holdings Company Limited



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## About this Report

This Report is the 6th Environmental, Social and Governance (ESG) & Corporate Social Responsibility Report issued by China Taiping Insurance Holdings Company Limited and its subsidiaries, outlining our environmental, social and governance (ESG) performance in 2021. We are looking forward to communicating our management approaches, actions taken and achievements when fulfilling social responsibilities with stakeholders.

### Reporting Guidelines

This Report is prepared in accordance with the ESG Reporting Guide under Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited, and has complied with provisions on mandatory disclosure and “comply or explain”. This Report is also prepared by referring to the GRI Sustainability Reporting Standards (GRI Standards) issued by Global Reporting Initiative.

### Reporting Scope

This Report covers the period from January 1, 2021 to December 31, 2021. In order to enhance comparability, part of the content is appropriately traced back to past years. Unless otherwise specified, the environmental KPIs in this Report covers the Company’s headquarters and subsidiaries actually controlled by the Company. The materials, policies, statements, and data in this Report cover China Taiping Insurance Holdings Company Limited and its subsidiaries. Due to changes in the Group’s ownership of some subsidiaries, and to objectively and comprehensively disclose substantial impacts of the Group’s business operations on the environment, the scope of environmental KPIs collected during this Year differs from that of the previous year. For details, please refer to Appendix IV List of Data.

### Reporting Principles

This Report has applied the reporting principles of the ESG Reporting Guide as follows:

**Materiality:** The Group has identified material stakeholders and material ESG topics of this Year that served as the basis for determining the disclosure focus of this Report by conducting stakeholder engagement and materiality assessment.

**Quantitative:** All data disclosed in this Report were collected from relevant statistic reports and internal documents. Relevant standards and methodologies used in the calculation of KPIs are disclosed as well. Financial data stated in this Report were extracted from the Group’s *2021 Annual Report*.

**Consistency:** Unless otherwise stated, the information collection and statistical methodologies used in this Report are consistent with those in previous years.

### Confirmation and Endorsement of this Report

There are no false records, misleading statements, or material omissions of information disclosed in this Report. This Report was reviewed and approved by the Board of Directors in May 2022.

### Access and Feedback to this Report

This Report is prepared in simplified Chinese, traditional Chinese and English. The soft copy of this Report is available on the Company’s official website (<http://www.ctih.cntaiping.com>) and the website of the Stock Exchange (<http://www.hkexnews.hk>).

Your opinions are important for us to improve ESG performance. In case of any questions and feedback on this Report or the Group’s ESG matters, you are welcome to contact us through the following channels:

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## Chairman's Statement

2021 was a milestone in the history of our country. It also marked the start of China Taiping's implementation of its high-quality development strategy. As a centrally-managed insurance group headquartered in Hong Kong, China Taiping has been caring for "the country's most fundamental interests" and upholding "Devotion of Central Enterprises, Customer First, Leading Innovation and Value Orientation". China Taiping always pools strengths, rises to challenges, and strives arduously. Thus, the Group has gotten off to a good start in the "14th Five-Year Plan". This Year, we coordinated the pandemic prevention and control with business development. We spared no efforts to drive value growth, actively shouldered missions as a central enterprise, and fulfilled our social responsibility, and deliver extra value to the society at large, shareholders, customers, partners and employees.

**Stay devoted as a central enterprise and serve the bigger picture of national and societal growth.** We enforced the China Taiping's Three-Year Action Plan for Participating in the Construction of the Guangdong-Hong Kong-Macao Greater Bay Area and contributed to the policies to allow vehicles in Macau or Hong Kong to directly enter Mainland China. Our innovative critical illness insurance exclusive for the Greater Bay Area and cross-border medical insurance boosted the connectivity and protected livelihood in Greater Bay Area. We issued the China Taiping's Action Plan for Contributing to the Construction of Hainan Free Trade Port, and continued to develop new insurance against global special drugs in Hainan Free Trade Port. In addition, we build Taiping elderly care communities in Sanya. We formulated the China Taiping's Implementation Opinions on Serving Rural Revitalization, expanded the coverage of agricultural insurance and long-term care insurance with good quality, and innovated inclusive insurances like poverty prevention insurance and people-benefiting insurance. We prepared to set up Taiping Rural Revitalization Fund to alleviate poverty through industrial development and continued to cement the achievements in rural revitalization of Liangdang County, Gansu Province, and Yu'an District, Anhui Province. We also donated RMB 10 million to Henan Province for catastrophic flood relief. Firmly uphold the principle that Hong Kong and Macao should be governed by patriots, we endorsed the anti-pandemic efforts in Hong Kong and promoted economic and social development as well as people's wellbeing in Hong Kong and Macau in a bid to help Hong Kong and Macau to better integrate into the country's overall development.

**Put customers first and enhance the capacity and level of modern insurance service.** We practiced a "people-centered" development philosophy, actively engaged

in building a multi-layered social security system, and endeavored to meet people's needs and safeguard their quality of life. We hosted "China Taiping Customer Festival", where we spread our service philosophy of "Customer First" and showcased the comprehensive service system of "One Taiping for One Customer". We made an effort to pump up elderly care communities, more than 500 senior citizens were admitted to Wutong Family; Shanghai Taiping Rehabilitation Hospital ran smoothly. We innovated the "insurance plus service" pension products and pushed for "elderly-oriented" services to cater to elderly's differentiated needs for insurance services. We endeavored to develop the Taipingtong APP and Smart Counter, constantly optimized customer experience by offering them more valuable, professional, and varied products and services, to ensure the quality of life of our customers.

**Remain innovation-led and achieve new competitive advantage.** In response to the new trends of modern insurance, we facilitated industrial collaboration between insurance, investment and ecosystem to create new momentum and vitality for high-quality development. To empower our insurance business, we sped up the development of medical health & elder care ecosystem and fintech ecosystem. At the forum we held on the high-quality development of the insurance industry in the Greater Bay Area, we along with our strategic partners at home and abroad, officially established and formed the "China Taiping Medical Health & Elder Care Ecological Alliance", and "China Taiping Fintech Ecological Alliance". We propelled digital transformation and built the system and mechanism of technological innovation to further apply these innovations. We reinforced data governance and put in place an integrated data system, which enhanced our intelligent operation. We continued our efforts in major innovation projects and innovative branches to create a strong atmosphere for mass innovation.

**Maintain value orientation and drive high-quality development.** Taking hold of the new development stage, we implemented the new development philosophy and served to build the new development paradigm. We formulated the Group's plan for the "14th Five-Year Plan" period and made an all-out effort to carry out the Group's high-quality development strategy. Based on value orientation and high-quality development, the strategic core, we improved the business strategy aiming at value-based growth and the management system guided by value creation. We leveraged our first-mover advantage of internationalization and coordinated the domestic and overseas businesses to unswervingly embark on the value-based development path.



WANG Sidong, Chairman of China Taiping Insurance Holdings Company Limited

**Fulfill social responsibility and actively deliver social values.** Under the national strategy of carbon peaking and carbon neutrality, we formulated the China Taiping's Guidelines on Implementing Green Finance and improved the ESG governance system and rules. We developed green financial products, invested in environmentally-friendly projects, and advocated green offices to reduce resource consumption. We strengthened risk management holistically, improved the compliance management of internal control and adhered to the bottom line of business integrity. We launched social work of all kinds, including public welfare and charity activities, poverty alleviation, and volunteer work. Applying people-centricity, we have been prioritizing employees' health and safety, strengthening regular pandemic prevention and control at home and abroad, and securing employees' rights and interests as well as their welfare. We unleashed employees' full potential by selecting outstanding staff to establish a multi-tiered, classified talent training system. We organized "Peking University Youth Cadre Training Class" where we provided an unimpeded channel for employees' career planning and future development.

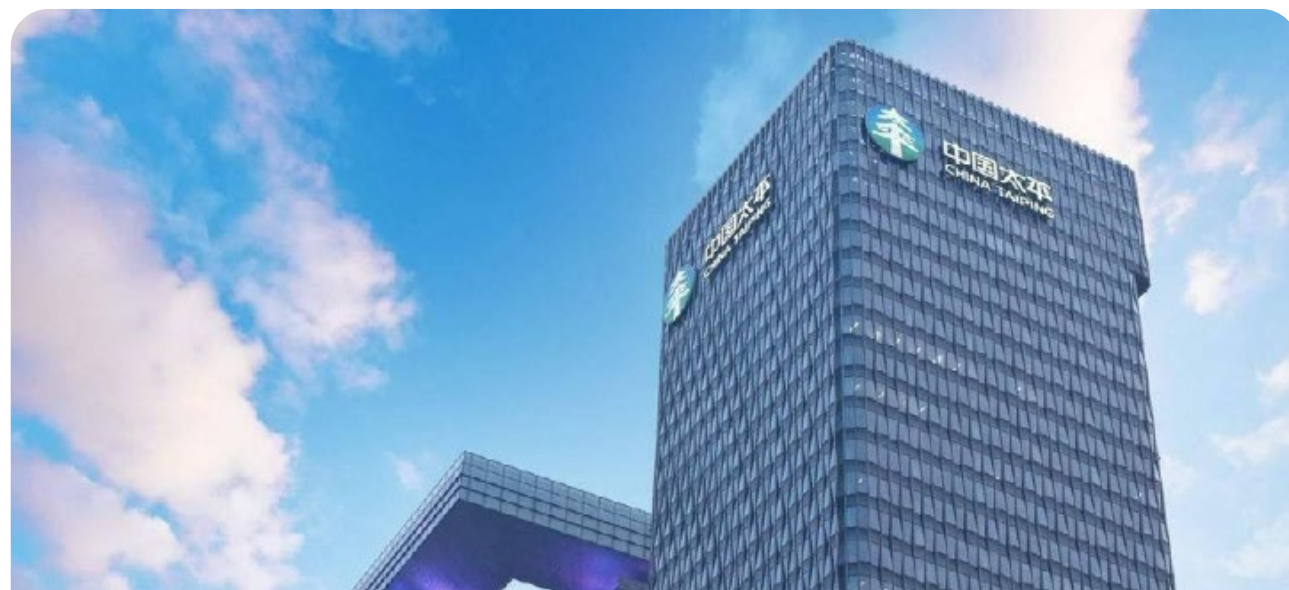
Looking back, China Taiping credited its growth to the care bestowed by all sectors of the society, the continuous efforts of all employees, the trust and support from our shareholders and customers. Looking forward, we strove to build an international and modern financial insurance group with the highest value growth in China's insurance industry as our vision. We will follow our high-quality development strategy in depth, solidify our business foundation and make innovations and changes. In this way forward, we can better fulfill our corporate social responsibility to create new chapters for China Taiping's high-quality development.



# ABOUT CHINA TAIPING

03





## About China Taiping

China Taiping Insurance Holdings Company Limited (CTIH) is a financial holding company headquartered in Hong Kong and incorporated under the Companies Ordinance of Hong Kong in February 2000. It was listed on the Main Board of the Hong Kong Stock Exchange with stock code HK00966 in June 2000 and its controlling shareholder is China Taiping Insurance Group Ltd. (TPG). CTIH is a holding company and its business is operated by independent subsidiaries.

With CTIH as the core member, TPG is originated from three national brands including Taiping Insurance, China Insurance and Ming An Insurance. Founded in 1929, China Taiping, the only centrally-managed insurance group headquartered overseas, has been the oldest existing national insurance brand in China. TPG is a Hong Kong based company with extensive transnational operations and worldwide services. Under rapid development in recent years, China Taiping has been listed on the Fortune Global 500 for four consecutive years since 2018 and ranked 344th in 2021. TPG is a large multinational financial insurance group with more than 500,000 internal and external employees, 24 major subsidiaries and about 2000 branches at all levels. With a comprehensive insurance business operating system, China Taiping is also a Chinese-funded insurance institution with distinctive international features.

During the “14th Five-Year Plan”, based on new development stage, China Taiping will implement this new development philosophy to create a new development dynamic. We are

committed to the strategic requirements of “Devotion of Central Enterprises, Customer First, Leading Innovation and Value Orientation” to serve the national strategic goals and ensure social security, promote “dual circulation”, safeguard the policy of “One Country, Two Systems” and the long-term prosperity and stability of Hong Kong and Macau. In addition, we are dedicated to implementing the development philosophy of “Taiping for Your Peaceful Life” and opening a new chapter in high-quality development as way to build an international and modern financial insurance group with the highest value growth in China’s insurance industry.

China Taiping has been listed on the Fortune Global 500 for four consecutive years since 2018 and ranked 344th in 2021. TPG is a large multinational financial insurance group with more than

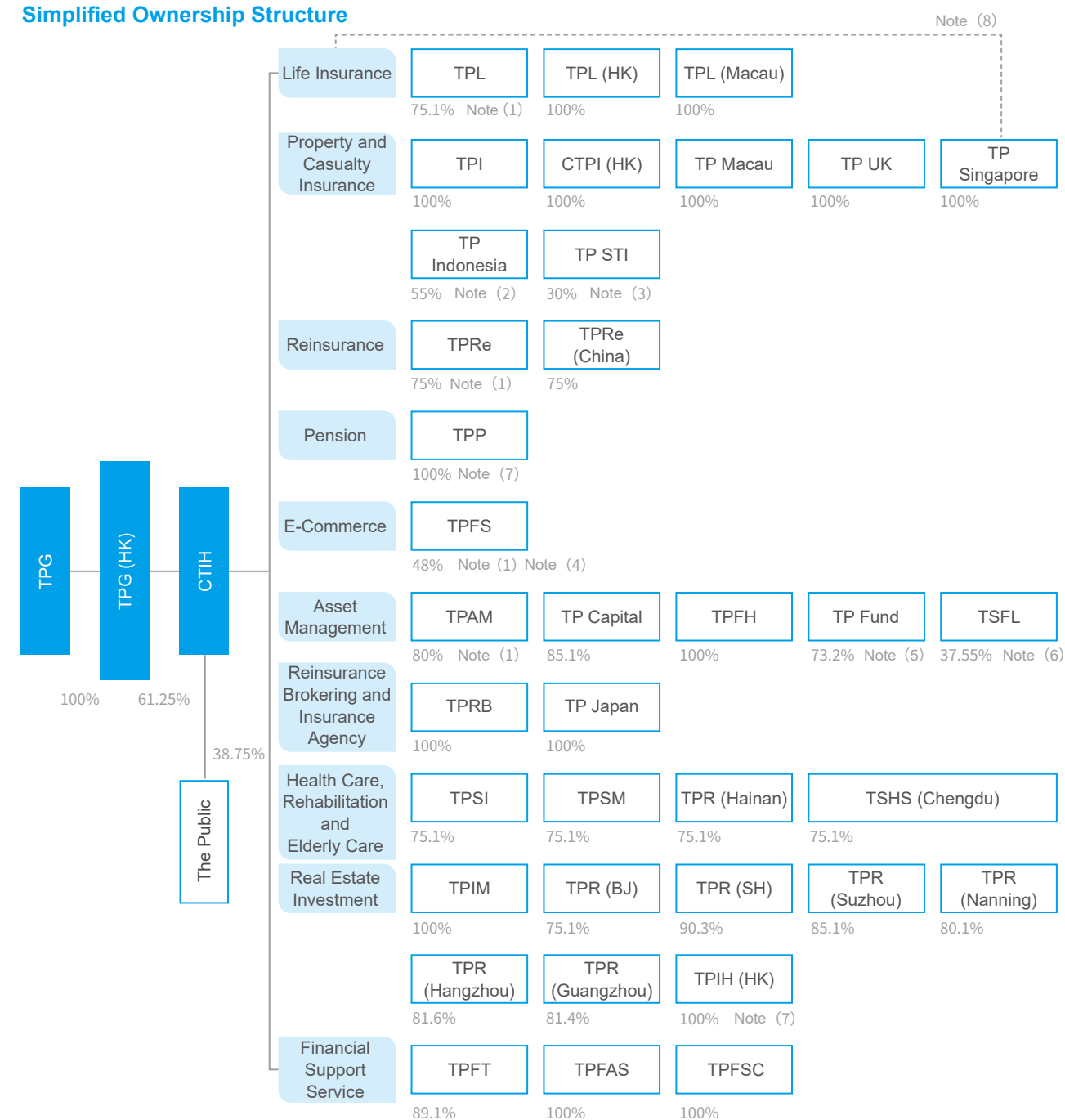


**500,000** internal and external employees

**24** major subsidiaries

around **2,000** branches at all levels

## Simplified Ownership Structure



### Note

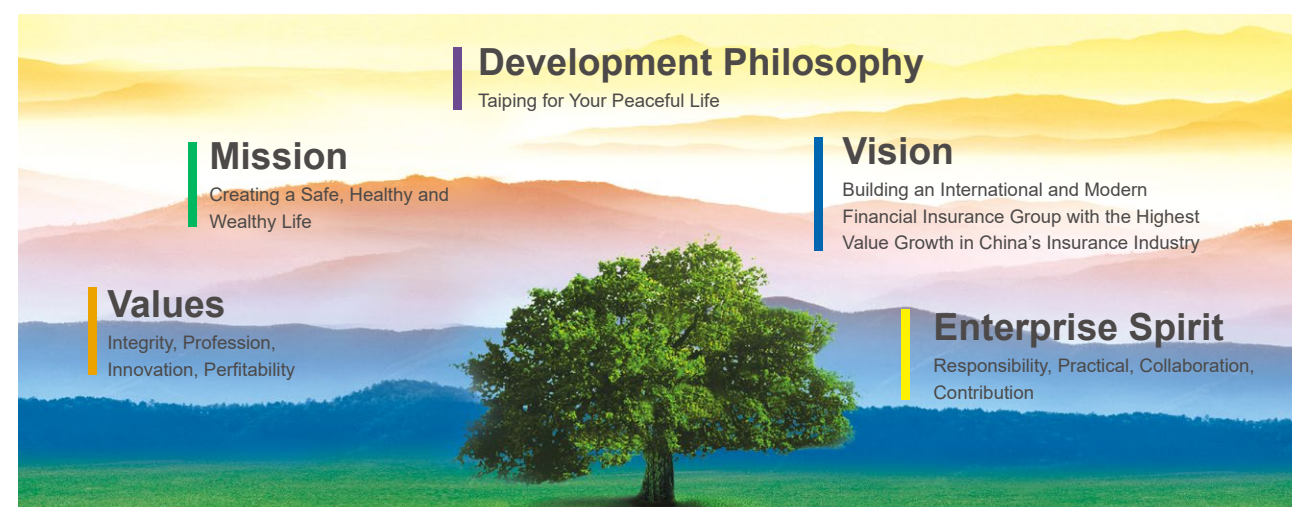
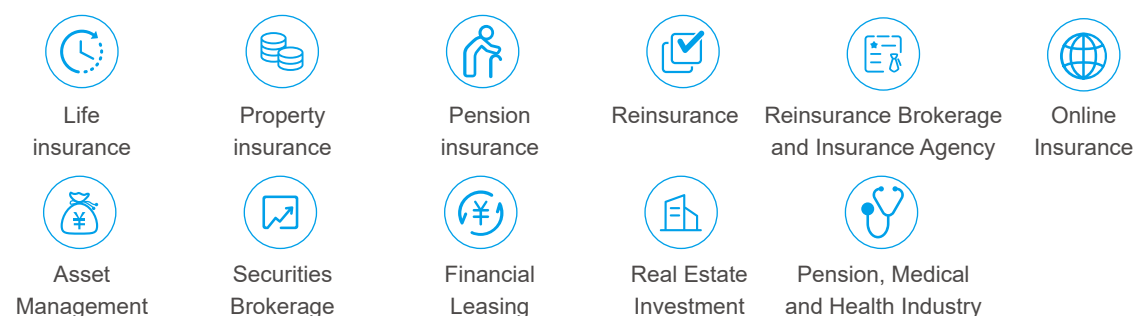
- (1) Ageas owns the remaining 24.9%, 25%, 12% and 20% equity interests in TPL, TPRe, TPFS and TPAM, respectively.
- (2) PT Megah Putra Manunggal owns an equity interest of 45% in TP Indonesia.
- (3) TPI own 30% equity interest of in TP STI.
- (4) CTIH owns 48 % equity interest in TPFS.
- (5) Ashmore Investment Management Ltd. owns 8.5% equity interests in TP Fund, while TPAM owns the remaining 91.5%.
- (6) Sinopec Group Company owns 50% equity interests in TSFL, while TPL owns the remaining 50%.
- (7) In addition to operating its own business lines, TPIH (HK) and TPP also act as investment platforms in the asset management business.
- (8) TP Singapore also has life insurance business license and was a comprehensive insurance company.
- (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.
- (10) The above structure was as of December 31, 2021.



## Business Scope



## Business Type



## Chronicle of events in 2021

### January

- **TPG** held the 2021 working conference. The chairman delivered a speech of *Sticking to Value Orientation to Open a New Chapter for High-Quality Development*, summarized the achievements we have made in the "13th Five-Year Plan" period, analyzed the opportunity and challenges we faced and proposed the guiding philosophy, basic principles, overall requirements, and development goals for the "14th Five-Year Plan" period as well as conducted comprehensive arrangement for the work this year
- Cooperation agreement was officially entered into **TPI** and Daimler Insurance Services to develop the first batch of critical illness insurance products exclusive to Guangdong-Hong Kong-Macao Greater Bay Area of Mainland China property insurers
- **TPRe** has earned a S&P Financial Strength Rating and the Global Ratings Issuer Credit Rating of "A" for nine consecutive years

### March

- **TPI** provided RMB 35.05 million for transportation risk insurance of COVID-19 vaccines to overseas
- **Shanghai Taiping Rehabilitation Hospital** was officially launched
- **TP Macau** launched an innovative insurance product Taiping Insurance for COVID-19 coverage
- Zhikan Technology, the first innovative incubation project of **TPFS** obtained the national high-tech enterprise certification

### February

- China Central Depository & Clearing Co.,Ltd. (CCDC) issued a comprehensive evaluation of China bond members, and **TPL** was the only insurance company to have rewarded with the "Bond Business Progress Award"
- Pension cooperation agreement signed by **TPL Shenzhen Branch** and Shenzhen Customs
- **TPP Guangxi Branch** was successfully shortlisted in long-term care insurance project in Nanning
- **TPAM** won the title of "Annual Excellent Trader" by the National Inter-bank Funding Center

### April

- Strategic cooperation agreement was signed by **China Taiping** and Overseas Chinese Town Group Co., Ltd
- A symposium was held in Haikou to release the Action Plan for **China Taiping** to boost the construction of Hainan Free Trade Port
- **"Taiping Town - Wutong Family"** was awarded the "2020 Top 10 Health Wellness Project"
- **TPL** initiated the 2021 healthcare program
- The intelligent management program of **TPP's** long-term care insurance was successfully selected as Xinhuanet Excellent Financial Service Case
- **TPP** actively participated in the wellbeing project called "Huhuobao" (a supplementary medical insurance) guided by the Shanghai Municipal Medical Insurance Bureau
- **TPP Tianjin Branch** won the bid for Tianjin long-term care insurance project

## May

- **China Taiping** rural revitalization leading group conducted a survey in Liangdang County, Gansu Province to consolidate the achievements of poverty alleviation and rural revitalization
- **China Taiping** Chinese Football Association Women's Super League was held in Kunming, Yunnan Province
- **TPL** released the 2021 *Green Paper on the Health of China Taiping VIP Members*
- **TPRe** has maintained its Class A rating in the Fitch Ratings for twelve consecutive years
- **TPAM** setup the Debt Investment Plan for "Taiping-Beijing Ecological Valley Infrastructure" and disbursed loans

## July

- Strategic cooperation agreement was signed by **China Taiping** and SDIC in Beijing
- Strategic cooperation agreement was signed by **China Taiping**, Tianjin Municipal People's Government and China Bohai Bank
- **China Taiping** donated to Henan province for flood relief and reconstruction and provided captive insurance
- The second "Jixiang Festival China Taiping Customer Festival" was held
- **TPI** worked together with the China Association for Disaster Prevention to jointly host the "First National Forum on Disaster Management and Risk Assurance" in Tangshan, Hebei Province

## June

- **TPL Gansu Branch** was awarded the Advanced Collectives of Poverty Alleviation
- **TPL Guangxi Branch** received two awards among 2021 Guangxi Financial services Rankings
- Strategic agreement was signed by the **TPI Hainan Branch** and Sanya Technology Investment Group Corporation
- **CTPI (HK)** covered property insurance for lunar soil
- **CTPI (HK)** won the "Outstanding Insurance Development Contribution Award in the Greater Bay Area"

## August

- **China Taiping** held the 2021 interim work conference
- **China Taiping** took the lead with some Chinese enterprises in Hong Kong to reach out to develop a caring program in community
- "**Taiping Town - Furong Family**" project officially started in Wenjiang District, Chengdu
- **TPL** launched the first exclusive commercial pension insurance product - Sui Sui Jin Sheng
- **TPAM** successfully completed the registration of "Debt Investment plan Taiping-Yuexiu Group Infrastructure in Insurance Asset Management Association of China" to promote the goal of carbon peaking and carbon neutrality through green financial products

## September

- Strategic cooperation agreement was signed by **China Taiping** and China FAW Group Co., Ltd. in Changchun, Jilin Province
- The second **China Taiping** Insurance Cooperation and Development Forum was held in Nanning, Guangxi Zhuang Autonomous Region. **China Taiping ASEAN Insurance Community** has been successfully established
- Strategic cooperation agreement was signed by **China Taiping** and New World Development Company Limited
- **TPI** and **TP Macau** organized the signing ceremony of project for "Macau Motor Vehicles to Pass through the Mainland Port", signed reinsurance and service cooperation agreements
- **TPP Yi Pei** (Easy Claim) platform was launched
- **TPRe** and **TPRe (China)** were rated as Class A by A.M. Best consecutively

## November

- The first "China Taiping Day" unveiled to celebrate the 92nd anniversary of the founding of **China Taiping** and the 20th anniversary of China Taiping resumption of domestic business
- Reception center of "**Taiping Town - Furong Family**" was officially opened to the public
- A new generation of health and casualty insurance core system of **TPI** was launched

## October

- **China Taiping** 2021 Young Cadres Training Program at the Peking University was officially launched
- **China Taiping** won the "Excellent Organizational Prize" of "DOU wallets short video challenge"
- **China Taiping ASEAN Insurance Service Center** successfully covered engineering insurance for a comprehensive development project
- **TPI Yunnan Branch** covered the insurance of flower trading price for the first time for the Kunming Dounan Flower Group
- **TP Capital** was officially approved by CBIRC

## December

- Strategic cooperation agreement was signed by **China Taiping** and Hengqin Guangdong-Macao Deep Cooperation Zone
- Strategic cooperation agreement was signed by **China Taiping** and the Peking University at Weiming Lake
- Forum on the High-quality Development of Insurance Industry in the Greater Bay Area in Shenzhen was held by **China Taiping**
- **China Taiping** Medical Health & Elder Care Ecological Alliance and Fintech Ecological Alliance were established
- **TPL** won the "2021 ESG Green Company Stars" of Golden Jubilee Awards





## Summary of Annual Performance

### Economy

**262.5** billion  **12.4%**

Total premiums written and policy fees reached HK\$262.5 billion, increased by 12.4% over the Last Year

**58.227** billion  **24.2%**

Investment income registered HK\$58.227 billion, increased by 24.2%

**1,378.6** billion  **17.9%**

The total asset reached HK\$1,378.6 billion, increased by 17.9% over the last year-end

**7.514** billion  **14.7%**

Profit attributable to owners achieved HK\$7.514 billion, increased by 14.7% over the Last Year

**100**

China Taiping was shortlisted Top 100 the world's most valuable insurance brand in eight consecutive years

**344**

China Taiping ranked the 344th among 2021 the Fortune Global 500, jumped 48 places as compared to last year

**185**

TPAM ranked the 185th among IPE Global Asset Management Top 500 and the 30th among China Asset Management



### Environment



**1.1** billion

TPAM invested over RMB 1.1 billion in green bonds by the end of this Year



**16** billion

TPAM invested over RMB 16 billion in ESG related projects

**36** million

Green bonds face value registered about USD36 million among debt asset of TPFH

**1.2** billion

TP Fund invested around RMB 1.2 billion in ESG related projects

**5** billion

TPRe provided security to clean energy projects including wind, nuclear, hydropower and PV with the total insurance coverage of HK\$5 billion

### Society



### Governance

The Group established the leading group for ecosystem construction, the leading group for the Greater Bay Area, the leading group for rural revitalization and the leading group for ESG.

**689** projects

689 projects have been audited by internal audit institution covering the Group company

**93.76%**

Corrective actions have been taken regarding the issues identified during internal audit, of which 93.76% of newly identified issues have been rectified

**84** items

84 items of system have been optimized

**63** processes

63 processes have been perfected

**218** systems

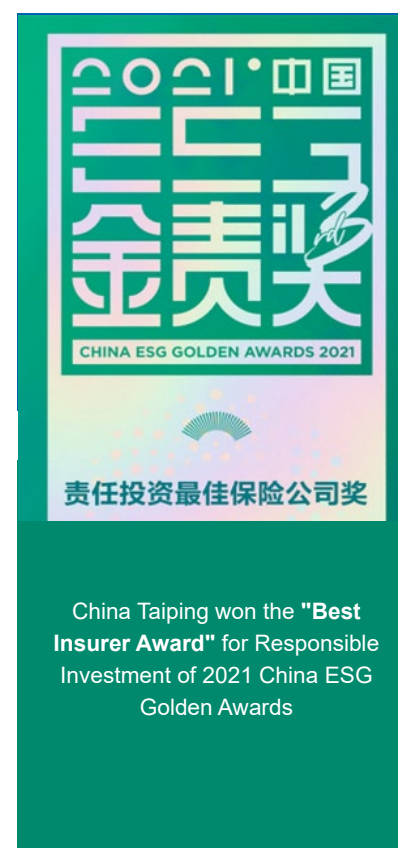
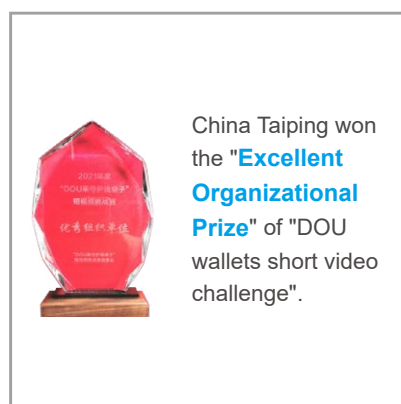
218 systems have been established



China Taiping was shortlisted  
the *Fortune* Global **500**



TPI listed as "2021 Top 10  
Insurance Claim Cases"



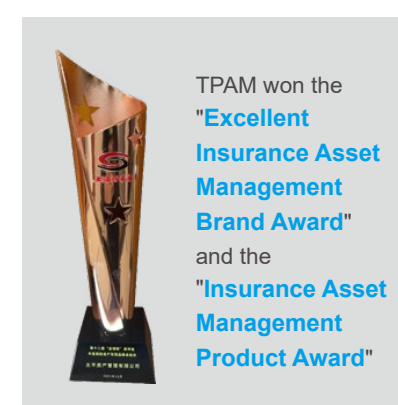
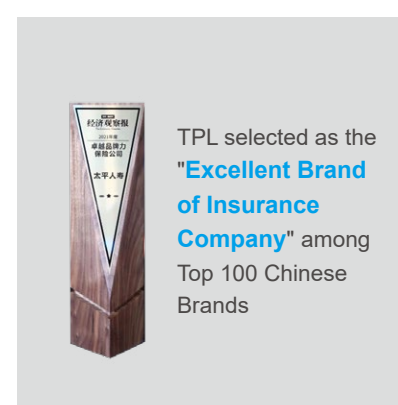
TPP won the  
"**Excellent Pension Insurance Service provider**" award in the Golden Tripod Award 2021



TPAM won "2021 Ark Award for High Quality Development Insurance Asset Management Company"



TPL won the "**2021 ESG Green Company Stars**" of Golden Jubilee Awards





# Social Responsibility Management

We stay committed to the strategic requirements of “Devotion of Central Enterprises, Customer First, Leading Innovation and Value Orientation” and taking high-quality development as our strategic core in Hong Kong and Macau and deeply rooted into the Greater Bay Area. We also dedicate to international development with greater efforts to accelerate our business in Mainland China, coordinated and promoted the industrial synergetic development of insurance, investment and ecosystem. Besides, we strive to build an international and modern financial insurance group with the highest value growth in China’s insurance industry to share the value with stakeholders including society, customers, shareholders, employees, and environment.

## Devotion of Central Enterprises

Bearing in mind the original aspiration of Chinese financial enterprises for a greater and better role in serving national strategy, supporting the real economy, ensuing people’s wellbeing, guarding against financial risks and fulfilling its due social responsibility.



## Customer First

Give top priority to meeting the demands of customers continuously and to the greatest extent and firmly establish the concept of Customer First to enhance customer service capability, elevate customer satisfactory, making the customer more safe, healthy and happy.



## Leading Innovation

Take the innovation and reform of technology, products, services and management as our driving force to shift our development mode through continuous innovation, create conditions for development, meet the demands of development to elevate the quality of development.



## Value Orientation

Create value for the country, society, customers, stakeholders and employees and take it as the standards to test the quality of development and our work to drive high quality development with value-oriented growth.



As the highest decision-making body of ESG, the Board of Directors takes the responsibility of ESG strategy, performance, and reporting and defines the overall objective of ESG management, strategies, and policies to ensure that the effective ESG risk management and internal monitoring system are well established in the Group. In order to build a complete ESG decision-making and execution mechanism, the group has further perfected ESG governance framework and set up green finance and

the ESG management committee at corporate management level and issued rules of procedure to provide professional input on the decision-making of ESG related matters and regularly report to the Board of Directors. Meanwhile, the committee office has established to be responsible for daily work management. We have also formulated ESG targets and initiatives at the corporate level and listed into the Outline of Development Planning of China Taiping Insurance Group (2021-2025).

# ESG Goals



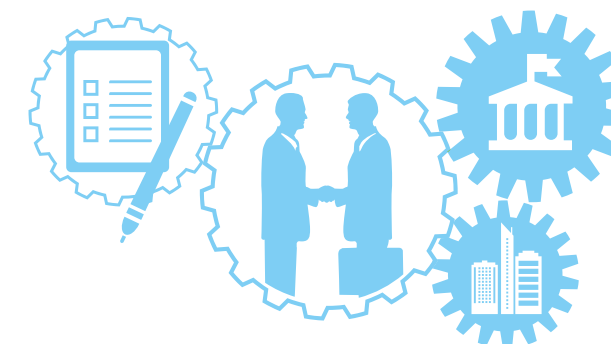
## Qualitative goals

To perfect corporate governance system, establish ESG governance framework and continuously elevate ESG ratings.



## Quantitative goals

Sustainable development indicators include green insurance premium higher than the total premium during the “14th Five-Year plan” period; carbon emission among investment portfolio reduced year by year, net zero emission of investment portfolio realized before 2060, carbon emission of operating activities reduced year by year and carbon peaking of business operation can be realized by 2030; premium serving for rural revitalization higher than the total premium income during the “14th Five-Year plan” period.



Built ESG working mechanism. We formulated *Corporate Green Finance and ESG Working Mechanism*, implemented rules and set up ESG working group at corporate and subsidiary level with specialized ESG position and clear division of work. We also established high-efficient work promotion mechanism to form a top-down and organically connected ESG execution system.

Developed ESG working guidance. We formulated ESG guidance aligned with international rules and the actual situation of China Taiping in accordance with the ESG governance requirements proposed by the Stock Exchange, People’s Bank of China, CBIRC. We defined the core elements, indicator system, implementation path, report compilation and information disclosure of ESG at corporate level to provide guidance for the ESG work to promote steady improvement of ESG performance of the group.

Built ESG index system. The sustainable development indicators, agenda for green insurance development, carbon emission of investment portfolio and operating activities have been specified in the “14th Five-year plan” of the Group. Going ahead, we will combine mainstream ESG rating, regulatory requirements and experience and practice of financial peers to build ESG index system being in line with the actual situation of China Taiping, decompose and refine the sustainable development indicators to deliver strong support for achieving planning objectives.

Enhanced ESG training promotion. Developed ESG training at corporate level in due time and increased the recognition and understanding of ESG and green finance for the Group and subsidiaries to integrate ESG concepts into business development and management.









Strengthened responsible investment for insurance funds. Introduced ESG investment framework in asset allocation plan to actively develop ESG investment.

Built ESG and carbon emission information disclosure mechanism. Unified management was conducted for carbon emission related information to increase the transparent of information disclosure.

## ESG Initiatives

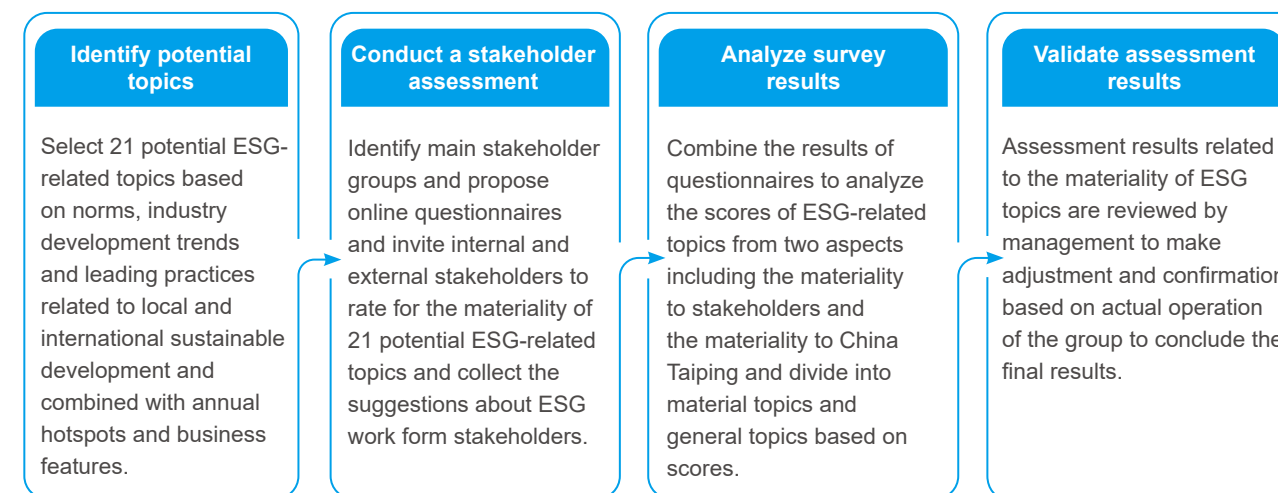
## Stakeholder Engagement

We attach great importance to the requirements and expectations of stakeholders and believe that the high-quality sustainable development is inseparable from the engagement and suggestions of stakeholders. We are committed to building diversified communication platforms and continuously perfecting a communication and response mechanism so as to create long-term value for stakeholders through identifying main stakeholders. In this report, we are trying to understand the concerns and expectations of stakeholders through the following platforms.

| Stakeholder groups  | Communication and engagement platforms  |   | Concern and expectations   |
|---|---|---|--|
| <br>Governments and regulators | Meetings<br>Compliance reports<br>Written response to public consultation   |   | Stable compliance operation<br>Support the real economy<br>Serve rural revitalization            |
| <br>Investors/shareholders     | Performance announcement<br>Interviews  |   | Effective risk management<br>Good investment returns   |
| <br>Customers                  | Customer service center<br>Customer Advisory Group<br>Customer satisfactory surveys<br>Daily operation and communication<br>Internet service platform communication |   | Innovated product services<br>Optimal insurance services<br>Guaranteed customer rights           |
| <br>Employees                | Employee Opinion Survey<br>Work performance appraisal<br>Interviews<br>Employees publications<br>Employees communication meetings                                   | Internal network for employees<br>Special advisory committee<br>Volunteering activities<br>Staff training | Employees benefits<br>Good working environment<br>Occupational safety and health                 |
| <br>Strategic partners       | Reports<br>Meetings<br>Seminars   |   | Industry development communication<br>Advance cross-border cooperation                           |
| <br>Agents                   | Training activities<br>Meetings   |   | Perfect management system<br>Enhance training programs   |
| <br>Suppliers                | Meetings<br>Appraisal system for suppliers and contractors<br>Site surveys  |   | Promote mutual benefits and integrity<br>Support fair procurement                                |
| <br>Communities/NGOs         | Volunteering activities<br>Donations<br>Community investment plans  | Community activities<br>Seminar/workshop/webinars<br>Environmental public welfare activities              | Develop public welfare activities<br>Support charity and contribution<br>Focus on climate change |

## Materiality Assessment

In order to understand and follow the expectations and concerns of stakeholders for ESG of the Group, elevate the quality and relevance of information disclosure and define the orientation towards social responsibility related works, this year we continue to entrust an independent third-party consultant to conduct materiality assessment. The specific steps are as follows:



This year, we have invited Board of Directors members, management, employees, governments and regulators, investors/shareholders, customers, partners, agents, suppliers, and communities/NGOs to fill in questionnaires related to environment, society, and governance and 1,195 effective questionnaires have been collected. The ESG-related material topics have been reported based on the materiality to stakeholders and the materiality to the Group and the operational reality of the Group to response to the concerns and expectations of stakeholders.

| ESG-related topics                        | Corresponding chapters of the report   | ESG-related topics             | Corresponding chapters of the report        |
|---|--|--------------------------------|---|
| <b>Material topics</b>                    |  | <b>General topics</b>          |   |
| Risk prevention and management            | Build the firm line of defense against risk  | Supply chain development       | Build the firm line of defense against risk |
| Business ethics                           | Stick to the bottom line of integrity  | Community building and charity | Devotion of central enterprises             |
| Customer satisfactory                     | Optimize customer service  | Rural revitalization           | Implement inclusive finance for all         |
| Responsible communication and management  | Social responsibility management<br>Stakeholder engagement<br>Materiality assessment | Responsible investment         | Develop green finance                       |
| Product and service innovation            | Leading innovation   | Reduce environmental footprint | Implement Low-Carbon Operation              |
| Information safety and privacy protection | Protect information security   | Green insurance                | Develop green finance                       |
| Industry collaboration and development    | Promote social cohesion  | Resource uses                  | Implement Low-Carbon Operation              |
| Support national strategy                 | Serve national strategies  | Tackle climate change          | Develop green finance                       |
| Health and pension guarantee              | Insurance system perfection  | Wastes management              | Implement Low-Carbon Operation              |
| Employees' health and safety              | Take care of employees' wellbeing  |                                |   |
| Employees' rights and welfare             | Take care of employees' wellbeing  |                                |   |
| Talent training and career development    | Take care of employees' wellbeing  |                                |   |



# DEVOTION OF CENTRAL ENTERPRISES

04

The Group implemented national strategies and supported the real economy in active response to national appeals. A steadfast ideal and aspiration as well as strong patriotism drive us to press ahead. We, thus, proactively served the society and people's livelihoods as a part of our integration into the overall development of the country.



# Implement Inclusive Finance for All

The Group strictly implemented decisions and deployment including the *Opinions of the CPC Central Committee and the State Council on Achieving the Consolidation and Expansion of the Effective Connection between the Achievements in Poverty Alleviation and Rural Revitalization*, and the *Guiding Opinions of the People's Bank of China, the CBIRC, the CSRC, the Ministry of Finance, the MOA on Finance Serving Rural Revitalization*. The Group actively played the function of finance and facilitated key work in rural revitalization. The Group thoroughly implemented and supported national policies on developing inclusive finance, and actively responded to the call of “vigorously developing inclusive finance, and improving the capability of inclusive financial service.” By giving full play to its strengths and advantages of insurance, the Group made financial insurance services more accessible and convenient for Small, Medium and Micro Enterprises (SMMEs), agriculture, and rural areas.

This Year, the Group reformed its poverty alleviation leading group into the rural revitalization leading group, issued the *Implementation Opinions of China Taiping Insurance Group Serving Rural Revitalization*, and continued to carry out the Three-Year Action Plan for agricultural insurance's high-quality development.

According to the CPC Central Committee's overall deployment of poverty alleviation, The Group paired up with and assisted partner areas: Liangdang County, Gansu Province and Yu'an District of Lu'an City, Anhui Province. We assisted the recipients of paired assistance in poverty alleviation and were thus awarded the title of “Outstanding Group of the Financial System in Paired Assistance”. Thanks to years of endeavor, our partner areas were removed from the poverty county list, with all poor people being lifted out of poverty.

During the Reporting Period, we conducted the following work for the areas of assistance:

## Rural revitalization work in the areas of assistance

### Achievements

|                     |  |
|---------------------|--|
| Fund input          | <ul style="list-style-type: none"> <li>Put in RMB <b>13.5</b> million of assistance fund</li> <li>Introduced RMB <b>2.45</b> million of assistance fund, up by <b>470%</b> year on year</li> </ul>   |
| Farm produce sales  | <ul style="list-style-type: none"> <li>Purchased farm produce worth RMB <b>18.52</b> million, which increased by <b>9%</b> from last year</li> <li>Helped sell RMB <b>2.53</b> million of farm produce, up by <b>14%</b> year on year</li> </ul>   |
| Assistance projects | <ul style="list-style-type: none"> <li>Launched <b>24</b> assistance projects</li> <li>benefiting <b>136,400</b> people</li> </ul>   |
| Training programs   | <ul style="list-style-type: none"> <li>Invested RMB <b>1.2</b> million to train <b>167</b> rural grass-roots cadres, <b>380</b> leaders in rural revitalization, <b>373</b> professional technicians, <b>90</b> rural teachers</li> </ul>  |
| Industrial support  | <ul style="list-style-type: none"> <li>Invested RMB <b>5.25</b> million to improve the product quality and boost the productivity of <b>6</b> distinctive enterprises specializing in <i>Apis cerana</i>, Sichuan pepper, and cold water fishes</li> <li>Put in RMB <b>2</b> million to facilitate <b>3</b> key projects, including industry demonstration bases and ecological farming of <i>Torreya grandis</i> and <i>Camellia oleifera</i></li> <li>Offered assistance in the consumption and insurance and helped develop an integrated industrial chain of “production, sale, and insurance” to help these industries prosper</li> </ul> |

## Rural revitalization work in the areas of assistance

### Achievements

- Helped cutting-edge enterprises coordinate raw material supply channels of quality farm produce and specialty products to reduce costs and boost efficiency
- Funded the founding of two professional operating companies to coordinate the collection, processing, and selling of local featured farm produce of high quality and thus saved farmers from any worries in planting and farming
- Supported the apiculture leader in Liangdang County to develop smart apiculture; “TP Zhonghua Honey”, the honey product sponsored and assisted by our, won the Gold Award of the 6<sup>th</sup> National Apiculture Development Conference and Apiculture Products Expo
- Invested RMB **600,000** to build a China Taiping rural revitalization training center in Guzhen County, Yu'an, Anhui Province to train up to **1,300** people each year
- Helped TPI Liangdang Branch to be successfully shortlisted for policy-guided agricultural insurance; set up the insurance for people returning to poverty, comprehensive insurance for the disabled, food liability insurance for leading enterprises, etc. with the insurance coverage of RMB **320** million and claims amounting to RMB **2.21** million.
- Achieved a bumper harvest in the thousand of hectares garden for the first time, with a harvest of more than **7,000** catty, bringing over RMB **500,000** to the villagers in the 5<sup>th</sup> year of our assistance to the pepper industry in Liangdang
- Engaged experts from the Bee Research Institute of the Chinese Academy of Agricultural Sciences to conduct in-depth analysis of the Zhonghua Honey in Liangdang, who found its unique active ingredient, laying a foundation for further product development

Support for leading enterprises

Featured Projects







### TPL contributed the power of insurance to rural revitalization

TPL took the responsibilities to help combat against poverty, consolidate achievements in poverty alleviation, and revitalize rural areas. To facilitate poverty alleviation with consumption, insurance, and industry, TPL charted new courses and practiced new ideas to contribute to poverty alleviation and the scheduled, full realization of building a moderately prosperous society.

#### Innovative "live-streaming marketing"

Consumption-led poverty relief has been one of TPL's crucial approaches to promoting rural revitalization. Facing insufficient off-line consumption during the pandemic, TPL changed its way of thinking, and tried bringing consumption-led poverty relief to on-line platforms. By cultivating opportunities behind new business forms and patterns, TPL helped sell nearly RMB 1 million social welfare products for poverty alleviation on the new stage of "live-streaming marketing".

#### Build a strong health safety net

TPL employed insurance to protect teachers' and students' health in villages in Guizhou Province. Guided by local regulatory authorities, employees at TPL Guizhou-based organizations aided poverty alleviation based on actual demands during their long-term inspection in Zunyi, Southeastern Guizhou, Liupanshui, and Bijie. TPL donated over RMB 90 million in insurance to local paired-up schools, covering insurance for accidental injury and medical treatment, hospitalization, and death by disease. These insurances prevented people from slipping back to poverty after suffering from accidents or being driven into poverty by medical expenses, which truly embodied the value and meaning of insurance.



### TPI built a multi-layered agricultural insurance system

As a response to national strategies, the Group championed the comprehensive promotion of rural revitalization as a major task for the great rejuvenation of the Chinese nation, which brought tremendous development opportunities for the insurance industry better serving the modernization of agriculture and rural areas. TPI provided RMB 6.98 billion of agricultural insurance as well as property insurance and liability insurance to empower rural revitalization, RMB 57.7 billion of risk guarantee for agriculture, forestry, animal husbandry and fishery enterprises, and RMB 11.6 billion of risk guarantee in "three regions and three prefectures". We launched innovative insurance for fresh flower trading prices and promoted agricultural insurance to build a multi-layered agricultural insurance system.

#### "Traditional plus Innovative" product system boosted the agricultural supply-side reform

TPI selected key areas and counties from Shandong, Guangdong, Hubei, Heilongjiang, Jiangsu, Sichuan, Hebei, and Jiangxi provinces to promote traditional insurance and allow the innovative business to lead traditional business development. In Guangdong Province, TPI issued the country's first weather index insurance policy for fruits and vegetables to Hong Kong. TPI did a remarkable job in the survey of vegetable sales to Hong Kong and local fruits and vegetables and actively renewed the insurance for vegetable prices. Through insurance, TPI stabilized the supply of farm produce in the market and thus guarantee people's "vegetable basket" and "fruit basket". TPI covered full-cost hog insurance for the overall expenses during hog reproduction and farming, including pigsty construction, piglet, feed, and medicine. Once introduced, this innovative insurance further strengthened TPI's support for hog farming, guaranteed the coverage of all stages in hog reproduction, and stabilized meal supply for the public. By the end of the Reporting Period, TPI had provided a total of RMB 26 million of risk guarantee for enterprises.

In addition, TPI launched an innovative seafood farming weather index insurances covering liabilities including wind, temperature, and wave height to serve marine ranch construction in Shandong Province. As of December 2021, TPI had rolled out eight marine ranch insurances in five coastal cities in Shandong Province. These insurances covered offshore bulk seafood and new species in deep-sea aquaculture, totaling RMB 450 million. TPI already paid RMB 25.3 million of claims and disaster and loss prevention fees.

Going forward, TPI will launch more insurance products of traditional and innovative agricultural insurance. By technologies, TPI will offer customers value-added services in meteorological disaster warning, disaster and loss prevention, and the joint construction of hazard-free treatment platforms. In this way, TPI will fuel the structural reform of the agricultural supply side.



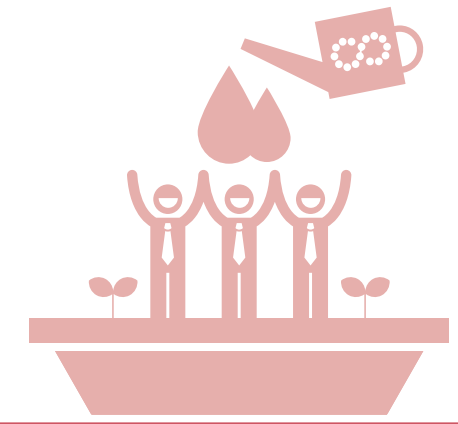




## TPI built a multi-layered agricultural insurance system

### Expand operation qualification for agricultural insurance and guarantee food supply

In recent years, guided and supported by local governments and regulatory authorities, TPI has further enabled the supply and guarantee of food and important farm produce. TPI has gained agricultural insurance business qualifications in 22 provinces, municipalities and autonomous regions including Shandong and Guangdong. In the future, TPI will broaden pilot zones where full-cost and income insurances of three food crops (rice, wheat, and corn) are available. TPI will safeguard people's initiative in food safety and better guarantee the supply of food and important farm produce.



### Strengthen the rural healthcare safety net and improve the healthcare system

TPI is actively engaged in local governments' tenders for livelihood projects including commercial insurance covering critical diseases and health insurance covering accidents. TPI's quality services enhanced rural healthcare in Jiangxi, Jiangsu, and Hebei provinces and facilitated the building of healthcare systems in rural areas.

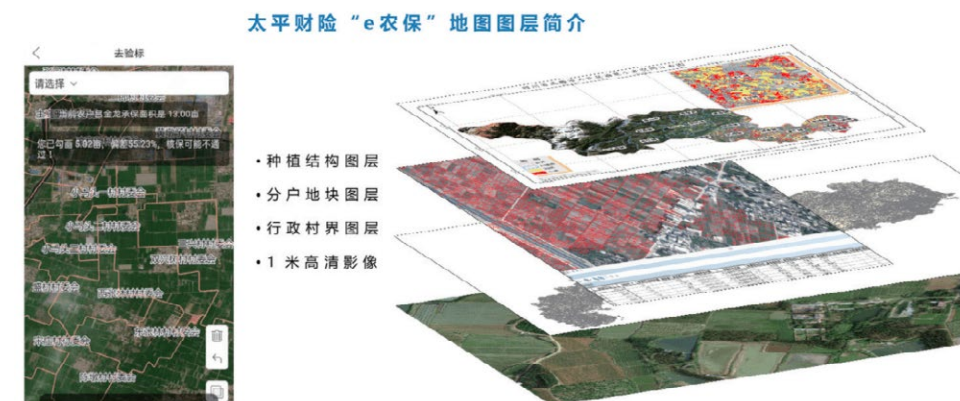
In Jiangxi Province, TPI underwrote accidental medical expenses in health insurance in Poyang County and offered over RMB 10 billion of healthcare guarantee services for around 0.7 million urban and rural residents in this county. In Jiangsu Province, TPI underwrote critical diseases for urban and rural residents in Xuzhou City and offered healthcare insurance services for 7.85 million residents in seven districts including Pizhou, Xinyi, and Suining for three consecutive years. In Hebei Province, TPI exclusively underwrote medical liability insurance and public liability insurance in the People's Hospital of Baoqing County, with RMB 2 million of medical liability insurance and RMB 5 million of public liability insurance. In this way, TPI shared Taiping's power to cement the rural medical safety net.



### Technology-led, achieve high quality agricultural development

TPI "E-Agricultural Insurance" APP has become available, with tech-powered functions such as policy-free bid examination, online reporting of farming insurance, electronic fence, online collection of claims information, and AI weigh-in, to power the healthy, sustained, and sound development of agricultural insurance business. TPI deepened its cooperation with the third-party technology companies and developed livestock face recognition technology which defused ethical risks caused by insufficient earmark wearing. Meanwhile, TPI forged an in-depth linkage between "insurance and hazard-free treatment" and achieved data sharing of reported revenue of deaths in growing-finishing pigs in insurance-covered counties and cities. These measures improved the accuracy of the damage survey and further shortened the claim period.

TPI stepped up its investment in technologies related to agricultural insurance. With the introduction of advanced technologies such as the Internet of Things and blockchain, TPI fully improved the operating efficiency and managed risks involved in insurance underwriting and claim settlement. TPI enhanced its cooperation with technology and data companies and established the digital information management system of agricultural insurance identification, monitoring, evaluation, and warning, which safeguarded the sustained, steady development of agricultural insurance. In addition, TPI shouldered its mission as a central financial enterprise. TPI explored innovative professional practices with Taiping characteristics in catastrophic agricultural insurance, index insurance, and insurance for local premium farm produce and played an active role in driving all-around rural revitalization.

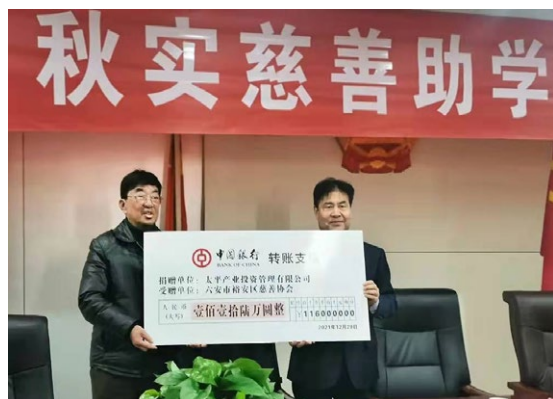






### TPIM set up an education fund worth RMB one million for poor students in Yu'an District

In December 2021, the Group held the "TPIM-Qiushi Charitable Education Fund" donation ceremony in Yu'an District Government of Lu'an City, Anhui Province. Witnessed by the district party committee and the district government, TPIM signed an education fund agreement with Yu'an Charitable Association. "Qiushi Charitable Education Fund", initiated and established by TPIM, attracted the first round of donations from TPIM employees and 56 customer units. The donation is mainly used to assist impoverished students who excel in both conduct and learning at two local provincial demonstration high schools so that they will complete their studies and fulfill their dreams. The setup of the "Qiushi Charitable Education Fund" is living proof of consolidating the effective connection between the gains in poverty alleviation and rural revitalization.



### TPI put in place the ride-hailing risk guarantee and backed micro and small enterprises

TPI actively served the sharing economy, innovated business models, and implemented multiple insurance solutions needed in the sharing economy. TPI established data sharing with ride-hailing platforms for online operation.

In 2021, TPI offered risk guarantees for over 20 ride-hailing companies to boost the development of the sharing economy while ensuring safe travel for the general public.

## Serve National Strategies

The Group profoundly understands the significant deployment of building a new development paradigm during the "14th Five-Year Plan" and spares no effort to serve national strategies and the real economy. The Group has yielded fruitful results in supporting the building of the Guangdong-Hong Kong-Macao Greater Bay Area and "the Belt and Road Initiative", serving the country's crucial developments and building of world-leading sports power. Going forward, the Group will continue to fulfill its responsibilities as a central financial enterprise and give full play to its professional advantages. Committed to the people-centered development philosophy, the Group will serve unimpeded domestic circulation and innovates insurance products and services.

The Group will better the match between insurance supply and the increasingly evolving demand for insurance, with its high-quality insurance supply leading and creating new insurance demand. In the meantime, the Group will leverage advantages such as its Hong Kong headquarter, cross-border operation, overseas organizations, and familiarity with rules for overseas operation, to boost the interplay between domestic and international "Dual Circulation". The Group will deeply engage in and propel the construction of the Guangdong-Hong Kong-Macao Greater Bay Area, actively improve the livelihood of people in Hong Kong and Macau, and maintain the long-term prosperity and stability of Hong Kong and Macau.

## Participate proactively in the construction of the Guangdong-Hong Kong-Macao Greater Bay Area

China Taiping is a cross-border central enterprise rooted in Hong Kong with the Guangdong-Hong Kong-Macao Greater Bay Area as one of its core markets. Thus, serving the building of the Greater Bay Area is not only the company's mission but also a precious development opportunity. To boost the development of the Greater Bay Area, China Taiping set out leadership arrangements and work promotion mechanism to engage in the Greater Bay Area building, convened two leading group meetings, and formulated and issued the "China Taiping's Three-Year Action Plan for Participating in the Construction of the Guangdong-Hong Kong-Macao Greater Bay Area".

### TPI, CTPI (HK), TP Macau

#### Greater Bay Area Cross-Border Motor Vehicle Insurance project

This year, TPI's "Hong Kong-Zhuhai-Macao Bridge Cross-Border Motor Vehicle Insurance" project won the third prize of Guangdong Financial Innovation Award. The Group's highly coordinated general insurance and claims service in Guangdong, Hong Kong and Macau was unanimously recognized by customers. From 2018 to the end of the Reporting Period, TPI, CTPI (HK) and TP Macau have provided professional insurance services for approximately 43,000 cross-border motor vehicles in the Greater Bay Area. The cross-border motor vehicle underwriting and claims system in the Greater Bay Area has been launched, enabling "entry in one place, billing in three places" and interconnection of claims settlement, which means to cooperate with the implementation of the "equivalent first recognition" policy. In terms of "Macau Motor Vehicles Going North", entrusted by Guangdong Banking and Insurance Regulatory Bureau, Guangdong Insurance Industry Association and Monetary Authority of Macao, it took the lead in formulating six industry standards for "Macau Vehicles Going North", and completed all the preparations for "Macau Motor Vehicles Going North". The policy implementation trends of Guangdong and Macau. In terms of "HK Motor Vehicles Going North", the insurance plan was adopted by the Hong Kong Insurance Regulatory Bureau and promoted to the industry. The product terms have been confirmed with the Guangdong and Hong Kong regulatory authorities, and the supporting system transformation has been implemented simultaneously.



## TPL, TPP, CTPI (HK)

### Greater Bay Area Cross-Border Medical Insurance project

TPL's "Taiping Guangdong-Hong Kong-Macao Greater Bay Area Shared Medical Insurance" was listed, becoming the first domestic cross-border medical insurance product in the Greater Bay Area. "Taiping Guangdong-Hong Kong-Macao Greater Bay Area Exclusive Critical Illness Insurance" and "Taiping Super E Insurance Guangdong-Hong Kong-Macao Greater Bay Area Medical Insurance" have been listed one after another to continuously meet the needs of customers in the Greater Bay Area.

TPP implemented "Hui Medical Insurance" project led by Huizhou government to help Huizhou build a multi-level social medical security system. TPP also participated in Shenzhen's exclusive medical insurance and critical illness insurance projects to provide local medical insurance participants with high-quality products and services.

CTPI (HK) established the idea of "product reserve and service first", and conducted research on the medical insurance business of major insurance companies and intermediaries in the Greater Bay Area and Hong Kong. Based on the survey results, CTPI (HK) will further innovate methods to serve the medical insurance needs of customers in the Greater Bay Area from the aspects of occupational marketing, high-end medical care, and channel customization.



## TPRe

### Explore the catastrophe risk guarantee in Macau

For three consecutive years, TPRe has taken the lead in providing all-around support in plan design, drafting insurance, and reinsurance arrangements for Macau Special Administrative Region response to catastrophe risks of small and medium-sized enterprises, helping the Macau government to improve its catastrophe emergency management capabilities. Promoting the issuance of insurance-linked securities for "side trailer" projects, TPRe supports the Greater Bay Area to improve the catastrophe risk diversification system.

## TPIM

### Build Taiping medical and health technology industry park

TPIM took the lead to upgrade Taiping's Dragon Jade Industrial District and integrated the development planning of the Park with the Group's medical care, health and wellness planning. Focused on introducing medical resources in Hong Kong and Macau and playing to this advantage, China Taiping worked with leading medical and health enterprises, attracted investment, and incubated enterprises. The purpose was to build a great health industry cluster area driven by insurance, centered on medical and health products R&D, and highlighting great health services.

### Support infrastructure construction in the Greater Bay Area

TPIM accelerated the construction of Guangzhou Taiping Finance Tower to create a high-quality financial industry gathering place. Through self-construction or equity investment, accelerate the construction of the elderly care community in the Greater Bay Area, and build an international, professional and characteristic comprehensive medical and health care service platform, provide more advanced elderly care and medical and health services for the elderly, and help build a healthy China.

## TPI

TPI takes building the Guangdong-Hong Kong-Macao Greater Bay Area as its mission and opportunity. TPI underwrote the construction's all risks insurance and the construction's employer insurance involved in the "Shaoguan-Huizhou Expressway", covering RMB 2.6 billion of risk guarantee. TPI renewed the catastrophe insurance in Shenzhen City, guaranteeing RMB 281 million, which strongly enhanced the social governance and disaster relief in the insured area.

Insurance involved in the  
"Shaoguan-Huizhou Expressway"  
covering RMB

**2.6** billion of risk guarantee

TPI renewed the catastrophe insurance  
in Shenzhen City, guaranteeing RMB

**281** million



## Facilitate “the Belt and Road Initiative”

### TPI

#### Offer risk guarantee for BRI Countries

TPI leveraged its advantage of cross border operation and actively served “the Belt and Road Initiative” to provide risk guarantees for BRI countries. For example, TPI underwrote RMB 300 million of risk guarantee for a photovoltaic project, RMB 1.778 billion for a gas and steam united circulating power plant project, and RMB 1.74 billion for a train station operation project.



#### Exclusively Underwriting the COVID-19 Vaccine Shipping Project

The COVID-19 pandemic is a common challenge faced by the international community. In March 2021, when the first batch of 300,000 doses of COVID-19 vaccines and matching injection devices that the Chinese government donated overseas took departure, TPI exclusively offered an RMB 35.05 million shipment risk guarantee.

TPI exclusively offered an RMB

**35.05** million shipment risk guarantee.

## Serve Regional Economic Development

### TPI

#### Serve the coordinated development of Beijing-Tianjin-Hebei Region

As the coordinated development of the Beijing-Tianjin-Hebei region enters a critical stage, TPI bravely shoulders its responsibilities and presses ahead in serving the regional development. TPI renewed the “Beijing Mass Transit Railway Operation Corporation Limited’s Safe Production Liability Insurance Project” and provided over RMB 200 million of risk guarantee to facilitate infrastructure construction. TPI underwrote the engineering insurance for the third and fifth bid sections of the Shi-Heng-Cangang Intercity railway line, with RMB 941 million of risk guarantee. Once the project is completed, it will take 1.5 hours down from the previous four hours, to travel by train from Cangzhou City to Shijiazhuang City.



#### Boost the integrated development of the Yangtze River Delta Region

With the introduction of the Yangtze River Delta Integration strategy, TPI played an active role in sharing Taiping's power to serve the construction of the Yangtze River Delta region. TPI underwrote an accident insurance project for villagers in Hanshan County of Ma'anshan City providing 7,253 villagers with an RMB 160 million accident insurance guarantee, which drove forward rural revitalization and demonstrated our devotion as a central enterprise. TPI offered lender accident insurance for poor lenders in Yu'an District of Lu'an City, with RMB 299 million of the total sum insured, covering 5,973 people. This made an exemplary demonstration of operating debt accident insurance businesses in Anhui Province.





## Facilitate the construction of the Chengdu-Chongqing Economic Circle

TPI underwrote “construction’s all risks insurance and group life accident insurance for construction workers in the sections under the seventh general contract of Yuxiang Expressway (Double Track)”, offering over RMB 1.3 billion of risk guarantee. This project will reduce the ever-mounting traffic pressure on Yuxiang Expressway so that even with rising traffic, the major traffic channel in the southeastern direction will be unimpeded. TPI underwrote the engineering insurance of China Railway Construction Corporation’s expressway construction from Nanchong City in Sichuan Province to Tongnan District (within Sichuan Province), with RMB 1.08 billion of risk guarantee. This is a major project to underpin and lead the integrated development of eastern Sichuan Province, the northern Chongqing Municipality, the northeastern Sichuan Province, and the central areas in Chengdu City and Chongqing Municipality. TPI underwrote the construction of all risks and third-party liability insurance of the northern extension of Tianfu Avenue, with RMB 1.01 billion of risk guarantee. This is a landmark project in the urban integration between Chengdu City and Deyang City and it is also one of the crucial transportation project in Chengdu-Chongqing Economic Circle.



## Care for People’s Livelihood and Safety

### Carry out food safety work

In October 2021, the State Administration for Market Regulation convened the national food safety liability insurance symposium in Panjin City, Liaoning Province. TPI attended this conference, which laid the foundation for improving the ability to prevent and defuse risks and exploring the new paradigm of social co-governance. Going forward, TPI will actively delve into innovative mechanisms of food safety liability insurance and transform this insurance into the key pillar of food safety social co-governance to safeguard people’s food safety.



### Support the construction of national disaster management system

Since the beginning of 2021, natural disasters, such as rainstorms, floods, hail, geological disasters, and earthquakes, have frequently struck China. In particular, the “7·20” extreme rainstorm which hit Zhengzhou in July resulted in tremendous economic losses. In July 2021, guided by China Earthquake Administration, TPI and China Association for Disaster Prevention jointly hosted “the first national disaster management and risk guarantee forum” in Tangshan City, Hebei Province. This forum aimed to deeply implement the CPC Central Committee’s spirit of flood prevention and disaster relief, perform commercial insurance’s function of disaster reduction and prevention, and further integrate the insurance industry into the modern development of the national governance system. TPI will make new contributions to building an innovative mechanism of disaster risk guarantee in working practice.





## Build a Leading Sports Nation in the New Era

China Taiping actively helps the comprehensive and balanced development of sports and creates a new paradigm for sports development. China Taiping bears in mind the country's call of "stepping up the construction of a leading sports country" and puts it into practice.

### Partner with China Women's Football Team in support of China's football development

In 2021, it was the second season that China Taiping had served as "the Chinese Football Association's name partner of Women's Super League and League One". So far, China Taiping has offered over RMB 7.6 billion insurance guarantee for all players, coaches, working teams, and Youth Training Center in Women's Professional Football League. Joining hands with the Chinese Football Association, China Taiping will continue to boost the brand value of Women's Super League and League One and firmly seize the invaluable opportunity for women's football development. With insurance guarantees, China Taiping will improve the environment for women's football in China and promote the development of football in China.



### Organize "Taiping Excellent Youth" Football Carnival of Chinese Women's Super League

In 2021, China Taiping focused on football development for youth and helped teenagers fulfill their dreams on the football field. In July, the inaugural game "Taiping Excellent Youth" 2021 Football Carnival of Chinese Women's Super League took place in Suzhou City. As the start for the Chinese Women's Football Team to qualify for the Tokyo Olympics by beating the South Korean team, this inaugural game was expected to pass fortune on to every young football enthusiast. In addition, the "Taiping Excellent Youth" Football Carnival of the Chinese Women's Super League will take place in 12 cities across the country, where more teenagers can gain happiness and confidence from this sport.



### Organize "Taiping-FC Barcelona Training Camp"

In October 2021, TPL's "Taiping-FC Barcelona Training Camp" opened in Yunjian Granary Football Field in Songjiang District of Shanghai City. Nearly 70 young football players competed on a football field and joined in a half-day activity as FC Barcelona trainees under the guidance of professional football coaches. Apart from individual exercise, the curriculum of this training camp included team combats, allowing these young players to sense FC Barcelona's tactics. The professional and interesting session not only trained players' minds but also stimulated their potential. The Group's Shanghai Taiping Rehabilitation Hospital had a professional medical team at the scene to safeguard the players' health and safety.



## Promote Social Cohesion

As the only centrally-managed financial enterprise headquartered in Hong Kong, the Group fulfills its social responsibility as a central enterprise. While providing premium financial insurance products and services, the Group plays an active role in the pandemic prevention and control, sports, culture, and community building. With concrete actions, the Group shares Taiping's power to improve people's livelihood and welfare. This Year, China Taiping played to the advantage as a central financial enterprise and contributed to forging Hong Kong's prosperity and stability. Five Hong Kong employees were elected to the Election Committee while CTPI (HK)'s General Manager Chan Pui Leung was elected as a Legislative Council member. CTPI (HK) undertook the taxi insurance that Target Insurance had canceled and renewed the insurance of 3500 taxis in Hong Kong, to stabilize Hong Kong's job market and people's livelihood. CTPI (HK) donated RMB 10 million with flood reconstruction funds for the relief of the "7·20" extreme rainstorm and donated RMB 10 million premium of death insurance for disaster relief workers. "Taipingers" around the country rushed to the front line of fighting the COVID-19 pandemic, devoting themselves to volunteer work. China Taiping also intensified industrial cooperation and created a new development paradigm of win-win cooperation.

### Volunteer for the Public Good

During the Reporting Period, the employees in the Group's headquarter committed 3,685 hours to voluntary, public welfare and volunteer activities, with 1,252 overall person-times and RMB 22.767 million of donations. In addition, China Taiping Charity Foundation was approved with tax exemption qualification in Article 88 of the *Tax Ordinances* in Hong Kong in 2020 and was gradually and orderly planning, carrying out and participating in charitable activities conducive to social harmony and stability in 2021. Under the overall planning and guidance of the Group and the Hong Kong Chinese Enterprises Association, we actively participate in the annual Million Charitable Fund Campaign, sponsor the official service of the TCM medical vehicles project of Pok Oi Hospital in the community as well as other public welfare charities of Chinese enterprises, etc. Meanwhile, the Foundation also connected with Hong Kong Pok Oi Hospital and explored projects and activities about public welfare and charitable for youth growth.

The Group actively played its role as a central enterprise based in Hong Kong, responded to the HKSAR government's call for an "Employment Support Scheme", and overfulfilled the objectives and tasks of the "New Graduate-New Opportunities Scheme". Also, the Group recommended outstanding young employees in Hong Kong to exchange and study in Hainan, which enhanced their understanding and recognition of the Mainland China. Meanwhile, we doubled our efforts in "Chinese enterprises sending services and healthcare into communities" and visited grass-roots families to deliver necessities to housing households, elderly people living alone and families with difficulties. We provided preferential group accidents and the COVID-19 pandemic insurance guarantee for key members of Hong Kong's social work for three straight years.

In 2021, the Group led 4 central enterprises to mobilize around 100 volunteers to go to the Tsuen Wan local community to deliver daily necessities to about 400 subdivided housing households, the elderly living alone and families in need.







### Care for youth growth and create a brighter future - "Taiping Excellent Youth" painting competition

In July 2021, China Taiping and China Children's Press & Publication Group held a "Taiping Excellent Youth" painting competition during the summer break, inviting global customers to paint "the beautiful life in the New Era".

The top 100 works in the competition will inspire the development of cultural innovative products and cooperate with social welfare organizations to sell the products. The profits will be donated to 100 Hope Primary Schools along the way of the Long March. The works will be likely to exhibit in the national museums. The Group will continue to care for teenagers and children's growth, innovating more quality children's activities combined with more unique strengths, to create a brighter future for children.



### Win the tough battle of COVID-19 pandemic prevention and control and guard the beautiful home together - TPL fought the pandemic

In August 2021, the overseas imported COVID-19 cases caused clusters of outbreaks in China, which further spread to many provinces. Faced with the severe and complicated pandemic prevention and control situation, TPL fully implemented anti-pandemic work. Devoted to the front line of fighting the pandemic, TPL built a defense line against health risks for the public, fulfilling its responsibility to serve society with insurance.

#### Excel in the anti-pandemic work and provide premium insurance service

TPL organizations all over the country closely followed news about the pandemic, strictly followed local governments' requirements for pandemic prevention and control, and guaranteed unimpeded insurance and services during the pandemic. The Branch equipped all the counters with alcohol disinfectant, sanitizer, and hand sanitizer and placed notices in eye-catching spots to fight the pandemic while offering quality service. Besides, TPL guided customers to handle business through online channels, continuously optimized the service resource platform, and further improved online service capabilities through Taipingtong APP, "China Taiping 95589" WeChat official account, Smart Counter, China Taiping national unified customer service hotline 95589, E counter and other channels. TPL ensured that services are delivered to customers within reach, so that customers can stay at home and enjoy high-quality and efficient services.



### Respond to the extreme rainstorm in Henan Province and create a green channel for claim settlement - TPL extended warmth to the rescue work

In July 2021, heavy rain struck Henan Province. Its capital Zhengzhou was hit by an extreme rainstorm, causing severe casualties and property damage. Facing the grave flood prevention situation, TPL conducted emergency services, care, and rescue. Through effective measures, TPL helped Henan Province pass this major test.

After the disaster happened, TPL Henan Branch convened a special meeting at the earliest possible time and set up a response team. The Branch carried out the emergency plan for extreme rainstorms and floods and opened the green channel for claim settlement. With multiple measures, such as 24/7 availability on the call, streamlining the claim procedure, canceling the limitation of hospital class eligible for claims in insurance clauses, TPL Henan Branch paid close attention to updates about dangerous conditions and provided necessary disaster prevention and reduction services in a timely manner. With active and sound claim settlement, the Branch fulfilled its responsibility as an insurance company.



### Extend the scope of risk insurance and fulfill social responsibilities as a central enterprise

TPL extended the insurance liability for critical disease and accident insurance products, incorporating COVID-19 disease into insurance clauses. Faced with new waves of the pandemic, TPL released a statement on August 10, 2021 to incorporate more insurance liabilities in 36 products including "Taiping Fulushunxi Lifetime Critical Disease Insurance".

### Contribute its Power to people's Safety and Health at the Front Line of Fighting the Pandemic

Apart from extended insurance liability, TPL performed efficient anti-pandemic work where people needed it the most, which demonstrated TPL's care for society. Many Taipingers bravely rose to the challenge, shouldered their responsibilities, and even made sacrifices, contributing their power at the front line of fighting the pandemic.







### Revamp the landscape of a village and illuminate the road of rural revitalization - TPL funded street lamps in villages

As there were no street lamps in some sections of the main road in Zhenxing Village of Naoerbake Township where TPL Xinjiang Branch “Fanghuiju” working team was located, the roads were completely dark at night. It was extremely inconvenient for villagers to go out at night, as they often tripped and fell on the road.

After Zhenxing Village was lifted out of poverty, the working team took the lighting construction as a major task for rural revitalization. All team members inspected this location for many times, convened meetings to set out detailed plans, after getting approval from leaders, the team carried out this work swiftly and efficiently.

In the end, TPL Xinjiang Branch invested RMB 70,000 to purchase and install 140 solar street lights which were later put into service. This engineering not only improved the landscape of the village but also illuminated the villagers’ road to get around and farm, as well as the road of rural revitalization.



### Fulfill a central enterprise’s responsibility and focus on hot topics about people’s livelihood - TPI safeguarded migrant workers “Money Pocket”

For a long time, wage arrears for migrant workers have been a key social issue of national and public concern. In particular, various incidents of “Workers Getting Owed Wage” hindered the country to realize social justice and stability.

TPI stays focused on hot topics about society and people’s livelihood. As a response to the country’s guarantee-free policy, TPI replaced cash guarantees with policy and security. In this way, TPI not only reduced the cost of guarantees for construction enterprises, which eased their burden but also created a new mechanism of introducing commercial insurance to establish risk control of migrant workers’ unpaid wages. In the event of bankruptcy liquidation or liquidity inefficiency as agreed in the insurance contract happened to the construction unit, making the company unable to pay all or part of migrant workers wages, TPI will assume its obligation of claim payment according to the investigation conclusion of the labor and social security management department or the construction industry management department to ensure that migrant workers receive their wages, giving them a peace of mind.



### Care for grass-root communities and nature - CTPI (HK) organized volunteering work

CTPI (HK) served society and people’s needs, made its fair share of contributions to Hong Kong’s prosperity and stability, and spread positivity to the society.

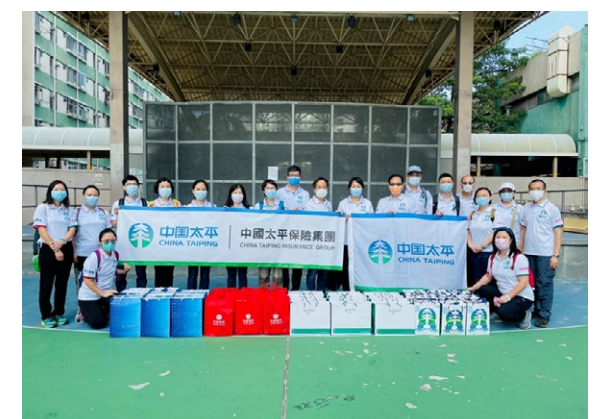
On June 12, 2021, CTPI (HK)’s 12 volunteers and Tsuen Wan Hoi Bun District Community Association held a visiting event for locals and delivered care packages containing Zongzi and personal protection equipment, which gained residents’ extensive appreciation.



In August 2021, CTPI (HK) organized an event for the blood donation day, with more than 70 joining in, and collected more than 22,400 mL of blood.



In October 2021, CTPI (HK) engaged in the “Bringing Care and Warmth to Communities” event organized by Hong Kong Chinese Enterprises Association. Nearly 20 volunteers from CTPI (HK), together with local volunteers, visited 50 grass-root residents in Cheung Hang Estate of Tsing Yi Island in the New Territories. These volunteers brought gifts, necessities, and personal protection equipment, including rice, digestive biscuits, Luosifen (a specialty noodle), and honey made of tangerine peel and lemon. This event spread positivity around society.



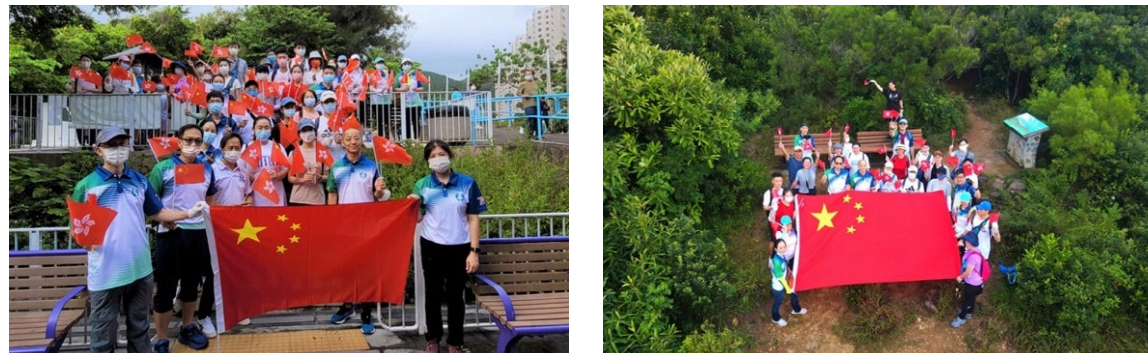




### Care for grass-root communities and nature - CTPI (HK) organized volunteering work

CTPI (HK) organized hiking trail cleanup activities many times to practice the idea of “building a beautiful Hong Kong together with Taiping”.

On October 3, 2021, CTPI (HK) organized 50 employees for the “Leave No Trace” hiking trail cleanup activity. They set off at Siu Sai Wan and arrived at the Big Wave Bay via Pottinger Peak, covering around 4.5 km in total. All employees were devoted to the activity, using garbage pickers and other tools to clean up various types of garbage such as plastic bags, drink bottles, and paper towels along the trace. Eventually, they collected more than 10 bags of garbage and contributed to environmental protection in Hong Kong.



In November 2021, CTPI (HK) organized over 40 employees who went to Lamma Island for another “Leave No Trace” hiking trail cleanup activity, advocating “leaving no garbage behind”. They took the boat from Central Pier No.4 and walked around 6 km from Yung Shue Wan to Sok Kwu Wan, collecting over 10 bags of garbage and making more contributions to environmental protection.



### Provoking thoughts and plan-making about the life journey - TPL (HK) co-hosted a student composition contest

In May 2021, TPL (HK) co-hosted the “Taiping Student Composition Contest” which aimed to provoke students’ thoughts and inspired them to plan their life journeys during their school years. In this event, students were not only encouraged to consider their future careers but also discovered their abilities and interest in various fields and expressed themselves. This contest attracted thousands of students from over 100 primary and middle schools in Hong Kong and Macau to participate.



## Industry Collaboration and Development

With a focus on improving industrial collaboration, the Group signed strategic cooperation agreements with different industries to secure complementary advantages as well as mutual benefits and development, creating a new paradigm of win-win cooperation.



### China Taiping and Overseas Chinese Town Group signed a strategic cooperation agreement

In April 2021, the Group and OCT Group signed a strategic cooperation agreement in Shenzhen. This will be a new start for the two companies to enhance cooperation in areas including livelihood services, insurance protection, as well as investment and financing. With mutual support, the Group will leverage our respective advantages to secure win-win benefits, making new contributions to the national strategies we jointly serve, including the building of the Guangdong-Hong Kong-Macao Greater Bay Area.







### China Taiping and FAW Group signed a strategic cooperation agreement

In September 2021, China Taiping and China FAW Group Co., Ltd. signed a strategic cooperation agreement in Changchun City, Jilin Province. In the future, the two companies will advance cooperation in fields including insurance, investment and financing, mobility service, and customer acquisition, to achieve mutual benefits.



### CTPI (HK) renewed many shipping policies and extended more liabilities in insurance products

In the past year, CTPI (HK) won customers' trust with its professional services and rich experience in shipping insurance, as multiple important shipping insurance policies were renewed.

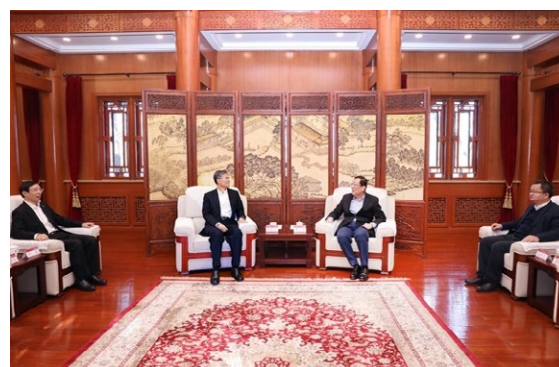
At the same time, CTPI (HK) made efforts to cover more items in its insurance products. We studied to increase the liabilities in the shipping policies, covering the loss of return shipping cost if the goods were rejected due to import and export quarantine measures. In this way, we provided enterprises with solid backing to help them tide over the pandemic. We extended the fee reduction for the relevant enterprises in a timely manner. Considering the impacts of the pandemic, we reduced or waived part of the minimum premium for major customers with a minimum premium requirement in the annual cargo open policy, if their annual shipping volume was affected by the anti-pandemic efforts. Besides, if the vessels were safely berthed, we offered some refund allowance for shipping suspension.

In the future, CTPI (HK) will continue to follow market trends closely, grasp new opportunities brought by the "Dual Circulation" economic strategy, and the building of the Greater Bay Area to drive business development. Meanwhile, the Group will hold on to the current business portfolios and the major customers strategy. We will make active efforts to expand existing cooperation, facilitate new business development and management, and develop new business drivers together with key partners.



### China Taiping and Peking University signed a strategic cooperation agreement

In December 2021, China Taiping and Peking University signed a strategic cooperation agreement by the Weiming Lake. In the future, based on the strategy of serving the country, the Group will sustain and improve our cooperation in insurance protection, investment, medical health & elder care ecosystem, talent training, internship, and employment. In addition, the Group will help implement the Peking University's "Double First-Class" initiative.





# CUSTOMER FIRST

05

By following and adhering to the values of “Integrity, Profession, Innovation and Perfitability”, the Group has been committed to creating a safe, healthy and wealthy life tangibly secured by our products. We focus our efforts on meeting core demands from our clients. It is our belief that insurance comes from clients; hence, we offer and customize our products and services to satisfy their needs.



## Key actions:



China Taiping successfully held the 2nd Taiping Customer Festival, attracted over

**30** million cumulative participants and indirectly boosted premiums over RMB

**1.2** billion



Completed over

**9.8** million number of claims, with total claims reaching over RMB

**34** billion

Improved the "Taipingtong" APP online service to build a service ecosystem covering health, car owners, e-commerce and comprehensive finance, with over

**18** million platform users



**2.15** million of conservation services have been completed on TPL's APP of "E Counter" in 2021 for

**950** thousand customers, the number of transactions has increased by

**99%** year-on-year;



The service of immediate claim provided by the E Counter APP has been used over

**500** thousand times annually, reaching the business volume of

**820** thousand



## Insurance System Perfection

As a corporation with higher social responsibility and a sense of mission, we have actively participated in the development of a multi-tiered social security system. We pay particular attention to the shortage, needs and expectations of the general public as well as the customers with regard to elderly care and health care. We give full play

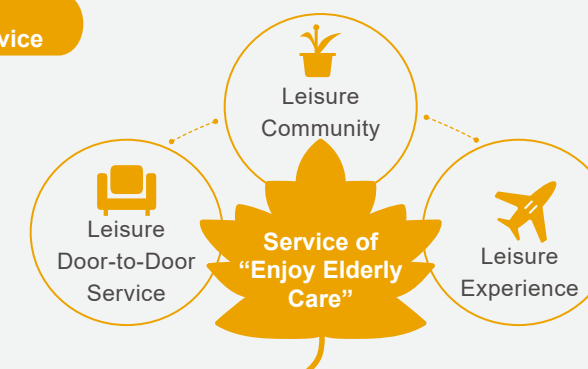
to the role of commercial endowment and health insurance in risk protection and governance of an innovation society, continue to step up efforts in innovations, service and promotion, and act as constant sources of happiness, achievement and security.



**TPL developed the system of "insurance + elderly care" and launched "Enjoy Elderly Care"**

On December 10, 2021, TPL held an online press conference to officially launch "Enjoy Elderly Care"—an elderly care service. As a pioneer of focusing on elderly care in the early stage, TPL has taken the chance of building a community of elderly care, Wutong Family, to creatively start the operation mode of "insurance + service and community of elderly care" since 2014. During the "14th Five-Year Plan" period, TPL goes deep into the segmentation of the market, sorts out the relationship among brands and optimizes the elderly care system based on the Company's development planning of elderly care. Eventually, we have launched the service of "Enjoy Elderly Care" and create multiple types of elderly care services with subdivisions of "Leisure Community (乐享家)", "Leisure Experience (乐享游)" and "Leisure Door-to-Door Service (乐享居)" to satisfy customer's comprehensive demands for diversification, differentiation and high quality

**"Enjoy Elderly Care"—an elderly care service**



● **Insurance + elderly care: establish a one-stop service**

Life expectancy in China grows fast thanks to the rapid development of the social economy, thus making professional service for elderly care increasingly important. Therefore, TPL aims to continuously improve customers' experience, gradually realize the combined care service of medical care, well-being and tourism and one-stop service of "insurance products + health management + elderly care + health care+ ultimate concern".

● **Self-sustain + cooperation: rapid development of elderly care network across the nation from "leisure"**

Since 2017, TPL has been developing the elderly-care brand, "Taiping Leisure Community (太平乐享家)", and improving the industrial chain of "insurance products + elderly care community+ elderly care service" gradually. TPL joins hands with a quality elderly-care community of the third party based on its self-brand—Wutong Family, to develop an elderly care system with differentiation and diversification as well as brand development by means of an effective mix of "light-weighted" and "heavy-weighted". With the mode of "light-weighted asset" including brand licensing, leasing and cooperation, and mutual complementation of "heavy-weighted asset", we have been developing elderly care community and accommodation in a flexible way.





### Became a sensible service provider for nursing; Care Insurance introduced by TPP in Nantong Listed in “2021 Banking and Insurance Service Innovation Case”

Thanks to the national pilot of the long-term insurance system and the aging population in Nantong, the care insurance of TPP has taken the lead to finalize the full coverage of long-term care in town and county and attempted to develop the prevention of dementia and loss of function and new social appraisal mechanism. Nantong Five-in-one Mode has been fully practiced in an expanded national pilot. TPP, as the sensible “6<sup>th</sup> insurance”, has been given full play to the distinctive features of Nantong with Nantong Mode, and further improved people’s sense of happiness and achievement. TPP has been admired and recognized by local medical insurance widely.

As of the end of the Reporting Period, TPP has accumulated 32 long-term programs of nursing insurance, practiced 11 services at provincial and municipal levels covering 25 million population and raised funds with an agreement of almost RMB 4 billion.



TPP has accumulated

**32** long-term programs of nursing insurance



municipal levels covering

**25** million population



raised funds with an agreement of almost RMB

**4** billion



### Helped to develop a multi-tier system of medical protection; TPP’s proactive participation in the livelihood program of “Huhuobao (沪惠保)” in Shanghai

On April 27, 2021, under the guidance of the Shanghai Medical Insurance Bureau, supervision from Shanghai Banking and Insurance Supervision Bureau and technical support from Shanghai Big Data Center, “Huhuobao (沪惠保)” —customized commercial supplementary insurance was officially launched and underwrote jointly by 9 commercial insurers. As one of the 9 insurers, TPP has given play to our professional strength and fully participated in the investigation and promotion in the early stage.

TPP has been fulfilling its responsibility as a central enterprise, serving as the protection of livelihood. In addition, TPP works strenuously, especially in the areas of—customized inclusive insurance (“Huimin Insurance (惠民保)”), long-term nursing insurance, critical illness insurance, and supplementary and work injury insurance. As of the end of the Reporting Period, TPP has taken a part in the livelihood program of “Huimin Insurance” in 26 cities with an accumulated number of over 2 million insured.







### Improved strategy of “Medical Care, Health and Wellness”; Founding of China Taiping Medical Health & Elder Care Ecological Alliance

On December 22, 2021, China Taiping held a forum under the theme of high-quality development of insurance in the Greater Bay Area, which witnessed the debut of the China Taiping Medical Health & Elder Care Ecological Alliance. The alliance is initiated by China Taiping and guided by the strategy of “2030 Strategy: Benefit China Health”, and devoted to establishing a platform of integrating innovation resources in terms of exchange, shared information and coordinated cooperation for members of the Alliance.

At the forum, Taiping Healthcare Investment Fund was officially announced. The fund will closely focus on the Group's main business in insurance, focusing on fields such as biomedicine, medical equipment and diagnosis, medical services, biotechnology and medical informatization, to achieve mutual empowerment between fund investment and the main insurance business, and to help build China Taiping's medical and health care ecosystem.

The founding of the Alliance is key to integrating resources and following the concept of being customer-focused. Keeping the ideas of “tangible, platformization, materialization, institutionalization” as a general guideline, the Alliance has upheld the concept of “open and sharing” to create favorable ecological conditions for all members through various activities including high-tech salon, round-table forums, seminar on special business and study on the industry. By being empowered in multiple ways with cooperation, we will take in-depth discussion and investigation about new business, modes of cooperation so as to give full play to industrial advantages of medical care, health and wellness and promote sustainable development for all businesses. The Alliance is willing to offer suggestions about the development of “medication + well-being + nursing”, which fulfills our responsibility and acts as a leading role.

In recent years, while focusing on the main business of insurance, TPL has integrated resources from various parties to expand the medical health & elder care ecosystem. Currently, TPL has set up a Medical Health & Elder Care Ecological Group under the deployment of China Taiping. From the 4th quarter of 2021, TPL has launched a health management brand, Enjoy Health and a service brand, Enjoy Elderly Care, and increased additional capital so as to become the 2<sup>nd</sup> largest shareholder in Circle Harmony Health, to improve the strategy of medical, health, and elderly care.



## Protect Information Security

In compliance with relevant regulations on cyber security and requirements of industry supervision, the Group has set up managing organization about internal information security in order to strengthen information security management, guarantee the safe and stable operation of various networks and information systems, and fully protect customer privacy. The Group has formulated and implemented the *Information Security Management Regulations* in accordance with the *Cybersecurity Law of the PRC* and *Guidelines on the Information system Security Management of Insurance Companies* and other relevant laws and regulations.

Besides, China Taiping attaches significance to data security and personal data protection. Continuous optimization of internal controls and upgrades on technology is conducted to guarantee the security of data. In addition to the management mechanism of data classification, we will complete the management of the full life cycle of sensitive information. To be specific, we apply “least privilege” to the following areas including the access to and obtainment of data, encrypted transmission and storage of sensitive information, and de-identify and destroying compliance with the regulation. We separate the department of development and department of operation and maintenance, so as to strengthen the security of operation and maintenance. We keep track of the key operation on the database and conduct the post-completion audit. We pay attention to the security of open-source components and supply chain, in order to eliminate the relevant risk of data breaches. We provide the employees with training about relevant regulations to constantly improve their security awareness. We keep data including personal information about our customers as well as potential customers as a core of confidentiality. We require an application for the approval process that specify the application scope of data at different levels and approval requirement, and only the application the approved so that data can be accessed and processed. Any breach of regulation and illegal use of data is found will be kept recorded and warned. A further breach of regulation and illegal use of data will be given notice of criticism if critical consequences are caused, and will be enforced the punishment of dismissal at the worst as the case may be.



### In terms of technical protection

We have been constantly improving our capability of internet technology protection. We have established an information security management system based on the national standard of GB/T22080 and the international standard of ISO/IEC27001 and built a relatively well-established management and control system of internet security technology. The Group regularly conducts an internal and external review of the information security management every year, carries out internal and external audits from time to time, and accepts the auditing reviews from relevant regulatory units. In terms of physical security, security construction of all IDC complies with national standards, infrastructure is operated in a safe and reliable way. In terms of host security, we have implemented and arranged a series of methods and products for security, to complete unified management of host and consolidated security. In terms of application security, we have established a management and control mechanism for the full life cycle of the application system with the classified protection system of national network security as the core. In terms of information and network security, we have developed an improved regional management structure of network security and applied various facilities and services for security in the network for inspection and elimination of relevant risks. In terms of ultimate security, we have deployed unified centralized management for the terminal, to ensure a safe and controllable operation of terminal



### In terms of daily safe operation

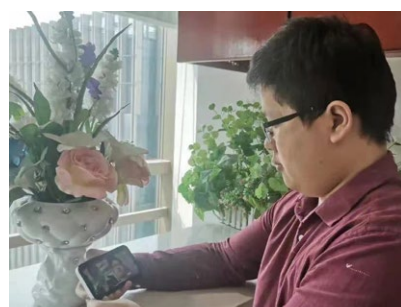
We have established a working mechanism of surveillance and information notification for network and information security, deployed a safe analyzer for big data, and developed a management system for safe operation. We conduct associative analysis and smart assessment for security risk with the analytical skills of big data. In the meantime, we have been constantly improving vulnerability management for information and system security and conducted rounds of penetration testing for external security and public testing annually. We mobilize an internal technical force to detect any potential safety risk within the information system of all kinds and perform timely revisions on bugs with technical force.



### TPL protected information with technology

Avoiding personal privacy leaks and protecting information security has been increasingly important concerns for customers, despite that our efficiency and convenience are boosted with technology

To alleviate customers' concerns, TPL has done specialized R&D for the intelligent audio-video recording system in insurance sales, in order to greatly improve the flawed system. Besides, more stages including facial recognition, verification of documents and signature with screen projection are installed to ensure security. In addition, the E-policy of TPL is also encrypted by state-accredited authority of digital certificate and awarded by certification. With legal and technical means, we will guarantee the security for clients and insurers in terms of legitimacy, integrity and information security.



### Cyber Security Week was hosted by TPFT to fabricate an information security net

The 2nd Cyber Security Week of TPFT kicked off in September 2021 in Pudong, Shanghai. The theme of this Year's security week is to "Create a cyber-secure environment and raise the value of technology". We organized a series of activities concerning cyber security, which are distinctive, close to employees and easy to understand. The activities were held in the form of interaction and competition, which helped further disseminate knowledge of cyber security, and raise employees' awareness of cyber security, thus creating a cyber-secure environment at a higher level for China Taiping.

Cyber security and digital transformation go hand in hand, and the former is even more essential in the context of digital transformation. In order to develop a more efficient cyber security system, TPFT and all concerned parties work together to set up a line of defense, monitor cyber risks and threats and enjoy a safe cyber ecosystem.



### Data protection of TP Singapore: an improved mechanism is a key

This Year, TP Singapore developed a number of internal policies on data protection and issued guidelines on handling corresponding data incidents, including *The Data Protection Policy*, *Guidelines on Handling Personal Data Incidents*, and *Guidelines on Monitoring and Handling Personal Data Retention*. These internal policies and guidelines have regulated the collection and management of data in compliance with Singapore laws and regulations, which have effectively mitigated the risk of personal data breaches and prevented data from being accessed by unauthorized parties. In addition, employees will regularly monitor the implementation of the data protection framework and incidents will be timely reported and assessed to identify the cause so that similar cases can be prevented.



## Optimize Customer Service

The Group strictly complies with *the Insurance Law of PRC*, the *Law of the PRC on the Protection of Consumer Rights and Interests*, and other relevant laws and regulations on products and services in the countries and regions where it operates and protects the rights and interests of customers in accordance with the law. All insurance products and services provided by us in the PRC are approved and filed by China Banking and Insurance Regulatory Commission, and all advertising, marketing activities, and product labeling are organized on the premise of legal compliance, in strict compliance with *the Advertising Law of the PRC* and other relevant laws and regulations, as well as the relevant regulations of the market administration authorities. Internally, each subsidiary publicizes its updates and achievements through channels such as the Group's intranet and *China Taiping* magazine; externally, through the official website, "Taiping for Your Peaceful Life" official WeChat and "China Taiping WeChat Service" official WeChat account and other media platforms to carry out product and business promotion in a variety of ways and make products and service capabilities closer to customer needs.

The Group has set up various customer service and complaint channels such as 24-hour national unified customer service line 95589, WeChat, website, counter, Taipingtong APP and Smart Counter. Clear complaints handling procedures were listed. Among all the channels, the total number of 95589 hotline services reached 27.26 million this year, with a maximum daily service peak at 106,000 calls. Each subsidiary has a customer complaint organization structure and customer complaint management methods, and constantly improves the closed-loop complaint management mechanism of "Early Warning, Resolution and Analysis", striving to bring customers the best service experience with a rigorous, sincere, attentive and efficient attitude.

In addition, with the theme of "Wonderful Life, Together with Taiping", China Taiping has held the Customer Festival for two consecutive years, which become China Taiping's brand of customer activity. On July 17, 2021 when the festival opened, about 17 million people at home and abroad watched the online live-streaming. As of September 30, more than 30 million online and offline customers had participated, indirectly boosting the premium by more than RMB 1.2 billion. China Taiping uses the transformation and development of technology to fulfill its commitment to accompanying customers.



After 30 years of rapid development, the insurance market has gradually transformed from an incremental market into a stock market, and our goal has shifted from "high speed" to "high quality". We are convinced that the continuous and firm support from our clients can help us hold extensive market power and that a perfect solution to customers' core issues is the key to our long-term development.

Figures on claims settlements of main insurance subsidiaries

| Members |                          | Number (10k) | Claim Settlement Rate(%) | Amount (100M/RMB) | Average Claim Settlement Time (Days) |
|---------|--------------------------|--------------|--------------------------|-------------------|--------------------------------------|
| TPL     |                          | 82.3         | 97.4                     | 103.5             | 1.6                                  |
| TPP     |                          | 408          | 97.8                     | 45.5              | 3.7                                  |
| TPI     | Auto Insurance           | 257.8        | 99.9                     | 121.8             | 18.8                                 |
|         | Group Property Insurance | 98.8         | 100                      | 16.9              | 13.9                                 |
|         | Casualty Insurance       | 137          | 99.9                     | 31.4              | 4.6                                  |
|         | Agriculture Insurance    | 3.8          | 99.8                     | 1.7               | 17.4                                 |



## Improve the Efficiency of Settlement Payment

### Rainstorm in Henan, China Taiping took immediate actions for rapid payments

Heavy rains have lashed Henan province in July 2021, causing heavy casualties and property damage. China Taiping and our members took prompt action to shoulder the responsibility as a central enterprise, donating RMB 10 million insurance coverage with flood reconstruction funds to affected areas and making every effort to settle insurance claims and provide the necessary support for customers.

- China Taiping donated RMB **10** million of exclusive insurance to front-line staff who were injured or died from sudden disease during rescue and disaster relief. As the main underwriting institution, TPP actively connected with local government departments in Henan to quickly settle claims. TPP accepted and closed **12** cases of the insurance, with total compensation of RMB **3.6** million.
- TPL launched the emergency plan for the first time, completed the settlement of the first death claim in less than **1** day, and sent the compensation to the customer's family members in time.
- TPI has paid out a total of RMB **130.04** million for **4,636** damaged vehicles.

TPRe (China) has set up a working group handling major natural disaster cases. The working group made contributions to the restoration and construction of the disaster areas, and the estimated total compensation amount will reach RMB **265** million.



### Increase efficiency of claim settlements in China Taiping in the interest of the public

An aircraft crashed when performing an artificial rainfall task in March 2021, causing a slight injury to a villager and the death of five people on board. TPL promptly activated the contingency planning for emergencies upon receiving the report and opened a "green passage" to deal with claim payments, thus settling the payments of RMB 769,000 within 4 days in a quick and effective manner.

A fire broke out at a factory in April in Jinshan District, Shanghai and two firefighters sacrificed their lives in the course of searching for the trapped people. TPI promptly activated the contingency planning for emergencies upon receiving the report and opened a "green passage" to deal with claim payments. We prioritized the case, expedited the process and made a compensation of RMB 2 million to family members of the deceased firefighters, helping to solace them.

A gas explosion occurred in June in a street market in Shiyan City, Hubei Province, killing 26 people and injuring 138 others. After the accident, TPI Hubei Branch quickly arranged dedicated staff to handle the case. Our employees proactively reached the customers, checked their insurance information in detail and tried their best to ensure the implementation of services. They also assisted the local government, made proper follow-up arrangements and settled claims efficiently.

We received the news in July that a customer passed away outside of China because of cancer. Then TPL helped the beneficiaries in China to file a claim in a coordinated and efficient way and completed the claim payment within a week.

An employee working on a pig farm was swept away by a mudslide in August in Fuling district, Chongqing. After receiving the report, TPI immediately designated staff to the scene to examine the conditions and causes and help deal with the follow-up matters. The claim was settled within 3 days in the amount of RMB 500,000.

## Improve Customer Satisfaction

### VIP waiting rooms in Jinan West Station

China Taiping has set up VIP waiting rooms at Jinan West Station since October 2021, providing another comfortable place for customers to have a rest.

The VIP waiting room is filled with lush greenery and equipped with comfortable sofas and massage chairs; tea and refreshments are fully available. A tea room is established in a premium lounge, where passengers can relax, slow down their busy minds, and take a moment to enjoy a cup of tea and savor the tea aroma. Different types of plugs and charging treasures are available in VIP rooms, as well as computers and printers to meet the needs of business travelers. What's more, there is the special staff who provide "Reminding Service" twice, 15 minutes and 10 minutes before the departure time so that every passenger can travel with ease.





## Warm service, increasing happiness of senior citizens

TPL & TPI have been engaged in building a healthcare and pension system to cope with different problems in today's "aging" society. We have always been committed to providing caring and more considerate insurance services to enhance the sense of belonging, happiness and security of senior citizens. TPI has provided insurance service to approximately 1.1 million senior citizens.

On one hand, TPL pays close attention to the actual needs of the elderly and provides thoughtful care and convenient services to solve their problems in outlets nationwide. At the same time, our employees raise their service awareness and positively provide door-to-door services. On the other hand, TPL effectively implements the requirements of the "Notice of the General Office of the CBIRC on Banking and Insurance Institutions' Practical Solutions to the Difficulties of Using Intelligent Technology for the Elderly" to help the elderly cross the "digital divide" in the intelligent era. We highlight age-appropriate designs in various service platforms and usage scenarios to improve the experience of senior citizens. TPL's mobile security tool "EPaI" has served citizens aged 60 years old and above 63,000 times.

During the Week on Education and Publicity of Consumer Rights Protection this Year, TPL & TPI local institutions carried out diverse public welfare activities in apartments senior college institutions and communities for the aged to raise their awareness of proper insurance consumption.



TPL's mobile security tool "EPaI" has served citizens aged 60 years old and above

**63,000** times



## The launch of "Taiping 1929 Family Office"

On December 30, the 20th-anniversary meeting of TPL's resumption of business in China was successfully held under the theme of "our aspiration over the past 20 years". At the meeting, the "Taiping 1929 Family Office" was officially unveiled.

"Taiping 1929 Family Office" integrates cross-border resources to expand our landscape and strengthen our strategic positioning. We will give full play to the advantages of our global vision, the century-old history, strategic resources and win-win sharing to create four major support systems of wealth inheritance, exquisite life, elite education, and family rules and reputation. With high-quality housekeeping services, TPL provides a number of exclusive and customized service projects to support customers who are going to establish his/her own business or run a family business. TPL safeguards families, benefits society and also responds to the needs of high-quality social development. Together with our clients, TPL works hard to serve national strategies, fulfill social responsibilities and thus open a new chapter of the times.



## "Police-Insurance Linkage", double protection from TPI

In order to improve the service efficiency in handling traffic accidents and enhance people's safety and insurance awareness, TPI joined hands with Sichuan Highway Traffic Police to launch a "Police-Insurance Linkage" program during China's Spring Festival of 2021, providing services of vehicle inspection and drinking water supply at highway service areas. In addition, our staff also disseminated knowledge of insurance and finance, anti-money laundering and traffic safety to drivers and the general public by handing out flyers and answering their questions. Moreover, mineral water, rainbow umbrellas and other useful gifts were also provided, acting as a reminder of driving safe.

The publicity has attracted many people to consult and learn relevant knowledge and has been highly appraised by them. Such a short break has relieved driver fatigue after a long-distance trip.





# LEADING INNOVATION

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The Group focuses on digital transformation and steadily builds up innovative dynamism. The Group is committed to becoming the leader in insurance digital transformation and changes by constantly innovating the product forms and business model and striving to stabilize our operation. In terms of technology innovation, the Group fully empowers the insurance value chain through insurance technologies such as cloud computing and big data. The Group creates a new model of digital insurance while consolidating the platform for sustainable and steady growth in the future.



## Key Actions:



Over RMB **75** million was invested in scientific research of innovative insurance business



**188,000** NEVs were insured all year round, with total coverage of RMB **313.4** billion



**Established** the Group's Green Finance and ESG Management Committee to **guide** the green finance and ESG affairs



Formulated a dedicated policy - **Guidelines of China Taiping Insurance Group on Supporting Green Development** - to endorse the green growth



TPL won the Golden Jubilee Award - **"2021 ESG Green Star"**



The third phase of TPAM AI model research and development in the field of quantitative investment was launched, whose investment performance significantly exceeded that of similar products in the market



TPAM made the strategic investment in China National Nuclear Power Co., Ltd.(CNNP); issued the Taiping - Beijing Ecological Valley Infrastructure Debt Investment Plan, the Taiping - Yuexiu Group Infrastructure Debt Investment Plan (Phase I) and (Phase II) and Taiping - Luxin Infrastructure Debt Investment Plan; successfully participated in the secondary offering of China Huadian Capital Holdings Company Limited, contributing to the goal of "dual carbon".



TPI offered RMB **1.1** billion of environmental pollution liability insurance to **947** companies



TPI has offered insurance for the Offshore Wind Farm Demonstration Project of China Southern Power Grid in Guishan, Zhuhai for **4** consecutive years



TPRe provided insurance for clean energy projects on wind power, nuclear power, hydropower and photovoltaics, with total coverage of HK\$ **5** billion



TPAM invested over RMB **1.1** billion in green bonds by the end of this Year



## Accelerate Product Upgrade

The Group makes efforts to innovate products, services, channels, cross-border operations and foundation management. To adapt to the trend of Internet finance, the Group has been promoting business model innovation and has started a set of new products and services, which facilitated the innovation projects.

The Group's digital transformation has made tremendous gains in recent years. **TPAM** has continuously strengthened the self-developed AI investment strategy, which has been used for real investment, saving transaction costs while obtaining high investment returns. **TPFT** set up an insurance technology lab to fully build the benchmarks such as vehicle insurance credit, health guardian and TaipingWiki. Zhikan Tech, a subsidiary of **TPFS**, extended the use of intelligent video and image recognition technology, which helped build the smart traffic management platform in Hengyang, Hunan. **TPL** has developed various business development tools including Air Taiping, Customer View and Taiping Baobao, which has greatly improved its efficiency; TPL also upgraded the intelligent claim settlement platform for direct payment of claims on the basis

the instant payment, quick payment and prepayment, which transformed the automatic processing to intelligent processing. **TPI** launched the "Taiping I-claim" a rapid case reporting and claim settlement system and the claim investigation heat map. The new App could immediately keep abreast of the reports and accurately assign investigators to pay in the shortest time of 20 minutes when the torrential downpours hit Henan this Year. **TPP** introduced a component-based platform into its group insurance to contribute to the quick launch of new products; TPP also built a TPP Easy Claim Platform on which users could apply for claims online and were free from legwork, enhancing the quality and efficiency of claim settlement services. **TPFSC** rolled out the "Smart Head" and "Intelligent Underwriting", and upgraded the smart voice customer service robot "Xiaohui". The combination of human and AI technology created a willing digital employee team with independent intellectual property rights and helped perfect the quality and efficient customer service.

### Examples of product innovation by major insurance subsidiaries



TPL

Offered services to develop the Guangdong-Hong Kong -Macao Greater Bay Area, and launched Taiping e-Insurance – Medical Insurance for Guangdong-Hong Kong -Macao Greater Bay Area  
The Critical Illness Insurance custom-designed for the Greater Bay Area  
Launched the first exclusive pension plan – Taiping Suisui Jinsheng Exclusive Endowment insurance  
Introduced the community-bundled pension insurance plan in Yangtze River Delta – Taiping Zhuoyue Yixiang Pension



TPI

Launched the industry's first overseas COVID-19 vaccination casualty insurance – BRI• Chunmiao Insurance"  
Launched exclusive insurance for NEVs  
Developed product liability insurance for autonomous vehicles & self-driving cars  
Implementing ocean ranch insurance, cow insurance for dairy products produced for Hong Kong and other distinctive agricultural insurance  
Served more than 20 ride-sharing companies to contribute to the sharing economy



CTPI (HK)

Promote small-scale interior decoration engineering insurance and comprehensive catering insurance  
Optimized and upgraded comprehensive store insurance, comprehensive office insurance and comprehensive overseas domestic helper insurance



TP Macau

Pioneered Macau's first exclusive inclusive COVID-19 insurance -Taiping COVID-19 Carefree



## TPL launched new cross-border medical service products exclusive to the Greater Bay Area

As the Guangdong-Hong Kong-Macao Greater Bay Area is further developing and progressing, a growing number of people from Hong Kong and Macau chose to work and live in Guangdong. Their medical needs in the domestic province also continue to grow because of the pandemic. In response to this trend, TPL quickly launched Taiping e-Insurance – Medical Insurance for Guangdong-Hong Kong-Macao Greater Bay Area. The new product strengthened the protection and broadened the service beyond the boundary to fix the “pain points” of medical costs and cross-border medical services.

The “Critical Illness Insurance custom-designed for the Greater Bay Area” has more targeted protection. Furthermore, the product can offer cross-border functions not available to common critical illness insurance products in the market, providing comprehensive risk protection for local residents.



## TPL applied several major innovation projects

This Year, TPL has applied major innovation projects to the health and elderly care industry in a response to the development of a national multi-level and multi-pillar pension insurance system. TPL is committed to building the health, wellness, and fin-tech ecosystem for China Taiping.

In August 2021, as one of the first companies to pilot the exclusive commercial insurance, TPL introduced the first exclusive commercial endowment insurance product – Taiping Suisui Jinsheng Exclusive Commercial Endowment Insurance. The product is an annuity product for old-age security. It uses two accounts to provide two different investment portfolios, one for sound investment and another for aggressive investment, to satisfy the needs of different groups.

In September, TPL launched the community-bundled pension insurance plan in Yangtze River Delta – Taiping Zhuoyue Yixiang Pension. The product aims to explore the innovative ways to closely combine insurance products with the elderly care community, in which TPL and pension fund and provides scarce service resources for customer groups with the immediate need for living in the elderly care community.

In October, TPL rolled out a new brand of health control service - “Enjoy Health”. The brand encompasses all the core high-quality health control service projects of TPL. It includes two distinctive service branches: “Integrated Critical Illness - Taiping Family Medical Service” and “Cross-Border Medical Service” and four branded service modules for children, elderly care, medicine and health services from academicians. Also, the new brand contains a variety of mature high-quality service projects. Its aim is to build a health control service platform covering the full life cycle of customers, which is available both online and offline and within and outside the boundary. The ultimate goal is to provide customers with standard, professional and refined medical care, health and wellness services.

## TP Macau pioneered the first exclusive inclusive COVID-19 insurance in Macau

In March 2021, TP Macau pioneered the first exclusive inclusive COVID-19 insurance – Taiping COVID-19 Carefree. The insurance designed for the COVID-19 is in line with the anti-pandemic policy of the Macau Government and covers four major items: insurance for confirmed cases, insurance for quarantine, insurance for close contacts, and quarantine and insurance for admission to ICU. It is the first insurance of the same kind in Macau.





# Deepen Digital Transformation

The Group attaches importance to digital transformation by reinforcing its foundation, closely following the trends, and strengthening empowerment. The Group implants digitization into all parts of business development, operation and management and risk prevention to guide technological innovation and create values for customer services.

## Digital Transformation



### Digital transformation drove new development in China Taiping

The new changes in the insurance industry led by digitalization and intelligence penetrate into all scenarios of the insurance business and reshape the insurers' process ranging from pricing, sales, and underwriting to claim settlement services. China Taiping has fully developed information and technology and achieved remarkable results in technology empowerment in recent years.

#### ● Improve service with the digital advantage

##### Online auto insurance claim settlement innovates a new model of settling claims

With the help of AI, big data and video technology on WeChat, APP and other platforms, customers can complete the noncontact one-stop claim settlement within 30 minutes only in an incoming video call. During the Reporting Period, the platform served 1.95 million insurance policies.

##### Overall one-stop service platform for individual customers - Taipingtong APP

Taipingtong APP integrates and connects the services provided by specific companies and provides customers with comprehensive one-stop services covering full scenes by means of financial technology innovation. As of the Reporting Period, the App has over 18 million registered users and more than 1.5 million monthly active users.

##### Unified data platform to strongly support digital transformation

The Group promotes intelligent data and improves data service by creating an enterprise data platform, designing an enterprise data model, applying intelligent business analysis, identifying associated risks, etc. As of the end of the Reporting Period, the platform had been connected to 50 source systems and input with more than 10,000 datasheets; it has also built over 6,000 data models. Thus a full view of fundamental data was formed to strongly support various companies to connect their business and improve service quality.

#### ● Empower insurance operations with the digital advantage

##### TPL's intelligent audio-video recording system in insurance sales makes the insurance process smoother

Audio and video recording in the insurance industry is a way of collecting audio-visual materials and electronic data through audio-visual recording and other technologies to record and save the key links during insurance sales, which can play back the sales practices and search the important information to identify the responsibility. The launch of the intelligent audio-video recording system in insurance sales in TPL shortens the recording process of a single policy from more than 2 hours to nearly 10 minutes. The remote operation also allows the synchronous recording of agents and customers in different places.

##### Data can speak in TPL's service expansion department data cockpit

TPL's service expansion department data cockpit system mainly includes three core functions: intelligent data broadcasting, interactive data panel and video-based remote supervision. Big data, AI and audio and video interactive technology make it across the boundaries of time and space. Through the "service expansion department data cockpit", TPL managers at all levels can accurately monitor and supervise all business process indicators in a real-time manner, which shortens the business analysis that takes several weeks to a few minutes.

##### TPI intelligent process robot is available 24/7

By introducing RPA technology and innovating the "RPA plus AI" model, TPI intelligent process robot is available 24/7, ensuring the stable quality of work.

##### TPAM overall performance management system empowers the innovative management

The overall performance management system is the first performance system in the industry that fully encompasses the Company's investment performance, asset allocation, revenue and output, costs and expenses and risk control. The system empowers innovative management and promotes the preparation of data standards.



#### ● Boost the marketing and business development industry with digital advantages

##### Yixingxiao APP, an integrated mobile portal platform for business development

The Yixingxiao APP integrates life insurance and property and casualty insurance businesses. Its many built-in AI components can help agents realize one-stop marketing management. More than 500,000 agents have downloaded it since its launch.

##### Jixiangbao APP, a one-stop platform for insurance brokers

The trend of "Internet plus insurance" presents new challenges to digital marketing for the insurance broker business. Jixiangbao APP provides extensive marketing tools and creates a useful platform for brokers to develop businesses, whose diversified products can be traded online with digital operations and intelligent services.

##### TPL IFAMILY Account Project

TPL explores the way to manage the "family account", a further step from the "individual account" management, and provides one-stop insurance services for customers and their family members. As of the end of the Reporting Period, the project has served more than 800,000 families.





### TPI issued the first blockchain-based electronic invoice

TPI successfully issued the first blockchain-based electronic invoice for customers in March 2021. The blockchain system, independently developed by TPI, is connected to the blockchain invoice system of the Tax Bureau through the interface. On this innovative system, a wide range of standard services are available: invoicing by connecting business systems, downloading electronic invoice samples, and issuing blockchain-based electronic invoices by directly connecting to the Tax Bureau. Its advantages include fast invoicing, security and traceability, full connection and easy invoice filing.

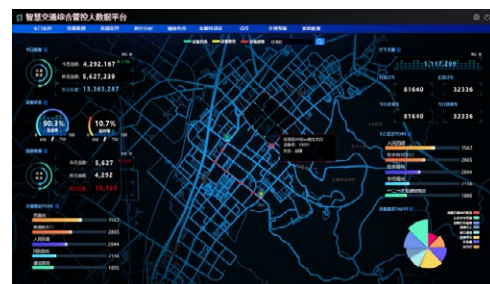
In the future, TPI will continue to add more functions to the blockchain-based electronic invoice system to fully support its trials and realize the online management of the full process from invoicing, and circulation to reimbursement. As a result, future efforts will optimize the finance and tax process, reduce operating costs and improve collaborative efficiency to systematically facilitate the electronic upgrading of paper bills.



### TPFS's Zhikan Tech powered the smart transportation management platform

As an integral part of a smart city, smart transportation plays an important role in easing traffic congestion and improving mobility services. During the Reporting Period, Apart from its leading role in insurance, Zhikan Tech promoted the extended use of intelligent video and image recognition technology and built smart transportation management platforms. Its first project was launched in Hengyang Traffic Police Detachment.

The intelligent transportation platform developed by Zhikan Tech has five software copyrights. The platform effectively combines the self-developed intelligent video and image recognition technology with transportation management. Its application is to design and implement Hengyang Smart Transportation Project in multiple business scenarios.



### TPAM and Taipingtong APP released "Wealth Link", a private wealth management platform

TPAM and TPFS jointly launched the "Wealth Link" on the basis of the Taipingtong APP, the official comprehensive customer service platform of China Taiping Group to catch up with the trends of wealth management and technology development and further improve customer service. The "Wealth Link" is an online platform to directly sell products to the high-net-worth individual (HNWI) and provide more professional and sophisticated comprehensive financial services for qualified investors.

Next, TPAM and TPFS will seek more comprehensive business collaboration, enhance customer service, and provide customers with convenient, efficient and high-quality online financial services. Together, the two subsidiaries will build a comprehensive financial service ecosystem with the characteristics of Taiping, and empower the Group's insurance business.



## Manage Intellectual Property Rights

To enhance the management of intellectual property rights (IPR) and encourage independent innovation, the Group, based on laws and regulations on intellectual property rights and actual conditions, has formulated *the Guideline for the Management of Intellectual Property Rights*, one applicable among all the subsidiaries of China Taiping. The Guideline, with innovation, centralized management, sharing of resources, active protection, and application being its principles, is aimed to safeguard the legal rights and interests of the Group's subsidiaries, enhance the core competence, and advance the business development. Besides, all the subsidiaries are required to roll out their detailed rules and regulations on IPR according to their actual conditions. For instance, TPFSC obtained three national copyright certificates; TPFT issued its detailed rules and regulations on the registration of software copyrights, a move that standardizes their registration and application of software copyrights, makes the relevant work more effective, and requires all the new businesses and patents to be registered; TP STI kept researching sci-tech insurance products. During the Reporting Period, TPFT has obtained a total of 38 patent licenses and 89 certificates registering software copyrights, while the Zhikan Tech of TPFS, to protect its IPR, has gained 58 software copyrights and 1 patented technology, 10 of which have entered the trial stage.



### TPFSC obtained three national copyright certificates

In April 2021, two software copyrights, namely "Xiaohui Audio Robot V2.0" and "Intelligent Human-Computer Integration Workbench V1.0", obtained the certification from National Copyright Administration (NCA). Besides, it's the first time that TPFSC sees its systems independently gain copyright certificates, which reflects its independent innovation capability and determination to improve customer service.

In November, "Taiping Group's Operation Monitoring System" gained a software copyright certificate from NCA. The system is designed by TPFSC and was put in place in February 2021, helping the Group present the operation data, protect the operation activities of specialized companies, and facilitate the reporting of vehicle accidents to the insurance company. The certificate is not just an authorized certification of the TPFSC's independent software with IPR, but a testament to its capability of digital operation services, marking another breakthrough in independent IPR development.







### TPFT boosted the work of IPR

The Group is committed to innovation-driven development and empowerment of sci-tech innovation. TPFT, as the main force of Taiping's sci-tech development and technological innovation, has been led by the Group to advance independent innovation and attach great importance to the development of IPR.

#### ● To uphold a value-oriented philosophy and apply for IPR advances

TPFT's inventions in stream computing, researched and developed by TPFT, also support the virtual business featuring high concurrency and large amounts. The inventions can be introduced to other similar scenarios. Those patent inventions in intelligent search and recommendation system help build up the "Taiping Encyclopedia", a one-stop knowledge service website. Now we can search for information about products, financial affairs, operations, and marketing in an intelligent manner. As for image identification, multiple patent inventions improve the accuracy of identification. At present, over 130 million documents have been identified through effective technology. Comprehensive use of related risk identification, information entropy, risk transfer model, natural budgeting, image comparison and other technologies to create the automobile risk rating system, an intelligent risk control product that integrates risk rating, profiling and prompting operations. It prevented the loss of TPI up to tens of millions in RMB.

#### ● To build a virtuous circle and boost innovation through developing IPR

TPFT is advancing sci-tech innovation by developing IPR. When developing science and technology, the staff is encouraged to innovate, initiate new ideas, and explore new technologies and approaches, a move that generates results with IPR and makes sci-tech innovations and breakthroughs. A virtuous circle, with IPR development and sci-tech innovation, is built, thus empowering the business with innovation and generating more intangible assets.

#### ● To hold IPR contests

During the Reporting Period, TPFT has held multiple IPR contests, thus creating an atmosphere of applying for IPR and making the whole corporation more enthusiastic about innovation, with all the staff eager to take part in the patent invention and sci-tech innovation. Besides, TPFT also has launched patent skills training 2 times, and nearly 200 employees have participated in the training. Now, the staff is more familiar with patent skills. Moreover, multiple patent exchange meetings were held, facilitating the probe and application of patents.



the Corporation also has  
launched patent skills  
training **2** times



nearly **200** employees  
have participated in the  
training



### TP STI kept researching sci-tech insurance products

TP STI has been focusing on sci-tech enterprises, implementing national strategies that support the development of sci-tech enterprises with sci-tech insurances, a move that boosts the development of the real economy. Since the founding of TP STI, multiple innovation projects have been introduced.

- 1 "IPR Coinsurance" programme
- 2 "Innovation Insurance" research program on R&D expenditure loss
- 3 "Shared Insurance" program on large-scale instrument and equipment
- 4 "Caiyunbao" program on government procurement contract performance
- 5 Under the framework of patent insurance and subsidy policy, TPFSC implements intellectual property programs such as patent execution insurance and patent application fee compensation insurance; issues the first intellectual property policy with insurance liability covering domestic and foreign intellectual property in Zhejiang Province

Among them, the "IPR Coinsurance" program has four top national intellectual property insurance.

#### ● Set a precedent in China--providing the insurance for the risk of integrated circuit layout design

The insurance, unlike those for patents, trademarks, and copyrights, is for the risk of integrated circuit layout design. It is the first time ever in the history of China's IPR insurance. This novel insurance safeguards the sci-tech core of enterprises.

#### ● Became the insurance policy that covers the biggest number of IPR

The policy covers 223 IPRs, such as those of patents, trademarks, software copyrights, and integrated circuit layout design, and other IPR risks, such as those concerning business secrets, technological know-how, and unequal competition. This policy has become the "champion" policy of IPR with the largest variety and number of IPRs in China at that time.

#### ● The first "IPR Coinsurance"

With the help of the Pudong Intellectual Property Office (Shanghai), TP STI launched the first IPR coinsurance in China, creating a new model of providing insurance in IPR insurance.

#### ● The first IPR insurance policy in Greater China

The comprehensive insurance policy covers Greater China, including Hong Kong, Macau, and Taiwan.

Protecting IPR is critical to the modernization of China's system and capacity for governance, quality development, people's wellbeing, opening up, and national security. TP STI has been deeply engaged in five business sectors: technical support, financing support, entrepreneurship support, talent support and technology application, trying to make contributions to the development of IPR.



## Develop Green Finance

The Group firmly implements the strategic arrangements - *The Opinions of the CPC Central Committee and the State Council on Fully and Accurately Implementing the New Development Concept and Achieving Carbon Peaking and Carbon Neutrality*, and the *Guidance on Promoting the High-Quality Development of Central SOEs and Achieving Carbon Peaking and Carbon Neutrality*. *The Outline of the Development Plan of China Taiping Insurance Group for 2021-2025* specifies the development goals, tasks, and actions of green finance and green insurance. In addition, the Group issued the Guideline of TPG on Supporting Green Development, which established a mechanism for carbon peaking and carbon neutrality to provide risk insurance for the field of the "dual carbon" goals.

In terms of development goals, we plan the sustainability indicators: the growth rate of premium from green insurance is higher than that of the total premium during the "14th Five-Year Plan" period; the portfolio's carbon emission will be reduced year by year and net zero emission from the portfolio will be achieved before 2060; the carbon emission in operation practices will be lowered year by year, and the carbon neutrality by business operation will be accomplished by 2030; the premium from rural revitalization service will grow faster than total premium during the "14th Five-Year Plan" period.

For tasks and actions, we will strengthen the orientation of green and low-carbon development and take multiple measures to serve the country in realizing the "dual carbon" goals; expand the supply and consumption of green and low-carbon financial insurance products by developing green insurance such as pollution liability insurance and new energy insurance, increase investment in green development, innovate and develop financial tools for emission reduction, and provide long-term stable funding for "dual carbon" goals; explore the model of green insurance plus green investment and keep deeply engaged in the building of the green financial system.

We will continue to perform the responsibilities as a central enterprise, and leverage the advantages of insurance, including green investment, financing and insurance products, to support enterprises' green development. Furthermore, we will give priority to the green industry when underwriting the projects, which is the professional role of insurance, and help achieve the goal of carbon peaking and carbon neutrality.

## Green Insurance

This Year, we continued to increase traditional green insurance such as pollution liability insurance and catastrophe insurance. Additionally, we further innovated green insurance products with more varieties. TPI has developed and marketed green building performance insurance clauses and battery liability insurance clauses in green building, green transportation and other fields. So far, TPI has formed a portfolio of comprehensive green insurance product supply systems. TP Singapore researched green insurance products and protection schemes and launched the property insurance scheme for charging stations in public parking lots in response to the Singapore Government's goal of vehicle electrification.



### TPI facilitated green development

This year, TPI sets the strategic research of carbon dioxide peaking and carbon neutrality as well as green insurance as one of its key tasks, helping the government implement national strategies and shouldering the responsibilities of a central enterprise.

For developing green energy, TPI, with the advantages of central enterprises, helps improve the energy mix and supply clean energy. To be specific, TPI provides insurance for State Power Insurance Corporation, it exclusively underwrote insurance during the operation period of a wind power project. The project provides 5% of the local electricity and high-quality clean energy for more than 60,000 households. At the same time, the project has launched a number of environmental protection plans and formulated various environmental protection measures, cultural relics, noise pollution and other issues have been effectively controlled and protected, contributing to further promoting local economic development and protecting the natural and cultural environment.

### Green insurance business of TPI in 2021 ( in RMB)

|   |   |
|---|---|
| Pollution liability insurance                                 | around 947 enterprises, with coverage of around RMB 1.1 billion   |
| Catastrophe insurance   | 5 regions, with coverage of around RMB 42.4 billion               |
| Corporate property insurance for green energy                 | around 580 enterprises, with coverage of around RMB 142.8 billion |
| Green energy engineering insurance                            | around 220 enterprises, with coverage of around RMB 332.5 billion |
| Green transportation engineering insurance                    | around 10 subway projects, with coverage of around RMB 14 billion |
| Extended insurance plan for new energy vehicles and batteries | 4 customers, with coverage of around RMB 2 million                |
| Green credit insurance  | 1 customer, with coverage of around RMB 2 million                 |

In terms of implementing the green development strategy of the Yangtze River Economic Belt, TPI won the bid for a package of property insurance projects for the first deep tunnel sewage treatment in China—Wuhan Dadonghu Lake Deep Tunnel Project, providing a cumulative security deposit of RMB 1.012 billion, providing insurance for all risks in the key transportation projects for the water tank washing station construction project protect in Yaojiagang of the Yichang's Yangtze River Protection Zone with a security deposit of RMB 160 million, thus improving ship pollution prevention and control capabilities. The Corporation also provides insurance for all risks in the construction project of the Water Transportation Application LNG Project in the Zigui County of the Three Gorges Reservoir Area with a security deposit of RMB 95.94 million, a move that is conducive to energy conservation and emission reduction improves the energy mix, and promotes the quality development of Yangtze River shipping and local economy.

TPI plays an active role in promoting the development of enterprises with green insurance, thus spreading environmental pollution liability insurance. A security deposit valued at nearly RMB 150 million is safeguarding the development of over 113 enterprises in such provinces as Guangdong, Fujian, and Shaanxi.

Green finance is critical to the transformation from "lucid waters and lush mountains" to "invaluable assets". In the next development stage, TPI will seize opportunities, give play to its advantages, shoulder responsibilities, complete green missions, help improve the system of green finance and advance pollution prevention and control.





### TP Singapore advanced the cause of green insurance

TP Singapore attaches great importance to the R&D and security of green finance and green insurance, being more inclined to provide insurance for businesses concerning clean energy and environmental protection. In an active response to the Green Economy Initiative by the local government, the Enterprise employs energy-saving and recyclable materials and provides insurance for environmental protection enterprises.

This Year, TP Singapore has rolled out new insurance for the charging pile of public parking lots and provided insurance for business EVs, thus expanding the role of property insurance against the backdrop of carbon dioxide peaking and carbon neutrality. Besides, the Enterprise plays an active role in providing insurance for the environmentally friendly buildings of the government. 6 buildings like this are insured with a security deposit of SGD 1,500 million. Moreover, the Enterprise also provides insurance for the transportation of equipment designed to generate solar and wind power with a security deposit of SGD 450 million. Letters of guarantee, valued at SGD 17.5 million, are issued for environmental protection enterprises. In the meantime, the Enterprise also provides insurance for work injuries.

TP Singapore does everything in its power to protect the environment, builds up a green city, and creates a more habitable home.

## Climate Change

The Group researches the financial risks related to climate change and responds to them through prudent management. In respect of identifying and managing climate change risks, TPAM, the main asset management firm of China Taiping, has incorporated ESG risks, such as major climate risks and policy risks, and consequent market risks, liquidity risks, and reputation risks into the current risk management system. This Year, subsidiaries including TPAM, TPFT, and TPL (HK) have identified major climate-related risks that may affect their business in the overall risk management procedures, including floods, typhoons, rainstorms, etc.

The worse extreme climate created new sources of business amid the risks for the insurance industry, especially the catastrophe insurers. Starting from the direct risks facing the insurance business, the Group has issued systems and formulated work plans to manage the risks of the insurance business, and established a catastrophe management system on the basis of its business features. The focus is to research and develop catastrophe management models. During product design, the Group carefully evaluates and properly prices the insurances to ensure controllable catastrophe risks because of climate changes.

This Year, TPRe (China) continued to cooperate with the National Meteorological Center to jointly build a meteorological disaster risk analysis platform. The cooperation help design schemes and analyze risks for the front-office underwriting, and further sharpen the capacity of TPRe (China) in meteorological disaster product innovation and customer services. TPRe (China) paid RMB 28 million for excess of loss reinsurance of catastrophe in 2021. TP Macau has issued 18 catastrophe property insurance policies for Macau SMEs, with a total premium of MOP\$ 514,000 and total coverage of MOP\$ 2.5 million. In the future, following the Task Force on Climate-Related Financial Disclosure (TCFD) recommended disclosures, we will comprehensively assess and manage climate risks and set up a climate change response system. Furthermore, we will strengthen risk management, identify opportunities and complete climate change assessment and response plans from four aspects: governance, strategy, risk identification, and indicators and objectives.

To put into effect the philosophy of a sound ecological environment and further protect biodiversity, TPI Yunnan Branch has expanded insurance coverage to global animals as their custodian and dependable companion. On September 4, 2021, TPI Yunnan Branch wrote the show animal insurance for 94 animals in Kunming Huadu SeaWorld and provides coverage of more than RMB 13 million for bottlenose dolphins, Magellanic penguins, South American sea lions, Amazon parrots and other international animals. In the future, TPI Yunnan Branch will continue to play the protective role of insurance, and innovate Taiping products for more lovely animals.



## Responsible Investment

Since the insurance has larger funds and longer duration, subsidiaries of the Group incorporate ESG factors into investment decisions and have formulated ESG investment policies. This Year, TPAM incorporated ESG factors into the rating analysis of listed companies in the electricity industry and considered ESG factors in investment by setting up dedicated ESG personnel to study ESG issues; TP Capital has updated and adjusted 52 systems involving responsible investment; TSFL has formulated industry-specific guidelines, and invested more funds to industries favored by national policies; TSFL has joined the highly eco-friendly industries which are closely related to residents' lives, including water affairs, rail transit, clean energy, among other things.



### TPAM incorporated ESG factors into investment decisions

In terms of fixed-income investment, TPAM is engaged in green investment in line with the guidelines and requirements by investing in green or ESG bonds and bond funds and mainly exploring the investment opportunities of ESG credit bonds. In respect of equity investment, TPAM has the ESG evaluation database and system independently built by the investment research team of asset managers. Considering the natures of different industries, TPAM uses the database and system comprehensively to evaluate the companies' material ESG issues from dimensions of the environment (E), society (S) and governance (G) to realize the quantitative and qualitative assessment. Negative screening strategies and positive screening strategies are adopted to select companies. Negative screening strategies exclude companies that do not meet the ESG thresholds. The positive screening strategy mainly uses the bottom-top investment by selecting and investing in companies with prominent ESG performance and sustainable potential. The intention is to achieve optimized ESG performance while ensuring the financial performance goals of investment.



The Group's subsidiaries also practice responsible investment. As of the end of the Reporting Period, the Group has invested over RMB 1.3 billion in green bonds and over RMB 50 billion in ESG projects, covering water conservancy, clean energy, green transportation and other fields.



TPAM performed responsible investment

TPAM has developed and amassed projects on energy conservation and environmental protection, new energy, cleaner production, circularity and green consumption through debt plan, equity plan, and trust investment around the focus of "Beautiful China". Also, TPAM uses the insurance funds to explore the innovative model of green financial business, for instance, the debt to equity swap, equity fund and asset securitization in green fields of environmental protection, new energy and energy conservation.

TPAM and TPL invested RMB 200 million in NIO Fund. The fund is committed to creating positive and sustainable social impacts by considering the perspective of ESG in investment decision-making. NIO Fund has joined in several investment projects: the safety guarantee system by Dida Chuxing, the battery recovery technology R&D by Rongbey Technology and the development of next-generation battery swapping technology by Aulton. Those projects have reduced carbon emissions by 143,600 tons. In addition, the fund drives TPI and NIO to engage in in-depth cooperation. TPI became the main insurer of the mass production of new energy vehicles in NIO, with premiums perking up.

TPAM and TPL invested around RMB 2.2 billion to jointly take a strategic stake in CNNP through private placement. During the 13th Five-Year Plan period, CNNP newly generated more than 500 billion KWh of nuclear power. The power generation represents a reduction of 150 million tons of standard coal consumption, a reduction of 410 million tons of carbon dioxide emission, a reduction of 1.34 million tons of sulfur dioxide emission and a reduction of 1.16 million tons of nitrogen oxides emission. Also, that amounts to 1.44 million hectares of afforestation.

In August 2021, TPAM invested RMB 1.5 billion to initiate and establish the Taiping - Luxin Infrastructure Debt Investment Plan, which is used to build the south main natural gas pipeline of the pipe network in Shandong. Natural gas, typical low-carbon fossil energy, serves as the transitional and alternative energy to realize the strategic goal of carbon peaking and carbon neutrality and the transformation towards clean energy. The project is an effective attempt of TPAM to contribute to the carbon emission goal and promote the nation to use more clean energy.

Key investment projects of TPAM

| Project  | Introduction   | Illustration  |
|--|--|---|
| Taiping -Nanjing University in Suzhou Hi-Tech District Infrastructure Debt Investment Plan | Serve the development strategy of the Yangtze River Economic Zone and contribute to the “Double First-Class” initiative                                      |    |
| Taiping - Hengqin Science City Infrastructure Debt Investment Plan Phase I                 | Participate in the development of Guangdong-Macao In-Depth Cooperation Zone in Hengqin and contribute to Guangdong-Hong Kong-Macao Great Bay Area            |    |
| Taiping - Beijing Ecological Valley Infrastructure Debt Investment Plan                    | Support the development of Sub-CBD in Beijing and help transform and upgrade the industrial structure in Beijing   |   |
| Taiping - Yuexiu Group Infrastructure Debt Investment Plan                                 | Promote the realization of the goal of carbon peaking and carbon neutrality and serve the Guangdong-Hong Kong-Macao Greater Bay Area                         |  |
| Taiping - Luxin Infrastructure Debt Investment Plan  | Invest in the critical energy and help low-carbon development  |  |
| Secondary offering of China Huadian Capital Holdings Company Limited                       | The Company's first business on the China Beijing Equity Exchange, develop the capital market and implement the goal of carbon peaking and carbon neutrality |  |
| Equity investment in CNNP  | Support national technological innovation and industrial upgrading, and help achieve the goals of carbon peaking and carbon neutrality                       |  |



### TPP participated in green investment

TPP actively fulfills its social responsibilities, serves the development of the real economy, promotes the realization of the "dual carbon" goal, continues to increase the proportion of green investment, and focuses on long-term investment and value investment. TPP invest in many areas including new energy, environmental protection and public utilities, rural revitalization, green building, etc. As of the end of the Reporting Period, the total amount of pension funds involved in green investment managed by TPP has been approximately RMB 30 billion.



The total amount of pension funds involved in green investment managed by TPP has been approximately

**30** billion

### TP Capital proactively pursued low-carbon green investment

TP Capital has been committed to closely combining the role of insurance investment with the needs of national strategy and the real economy. TP Capital fully considers the social responsible efficiency and positive influences of the project when evaluating projects and determining the value of risks. This Year, TP Capital allocated approximately RMB 1.1 billion group-wide funds to support green investment projects. The projects mainly concentrate on the green industry and clean energy industry.

#### - Carbon Neutrality No.1 New Energy Project in Xinjiang

Funded by TPL, the project invests in Mulei Wind Power a wholly-owned subsidiary of State Power Investment Corporation (SPIC) Xinjiang in the form of private placements to fully support national policies and the real economy. It is the first equity investment made by the Group's insurance funds in carbon neutrality. TP Capital uses insurance funds to innovatively invest in Mulei Wind Power to finance the wind power industry, assuming the role of a central state-owned financial enterprise that invests insurance funds to support the real economy and service infrastructure in Xinjiang. Furthermore, the investment not only reduces the leverage of SEOs, and supports the development of central SEOs and carbon neutrality infrastructure, but also acquires high-quality assets for the Group's funds. It is the Company's another action for the national carbon neutrality strategy. The cooperation with SPIC helps the expansion of China Taiping to new energy and boosts its brand image and influence in the energy industry. In addition, the project has promoted the Taiping brand in the electricity field so that both sides can jointly make full use of cross-border operations to implement the major national strategies such as the Belt & Road initiative.

### TPFH, TP Capital and TSFL promoted the green funds

TPFH proactively promotes and establishes TPI Science and Innovation Fund, which focuses on the industry conducive to the Group's insurance growth. TPFH performs the responsibilities of central enterprise, plans the strategic development presence in the Greater Bay Area, ensures people's livelihood and serves the real economy. Its main focus is key areas such as medical care, health, pension and financial technology, which keeps abreast of national strategic orientations while its priority is the investment opportunities related to green industries.

In the future, TP Capital will strengthen cooperation with leading institutions and industrial capital, jointly establish green funds, and increase investment in carbon neutrality and new energy etc. TSFL has established a partnership with a clean energy group to invest in and construct photovoltaic power plants. TP Capital has invested RMB 500 million in the project to boost the green and low-carbon development of local energy.



Invested RMB

**500** million

#### - Invest in China Insurance Investment No. 2 (Shenzhen) Equity Special Fund Limited Partnership

The fund has the size of approximately RMB 3 billion whereas TPL invests approximately RMB 300 million. The funds are mainly used for GD Huanbao to start another comprehensive environmental improvement and M&A projects across the green industry. As of the end of June 2021, its fundamental investment projects included 43 environmental protection projects on sewage treatment and river pollution controls in 12 cities and regions of Guangdong, and one M & A of a sewage treatment company.



its fundamental investment projects included **43** environmental protection projects on sewage treatment



river pollution controls in **12** cities and regions of Guangdong



**1** M & A of a sewage treatment company



# RESPONSIBLE OPERATION

07

China Taiping pays attention to sustainable development, advocates the concept of green office and reduces resource consumption; we strengthen comprehensive risk management and control, and firmly hold the principle of compliant operation; we are people-oriented to secure the safety, health, rights and welfare of employees; we also build a classified talent training system to drive employee growth.



## Key Actions:



The internal auditors of the Group carried out **689** audits throughout the year covering the conglomerate

All auditees took immediate steps to rectify the problems revealed.

**93.76%** of the problems newly identified in the audits were rectified

**84** systems were optimized

**63** processes were improved

**218** systems were established



**248** new employees attended the training lecture on *Employee Professional Ethics and Code of Conduct* offered by the Group's Taiping Rising Star Program



About RMB

**58.52** million was invested into

**33,273** employee training programs, with a total of

**526,479** participants



More than **300** employees were trained on "Measures for Handling Employees' Violations of Laws and Regulations"



**29,210** employees took the online training course on confidentiality, covering up to **86%** of all staff members



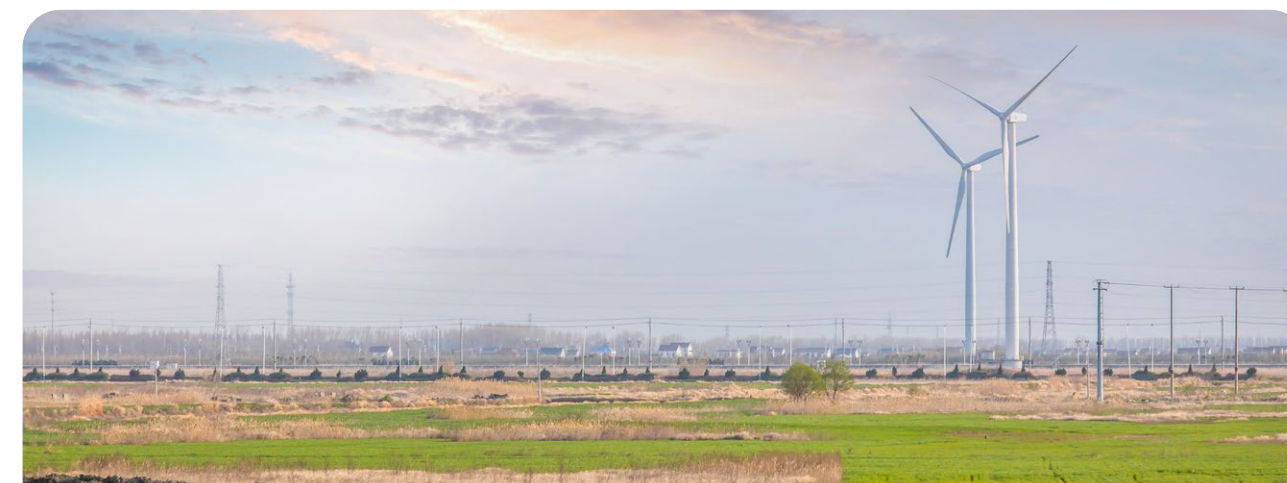
**5,000** registered internal trainers and external lecturers on the "China Taiping Learning Cloud Platform"



Listened to employees and supported their well-being



**16,539** employees participated in the employee satisfaction surveys. In general, the satisfaction level is high



## Implement Low-Carbon Operation

The Group proactively implements green office to reduce the use of resources during business operations as an active response to the national development goals in energy conservation, emission reduction and low carbon economy. As a non-production-oriented enterprise, our impacts on the environment and resource consumption are primarily from electricity, water, office wastes, vehicle exhaust emissions, business trips, etc. We strictly follow the *Environmental Protection Law of the PRC* and other laws and regulations in the countries and regions where we operate in. Based on the emission reduction and energy efficiency strategies, we reduce the emission of pollutants and greenhouse gases and the generation of waste in business activities.

We advocated green office and low-carbon lifestyle throughout the Group's companies, and developed energy efficient friendly office buildings and workplaces, and reduced resource consumption and pollution emissions in this fiscal year.

### Promote green printing

- Introduce paperless office, e-insurance and e-invoicing
- Reduce non-essential printing
- Print double-sided, multiple pages per sheet and avoid unnecessary color printing
- Use environmentally friendly paper, draft, print and fax on the unused side of the paper
- Reuse envelopes and temporary file folders for internal documents and correspondence
- Promote electronic communication in workplace
- Send documents via email, portable hard drives, etc. instead of hardcopies
- Make use of online shared folders





## Save electricity



- Switch off power source to all lighting, air conditioning and office equipment that are not in use when leaving office
- Work physically together during overtime to reduce the use of lighting and air conditioning
- Switch off video conference system after meetings to reduce standby power
- Turn off lights and air conditioning that are not in use, e.g., at lunchtime and after office hours
- Avoid prolonged standby mode of office equipment such as computers, printers and shredders
- Switch off personal computers promptly after office hours
- Turn off non-essential servers at night, on Saturdays and public holidays
- Prohibit the use of power intensive appliances in offices
- At premises without central air-conditioning, close doors and windows when air-conditioners are running, avoid running air conditioners in empty rooms, and set them above 26 degree Celsius
- Pull blinds or curtains down before leaving the office to reduce greenhouse effect in offices on the following day

## Reduce the use of office supplies and generate fewer waste



- Strictly approve and control the amount of office supplies allocated
- Stretch office supplies and office facilities to make their life as long as possible and use fewer consumables
- Formulate recycling plans for office supplies to make the best use of them
- Collect used toner cartridges, used lamps, old computers and other office wastes by category and engage qualified third parties to properly dispose of them
- Wrap toner cartridges, rechargeable batteries, etc. before putting them in recycling containers. Some recycled items need to be treated specially, for instance, light tubes that need to be put into special recycling bins
- Domestic wastes are collected and carted away by the property services and disposed of by the municipal sanitation department

## Environmentally friendly procurement

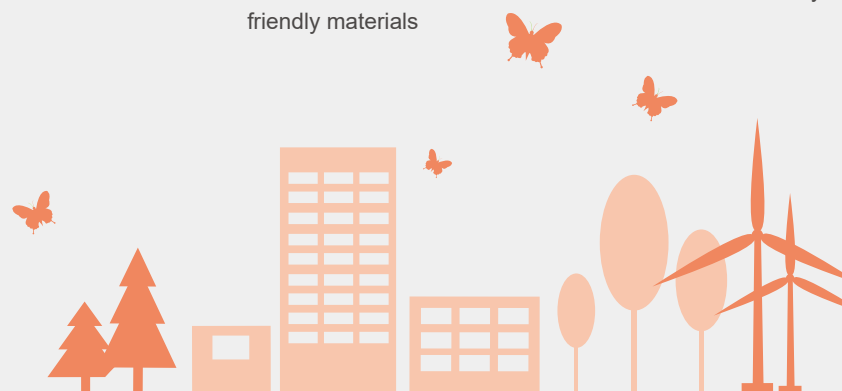


- Purchase environmentally friendly office products such as recycled paper, refill-able ball pens, recycled pencils and recyclable toner cartridges for laser printers
- Purchase office appliances with energy efficiency labels, e.g., photocopiers and printers
- Purchase office furniture made from environmentally friendly materials

## Other measures



- Strictly control official vehicles with the principle of scientific dispatching and reasonable use
- Avoid the public water being run in vain and the water flowing, flooding, dripping and leaking" in the workplace
- The purchased bottled mineral water is, in principle, only used for official receptions; employees should drink hot water in the pantry; bottled mineral water is not provided or used for internal meetings
- Post notices in the workplace to remind employees to save resources
- Encourage employees to help implement and promote environmental initiatives as the "Environmental Ambassadors"
- Organize training programs and environmental workshops to raise employees' environmental awareness



In terms of engineering works involved in the business operation, the Group also prepared specific implementation guidelines and listed the *Workplace Safety Responsibility Statement* and the *Well-Managed Construction Responsibility Statement* in the construction contract template. We explicitly asked the constructors to take necessary environmental measures regarding dust control, sewage control, noise control, waste management and material and equipment management in strict accordance with laws and regulations.

- Establish a sound green construction scheme as the basis for green environmental management for the projects
- Timely clean and cart away construction waste on the sites, prevent the overflow of residue, mud, and wastewater and control the flying of dust to reduce pollution of construction to the surrounding environment
- Provide testing tools for dust, noise, etc. to monitor the noise and dust on the site, and entrust the environmental authorities to regularly test the environmental indicators, including sewage discharge
- Plan the overall layout for veneer materials before construction to reduce the amount of non-monolithic materials
- Try to reduce unnecessary lighting at night after ensuring normal construction and safety
- Adopt a top view angle for the large lamp to avoid light pollution
- Choose environmentally-friendly decoration materials
- Clean up the site thoroughly and timely after the completion of the project

When investing in real estate projects, we mainly consider the impact of business activities on the environment and society and give priority to investment projects in line with ESG concepts.





### Shanghai Taiping Finance Tower

The total construction area covers 110,000 square meters. The Tower itself stands 38 stories above the ground and 3 stories underground and is 216 meters tall. It earns the "LEED gold certification" from the U.S. Green Building Council.

### The Exchange Beijing

Located in the well-established areas of China World Trade Center, the core CBD of Beijing, the Tower is close to the main street of the East Third Ring Road and the Chang'an Street, the Central axis of the city. The total construction area is 41,000 square meters. The Tower itself stands 21 stories above the ground and 3 stories underground and is 97 meters tall. The building won the "LEED gold certification" from the U.S. Green Building Council.

### Shenzhen Taiping Finance Tower

The total construction area is more than 130,000 square meters. The Tower itself stands 48 stories above the ground and 4 stories underground and is 228 meters tall. The building won the "Shenzhen Green Building Innovation Award" and the "LEED platinum certification" from the U.S. Green Building Council.

### Taiping Town · Wutong Family

Located in the International Medical Park of Zhangjiang Science and Technology Town, Shanghai, the Tower is the largest medical and nursing elderly care project in China. It integrates multiple functions such as care home, community-based care, general outpatient service and rehabilitation care, which can provide sustained high-quality medical care and elderly care services for about 3,500 elderly. The project obtained the two-starred green building design certification issued by Shanghai Green Building Council.

In addition to our low-carbon operation, we also practice tree planting and greening activities. We planted the first Taiping Trees in 2003. China Taiping and its subsidiaries such as TPL and TPI have planted more than hundreds of hectares of Taiping Trees all over the country.



### TP Singapore's Tree-planting Day

In September 2021, in response to the One Million Trees movement launched by the National Park Board of Singapore, TP Singapore, along with the National Park Board of Singapore, held a tree planting activity, which engaged more than 30 Taiping's employees in. This event was also the finale of TP Singapore's green journey campaign.

Since the National Park Board of Singapore set the goal of planting one million trees in the next 10 years, Singapore has planted 241,257 seedlings throughout the island. This time, we proceeded with this event on Coney Island near the Punggol Point, which is along the northeast coast of Singapore. The saplings planted by our employees included tropical plants, e.g., *Heritiera littoralis*, *Suregada multiflora* and *Planchonella obovata*. Each sapling is labelled with a unique QR code to enable the planters to recognize the saplings they planted and track their growth.





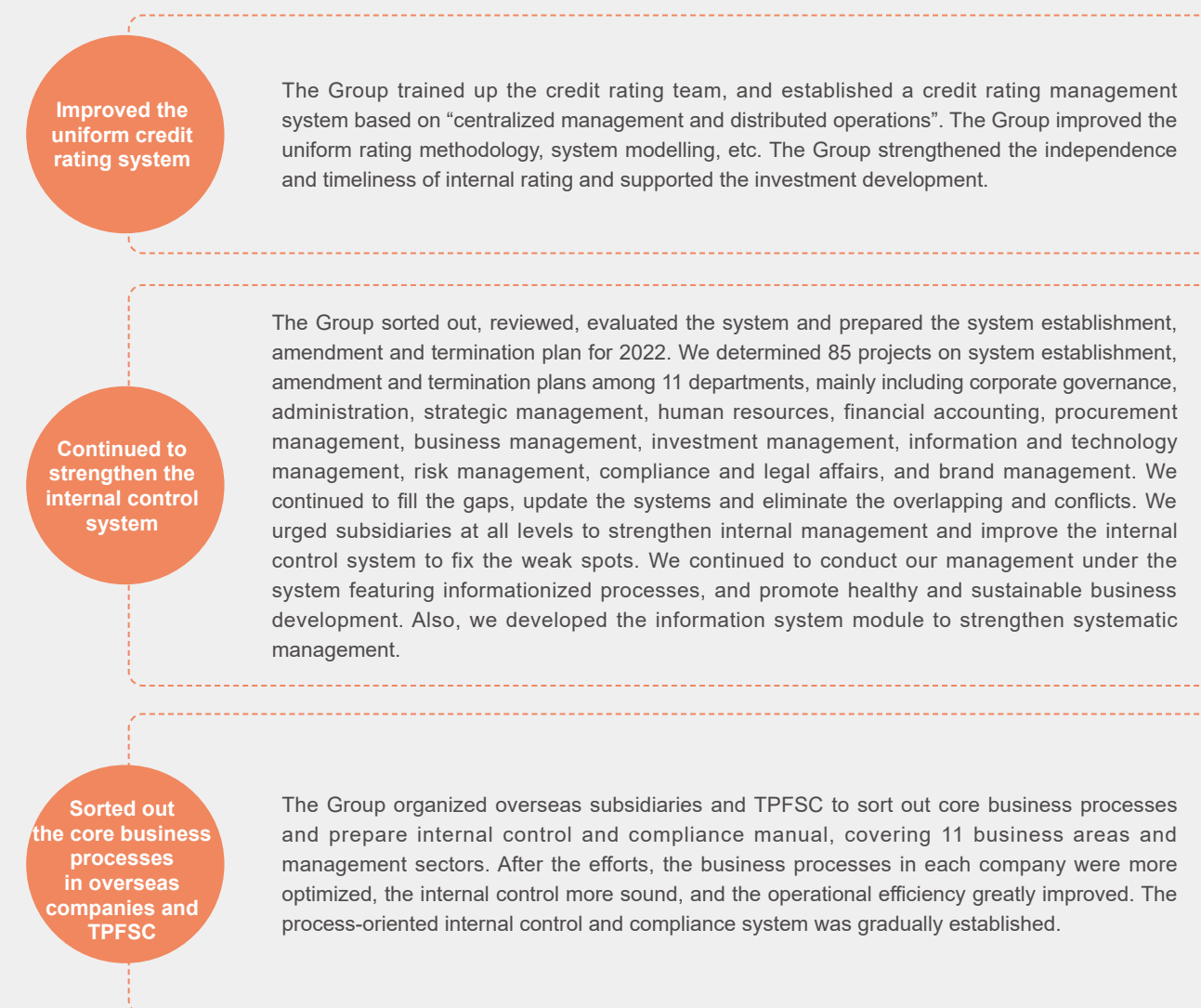
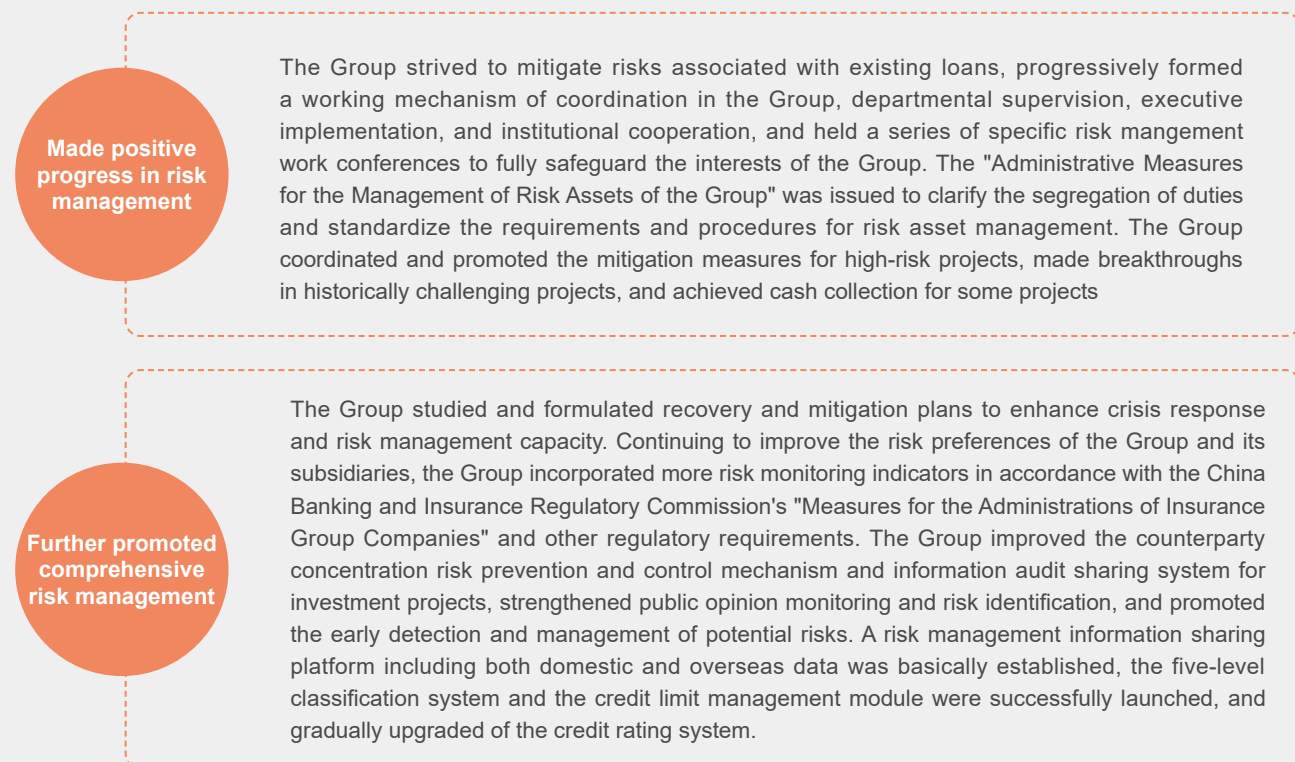
# Build the Firm Line of Defense Against Risk

## Build Three Lines of Defense

The Group has doubled its efforts in building its ability to prevent and resolve risks in recent years. Now, the Group has established the mechanisms of three line of defense against risk, a comprehensive risk management system constantly covering the whole Group, in which the board make decisions and are ultimately accountable. The Group further promotes comprehensive risk management, continuously improves the risk preference system of the Group and its subsidiaries, and increases the Group's unique risk monitoring indicators. Under the effective comprehensive risk management system, there is an operation mechanism where functions at multiple levels are connected, supervised and managed under the principle of effective checks and balances. We incorporate risk management into the assessment every year, and mainly assess the business performance of subsidiaries, senior management and heads of risk management departments.



This year, the Group dealt with all kinds of risks in operation with the risk preference of "security and prudence" and sharpened the ability of risk prediction. Its various risk prevention and resolution measures were accurate, timely and effective. As a result, the new risks were well controlled, and the current risks were gradually resolved. Some risk projects were settled with cash. The Group firmly managed to avoid major systemic risks and provided important risk prevention and control guarantees for its high-quality development.





### Standardized the management of connected transactions

The Group comprehensively sorted out the connected transactions and the management of the entrusted investment platform, to investigate the potential risks. According to relevant laws and regulations, we comprehensively classified the management of the connected transactions in terms of the current situation, authority for approvals and management model. Complying with the law, we implemented an improved connected transactions management scheme, which classifies and differentiates the approvals for licensed and unlicensed subsidiaries based on the control by shares. We issued The notice on Further Strengthening the Management of Connected Transactions to all subsidiaries and departments for their implementation. As a result, the efficiency of managing connected transactions was significantly improved. The number of connected transactions submitted by subsidiaries to the Group for approval decreased by nearly 50% year on year. We further held subsidiaries' the board more accountable.

### Increased accountability

The Group has revised the Measures for Employees' Non-compliance with Laws and Regulations. We standardized the handling procedures, made refined handling approaches and improved the applicable rules. We also revised and combined four systems in two aspects into one, including the former Rules on the Punishment for Non-compliance of the Group's Employees and the Detailed Rules for The Implementation of Punishment for the Non-compliance of by Employees in the Group's Headquarters (both domestic and overseas edition). The combination formed a simple, complete and practical management system for employees' non-compliance, which provides unified standards and rigorous procedures.

### Launched the "Year of Internal Control and Compliance Management"

The Group launched the "Year Of Internal Control and Compliance Management" in depth to raise the awareness of legal and compliant operations. We held a special mobilization and deployment conference to announce the event plan and communicate the requirements of CBRC and the Group. Besides, we proactively increase our efforts to publicize the activity through different channels and means, such as designing posters, issuing press releases on the intranet and setting up screensavers on computers. Those moves constantly reinforced the awareness of internal control and compliance among all employees; all subsidiaries were required to carry out self inspection and self correction in accordance with the Group's plan.

In addition, we held special training courses on risk, compliance and credit rating laws with the theme of "stronger internal control and compliance and stricter business risk controls". The training focuses on risk prevention and control business and highlights current hot spots. They also strengthen provide more access to learning theoretical knowledge and exchange practical experience of risk compliance and further enhance the Group's risk compliance management ability and level. The trainees are from all subsidiaries at home and abroad.



## The Group's Comprehensive Risk Management System Phase II Project was successfully accepted

In September 2021, the Group held the Acceptance and Closing Meeting of Phase II Project of the Comprehensive Risk Management System. The meeting concluded the process of project building, results, promotion, and acceptance. All business parties recognized the project results.

The Group's Comprehensive Risk Management System Phase II Project is led by the Group's Risk Compliance Department and built by TPFT in cooperation with TPL, TPI, TPP, TPAM, and TPre (China) among other domestic and foreign institutions. By integrating risk compliance, legal affairs, audit and rectification, credit limit and other system functions, the project built a unified user-friendly risk management platform that visualizes data. The completion of the platform further brought a higher level of informatization of risk management and compliance and enabled an effective, targeted, updated risk compliance management, better adapting to the requirements of the Group's high-quality development.



## Improve the Procurement Process

The suppliers of the Group can be divided into three categories: goods suppliers, service providers and engineering contractors. In accordance with laws and regulations, we have formulated and implemented the *Centralized Purchasing Regulations* and *Measures of Management Supplier for Centralized Purchasing*, which apply to 22,911 suppliers' management of centralized purchasing, to strengthen the supplier management of centralized purchasing and establish an open, transparent, unbiased, and standardized mechanism for that. The regulations and measures specify the organizational structure and responsibilities of centralized purchasing; they also mention specific requirements for supplier-hunting, investigation, entry, selecting and cooperation, performance appraisal, classified management, information sharing, and misconduct management. On this basis, we require all subsidiaries to establish and apply supplier management systems and rules according to the Group's provisions, the actual operation and regulatory requirements.

In addition, the Group pursues an open, fair and impartial purchasing. We require personnel related to supplier management and purchasing to abide by disciplines and submit to supervision. We only manage suppliers well after conducting evaluations on them, so we can dynamically rate suppliers according to the evaluation results to select the best suppliers. We evaluate suppliers by means of evaluation and scoring in terms of credit, quality, service, delivery and other criteria when they perform contracts.

When selecting the source of suppliers, the Group demands that the goods or services provided by suppliers should not only satisfy the requirements of the demand side but also live up to the national and industrial standards on technology, safety and environmental aspects, so as to avoid or reduce the impact of the supply chain on the environment and society. In addition, we include the environmental and social performance into the conditions to screen suppliers by strictly controlling the impact of suppliers on the environment and society, and cooperating with suppliers with good performance. For instance, we mainly judge whether suppliers are certificated by the environmental management system and subject to environmental punishment; whether they have a sound operation; whether they comply with employment and labor standards, and whether they regularly monitor or spot checks products to ensure product quality and safety. We also inform the supplier of requirements in the contract, which requires the supplier to understand and strictly abide by environmental and safety standards. We regularly review their environmental and social performance to ensure that suppliers can remain qualified. We immediately terminate our cooperation with disqualified supplies.



## Stick to the Bottom Line of Integrity

The Group strictly observes the *Anti-Money Laundering Law of the PRC*, the *Hong Kong Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance*, *Drug Trafficking (Recovery of Proceeds) Ordinance* in Hong Kong, the *Organized and Serious Crimes Ordinance* in Hong Kong, the *United Nations (Anti-Terrorism Measures) Ordinance* and other laws and regulations. Also, the Group has formulated internal systems such as *Administrative Measures for Anti-Money Laundering* in accordance with the *Corporate Governance Code and Listing Rules of the Stock Exchange*, *Guidelines on Risk Assessment and Customer Classification Management of Money Laundering and Terrorist Financing of Financial Institutions*. In this way, The Group prevents money laundering and terrorist financing activities and firmly promotes the effective implementation of the anti-money laundering internal control system.

In addition, the Group adheres strictly to laws and regulations such as the *Law of the PRC Against Unfair Competition* and the *Prevention of Bribery Ordinance of Hong Kong*, insists on operating with integrity, and resolutely resists commercial bribery and corruption. We strictly require all employees to abide by relevant laws and regulations, and strictly prohibit bribery, extortion, fraud, etc.

We have opened a range of channels such as mailboxes and hotlines on integrity complaints to ensure smooth channels for employees to complain and report, encourage them to report non-compliant practices and protect their rights and interests to complain. The management of the relevant departments of the Group is responsible for monitoring to ensure the effective operation of relevant procedures.

During the Reporting Period, the Group revised the *Measures for Employees' Non-compliance of Laws and*

*Regulations of the Group*, combined the current non-compliance handling and accountability management system, and revised and integrated four systems in two aspects into one, including the former *Rules on the Punishment for Non-compliance of the Group's Employees* and the *Detailed Rules for The Implementation of Punishment for the Non-compliance of by Employees in the Group's Headquarters* (both domestic and overseas edition). The combination formed a simple, complete and practical management system for employees' non-compliance, which provides unified standards and rigorous procedures. The Group reinforced the effectiveness of anti-corruption and anti-commercial bribery by formulating the *Duty Performance Manual for Personnel in the Group's Headquarters*, carrying out professional ethics training for employees, holding anti-corruption education, revealing typical non-compliance, etc. The Group provides anti-corruption training to directors and employees as needed every year.

Moreover, each subsidiary has formulated a series of systems and implementation guidelines on anti-money laundering, prevention of corruption and bribery, integrity and self-discipline of purchasing officers, and punishment for violations in accordance with external regulatory requirements and the Group's internal regulations. They also establish a collaborative internal management structure with a clear hierarchy for their actual needs.



### TPIM organized anti-corruption training

TPIM organized anti-corruption training in September 2021. The training was attended by members of the TPIM management, senior experts, leaders of departments and domestic organizations, deputy managers and employees of equal rank or above.



### TPL launches "One Book, One Lesson" integrity education activity

In order to strengthen the fundamental role of warning education, education and guide cadres and employees to strictly adhere to the bottom line of honesty. TPL has carried out "one book, one lesson" integrity education activities throughout the system to provide a strong guarantee for TPL's value growth and high-quality development.



### TPI hosted a warning education conference

TPI hosted a special conference on warning education in August 2021. TPI presented warning case studies to educate all employees, further increased their awareness of integrity, and built strong ideological lines. TPI confronted the problems in how to build, oversee and manage the cadre teams. In particular, leading cadres were under more supervision. TPI strives to build a clean cadre team.





## Take Care of Employees' Wellbeing

The Group views talents as the fundamental resource and the bedrock of its sustainable development. It is committed to creating a harmonious, inclusive, safe and comfortable working environment by warming employees with sincere care and inspiring them with a shared vision. We also source top talent from anywhere and attract them with broader career prospects and fair promotion. We aim to make every TP person do what they do best in their positions, and grow together and share the results with the Group.



## Employee Rights and Benefits

The Group strives to build an equal and inclusive workplace in strict compliance with the *Labor Law of the PRC*, the *Employment Ordinance* of Hong Kong and other laws and regulations in the countries and regions where we operate. In addition, we also set unified principles for recruitment, job titles and position grade levels. We have formulated and implemented regulations and systems such as the *Interim Measures for the Management of Staff Recruitment*, the Administrative Regulations on the Introduction of Headquarters Personnel, the *Interim Provisions on the administration of professional sequence expert series personnel*, and the *Interim Regulations on the Management of Professional Sequence Experts and Administrative Measures on Job Titles and Grades*.

The Group pursues fairness, justice and openness in employment. Discrimination against employees on the basis of nationality, race, gender, or religious belief is strictly prohibited in recruitment, promotion, payment of salary and benefits, training and other matters. We are committed to promoting equal and diverse employment, and effectively protecting the legitimate rights and interests of employees. We strictly control the approval over employee entry and the procedures to verify employees' identity through standardized processes to prevent and eliminate the use of child labor and forced labor. Terms of compliant employment are defined in the labor contracts signed between subsidiaries and employees. In the event of non-compliant employment, it will be properly handled in line with labor laws and regulations, and the people responsible will be punished in accordance with *Internal Administrative Measures for Punishment of Employees Violations*.

In terms of working time management, we adopt the standard working hour system, advocate a high-quality and efficient mode of working and protect employees' rights on resting and holidays. When there are necessary overtime workloads for the interests of work arrangement, we will approve it and compensate employees with rest days or overtime pays as required by laws.

In addition, the Group adopts a science-based salary strategy with aims to attract, retain and incentivize excellent talents with the performance orientation, incentives and internal fairness. The salary system combines fixed salary, annual performance bonus, benefits and medium and long-term incentives to promote the overall operation and development. The Group's internal remuneration and benefits policies include the *Interim Measures for the Management of Employee Remuneration* and the *Administrative Measures for Internal Benefits and Insurance of Employees*. In addition to social insurance, housing provident fund, MPF and other statutory benefits, the Group also provides employees with a more comprehensive internal benefits system, including enterprise annuity, internal insurance (for accidents, medical treatment, life insurance, major diseases, etc.), paid leave, holiday allowance, heating and cooling fee, clothing allowance, annual health check, meal allowance, birthday gifts, comfort fund for marriage or childbirth and other items. While constantly expanding and improving employee benefits, the Group also attaches importance to humanistic care for our people and helps fix their practical problems.





### TPAM launched theme activities to celebrate International Women's Day on March 8

TPAM held the theme activity titled "Bring Her Power Together to Start a New Era" on March 8, 2021. The aim was to inherit and spread the time-honored Chinese traditional culture and show the vigor of women as contributors to the modern socialist country. All employees were invited to show a variety of dances styles such as classical dance, modern dance and hip hop. TPAM is committed to portraying the figures of new women who are passionate about learning, knowledgeable and dare to innovate, effectively enhancing their capability to serve the company's growth, and writing a chapter for the woman in asset management in the new era.



## Employee Health and Safety

The Group strictly enforces laws and regulations on labor protection, occupational health and safety in the countries and regions where we operate. All subsidiaries have formulated and implemented workplace safety-related systems for major emergencies, extreme weather and public health emergencies. In addition, the office is equipped with first-aid kits and environment protecting plant. Air purifiers are set in the newly relocated office to optimize the quality of the office space. We regularly organize employees to participate in fire drills to familiarize them with escape routes and strengthen their safety awareness. We engage professional personnel as office security and cleaners, air conditioner cleaning and other services. In addition, we provide qualified personal protective equipment and articles and other protective conditions for employees in special positions such as accident investigation and claim handling. At the same time, the on-duty person in charge of each office site is required to be responsible for supervising the implementation of the health and safety system, including inspection of key office areas, equipment and facilities, etc., to ensure that the group maintains normal work operations.

We put employees' lives and health first. This year, in addition to continuous efforts in COVID-19 prevention, we also paid attention to their physical and mental health at work and in their life with training on health skills. We stress and encourage employees to balance their work and life and enhance their sense of belonging by organizing diverse diversified cultural, sports and social activities.



### Inspired by the family-like culture, TPL developed employees' sense of belonging

TPL launched the New Year's visits to employees themed "Thank You for Being With Us" for those people who had to stay at the places where they worked during the festival due to the pandemic. The visits touched employees with a family atmosphere even if their home was far away and also assured employees' parents who were unable to unite with their children.



### TPI held a lecture on psychological counseling themed "TP and I, Together Like a Family"

To positively guide employees in some areas to build vast confidence in overcoming viruses and disasters and channel negative feelings, TPI invited psychological tutors to give lectures on psychological counseling in the form of online live-streaming, and nearly 3,000 people watched the lectures.







### TSFL launched the first employee sports meeting and annual fitness walking

TSFL successfully launched the first employee sports meeting and annual fitness walking in Shanghai in October 2021. All employees of TSFL were involved.

The event not only showcased the excited and optimistic spiritual outlook of all TSFL employees but also gathered the team's power. Employees' high-level skills during the contest are exactly what the Group and the company branded for, which injected mental dynamic into the new chapter of TSFL's high-quality development.



## Employee Training and Development

The Group is committed to creating opportunities for employees' growth and building a platform for their businesses, talents and life's dreams. We also continue to further establish the classified and hierarchical training system throughout the Group's companies to create benefits with service and grow through innovation. The Group makes overall plans for training, and each subsidiary is required to implement the training plans according to actual needs to support the talent training system that mainly comprises two branches: expertise training and management skill training. This year, we issued the *Measures for the Management of China Taiping Insurance Group's e-Learning and Training Management Platform*, continued to implement the *China Taiping's Education and Training Plan for 2018-2022*, and improved the efforts in talent team building and training.

#### Expertise training

- New employee training
- Training of technicians
- International talent training

#### Management skill training

- For senior executives, including special training courses for senior executives, attachment programs organized by the Organization Department of the CPC Central Committee and special training organized by subsidiaries)
- For young and middle-aged cadres, including various special training



### Oratorical contest to celebrate the 20th anniversary of China Taiping's resumption of business in China

It was the first China Taiping Day on November 20, 2021. There were 15 outstanding young TP employees from all over the world who presented a sincere keynote speech, eulogizing TP employees' entrepreneurship and the spirit to resume and revitalize the business.

During the competition, contestants were lavish in their praise of TP people with the story of Taiping. Focusing on the theme of "Remembering Original Inspirations and Taiping for Your Peaceful Life", they vividly explained how China Taiping firmly follows the strategic requirements of "Devotion of Central Enterprises, Customer First, Innovation-Driven and Value-Oriented" from the directions: serving the national strategy, employees' dedication in ordinary positions, and the willingness to fight pandemic and flood.



### China Taiping's young cadre training course in 2021 started

China Taiping-PKU young cadre training course in 2021 was officially started in October 2021. Participants included 50 best young cadres from the Group's headquarters and subsidiaries at home and abroad. The training aimed to develop talents with higher political awareness, strong capabilities and decent conduct who will contribute to Taiping's high-quality development.

The training course lasted for two months. The cooperation between China Taiping and Peking University amassed top-level faculty staff and the best education and training resources from both sides.





### The training course for Taiping Rising Star Program

In August 2021, the training course for Taiping Rising Star Program was held by combining live-streaming teaching and online courses. The trainees included 240 fresh graduates. We recruited in on-campus job fairs and they were from the group headquarters and 13 subsidiaries at home and abroad.

The training covered the Group's business profiles, six core competencies, and workplace skills. Trainees even conducted activities such as reading and sharing and keynote speeches. They were able to have a whole picture of the Group and express their personality for mutual understanding.



### TPL creates a high-quality model of staffing up on insurance agent teams

In recent years, while stabilizing the current head-counts, TPL has focused on talent training and the improvement of productivity, and gradually produced a high-quality model of staffing up, which aims to recruit a vast number of professional quality insurance agents. Years of experience enabled the TPL to form a talent training system with unique growth of values. To achieve the human resource development goal of a new year, TPL implements the Three Highs strategy, namely, high caliber, high quality and high performance. On this basis, the Bang Project is launched, which is a new valuable idea of high-quality staffing up for the industry.

In terms of new talent development, TPL strictly selects top lecturers from the whole company for induction training. It also integrates high-grade resources online and offline, compiles business development manuals, and demonstrates professional sales processes through videos. The creation of a new employee development system - which centers on the professional sales process, aims to improve their skills, facilitate their long-term development so that with the help of the Bang Project, they can become life insurance elites with high caliber, high quality and high performance, who value long-termism and pursue long-term development.



### Organize and implement the Taiping-Fudan Potential Manager Growth Program

In May, the Education and Training Department of TPL Shanghai Branch successfully held the training for the Taiping-Fudan Potential Manager Growth Program and the implementation of the scheme of Travelling Nature, Schools and Enterprises with Tutors in the first quarter, attracting 64 tutors and trainees. The training has steadily improved human resource development, retained the new employees who qualified for the Bang Project, and helped organizations increase staff and efficiency. In addition, trainees were trained on how to inspire customer demands and help customers find the most competitive risk solutions.



### Conduct "six classes" to help Taiping agents

In July 2021, TPL Guangdong Branch held the 3rd session of the introduction of insurance agents – "Choose the Right Path and Head Towards the Future". A total of 42 trainees from the whole province participated in the training. Through "six classes", Taiping's insurance agents were informed of the business philosophy of coordinated office work and field work, the product system and the strong competitiveness of the main products. They also pondered what they have been trained in, wrote down their opinions, planned for the organizational structure in the next six months, and prepared themselves for future work.

### Explore new model for employee assistance program (EAP) lectures

TPL Trade Union adheres to the purpose of serving employees. While continuously implementing the basic care services of all employees, TPL Trade Union explores and improves new ways for building "Happy Central Branches" under the new situation. It upgraded the employee care channels, enhanced employee cohesion and increased employee happiness. In 2021, the TPL Federation of Trade Unions jointly built the first round of 48 "Happy Central Branches" with local branches as the third-and fourth-tier institutions, sending warmth to front-line partners.







### TPL and TPI held employee vocational skill competition

On December 15, 2021, TPL successfully held the employee vocational skill competition themed for the individual insurance business, which was themed "Smart New Talents". The competition lasted 6 months and involved nearly 3,700 people. This competition has also become a platform for employees to grow and thrive.



On December 30, the finals of the employee vocational skill competition in 2021 in TPI for teams, themed "Taking Pride in Labor and Grow Together with Taiping", were successfully held online and offline.

Employee professional skills competition in TPI selects different operational fields. It is a rare platform for each employee to show themselves and strive for good results. It is also the channel that gathers the first comprehensive financial in-house sales team and motivates employees to improve their competence.



## Employee Success and Accolades

This year, all employees of China Taiping made determined efforts with down-to-earth attitudes and thrived in different fields. Many units and individuals won awards and recognition by society. That is the praise they deserve and we are proud of them.



### The cadre of China Taiping who concurrently served poverty alleviation was granted the title of "Individual with Outstanding Performance in national Poverty Alleviation"

In February 2021, at the Great Hall of the People in Beijing, Comrade Zhao Wenbin, a cadre of China Taiping who concurrently served poverty alleviation, was awarded the title of "Individual with Outstanding Performance in national Poverty Alleviation".

Since January 2018, Comrade Zhao Wenbin, as the third group of cadres selected and sent by China Taiping, has held a temporary membership of the Standing Committee and Deputy head of Yu'an District Party Committee, Lu'an City, Anhui Province, responsible for targeted poverty alleviation. He focused on poverty alleviation through industrial development, consumption, insurance and education. As a result, he helped Yu'an District boost its economy, improved people's livelihood, enabled better production and living conditions for underdeveloped households, and promoted local poverty alleviation and prosperity.



### 20 teams and individuals from China Taiping won the National Financial Labor Award

In December 2021, a total of 20 teams and individuals of China Taiping won the two honors from the National Committee of Chinese Financial Workers' Union. 4 teams were awarded the National Financial Labor Award Certificate, 11 individuals the National Financial Labor Award Medal, and 5 teams the National Financial Pioneer.



### TPL won the National Labor Award

In April 2021, TPL Shandong Branch won the National Labor Award issued by the All China Federation of Trade Unions. In spite of the impact and challenges caused by the pandemic, at TPL Shandong Branch, the premium continued to grow stably and fully improved value business. The award witnessed the outstanding contributions made by TPL Shandong Branch to economic and social development.





# Appendix

## Appendix I Definitions

Unless otherwise stated words and phrase used in this Report shall have the following expressions:

|  |           |   |
|--|-----------|---|
| “Company” or “CTIH”                    | Refers to | China Taiping Insurance Holdings Company Limited  |
| “Group” or “We”                        | Refers to | CTIH and its subsidiaries   |
| “Stock Exchange”                       | Refers to | The Stock Exchange of Hong Kong Limited   |
| “this Reporting Period” or “this Year” | Refers to | The period between 1 January 2021 and 31 December 2021  |
| “this Report ”                         | Refers to | 2021 Environmental, Social and Governance (ESG) & Corporate Social Responsibility Report of China Taiping Insurance Holdings Company Limited  |
| “ESG Reporting Guide”                  | Refers to | Environmental, Social and Governance Reporting Guide  |
| “Committee”                            | Refers to | Green Finance and ESG Management Committee  |
| “KPIs”                                 | Refers to | Key Performance Indicators  |
| "COVID-19"                             | Refers to | Coronavirus disease 2019 (COVID-19) pandemic  |
| “13th Five-Year Plan”                  | Refers to | The 13th Five-year Plan for Economic and Social Development of the PRC. The “13th Five-Year” refers to the period from 2016 to 2020   |
| “14th Five-Year Plan”                  | Refers to | The 14th Five-year Plan for Economic and Social Development and Long-Range Objectives Through the Year 2035 of the PRC. The “14th Five-Year” refers to the period from 2021 to 2025 |
| “Dual Carbon”                          | Refers to | Carbon neutrality and carbon peaking policy   |
| “CBIRC”                                | Refers to | China Banking and Insurance Regulatory Commission   |
| “CSRC”                                 | Refers to | China Securities Supervision Commission   |
| “Ministry of Finance”                  | Refers to | Ministry of Finance of the PRC  |
| “MOA”                                  | Refers to | Ministry of Agriculture and Rural Affairs of the PRC  |
| “Customer Festival”                    | Refers to | China Taiping's second “Ji Xiang Festival-Taiping Customer Festival”  |
| “TPG”                                  | Refers to | China Taiping Insurance Group Ltd.  |
| “TPL”                                  | Refers to | Taiping Life Insurance Company Limited  |

|                |           |   |
|----------------|-----------|---|
| “TPI”          | Refers to | Taiping General Insurance Company Limited                       |
| “TPP”          | Refers to | Taiping Pension Company Limited                                 |
| “TPAM”         | Refers to | Taiping Asset Management Company Limited                        |
| “TP Capital”   | Refers to | Taiping Capital Asset Management Company Limited                |
| “TPIM”         | Refers to | Taiping Industry Investment Management Co., Ltd.                |
| “TPSM”         | Refers to | Taiping Senior Living Management Company Limited                |
| “TPSI”         | Refers to | Taiping Senior Living Investments Company Limited               |
| “TSFL”         | Refers to | Talping & Sinopec Financial Leasing Co., Ltd                    |
| “TPFT”         | Refers to | Taiping Financial Technology Service (Shanghai) Company Limited |
| “TPFS”         | Refers to | Taiping Financial Services Company Limited                      |
| “TPFSC”        | Refers to | Taiping Financial Operating Service (Shanghai) Co., Ltd.        |
| “TPFAS”        | Refers to | Talping Financial Audit Service (Shenzhen) Company Limited      |
| “TP STI”       | Refers to | Taiping Science and Technology Insurance Co., Lid               |
| “TPRe (China)” | Refers to | Taiping Reinsurance (China) Company Limited                     |
| “TPRe”         | Refers to | Taiping Reinsurance Company Limited                             |
| “CTPI (HK)”    | Refers to | China Taiping Insurance (HK) Company Limited                    |
| “TPFH”         | Refers to | Taiping Financial Holdings Company Limited                      |
| “TPRB”         | Refers to | Taiping Reinsurance Brokers Limited                             |
| “TPL (HK)”     | Refers to | China Taiping Life Insurance (Hong Kong) Company Limited        |
| "TP Macau"     | Refers to | China Taiping Insurance (Macau) Company Limited                 |
| “TP UK”        | Refers to | China Taiping Insurance (UK) Company Limited                    |
| “TP Singapore” | Refers to | China Taiping Insurance (Singapore) PTE. Ltd.                   |
| “TP Indonesia” | Refers to | PT China Taiping Insurance Indonesia                            |



## Appendix II Major Recognition, Awards and Memberships

### Awards

| Category   | Award winner                     | Issued by  | Award  |
|------------|----------------------------------|--|--|
| Operations | TPG with CTIH as the core member | Brand Finance, the international well-known brand consulting company   | Insurance 100 2021 (Finalist for eight consecutive years since 2014)   |
| Operations | TPG with CTIH as the core member | <i>Fortune</i>   | Rank 344th in Global 500   |
| Operations | TPG with CTIH as the core member | 2021 "China's 500 Most Valuable Brands" list by the World Brand Lab  | Ranked 45th in the ranking list with a brand value of RMB 145.368 billion  |
| Operations | TPI                              | <i>China Times</i>   | Property Insurance Company of the Year   |
| Operations | TPI                              | 2021 Competitive Excellence Insurance Summit hosted by <i>China Business Journal</i> and China Business Future | Competitive Excellence 2021 Property & Casualty Insurance Company  |
| Operations | TPI                              | <i>China Banking and Insurance News</i>  | Jinnuo • Excellent Advertising Video of China Financial Brand for the brand advertising video of "Thousands Challenges • Courage and Perseverance" |
| Operations | TPI                              | Gold Medal List of Chinese Financial Institutions 2021 by <i>Financial News</i>                                | Most Innovative Property Insurance Company of the Year   |
| Operations | TPAM                             | The first "Golden Bull Award for Investment In China's Insurance Industry" by <i>China Securities Journal</i>  | Golden Bull Award for Asset Management In Insurance Industry<br>Golden Bull Award for Fixed Income Products in Combined Asset Management           |
| Operations | TPAM                             | The "Golden Finance" Awards hosted by <i>Shanghai Securities News</i>  | Annual Insurance Asset Management Excellent Brand Award<br>Annual Insurance Asset Management Excellent Product Award                               |
| Operations | TPAM                             | Golden Shell Award of China Asset Management hosted by <i>21st Century Business Herald</i>                     | Best Insurance Asset Management Company  |
| Operations | TPAM                             | 2021 China Insurance "Ark Award" hosted by <i>Securities Times</i>   | Ark Award for High Quality Development Insurance Asset Management Company  |
| Operations | TPAM                             | China Central Depository & Clearing Co. Ltd.   | Outstanding Asset Management Organizations   |
| Operations | TPL                              | 2021 China Insurance Ark Award hosted by <i>Securities Times</i>   | Ark Award for High Quality Development Insurance Company   |
| Operations | TPL                              | Golden Jubilee Award by <i>China Investment Network</i> and Point Institute of Finance and Economics           | 2021 ESG Green Company Stars   |
| Operations | TPL                              | Top 100 Chinese brands in 2021 sponsored by the Economic Observer  | Excellent Brand in Insurance Company   |

| Category   | Award winner        | Issued by  | Award   |
|------------|---------------------|--|---|
| Operations | TPL                 | Selected Cases Study of The 21st Century Asian Financial Competitiveness by <i>21st Century Business Herald</i>                            | Excellence Life Insurance Company in Asia   |
| Operations | TPL                 | Jinqiao Prize sponsored by Thinking Finance & Investors China and supported by China Manufacturing Think Tanks                             | Insurance Company with Excellent Innovation of the Year   |
| Operations | TPL                 | The 12th Golden Tripod Award by <i>Daily Economic News</i>   | Outstanding Life Insurance Company of the Year  |
| Operations | TPL Guangxi Branch  | 2021 Guangxi Financial Service Reputation Ranking Award Ceremony   | Insurance Company of Satisfaction<br>Excellent Claims Service Insurance Company   |
| Operations | TPL Yunan Branch    | The 11th Kungming Financial Expo 2021  | The Most Trusted Life Insurance Company in Yunnan in 2021   |
| Operations | TPL Shenzhen Branch | The 10th Shenzhen "Double Top Ten In Finance" by Shenzhen Press Group  | 2021 Favorite Insurance Institution For Millions of Citizens in Shenzhen  |
| Operations | TPL Sichuan Branch  | "Sichuan Financial Consumption Reputation List" sponsored by <i>Huaxi News</i> and <i>Fengmian News</i>                                    | Listed in "Sichuan Financial Consumption Reputation List"   |
| Operations | TPL Qingdao Branch  | The 10th "Best Reputation of Financial Institutions in Qingdao" held by <i>Qingdao Daily</i>   | "Most Innovative" Insurance Company   |
| Operations | TPL Heibei Branch   | The 6th International Insurance Festival   | Platinum Award for China Life Insurance Manager of the Year   |
| Operations | TPL (HK)            | "Hong Kong Insurance Award 2021" sponsored by the Hong Kong Federation of Insurers and co-organized by the <i>South China Morning Post</i> | Hong Kong Insurance Awards  |
| Operations | TPP                 | The first "Golden Bull Award for Investment In China's Insurance Industry" by <i>China Securities Journal</i>                              | Golden Bull Award for Investment In China's Insurance Industry  |
| Operations | TPP                 | China Financial Value Ranking 2021 held by <i>China Business News</i>  | Best Insurance Company with Service Innovation in Protecting People's Livelihood  |
| Operations | TPP                 | The 12th Golden Tripod Award by <i>Daily Economic News</i>   | Excellent Pension Service Provider of the Year  |
| Operations | TP STI              | <i>Zhejiang Provincial People's Government</i>   | Excellent unit in reform and innovation, financial institutions in Zhejiang which supported substantially the economic development of Zhejiang province   |
| Operations | TPFT                | China Insurance Digital Transformation Summit 2021   | Digital Service Excellent Cases of the Year<br>Outstanding Cases of Digitally-Based Marketing of the Year<br>Digital Operation Excellent Case of the Year |
| Products   | TPI                 | Guangdong Provincial People's Government   | Third Prize of Guangdong Financial Innovation Award for "Cross-Border Vehicle Insurance Project of Hong Kong-Zhuhai-Macao Bridge"                         |



| Category | Award winner        | Issued by   | Award  |
|----------|---------------------|---|--|
| Products | TPI                 | The "Golden Finance" Awards hosted by <i>Shanghai Securities News</i>   | Outstanding Guarantee Insurance Product of the Year Award for "Taiping Family Welfare" Family Comprehensive Insurance        |
| Products | TPI                 | Digital Operation Excellent Case 2021 by <i>China Banking and Insurance News</i>  | Digital Service Excellent Case for "Online Auto Insurance Claim Settlement" Project and "Smart Process Robot" Project        |
| Products | TPI                 | <i>Insurance Today</i>  | Insurance Innovation Model Product of the Year for the "Cute Pet Worry-Free" Third Party Liability Insurance                 |
| Products | TPL                 | The 3rd China Insurance Digital and Artificial Intelligence Development Conference and "Golden Insurance Award"                       | Insurance Digital Transformation Breakthrough Award of the Year<br>Insurance Technology Innovation Project Award of the Year |
| Products | TPL                 | "Jianchan Award" by <i>China Times</i>  | Best Life Insurance Company of 2020  |
| Products | TPL                 | The Comprehensive Assessment of China Bond Members 2020 Released by China Central Depository & Clearing Co., Ltd                      | Bond Business Progress Award   |
| Products | TPL                 | The 3rd High-End Seminar on China's Health Industry and Health Insurance by Today's Insurance and China Health Management Association | Top 10 Commercial Health Insurance Recommends dor (Taiping FuluShunxi Lifelong Critical Disease Insurance)                   |
| Products | TPFS                | The 6th Annual Meeting of China Insurance Asset Liability Management sponsored by the <i>Securities Times</i>                         | Taipingtong APP won the Ark Award of China Insurance Reputational APP 2021   |
| Products | TPP                 | China Banking and Insurance Service Innovation Summit hosted by <i>China Banking and Insurance News</i>                               | 2021 Banking and Insurance Service Innovation Case   |
| Products | TPFT                | <i>China Banking and Insurance News</i>   | Innovation Achievement Award for Financial Technology and Digital Transformation 2021  |
| Products | TPFT                | <i>Financial Computerization</i> magazine   | Outstanding Contribution Award for New Technology Application and Innovation in the Finance 2021                             |
| Social   | TPI                 | <i>Daily Economic News</i>  | Social Responsibility Award of the Year  |
| Social   | TPL                 | Top Graduate Employee China of 2021 by 51job and Ying Jiesheng.COM  | Top Graduate Employee China of 2021  |
| Social   | TPAM                | Pudong New Area, Shanghai Municipal Government  | Outstanding Financial Contribution Award in 2018-2020 Pudong New Area  |
| Social   | CTPI (HK)           | Hong Kong Insurance Forum & GBA Insurance Award - Hong Kong Region by   | Outstanding Contribution to GBA Insurance Development Award  |
| Social   | TPL Shandong Branch | All-China Federation of Trade Unions  | National Labor on May 1st Award  |
| Social   | TPP Shanghai Branch | Shanghai Civilization Office  | Shanghai Civilized Company for the Year from 2019 to 2020  |
| Social   | TPL Beijing Branch  | Capital Civilization Office   | The Capital's Model of Civilized Company for the Year from 2018 to 2020  |

## Association

| Company                          | Association Membership  |
|----------------------------------|---|
| TPG with CTIH as the core member | Insurance Association of China, Insurance Society of China, Chinese General Chamber of Commerce, the Hong Kong Chinese Enterprises Association, China Center for Insurance and Social Security Research, China Chamber of Commerce for Import and Export of Machinery and Electronic Products             |
| TPL                              | Insurance Association of China, Insurance Society of China, Insurance Asset Management Association of China, China Association of Actuaries, Shanghai Insurance Exchange  |
| TPI                              | Insurance Association of China, Insurance Society of China, China Association of Actuaries, Shenzhen Enterprise Confederation   |
| TPP                              | Insurance Association of China, Insurance Society of China, Insurance Asset Management Association of China, National Association of Financial Market Institutional Investors, China Social Insurance Association, Chinese Medical Information and Big Data Association, Shanghai Insurance Exchange      |
| TPAM                             | Insurance Association of China, Insurance Society of China, Insurance Asset Management Association of China, Shanghai Insurance Exchange  |
| TPSM                             | Shanghai Health Industry Development Promotion Association  |
| TPFAS                            | Insurance Association of China, China Institute of Internal Audit   |
| TPRe (China)                     | Insurance Association of China, Insurance Society of China, Insurance Asset Management Association of China, China Association of Actuaries, Beijing Financial Street Chamber of Commerce, Shanghai Insurance Exchange, Shanghai Institute of Marine Insurance  |
| TPRe                             | The Hong Kong Chinese Enterprises Association, the Hong Kong Federation of Insurers, the Chinese General Chamber of Commerce, Chinese Insurance Association of Hong Kong, Labuan International Insurance Association, Singapore Reinsurers' Association, International Underwriting Association of London |
| TPFH                             | The Hong Kong Chinese Enterprises Association, Chinese Securities Association of Hong Kong  |
| TPRB                             | The Hong Kong Confederation of Insurance Brokers, the Hong Kong General Chamber of Commerce   |
| TPL (HK)                         | Hong Kong Green Finance Association   |
| TP UK                            | China Chamber of Commerce in the UK, Association of British Insurers, The Association of Chinese Insurance Professionals in the UK  |
| TP Indonesia                     | AAUI Indonesian General Insurance Association (Asosiasi Asuransi Umum Indonesia)  |



## Appendix III List of Policies

| ESG Aspects   | Main Relevant Laws and Regulations   | Main Internal Policies   |
|---|--|--|
| A1: Emissions and A3: The Environment and Natural Resources | <i>Environmental Protection Law of the PRC<br/>Atmospheric Pollution Prevention and Control Law of the PRC<br/>Water Pollution Prevention and Control Law of the PRC<br/>Law of the PRC of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes<br/>Waste Disposal Ordinance in Hong Kong</i> | <i>Company Environment Policy</i>  |
| A2: Use of Resources  | <i>Law of the PRC on Energy Conservation<br/>Water Law of the PRC</i>  | <i>Company Environment Policy</i>  |
| B1: Employment  | <i>Labor Law of the PRC<br/>Labor Contract Law of the PRC<br/>Social Insurance Law of the PRC<br/>Trade Union Law of the PRC<br/>Employment Ordinance in Hong Kong<br/>Mandatory Provident Fund Schemes in Hong Kong</i>   | <i>Employee Handbook<br/>Employee Code of Conduct<br/>Management Measures for Employees<br/>Management Measures for Posts and Ranks<br/>Management Measures for Internal Benefits and Insurance of Employees<br/>Employee Recruitment Management Guideline<br/>Employee Dismissal Management Guideline<br/>Interim Measures for Management of Employee Benefits<br/>Interim Measures for Management of Employee Remuneration</i> |
| B2: Health and Safety                                       | <i>Labor Law of the PRC<br/>Law of the PRC on Work Safety<br/>Law of the PRC on Prevention and Treatment of Occupational Diseases<br/>Occupational Safety and Health Ordinance in Hong Kong<br/>Regulations on Work-Related Injury Insurance in Hong Kong</i>  | <i>Workplace Safety System and Code<br/>Guidelines for Office Leasing and Renovation<br/>Emergency Response System for Major Accidents</i>   |
| B3: Development and Training                                |  | <i>Management Measures for Employee Training<br/>Management Measures for Employee Attendance<br/>Management Measures for External Employee Training<br/>Management Measures for Encouraging Employees to Take Professional Qualification Examinations<br/>Measures for the Management of e-Learning and Training Management Platform</i>   |
| B4: Labor Standards   | <i>Labor Law of the PRC<br/>Law of the PRC on the Protection of Minors<br/>Provisions on Prohibition of Child Labor<br/>Employment Ordinance in Hong Kong</i>  | <i>Employee Code of Conduct<br/>Management Measures for Labor Contracts</i>  |

| ESG Aspects                 | Main Relevant Laws and Regulations  | Main Internal Policies  |
|-----------------------------|---|---|
| B5: Supply Chain Management | <i>Tendering and Bidding Law of the PRC<br/>Implementation Measures for Tendering and Bidding Law of the PRC</i>  | <i>Procurement Management Regulations<br/>Management Measures for Supplier<br/>Implementation Rules for Procurement Supplier Evaluation and Management<br/>Management Measures for Supervision on Procurement Process<br/>Measures for the Bid Invitation and Bid Tendering for Construction and Engineering Projects<br/>Interim Provisions on Bid Evaluation Commission and Bid Evaluation Methods<br/>Measures for Competitive Biddings for Goods for Engineering Construction<br/>Provisions on Engineering Projects Which Must Be Subject to Bidding</i>   |
| B6: Product Responsibility  | <i>Insurance Law of the PRC<br/>Provisions on the Administration of Insurance Companies<br/>Advertising Law of the PRC<br/>Trademark Law of the PRC<br/>Patent Law of the PRC<br/>Law of the PRC on the Protection of Consumer Rights and Interests<br/>Trade Descriptions Ordinance in Hong Kong<br/>Personal Data (Privacy) Ordinance in Hong Kong</i>  | <i>Administrative Provisions on Information Systems and Cybersecurity<br/>Group Insurance Customer Information Gathering Requirements and Input Standards<br/>Management Measures for Information Disclosure<br/>Management Measures for Handling Customer Complaints<br/>Management Measures for Users Data<br/>Management Measures for Intellectual Property Rights<br/>Data Protection Policy<br/>Management Measures for the Protection of Consumers Rights and Interests</i>   |
| B7: Anti-corruption         | <i>Criminal Law of the PRC<br/>Anti-Money Laundering Law of the PRC<br/>Tendering and Bidding Law of the PRC<br/>Anti-Unfair Competition Law of the PRC<br/>Administrative Rules for the Reporting by Financial Institutions of Large-value and Suspicious Transactions<br/>Money Laundering and Terrorist Financing Risk Assessment Guidelines for Financial Institutions and Customer Classification Management Guidelines<br/>Prevention of Bribery Ordinance in Hong Kong<br/>Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance in Hong Kong<br/>Organized and Serious Crimes Ordinance in Hong Kong<br/>Drug Trafficking (Recovery of Proceeds) Ordinance in Hong Kong<br/>United Nations (Anti-Terrorism Measures) Ordinance</i> | <i>Employee Code of Conduct<br/>Procurement Management Regulations<br/>Administrative Measures for Anti-Money Laundering Money Laundering and Terrorist Financing Risk Management Measures<br/>Administrative Provisions on Customer Money Laundering Risk Assessment and Classification<br/>Management Measures for Customer Identity Identification, Personal Information and Transaction Record Keeping<br/>Regulations on Self-assessment of Money Laundering Risk<br/>Anti-money Laundering Confidentiality Policy<br/>Internal Audit Charter<br/>Measures for Employees' Non-compliance with Laws and Regulations</i> |
| B8: Community Investment    | <i>Charity Law of the PRC</i>   |   |



## Appendix IV List of Data

| Environmental Aspect <sup>1,2</sup>              |                                  |              |              |
|--|----------------------------------|--------------|--------------|
| KPIs   | Unit                             | Data in 2021 | Data in 2020 |
| A1.1 Emissions <sup>3</sup>                      |                                  |              |              |
| Particular matter (PM10)                         | kg                               | 50.68        | 58.41        |
| Sulphur oxides (SO <sub>2</sub> )                | kg                               | 71.80        | 71.11        |
| Nitrogen oxides (NO <sub>x</sub> )               | kg                               | 1,868.80     | 1,744.85     |
| A1.2 Greenhouse gas emissions                    |                                  |              |              |
| Direct carbon emissions (scope 1) <sup>4</sup>   | Tonne CO <sub>2</sub> e          | 2,795.67     | 4,897.72     |
| Energy indirect emissions (scope 2) <sup>5</sup> | Tonne CO <sub>2</sub> e          | 29,853.58    | 32,614.47    |
| Other indirect emissions (scope 3) <sup>6</sup>  | Tonne CO <sub>2</sub> e          | 4,481.07     | 3,864.84     |
| Total greenhouse gas emissions                   | Tonne CO <sub>2</sub> e          | 37,130.32    | 41,377.03    |
| Total greenhouse gas emissions per employee      | Tonne CO <sub>2</sub> e/employee | 0.54         | 0.63         |

<sup>1</sup> The scope of this Year's environmental KPIs includes: CTIH, TPL, TPI, TPP, TPAM, TP Capital, TPFT, TPFAS, TPIM, TPFSC, TSFL, TPre (China), TPre, CTPI (HK), TPFH, TPL (HK), TP Macau, TP UK, TPRB, TP Singapore, TP Indonesia, TP Australia office in 2021. Due to the changes in the Group's interests in individual subsidiaries, in order to objectively and comprehensively reflect the substantial impact of the Group's business operations on the environment, the collection scope of environmental KPIs for this year has changed compared with the previous year.

<sup>2</sup> The scope of this Year's environmental KPIs includes: CTIH, TPL, TPI, TPP, TPAM, TPIH, TPIM, TPSM, TPFT, TPFSC, TPFAS, TSFL, TPre (China), TPre, CTPI (HK), TPFH, TPL (HK), TP Macau, TP UK, TPRB, TP Japan, TP Singapore, TP Indonesia, TP Australia office in 2020.

<sup>3</sup> Emissions were mainly from the air pollutants from the combustion fossil fuels from stationary sources and road mobile sources of the Group. Calculations were set out based on the *First National Survey of Pollution Sources on Urban Waste Source Discharge Coefficient Handbook*, the *Technical Guide for Air Pollutant Emission Inventory for Road Vehicles (Trial)*, and the *How to prepare an ESG Report Appendix 2: Reporting guidance on Environmental KPIs issued* by the Stock Exchange.

<sup>4</sup> Greenhouse gases (scope 1) were mainly from the greenhouse gases generated from the combustion fossil fuels from stationary sources and road mobile sources, and the uses of refrigerant of the Group. Calculations were set out based on the *Accounting and Reporting of Greenhouse Gas Emission in Public Building Operators (Enterprises) (Trial)*, the *Accounting Methods and Reporting Guidelines for Green House Gas Emissions of Road Transport Enterprises(Trial)* and *How to prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs issued* by the Stock Exchange

<sup>5</sup> Greenhouse gases (scope 2) were mainly from the greenhouse gases generated from the Group's purchased electricity consumption. Calculations were based on *The Notice on Doing a Good Job in the Management of Corporate Greenhouse Gas Emissions Reporting in 2022* issued by the Ministry of Ecology and Environment of China, *How to prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs issued by the Stock Exchange*, UK Greenhouse gas reporting: conversion factors 2020, Singapore Energy Market Authority, IGES List of Grid Emission Factors, and National Greenhouse Accounts Factors - Australian National Greenhouse Accounts

<sup>6</sup> Greenhouse gases (scope 3) were mainly from the greenhouse gases generated from the Group's treatment of sewage and aircraft travel. Calculations were based on *Appendix 2: Reporting Guidance on Environmental KPIs issued by the Stock Exchange* and the *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Building in Hongkong*.

<sup>7</sup> In 2021, due to the continuous impact of COVID-19, the working hours of each subsidiary from home have become longer, resulting in a decrease in the amount of waste toner artridges/cartridges and waste electronic equipment, and some subsidiaries have difficulties in recording the data. Currently, only the data from the headquarter of subsidiaries is included.

| KPIs  |  | Unit                  | Data in 2021 | Data in 2020 |
|---|--|-----------------------|--------------|--------------|
| A1.3 Total hazardous waste produced and intensity     |  |                       |              |              |
| Hazardous waste produced <sup>7</sup>                 | Total discarded lamps                                      | Number                | 6,056.00     | 7,964.00     |
|   | Discarded lamps per employee                               | Number/employee       | 0.09         | 0.12         |
|   | Total discarded toner and ink cartridges                   | Number                | 8,126.00     | 15,497.00    |
|   | Discarded toner and ink cartridges per employee            | Number/employee       | 0.12         | 0.24         |
|   | Total discarded electronics and electric appliances        | kg                    | 20,588.16    | 52,212.00    |
|   | Discarded electronics and electric appliances per employee | Number/employee       | 0.30         | 0.79         |
|   | Other waste  | Tonne                 | 68.00        | 50.00        |
|   | Other waste per employee                                   | Tonne/employee        | 0.0010       | 0.0008       |
| A1.4 Total non-hazardous waste produced and intensity |  |                       |              |              |
| Non-hazardous waste produced                          | Total waste  | Tonne                 | 2,570.66     | 2,317.09     |
|   | Total waste per employee                                   | Tonne/employee        | 0.04         | 0.04         |
| A2.1 Energy consumption by type and intensity         |  |                       |              |              |
| Direct energy consumption                             | Total direct energy consumption                            | MWh                   | 28,974.18    | 22,145.80    |
|   | Direct energy consumption per employee                     | MWh/employee          | 0.42         | 0.34         |
|   | Petrol   | Litres                | 2,897,460.30 | 2,174,806.41 |
|   | Diesel   | Litres                | 20,047.00    | 35,870.00    |
|   | Pipeline gas   | Cubic meters          | 181,330.00   | 169,337.41   |
|   | Natural gas  | Cubic meters          | 135,116.00   | 121,602.00   |
| Indirect energy consumption                           | Total indirect energy consumption                          | MWh                   | 51,363.95    | 53,294.85    |
|   | Total indirect energy consumption per employee             | MWh/employee          | 0.75         | 0.81         |
|   | Purchased electricity                                      | MWh                   | 51,363.95    | 53,294.85    |
| A2.2 Water consumption and intensity                  |  |                       |              |              |
| Water consumption                                     |  | Cubic meters          | 279,056.80   | 298,990.44   |
| Water consumption per employee                        |  | Cubic meters/employee | 4.08         | 4.54         |



| Social Aspect <sup>8</sup>  |                        |        |              |              |
|-----------------------------|------------------------|--------|--------------|--------------|
| KPIs                        |                        | Unit   | Data in 2021 | Data in 2020 |
| B1.1 Total workforce        |                        |        |              |              |
| Total workforce             |                        | Person | 68,446       | 65,900       |
| Total number of agents      |                        | Person | 447,629      | 433,672      |
| Gender                      | Male                   | Person | 33,544       | 32,078       |
|                             | Female                 | Person | 34,902       | 33,822       |
| Region                      | Mainland China         | Person | 66,806       | 64,388       |
|                             | Hong Kong and Macau    | Person | 1,222        | 1,123        |
|                             | Overseas               | Person | 418          | 389          |
| Employment type             | Full-time              | Person | 56,997       | 53,975       |
|                             | Part-time              | Person | 11,449       | 11,925       |
| Employee category           | General staff          | Person | 67,149       | 64,690       |
|                             | Middle management      | Person | 1,085        | 1,002        |
|                             | Senior management      | Person | 212          | 208          |
| Age                         | 29 years old and below | Person | 16,506       | 18,626       |
|                             | 30-49 years old        | Person | 47,383       | 43,592       |
|                             | 50 years old and above | Person | 4,557        | 3,682        |
| B1.2 Employee turnover rate |                        |        |              |              |
| Total employee turnover     |                        | %      | 21.2         | 14.2         |
| Gender                      | Male                   | %      | 21.8         | 13.7         |
|                             | Female                 | %      | 20.5         | 14.7         |

<sup>8</sup> The scope of social KPIs includes: CTIH and all of its subsidiaries.

| KPIs                                 |                        | Unit   | Data in 2021 | Data in 2020 |
|--------------------------------------|------------------------|--------|--------------|--------------|
| Region                               | Mainland China         | %      | 21.3         | 14.2         |
|                                      | Hong Kong and Macau    | %      | 16.7         | 10.0         |
|                                      | Overseas               | %      | 18.4         | 24.2         |
| Age                                  | 29 years old and below | %      | 34.2         | 21.0         |
|                                      | 30-49 years old        | %      | 17.2         | 11.9         |
|                                      | 50 years old and above | %      | 15.1         | 7.4          |
| Health and Safety <sup>9</sup>       |                        |        |              |              |
| Fatalities of the last 3 years       | 2021                   | Person | 1            |              |
|                                      | 2020                   | Person | 4            |              |
|                                      | 2019                   | Person | 1            |              |
| Fatalities rate of the last 3 years  | 2021                   | %      | 0.001        |              |
|                                      | 2020                   | %      | 0.006        |              |
|                                      | 2019                   | %      | 0.017        |              |
| Injuries                             |                        | Number | 66           | 48           |
| Lost days due to work injury         |                        | Days   | 2,101        | 1,610.5      |
| B3.1 Percentage of employees trained |                        |        |              |              |
| Percentage of employees trained      |                        | %      | 49.5         | 47.8         |
| Gender                               | Male                   | %      | 51.1         | 51.9         |
|                                      | Female                 | %      | 48.9         | 48.1         |
| Employee category                    | General staff          | %      | 96.5         | 96.5         |
|                                      | Middle management      | %      | 2.9          | 2.9          |
|                                      | Senior management      | %      | 0.6          | 0.6          |

<sup>9</sup> Due to the long work-related injury identification process, the number of work-related fatalities in 2020 and 2019 could not be disclosed in the corresponding reporting period, so this year is adjusted according to the actual situation. The government has determined that the production safety liability accident shall prevail.



| KPIs   |                     | Unit         | Data in 2021                  | Data in 2020   |
|--|---------------------|--------------|-------------------------------|--|
| B3.2 Average employee training hours   |                     |              |                               |  |
| Average employee training hours  |                     | Hours        | 78                            | 34   |
| Gender   | Male                | Hours        | 82                            | 37   |
|  | Female              | Hours        | 75                            | 31   |
| Employee category  | General staff       | Hours        | 78                            | 33   |
|  | Middle management   | Hours        | 84                            | 65   |
|  | Senior management   | Hours        | 160                           | 134  |
| B5.1 Total suppliers   |                     |              |                               |  |
| Total suppliers  |                     | Number       | 22,911                        | 18,253   |
| Region   | Mainland China      | Number       | 22,584                        | 17,952   |
|  | Hong Kong and Macau | Number       | 202                           | 258  |
|  | Overseas            | Number       | 125                           | 43   |
| B6.2 Number of product and service related complaints received   |                     |              |                               |  |
| Total complaints   |                     | Number       | 150,090                       | 77,175   |
| B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases |                     |              |                               |  |
| Case number  |                     | Number       | To be disclosed in the future |  |
| B8.2 Resources contributed to the focus area   |                     |              |                               |  |
| Targeted poverty alleviation   |                     | RMB'0000     | 1,350                         | The Group's total investment in targeted poverty alleviation was not counted this Year.                            |
| Charity Donation   |                     | RMB'0000     | 2,276.7                       | The Group's total charity donation was not counted this Year.  |
| Statistics of employees' participation in public welfare/volunteer activities  |                     | Person-times | 1,252                         | The total number of the Group's employees participating in charity/volunteer activities was not counted this Year. |

## Appendix V ESG Reporting Guide's Content Index

| General Disclosures and KPIs | Description   | Section in this Report/ Statement  |
|------------------------------|---|--|
| Environmental                |   |  |
| Aspect A1: Emissions         |   |  |
| General disclosure           | Information on:<br>(a) the policies; and<br>(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. | Implement Low-Carbon Operation   |
| KPI A1.1                     | The types of emissions and respective emissions data.   | Appendix IV List of Data   |
| KPI A1.2                     | Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).   | Appendix IV List of Data   |
| KPI A1.3                     | Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).  | Appendix IV List of Data   |
| KPI A1.4                     | Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).  | Appendix IV List of Data   |
| KPI A1.5                     | Description of emission target(s) set and steps taken to achieve them.  | The Group is a non-production enterprise mainly engaged in the insurance business and other financial services-related businesses. With internal assessment and review, we identified that emission was not the most important aspect at this stage and therefore have not set an emission target for the time being. We will continue to assess the importance of this aspect and will formulate and disclose relevant information on the target in the future. |
| KPI A1.6                     | Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.  | The Group is a non-production enterprise mainly engaged in the insurance business and other financial services-related businesses. With internal assessment and review, we identified that waste was not the most important aspect at this stage and therefore have not set a reduction target for the time being. We will continue to assess the importance of this aspect and will formulate and disclose relevant information on the target in the future.    |
| Aspect A2: Use of Resources  |   |  |
| General Disclosure           | Policies on the efficient use of resources, including energy, water and other raw materials.  | Implement Low-Carbon Operation   |
| KPI 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 IV List of Data   |
| KPI A2.2                     | Water consumption in total and intensity (e.g. per unit of production volume, per facility).  | Appendix IV List of Data   |



| General Disclosures and KPIs                     | Description   | Section in this Report/ Statement   |
|--|---|---|
| KPI A2.3   | Description of energy use efficiency target(s) set and steps taken to achieve them.   | The Group is a non-production enterprise mainly engaged in the insurance business and other financial services-related businesses. With internal assessment and review, we identified that us of energy was not the most important aspect at this stage and therefore have not set an energy efficiency target for the time being. We will continue to assess the importance of this aspect and will formulate and disclose relevant information on the target in the future.   |
| KPI A2.4   | Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.  | The Group is a non-production enterprise mainly engaged in the insurance business and other financial services-related businesses. With internal assessment and review, we identified that use of resources was not the most important aspect at this stage and therefore have not set a water efficiency target for the time being. We will continue to assess the importance of this aspect and will formulate and disclose relevant information on the target in the future. |
| KPI A2.5   | Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.  | The Group is a non-production enterprise mainly engaged in the insurance business and other financial services-related businesses. With internal assessment and review, this indicator is not applicable.   |
| Aspect A3: The Environment and Natural Resources |   |   |
| General Disclosure                               | Policies on minimizing the issuer's significant impacts on the environment and natural resources.   | Implement Low-Carbon Operation  |
| KPI A3.1   | Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.   | Implement Low-Carbon Operation  |
| Aspect A4: Climate Change                        |   |   |
| General Disclosure                               | Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.  | Develop Green Finance   |
| KPI A4.1   | Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.  | Develop Green Finance   |
| Social   |   |   |
| Aspect B1: Employment                            |   |   |
| General Disclosure                               | Information on:<br>(a) the policies; and<br>(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. | Take Care of Employees' Wellbeing   |
| KPI B1.1   | Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region.   | Appendix IV List of Data  |
| KPI B1.2   | Employee turnover rate by gender, age group and geographical region.  | Appendix IV List of Data  |

| General Disclosures and KPIs        | Description   | Section in this Report/ Statement           |
|-------------------------------------|---|---|
| Aspect B2: Health and Safety        |   |   |
| General Disclosure                  | Information on:<br>(a) the policies; and<br>(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. | Take Care of Employees' Wellbeing           |
| KPI B2.1                            | Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.   | Appendix IV List of Data                    |
| KPI B2.2                            | Lost days due to work injury.   | Appendix IV List of Data                    |
| KPI B2.3                            | Description of occupational health and safety measures adopted, and how they are implemented and monitored.   | Take Care of Employees' Wellbeing           |
| Aspect B3: Development and Training |   |   |
| General Disclosure                  | Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.   | Take Care of Employees' Wellbeing           |
| KPI B3.1                            | The percentage of employees trained by gender and employee category (e.g. senior management, middle management).  | Appendix IV List of Data                    |
| KPI B3.2                            | The average training hours completed per employee by gender and employee category.  | Appendix IV List of Data                    |
| Aspect B4: Labor Standards          |   |   |
| General Disclosure                  | Information on:<br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.   | Take Care of Employees' Wellbeing           |
| KPI B4.1                            | Description of measures to review employment practices to avoid child and forced labor.   | Take Care of Employees' Wellbeing           |
| KPI B4.2                            | Description of steps taken to eliminate such practices when discovered.   | Take Care of Employees' Wellbeing           |
| Aspect B5: Supply Chain Management  |   |   |
| General Disclosure                  | Policies on managing environmental and social risks of the supply chain.  | Build the Firm Line of Defense Against Risk |
| KPI B5.1                            | Number of suppliers by geographical region.   | Appendix IV List of Data                    |
| KPI B5.2                            | Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.   | Build the Firm Line of Defense Against Risk |
| KPI B5.3                            | Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.  | Build the Firm Line of Defense Against Risk |



| General Disclosures and KPIs      | Description  | Section in this Report/ Statement  |
|-----------------------------------|--|--|
| KPI B5.4                          | Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.  | Build the Firm Line of Defense Against Risk  |
| Aspect B6: Product Responsibility |  |  |
| General Disclosure                | Information on:<br>(a) the policies; and<br>(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. | Optimize Customer Service<br>The Group is mainly engaged in insurance business and other financial services-related businesses. With internal assessment and review, we identified that information on health and safety as well as methods of redress of products and services is not applicable. |
| KPI B6.1                          | Percentage of total products sold or shipped subject to recalls for safety and health reasons.   | The Group is mainly engaged in insurance business and other financial services-related businesses. With internal assessment and review, we identified that the indicator is not applicable.  |
| KPI B6.2                          | Number of products and service related complaints received and how they are dealt with.  | Optimize Customer Service<br>Appendix IV List of Data  |
| KPI B6.3                          | Description of practices relating to observing and protecting intellectual property rights.  | Deepen Digital Transformation  |
| KPI B6.4                          | Description of quality assurance process and recall procedures.  | The Group is mainly engaged in the insurance business and other financial services-related businesses. With internal assessment and review, we identified that the indicator is not applicable.  |
| KPI B6.5                          | Description of consumer data protection and privacy policies, and how they are implemented and monitored.  | Protect Information Security   |
| Aspect B7: Anti-corruption        |  |  |
| General Disclosure                | Information on:<br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.   | Stick to the Bottom Line of Integrity  |
| KPI B7.1                          | Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.   | To be disclosed in the future  |
| KPI B7.2                          | Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.   | Stick to the Bottom Line of Integrity  |
| KPI B7.3                          | Description of anti-corruption training provided to directors and staff.   | Stick to the Bottom Line of Integrity  |
| Aspect 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.   | Implement Inclusive Finance for All<br>Serve National Strategies<br>Promote Social Cohesion  |
| KPI B8.1                          | Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).   | Implement Inclusive Finance for All<br>Serve National Strategies<br>Promote Social Cohesion  |
| KPI B8.2                          | Resources contributed (e.g. money or time) to the focus area.  | Implement Inclusive Finance for All<br>Serve National Strategies<br>Promote Social Cohesion  |

## Appendix VI GRI Sustainability Reporting Standards' Content Index

| GRI Standard                  | Disclosure  | Page      |
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