



中国太平
CHINA TAIPING

Stock Code: HK00966

2022

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) & CORPORATE SOCIAL RESPONSIBILITY REPORT

China Taiping Insurance Holdings Company Limited



CONTENTS

| | | | |
|--|----|--------------------------------------|----|
| About this Report | 01 | About China Taiping | 05 |
| Statement of the Board of Directors | 02 | Summary of Annual Performance | 07 |
| Chairman's Statement | 03 | Group Annual Honors | 07 |



Embracing ESG 01

| | |
|-------------------------------|----|
| Defining ESG Goals | 11 |
| Improving ESG Governance | 12 |
| Optimizing ESG System | 13 |
| Upgrading ESG Capabilities | 13 |
| Stakeholder Engagement | 14 |
| Annual Materiality Assessment | 15 |

Social Responsibility 03

| | |
|----------------------|----|
| Employee Development | 33 |
| Promoting Employment | 37 |
| Public Charity | 39 |

Devotion of Central Enterprises 05

| | |
|---|----|
| Ensuring People's Livelihood with Inclusive Finance | 53 |
| Response to the Population Aging | 54 |
| Serving the Real Economy | 55 |
| Participating in the Rural Revitalization | 57 |
| Participating in the Construction of Guangdong-Hong Kong-Macao Greater Bay Area | 58 |
| Supporting the High-Standard Opening Up | 59 |

Leading Innovation 07

| | |
|-----------------------|----|
| Leading Innovation | 75 |
| Product Innovation | 76 |
| Technology Innovation | 77 |

Green Development 02

| | |
|------------------------|----|
| Green Insurance | 19 |
| Responsible Investment | 20 |
| Green Building | 22 |
| Green Office | 24 |
| Green Procurement | 27 |
| TCFD Disclosure | 27 |

Modern Governance 04

| | |
|-----------------------------|----|
| Governance System | 45 |
| Investor Communication | 45 |
| Corporate Culture | 46 |
| Risk Internal Control | 47 |
| Legal Compliance | 49 |
| Anti-Corruption and Honesty | 49 |
| Intellectual Property | 50 |

Customer First 06

| | |
|---|----|
| Improving Service Efficiency and Quality | 63 |
| Upgrading Customer Touchpoints | 64 |
| Build Medical Health & Elder Care Ecosystem | 67 |
| Consumer Rights Protection | 69 |

Appendix

| | |
|---|----|
| I List of Data on ESG Performance | 78 |
| II List of ESG Policies | 83 |
| III Subsidiary Honors | 85 |
| IV Association | 88 |
| V Definitions | 89 |
| VI HKEX ESG Reporting Guide's Content Index | 91 |
| VII GRI Sustainability Reporting Standards' | 96 |
| Content Index | |

About this Report

This Report is the 7th *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 2022. 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* 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 of 2021* (GRI Standards) issued by Global Reporting Initiative, as well as the Task Force on Climate-Related Financial Disclosure (TCFD).

Reporting Scope

This Report covers the period from January 1, 2022 to December 31, 2022. 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 controlled by the Company. The materials, policies, statements, and data in this Report cover China Taiping Insurance Holdings Company Limited and its subsidiaries. Unless otherwise specified, the types and amounts of currencies referred to in this Report are all denominated in RMB.

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 2022 Annual Report.

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

Balance: This Report has fully covered the indicators required to be disclosed in the *Environmental, Social and Governance Reporting Guide* of the Stock Exchange of Hong Kong Limited, including positive and negative indicators.

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 on April 24, 2023.

Access and Feedback to this Report

This Report is prepared in simplified Chinese, traditional Chinese and English. An electronic 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:

Address: 25/F., No.18, King Wah Road, North Point, Hong Kong

Telephone: (852) 2854 6555

Fax: (852) 2866 2262

Email: ir@cntaiping.com

Statement of the Board of Directors

Taking China’s “14th Five-Year Plan”, the Long-Range Objectives through the Year 2035, and the report of the “20th CPC National Congress” as the guidance, the Board of Directors of the Group strives to build the Company into a “international modern financial insurance group with the highest value growth in China’s insurance industry”. The Group insists on seeking progress while maintaining stability, and responds to the requirements of ESG regulatory policies with concrete actions. Whiling improving its ESG management capabilities, the Group aims to achieve high-quality development.

Improving the ESG governance structure

The Group has established a three-tiered ESG governance structure, comprising the Board of Directors, the Green Finance and ESG Management Committee, and the Committee Office. The Board of Directors is the highest decision-making body for the Group’s ESG work, and is responsible for the ESG strategy, performance, and reporting. It defines the overall ESG management objectives, management strategies and management guidelines of the Group in order to ensure that an effective ESG risk management and internal monitoring system is put in place.

Identifying major ESG issues

The Board of Directors is responsible for supervising stakeholders to conduct investigations, identify and manage ESG opportunities and risks, and set out major annual ESG topics. In 2022, based on stakeholders’ latest survey, the Board of Directors has identified 9 material topics.

Strengthening the construction of ESG system

The Group has formulated and issued such documents as *Guidelines on ESG Investment of the Group*, *Guidelines on Green Insurance Development of the Group*, and *ESG Indicator System of the Group*, and other documents to guide the implementation of ESG work at all levels and departments.

The Group attaches great importance to the continuous research in ESG risk management, ESG rating, ESG product and service innovation, green operation, and ESG technology innovation to push forward endeavors in the relevant field.

This Report discloses in detail the above-mentioned work and other ESG practices and achievements of the Group, all of which were reviewed and approved by the Board of Directors on April 24, 2023.

Chairman's Statement



China Taiping Insurance Holdings Company Limited
Chairman WANG Sidong

2022 is an extremely extraordinary year in the history of China. During this year, the 20th CPC National Congress was successfully held, which sounded a clarion call for building a modern socialist country in all respects and advancing the great rejuvenation of the Chinese nation on all fronts. The report of the 20th CPC National Congress profoundly reveals the rich connotation of a Chinese path to modernization. It clearly states that high-quality development is the primary task of building a modern socialist country in an all-round way. Now, it has become a consensus for Chinese enterprises to practice the development concept of "innovation, coordination, greenness, openness and sharing".

Nowadays, the global economic and social development has undergone profound changes under the influences of climate change, geopolitics, Covid-19, and high inflation so that many uncertainties have brought unprecedented challenges to people's working and living environment, which in turn result in people's further re-examination on a better path for economic and social development. ESG pays attention to corporate environmental impact, social responsibility, and corporate governance in an all-around way. In addition to the traditional business model centering on financial performance evaluation, it has constructed a set of more comprehensive value evaluation standard. For enterprises,

the practice of ESG concept seems like to transform from a "good student" who focuses on economic performance to a "merit student" who lays equal emphasis on the economic, social, and environmental performances. In essence, it reshapes the corporate values. By promoting "business for good", ESG provides an action framework for companies to respond to a series of global risks and challenges, and to achieve sustainable development.

China Taiping, a comprehensive financial insurance group with a history of more than 90 years, has a strong native land emotion and a broad international vision. It has never forgotten its social responsibility as it develops and grows, which enables it better to practice the concept of sustainable development. Entering a new stage, China Taiping keeps pace with the times and embraces ESG more actively in all aspects. We have incorporated ESG into the "14th Five-Year Plan" and the high-quality development strategy, in alignment with the national arrangement of "carbon peaking and carbon neutrality goals" ("Dual Carbon" goals), and thus clarifying the medium and long-term sustainable development goals. We have established a three-tiered ESG governance structure, consisting of "the Board of Directors, the Green Finance and ESG Management Committee, and the Committee Office". Moreover, we have also set up a green finance and ESG implementation system, which requires all companies and departments to fully participate in. Based on the actual situation, we have formulated major guidelines for comprehensive ESG work, green insurance, and ESG investment, which clarifies the Group's major ESG issues and implementation paths and integrates ESG into the entire chain of business development and the whole process of daily work. In line with international standards like the *Sustainable Development Reporting Standards* issued by the Global Reporting Initiative (GRI), we have established an ESG indicator system to strengthen the data-driven competence of the Group's ESG governance. In this way, centering on areas of environment, society, and governance, we can monitor the key performance of the Group's ESG work from multi-dimensional and all-around perspectives. It can be said that ESG has gradually become an important value gauge and management tool for China Taiping's strategic decision-making, driving us to take more inclusive and sustainable actions.

In the past year, adhering to the strategic concept of "Devotion of Central Enterprises, Customer First, Leading Innovation and Value Orientation", we practiced and

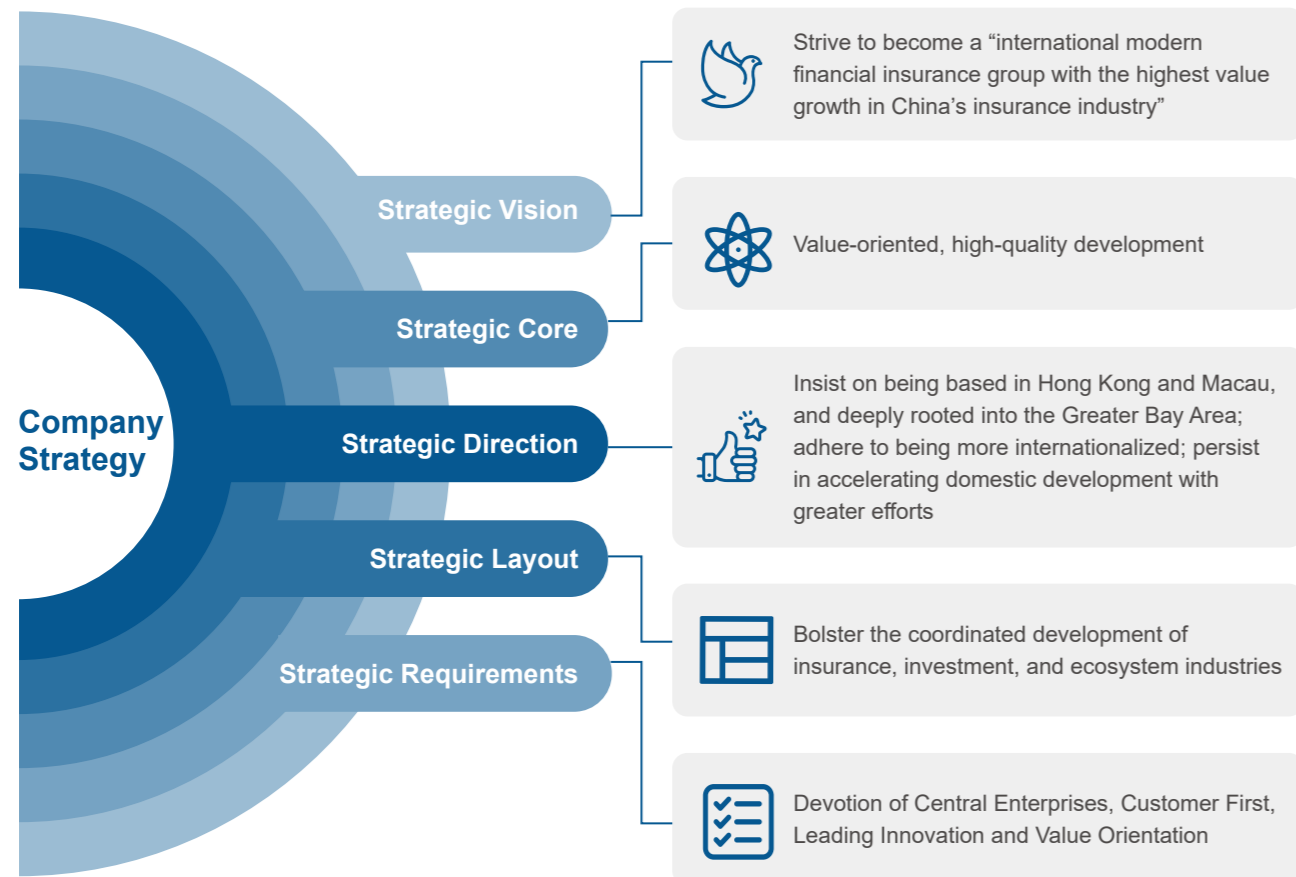
interpreted ESG with practical actions, and vigorously improved our comprehensive performance of environment, society, and governance. The Group actively served the China's "Dual Carbon" strategy, achieving rapid growth in green insurance and green investment, and was included in the "Fortune China ESG Influence List". We helped to deal with population aging, and deeply participated in the pilot program of the third pillar of the old-age insurance mechanism. Our long-term care insurance service covers 26 million people in 12 provinces. We have stepped up efforts to expand inclusive finance, and launched a series of benefit insurance products, such as Huimin Insurance, Migrant Insurance, Poverty Prevention Insurance, Changxiang Insurance, etc., to provide comprehensive insurance protection services for the elderly, new citizens, farmers, and other groups. We devoted ourselves to rural revitalization and set up the China Taiping Rural Revitalization Fund to direct more resources to help poverty-stricken areas. For the first time, the Group was granted with the highest grade in targeted poverty alleviation, standing out from the other central state-owned enterprises engaging in the same endeavors. We attached great importance to the long-term and continuity of public welfare and charity, and have established a long-term mechanism for China Taiping Charity Foundation to allocate funds. We have contributed to building an inclusive society through actions such as earthquake relief and fighting the epidemic together. We also continued to consolidate the foundation of governance, and strived to build a corporate governance mechanism that can perform its duties, assume its own responsibilities, coordinate operations, and provide effective checks and balances, in an effort to provide strong support for sustainable development.

The road is obstructed and long, but the journey ahead is approaching. In the course of building into an "international modern financial insurance group with the highest value growth in China's insurance industry", China Taiping will always adhere to the new development concept. We will closely follow the international development trend of ESG and give full play to the leading role of the Group's ESG governance system. We will continue to improve ESG governance capacity and ESG performance, and join hands with all stakeholders to create a sustainable future.

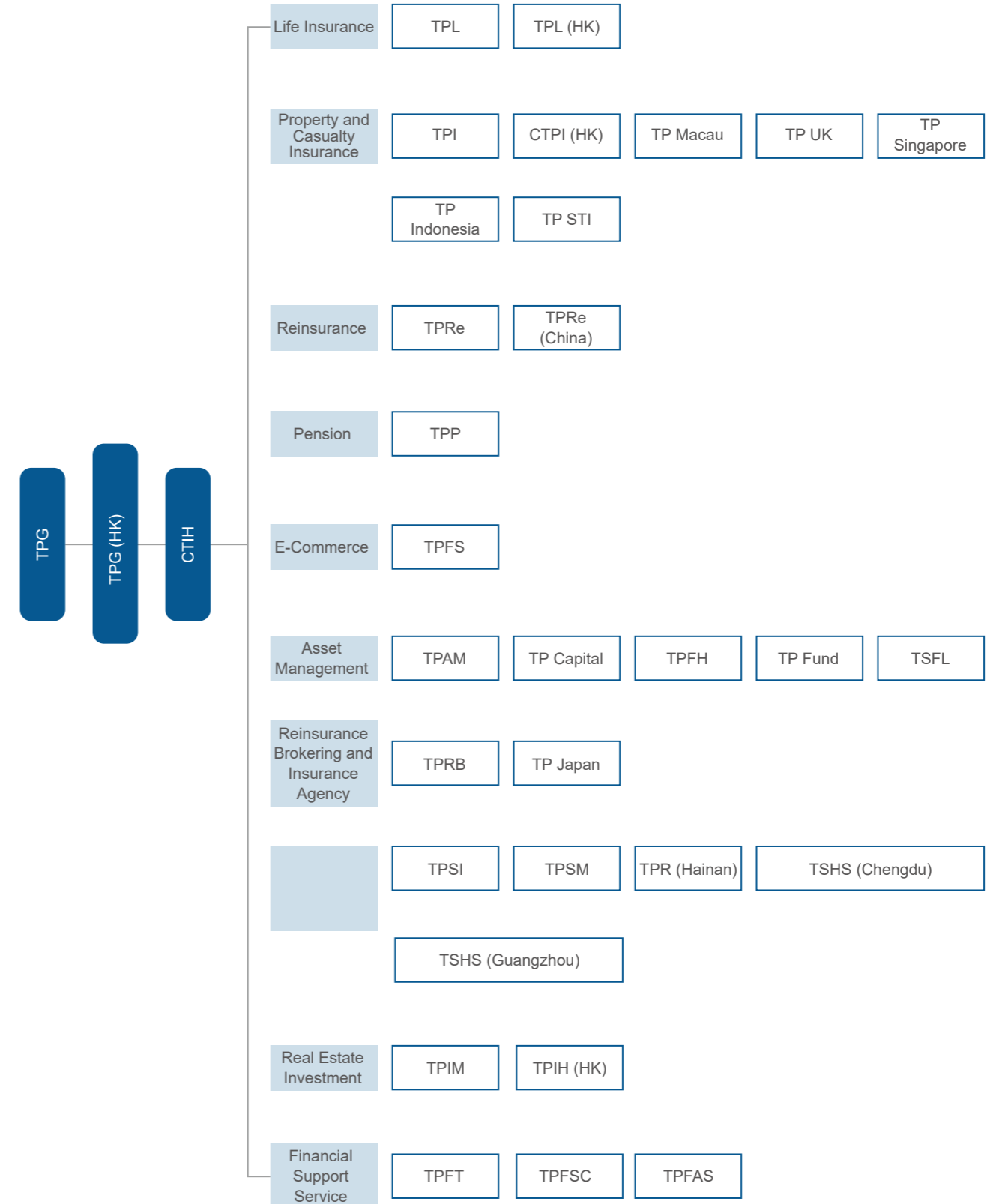
About China Taiping

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 five consecutive years since 2018 and ranked 334th in 2022. TPG is a large multinational financial insurance group with more than 500,000 employees, 24 major subsidiaries and about 2,000 branches at all levels. With a comprehensive insurance business operating system, TPG is also a Chinese-funded insurance institution with distinctive international features. Its business scope covers in Chinese mainland, Hong Kong, Macau, Europe, Oceania, East Asia, Southeast Asia and other countries and regions. Its business type covers life insurance, property insurance, pension insurance, reinsurance, reinsurance brokerage and insurance agency, Internet insurance, asset management, securities brokerage, financial leasing, real estate investment, pension medical and health industry, and other fields.

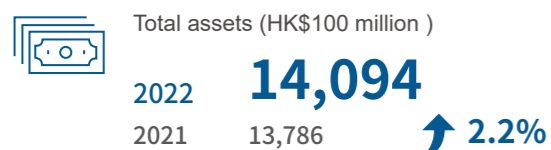
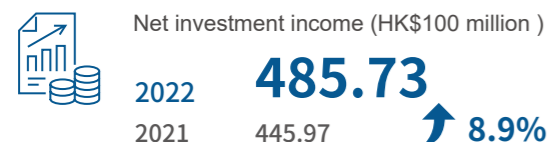


Ownership Structure

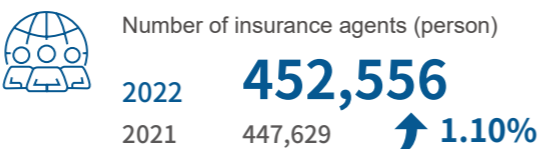
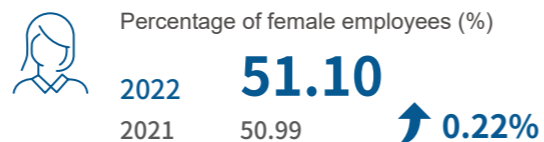


Summary of Annual Performance

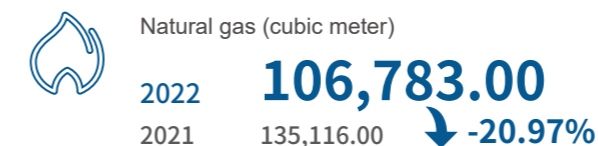
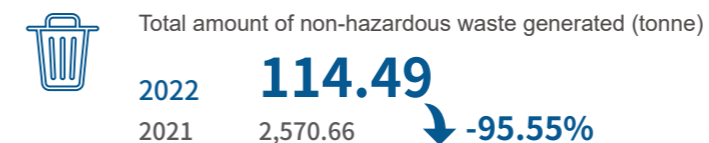
Financial



Social



Environmental



Group Annual Honors

China Taiping has been shortlisted in the Fortune Global 500 for five consecutive years, ranking 334th, up by 10 places from the previous year.



Fortune

China Taiping was included in the "Fortune China ESG Influence List".



Fortune

China Taiping has been selected as one of the "Top 100 Global Most Valuable Insurance Brands" for nine consecutive years.



Brand Finance

TPG has awarded the highest ranking "Good" in the evaluation of assistance for targeted poor areas performance among 305 centrally-administered state-owned units.



Office of the Central Rural Work Leading Group

China Taiping won the "Most Socially Responsible Insurance Company" Award.



Securities Star

China Taiping won the 2022 China Enterprise ESG "Golden Responsibility" Award, Excellent Insurance Company Award for responsible investment, and the 2022 Outstanding ESG Industry Model Award in the financial industry.



Sina Finance

01

Embracing ESG

The Group adheres to the new development concepts featuring innovation, coordination, greenness, openness and sharing, and implements high-quality development strategies in depth. We stay committed to the strategic requirements of “Devotion of Central Enterprises, Customer First, Leading Innovation and Value Orientation”. Abiding by the regulatory rules on environment, society and corporate governance in Chinese mainland and Hong Kong, we attach great importance to and promote the Group’s ESG work at a strategic level, and are devoted to promote sustainable development with stakeholders.

ESG



Defining ESG Goals

The ESG indicators were included in the *Outline for 2021-2025 Development Plan of the Group* for the first time, being closely linked up with the national "Dual Carbon" goals.



Sustainable Development Goals

Growth rate of green insurance premiums

During the "14th Five-Year Plan" period, the growth rate of green insurance premiums is expected to be higher than that of the total premium income.

Carbon emissions in operational activities

The Group will reduce carbon emissions year by year, and achieve carbon neutrality in business operations by 2030.



Carbon emissions in the investment portfolio

Carbon emissions be reduced year by year and the Group will reach net zero emissions in the investment portfolio by 2060.

Premium growth in serving rural revitalization

During the "14th Five-Year Plan" period, the growth rate of premium income in serving rural revitalization be higher than that of total premium income.

Sustainability Mission Initiative

Fulfill environmental responsibilities

By expanding the supply and consumption of green and low-carbon financial insurance products, we will explore the "green insurance + green investment" model to bring in the ESG investment frameworks into major asset allocation schemes, in the support of green offices and the development of energy-saving and low-carbon office buildings, etc.

Fulfill social responsibilities

We actively serve the real economy, ensure people's livelihood, take part in rural revitalization, and facilitate regional coordination. And at the meantime, we encourage and support organizations at all levels and our employees to actively participate in social welfare undertakings

Fulfill governance responsibilities

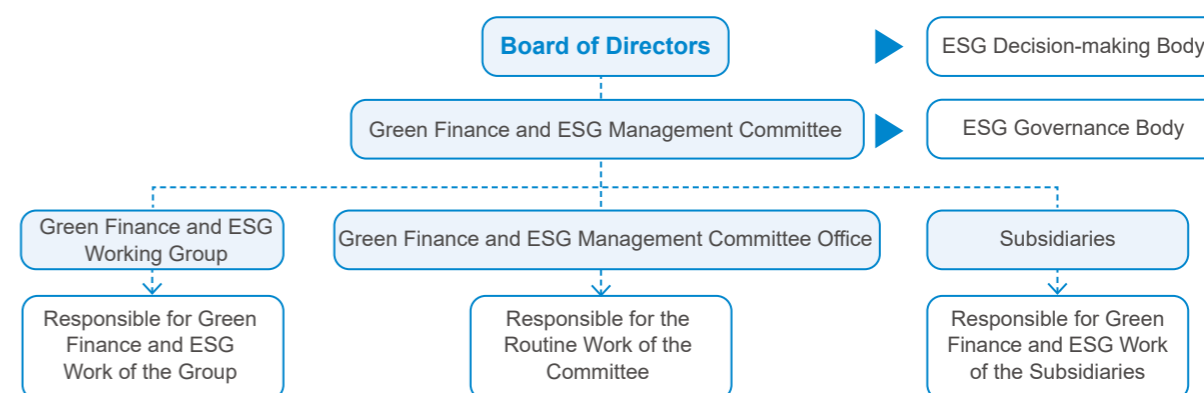
We will improve our corporate system and accelerate the formation of a modern corporate governance system, in which general meeting of stockholders, boards of director, and managers can perform their respective duties, assume their responsibilities, coordinate operations, and carry out effective checks and balances

Improving ESG Governance

The Group has established a three-tiered ESG governance structure, consisting "Board of Directors, Green Finance and ESG Management Committee, Committee Office". It has also set up a green finance and ESG implementation system in which all subsidiaries and functional departments can fully participate and promote the implementation of ESG strategy from top to bottom. The Group's main subsidiaries, such as TPL, TPI, TPP, TPAM, TP Capital and TSFL, have all set up green finance and ESG committees or leading groups, and formulated relevant rules of procedure and management practices. TP Capital has incorporated ESG investment, green development, and other business-related projects into the evaluation system to guide the development of front-end business. Taiping Fund also has formulated the *Taiping Fund Green Bond Investment System* in an active response to the deployment of the Group's green investment.

ESG Governance Structure and Responsibilities

| | |
|---|--|
| Board of Directors | As the highest decision-making body for the Group's ESG work, the Board of Directors assumes the responsibilities for the Group's ESG strategy, performance, and reporting. It defines the overall ESG management goals, management strategies, and management guidelines, and ensures the establishment of an effective ESG risk management and internal monitoring system. |
| Green Finance and ESG Management Committee (the Committee) | The Green Finance and ESG Management Committee, established under the management level which coordinates the group's ESG work, is the management organization for the group's ESG work and is mainly responsible for such issues, for instance, providing professional advices for the Group's Management to make decisions on ESG-related matters; making decisions on the Group's ESG-related matters under the authorization of the Group's Management; guiding and supervising ESG work; reviewing relevant management systems, working mechanisms, and major issues; researching on relevant regulatory policies and development trends, etc. |
| Green Finance and ESG Management Committee Office (ESG Office) | The ESG Office is responsible for the daily work of the Green Finance and ESG Management Committee and assists the committee in holding committee meetings. It takes the lead in formulating the Group's ESG annual work plan and conducts the Group's ESG work supervision. It promotes the statistics, monitoring and evaluation of Group's ESG-related indicators, as well as other tasks assigned by the committee. |
| Green Finance and ESG Working Group (Working Group) | The Working Group is set up to promote and implement the Group's ESG work. The Working Group is mainly responsible for managing and guiding green financial business; formulating and updating ESG work guidelines and ESG indicator system; compiling group ESG reports; managing and coordinating external service agencies for the Group's ESG matters; organizing ESG-related research and training; and completing other tasks assigned by the Committee. |

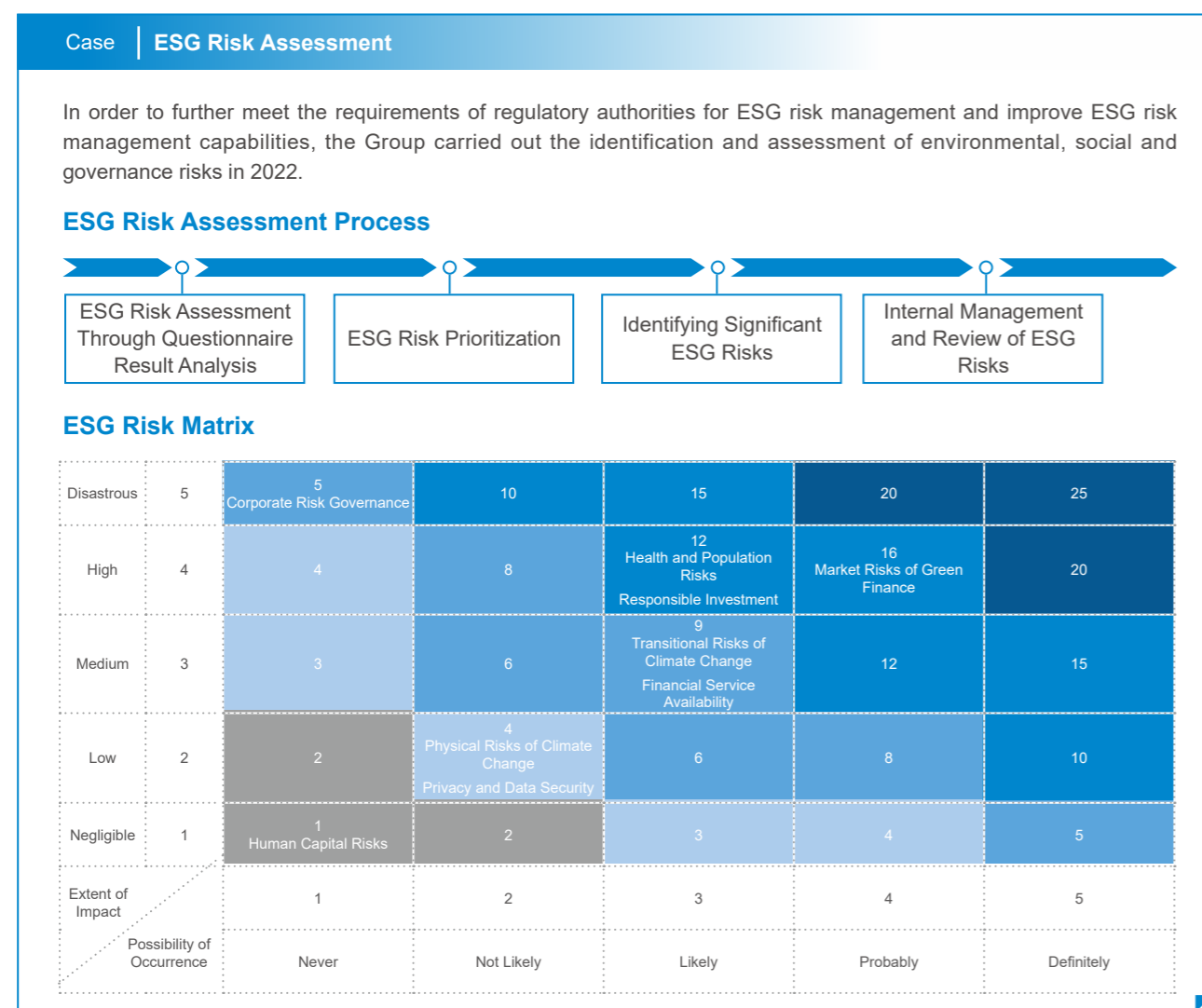


Optimizing ESG System

We have earnestly implemented regulatory requirements, such as the *Green Finance Guidelines for the Banking and Insurance Industry* and the *Green Insurance Business Statistics System* of the China Banking and Insurance Regulatory Commission, as well as the *Guidelines on Environmental, Social and Governance Reporting* of the Hong Kong Stock Exchange. We take the internationally renowned ESG standards, third-party ESG ratings and leading industry practices as our benchmarks. In order to improve our ESG management system, we have successively formulated the *Implementation Opinions on Supporting Green Development of the Group*, *Rules of Procedure of Green Finance and ESG Management Committee of the Group*, *Working System and Implementation Rules of Green Finance and ESG of the Group*, and *Environmental, Social and Regulation (ESG) Work Guidelines of the Group*, etc., to achieve the institutionalization and standardization in Group's ESG strategic decision-making, work implementation, information disclosure, and other relevant works.

Upgrading ESG Capabilities

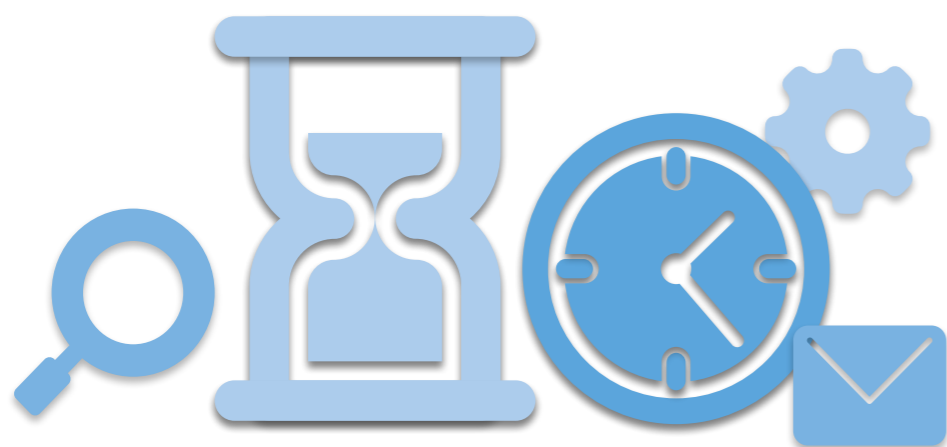
We attach great importance to ESG training, and organizes employees to learn green finance and ESG-related regulatory policies and company systems in a timely manner. On June 16, 2022, the Group held a special meeting to serve the national Dual Carbon goal, the first meeting of the Group's Green Finance and ESG Management Committee, attended by heads of all departments and subsidiaries of the Group. The meeting mobilized and arranged the key tasks of green finance and ESG, and invited experts from the Energy Institute of the National Development and Reform Commission to give special lectures on the guiding principles of CPC Central Committee on Double Carbon goals. Throughout the year, we held three green insurance seminars and one special ESG investment training session, in which well-known institutions and authoritative experts in the ESG field at home and abroad were invited to give lectures, for the purpose of improving employees' understanding and execution of ESG. We compile and publish the *Green Finance and ESG Work Briefing* on a regular basis, track and monitor new policies and practices in the field of green finance and ESG on a quarterly basis, so as to deliver relevant information to all employees in a timely manner and to keep up with the pace of development.



Stakeholder Engagement

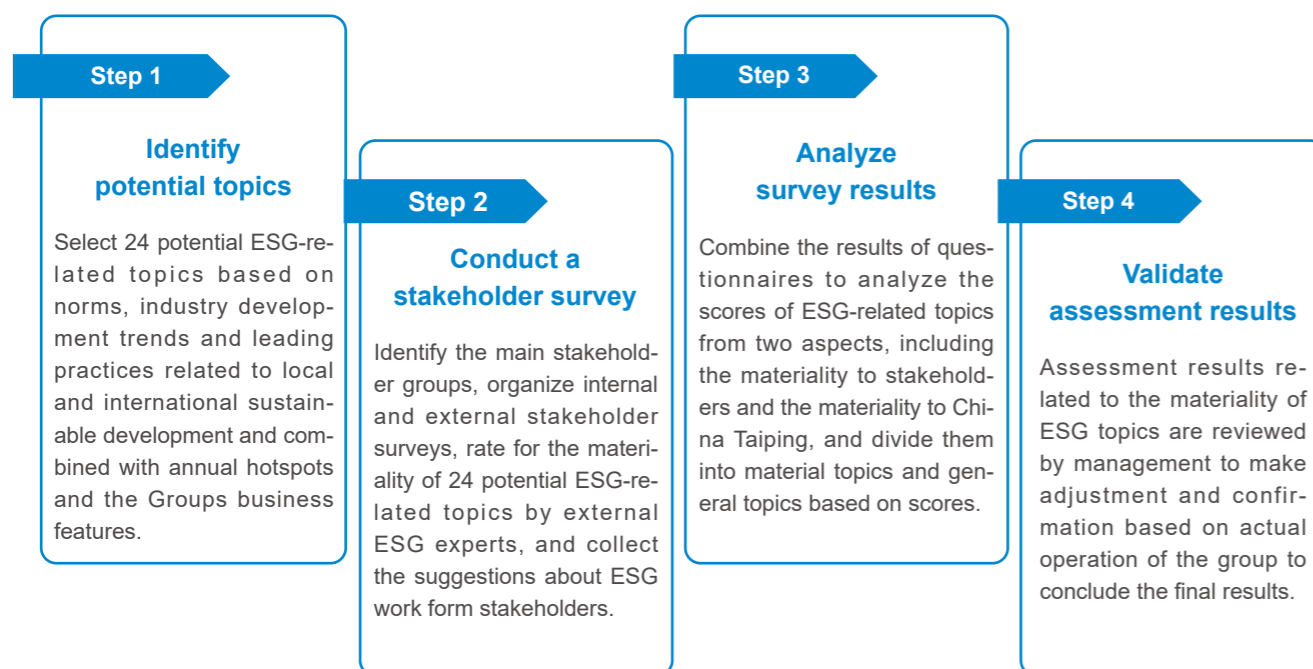
We have established a regular stakeholder communication mechanism to acquire stakeholders' opinions, suggestions, and feedback in a timely manner. During the reporting period, we are trying to understand the concerns and expectations of stakeholders through the following platforms.

| Stakeholder groups | Communication and engagement platforms | Concern and expectations |
|---------------------------|--|---|
| Government and regulators | <ul style="list-style-type: none"> Meeting Compliance reports Written response to public consultation | <ul style="list-style-type: none"> Stable compliance operation Support the real economy Serve rural revitalization |
| Investors/shareholders | <ul style="list-style-type: none"> Performance announcement Interviews | <ul style="list-style-type: none"> Effective risk management Good return on investments |
| Customers | <ul style="list-style-type: none"> Customer service center Customer Advisory Group Customer satisfactory surveys Daily operation and communication Internet service platform communication | <ul style="list-style-type: none"> Innovated product services Optimal insurance services Guaranteed customer rights |
| Employees | <ul style="list-style-type: none"> Employee opinion survey Interviews Employees communication meetings Special advisory committee Staff training Work performance appraisal Employees publications Internal network for employees Volunteering activities | <ul style="list-style-type: none"> Employees benefits Good working environment Occupational safety and health |
| Strategic partners | <ul style="list-style-type: none"> Reports Meetings Seminars | <ul style="list-style-type: none"> Industry development exchange and communication Advance cross-border cooperations |
| Agents | <ul style="list-style-type: none"> Training activities Meetings | <ul style="list-style-type: none"> Perfect management system Enhance training programs |
| Supplier | <ul style="list-style-type: none"> Meetings Appraisal system for suppliers and contractors Site surveys | <ul style="list-style-type: none"> Promote mutual benefits and integrity Support fair procurement |
| Communities/NGOs | <ul style="list-style-type: none"> Volunteering activities Community investment plans Seminars/Lectures/Workshops Donations Community activities Environmental public welfare activities | <ul style="list-style-type: none"> Carry out public welfare activities Support charity and donations Focus on climate change |



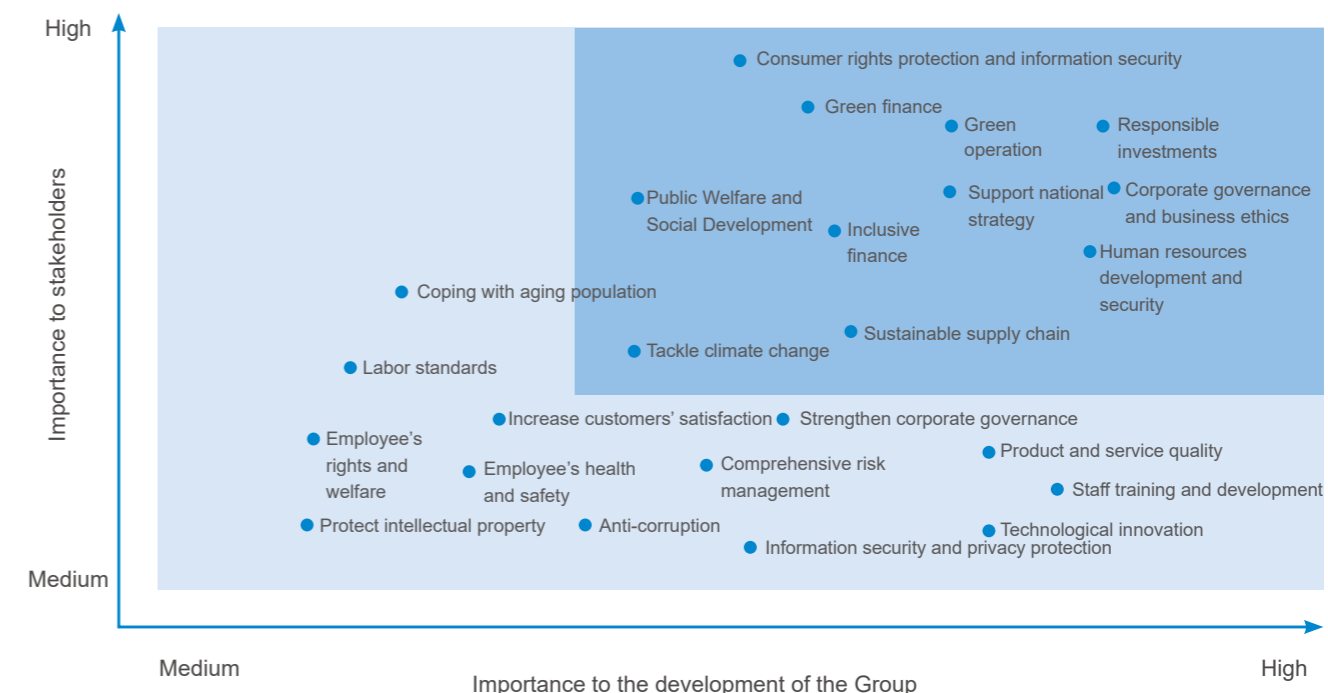
Annual Materiality Assessment

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 ESG related works, this year we continue to carry out assessment on important issues. The specific steps are as follows:



The Group conducted a stakeholder survey based on high-quality development requirements and stakeholder concerns, and identified 24 topics related to the sustainable development of the Group, including 11 material topics, namely: green finance, green operation, tackle climate change, inclusive finance, human resources development and security, consumer rights protection and information security, sustainable supply chain, as well as public welfare and social development, corporate governance, and business ethics, responsible investment, supporting national strategies.

| Embracing ESG | Green Development | Social Responsibility | Modern Governance | Devotion of Central Enterprises | Customer First | Leading Innovation |
|---|--------------------------------------|-----------------------|---|--------------------------------------|----------------|--------------------|
| Material topics | | | General topics | | | |
| ESG-related topics | Corresponding chapters of the report | | ESG-related topics | Corresponding chapters of the report | | |
| Green finance | Green development | | Staff training and development | Social responsibility | | |
| Green operation | Green development | | Employee's rights and welfare | Social responsibility | | |
| Tackle climate change | Green development | | Labor standards | Social responsibility | | |
| Sustainable supply chain | Green development | | Coping with aging population | Devotion of central enterprises | | |
| Human resources development and security | Social responsibility | | Employee's health and safety | Devotion of central enterprises | | |
| Public Welfare and Social Development | Social responsibility | | Increase customers' satisfaction | Customer first | | |
| Consumer rights protection and information security | Customer first | | Product and service quality | Customer first | | |
| Inclusive finance | Devotion of central enterprises | | Information security and privacy protection | Customer first | | |
| Corporate governance and business ethics | Modern governance | | Strengthen corporate governance | Modern governance | | |
| Responsible investment | Green development | | Comprehensive risk management | Modern governance | | |
| Support national strategy | Devotion of central enterprises | | Anti-corruption | Modern governance | | |
| | | | Protect intellectual property | Modern governance | | |
| | | | Technological innovation | Innovation leads | | |



Matrix of material topics

02

Green Development

The Group has firmly put *Implementation Opinions of the Group on Supporting Green Development* into practice, in a response to the call of the state on comprehensively strengthening the construction of ecological civilization and achieving the goal of carbon peaking and carbon neutrality. We have innovated green financial insurance products, launched green investment, promoted green and low-carbon operations, and supported green and low-carbon transformation. Focusing on climate change and biodiversity protection, we have carried out practical cooperations with interested parties to promote the harmonious coexistence of man and nature, by respecting nature, adapting to nature, and protecting nature.



By the end of 2022, Green insurance premium income

RMB **2.695** billion

Year-on-year change **75.68%**

By the end of 2022, the Group's stock of green investment reached RMB **23.34** billion

Year-on-year increase of **32.5%**

Green Insurance

In accordance with the requirements of the *Guidelines for Green Finance in the Banking and Insurance Industry* and *Green Insurance Business Statistics System* issued by the China Banking and Insurance Regulatory Commission, the Group has formulated and implemented the *Guidelines for the Development of Green Insurance of the Group* to provide guidelines for the development of green insurance.

By the end of 2022, the Group's green insurance premium income reached RMB 2.695 billion, with a year-on-year increase of 75.68%.



Case | Green Insurance Innovation Lab

TPI has issued a *Notice on Establishing a Green Insurance Innovation Laboratory* with the purpose of promoting product innovation and model innovation in the field of green insurance. It has established key projects for green insurance innovation experiments and promotes their implementation.

The Marine Insurance Innovation R&D Center of TPI, the first of its kind in the national insurance industry, was unveiled in 2022, aiming to build a marine financial innovation brand in the free trade zone. Through continuous research and development of marine insurance financial products, it has formed a package of insurance products from marine seed industry insurance to mariculture, marine carbon sinks, marine engineering equipment, ships, personnel, freight, liability, etc., thus creating a full-chain ecological circle of marine ranching financial insurance.

Clean Transportation

TPI has initiated a new energy vehicle extended warranty trial program, launching new energy vehicle power battery liability insurance service and charging pile extended warranty liability insurance service, etc. At the same time, it has established headquarters-to-headquarters cooperation with the leading automakers and new players in the field of EV manufacturing like NIO and Tesla, as well as traditional OEMs such as Mercedes-Benz, BMW, FAW, SAIC, and Dongfeng, to support and promote the high-quality development of new energy vehicles. Throughout the year, 337,000 new energy vehicles were insured, with a year-on-year growth of 79%. The insurance premium was RMB 1.45 billion, with a year-on-year growth of 93.8%, and insurance amount was RMB 746 billion, with a year-on-year growth of 136.2%. In addition, it also vigorously expands the public transportation projects like subways. By the end of 2022, the insured amount of subway engineering insurance exceeded RMB 20 billion.

Case | Serving new energy car companies "NIO Model"

Shanghai NIO Automobile Co., Ltd. (NIO) is an emerging automobile enterprise engaging in the research and development, production, sales and service of new energy vehicles and auto parts. TPI has established a strategic partnership with NIO to provide it with insurance guarantee and services, such as conventional auto insurance, corporate property insurance, employer liability insurance, product liability insurance, and cargo insurance. In addition, during the entire process of NIO's production, development, and expansion, Taiping General Insurance has played an important role and helped the enterprise to "go global". As a result, it has successfully established an "NIO Model", a mode of serving new energy vehicle companies. In 2022, TPI provided NIO with a risk guarantee of RMB 36.2 billion.

Clean energy

TPI provided risk guarantees for more than ten important offshore wind power construction and operation projects of its client companies, including State Power Investment Corporation, China Huadian Corporation, and China Energy Investment Corporation.

Case | TPI underwrites Jiangsu Rudong 800MW Offshore Wind Power Project (H4#, H7#) of State Power Investment Group Co., Ltd.

TPI successfully underwrote Jiangsu Rudong 800MW Offshore Wind Power Project (H4#, H7#) of State Power Investment Group Co., Ltd. in its transition period and provided the project with a risk guarantee of about RMB 4.2 billion. It is the project with the largest single capacity, the largest number of wind turbines, and the longest offshore distance among the current domestic offshore wind power projects under construction. Compared with conventional coal-fired thermal power units with the same power generation capacity, the project can save about 768,000 tons of standard coal, and reduce the emissions of carbon dioxide and sulfur dioxide by 1.632 million tons and 2,966 tons respectively. It will effectively promote the adjustment of local industrial structure and energy structure, making positive contributions to China's Dual Carbon goals.

Resources conservation

By the end of 2022, TPI had 82 insurance policies relating to building energy conservation and green building, involving insurance amount over RMB 1 billion.

Pollution Prevention

By the end of 2022, the premium income of TPI's environmental pollution liability insurance was up to RMB 10.2 million, providing about 931 customers with risk guarantees totaling of RMB 1.24 billion in environmental pollution liability insurance.

| | |
|---|---|
| <p>By the end of 2022, TPI's insurance amount of building energy conservation and green building was over RMB</p> <p>1 billion</p> | <p>By the end of 2022, the premium income of TPI's environmental pollution liability insurance was up to RMB</p> <p>10.2 million</p> |
|---|---|

Responsible Investment

The Group takes "building a market-leading brand with professional investment ability" as a strategic measure to promote various types of responsible investments that have both environmental and social benefits. In accordance with relevant laws and regulations, and with reference to relevant mature experience in the financial investment industry, we have formulated and implemented *ESG Investment Guidelines of the Group* to guide funds to invest effectively in the direction of ESG.

We have appointed dedicated persons responsible for tracking policy developments in green finance, ESG investments, and other aspects. Through means of system establishment and special trainings, we have instructed each subsidiary to set an ESG investment mechanism, which allows them to better apply ESG investment strategies and prevent ESG investment risks, thereby increasing green investment.

Based on its own business characteristics, each subsidiary has put more efforts on the assessments of related indicators and contents like green and low carbon, energy saving, and emission reduction in the work of due diligence investigation on investments, project screening, and evaluation, etc. By focusing on the carbon emissions of investment projects, investments in high-energy-consuming and high-polluting have been greatly reduced. Meanwhile, we have made attempts to seize investment opportunities in renewable energy fields, including water conservancy, wind power, and photovoltaics. Following the direction of the national green and low-carbon policies, we have actively expanded green investment businesses, such as green bonds, green funds, and green leasing.

As of the end of 2022, the Group's stock of green investment reached RMB 23.34 billion, with a year-on-year increase of 32.5%.

Case | Green Debt Investment Plan of China Taiping - Guangzhou Paper Group Environmental Protection Relocation Project

In 2022, TPAM completed the filing and registration of “Green Debt Investment Plan of China Taiping - Guangzhou Paper Group Environmental Protection Relocation Project”, with a registered scale of RMB 2.5 billion. This was TPAM’s first green insurance debt investment plan. The fund was used for the second phase of environmental relocation of Guangzhou Paper Group Co., Ltd., a subsidiary of Yuexiu Group. The project uses waste paper as the raw material for papermaking, which can not only alleviate the supply pressure of the conventional papermaking industry using wood as raw material, but also realize the reuse of waste, and at the same time reduce wastewater discharge and pollution load. The project has obtained the highest domestic grade G1 in green rating given by the evaluation agency.



China Taiping —Guangzhou Paper Group Environmental Protection Relocation Project

Case | Debt Investment Plan for Taiping-Suzhou High-tech Zone Water Purification Co-Renovation Project

In 2022, TPAM’s debt investment plan for Taiping-Suzhou High-tech Zone Water Purification Co-renovation project was successfully launched. The project fund was used to renovate the wastewater plants within the Suzhou High-tech Zone. The project was carried out in such a way that its construction standard, process route, and equipment selection all reach the domestic leading level and its emission standard meets the provincial level. After its completion, the original sewage treatment facilities will be relocated to the underground so that a large public green belt will be set up on the ground to modify the surroundings and improve people’s quality of life. The project won the 14th Fund and Wealth Management-Jiefu Award-the Outstanding ESG Insurance Asset Management Product Award.



Case | China Taiping-Xinjiang Carbon Neutrality No. 3 Project

In 2022, TPL and TP Capital successfully implemented the “China Taiping-Xinjiang Carbon Neutral Project No. 3”, raising funds for China Power Investment Xinjiang Energy and Chemical Group Hami Co., Ltd. in the form of equity investment. The company focuses on the development of high-quality new energy (wind power, photovoltaic). The investment scale of the project reached RMB 900 million, with an investment period of 5+N years.

The project closely serves the national “Dual Carbon” strategy and assists central enterprises stationed in Xinjiang to carry out the construction of the “second batch of large wind power and photoelectric bases”. It takes advantage of the long-term attributes of insurance funds, and further promotes the healthy development and model innovation of related investments in the new energy field. It also has accelerated the transformation of coal power from main unit to auxiliary service unit, eventually resulting in the elimination of coals in electric generation, and finally exited the historical stage of power generation. Therefore, it is conducive to promoting the realization of carbon peaking and carbon neutrality in the field of domestic energy consumption.



Ningxia Zhangjiazhuang Wind Farm



Shichengzi Photovoltaic Power Station

Case | Equipment Lease-back Project of Photovoltaic Power Generation for Shilin Yundiantou New Energy Development Co. Ltd.

TSFL took over the equipment leaseback project of photovoltaic power generation for Shilin Yundiantou New Energy Development Co., Ltd.. The total investment of the project reached RMB 450 million, and the leased object is equipment. The lessee is mainly responsible for investment, construction, and operation of photovoltaic power plants in Yunnan Province, with an installed capacity of 66MW. The project has been included in the “Renewable Energy Electricity Price Additional Fund Subsidy Catalog (Fifth Batch)” announced by the Ministry of Finance.



Equipment Lease-back Project of Photovoltaic Power Generation for Shilin Yundiantou New Energy Development Co. Ltd.

Case | “Recycling” Making Urban Life Better

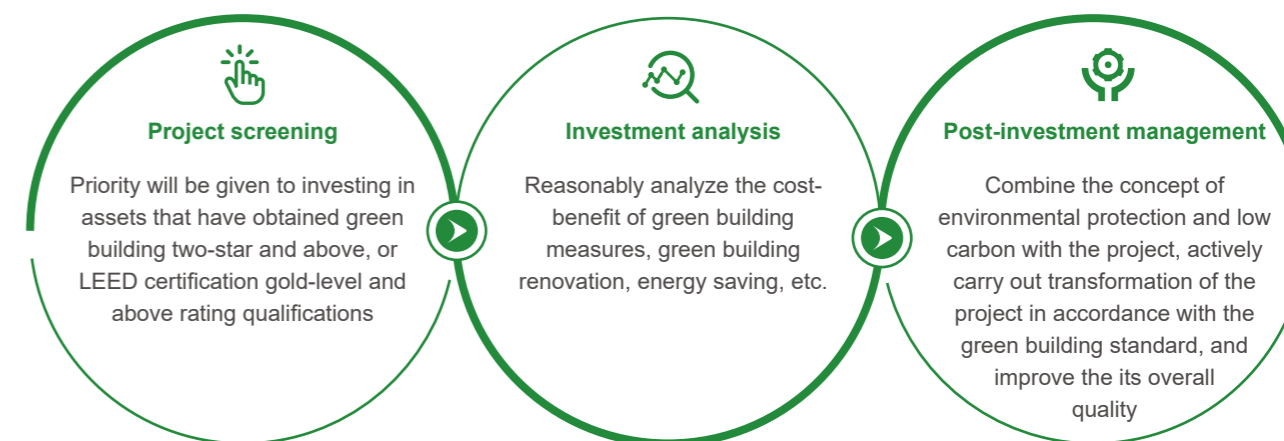
Shanghai Chengdu Investment (Group) Co., Ltd. undertakes Shanghai’s main water supply services, sewage sludge treatment, and transfer and disposal of 80% of the city’s household waste, as well as the transportation and disposal of all medical waste. TPAM lent RMB 950 million to the company to enrich its operating funds, which helps it perform the city’s support function and assists in winning the “victory over Shanghai’s coronavirus outbreak”.

Green Building

TPIM, a professional real estate operation company under the Group, actively promotes the application of international green building standards in real estate construction and operation. It has formulated the *Green Building Implementation Guidelines (2022 Edition)*, which clarifies that investments in green building must give priority to projects that conform to ESG concepts.

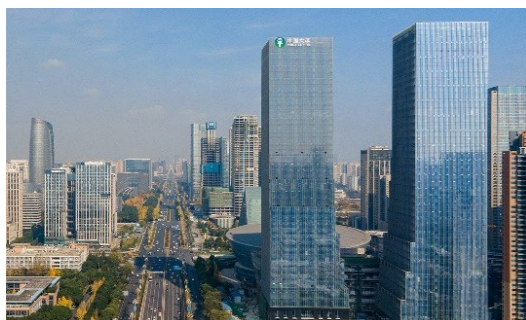
By the end of 2022, the Group had a total of 12 green investment, construction, and operation projects, with investments amounting to approximately RMB 26.777 billion and a whole construction area of about 1.3894 million square meters. To be more specific, Jinghui Building in Beijing reflects China Taiping’s endeavor to deeply implement the major national strategy of serving the coordinated development of Beijing, Tianjin, and Hebei. It has won an honor of “LEED Gold Certification” from the US Green Building Council. Taiping Financial Building in Shanghai is also an example of China Taiping to promote the integration of the Yangtze River Delta and serve the enterprises and the people’s livelihood. It has won an honor of “LEED Gold Certification” from the US Green Building Council. Taiping Financial Building in Shenzhen is another example of China Taiping in support the construction of the Guangdong-Hong Kong-Macao Greater Bay Area and guide industrial agglomeration. It has won the “LEED Platinum Certification” and other honors from the US Green Building Council.

ESG Blending into the Whole Process of Investments in Green Building



Case

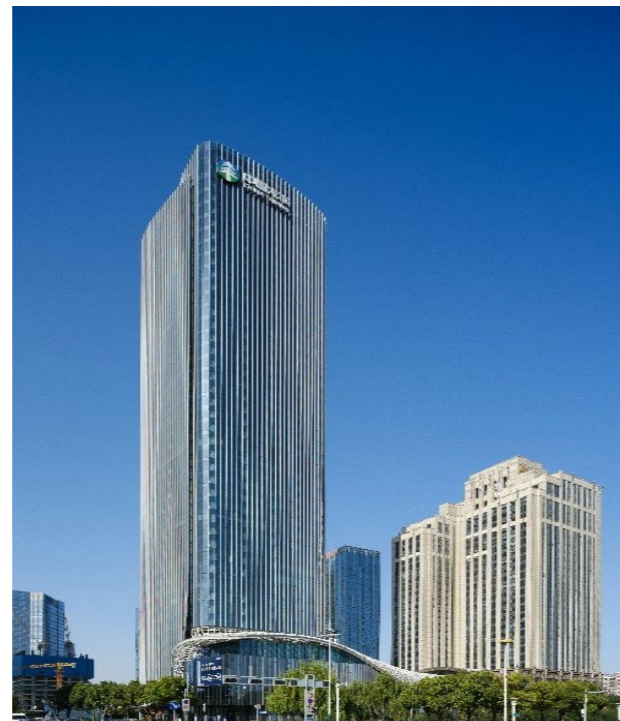
**Green Building:
Taiping Financial Building in Chengdu**



**Green Building:
Taiping Financial Building in Nanning**



**Green Building:
Taiping Financial Building in Suzhou**



For engineering construction activities involved in business operations, TPIM has formulated specific implementation rules. The *Safe Production Responsibility Letter* and *Civilized Construction Responsibility Letter* are listed in the construction contract model, which clearly requires construction units to abide by relevant laws and regulations, and take necessary environmental protection measures for dust control, sewage control, noise control, waste management, and material and equipment management, etc.

Establish and improve the green special construction plan as the basis for project green environmental management.

Construction and demolition waste at the construction site must be cleared and transported in a timely manner. Measures must be taken to prevent the overflow of dregs, mud, and waste water. The flying of dusts and other pollutions to the surrounding environment produced in the course of construction must be brought under control.

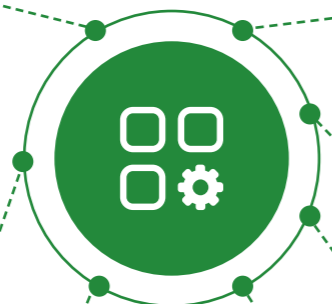
Dust, noise, and other testing tools must be taken to monitor construction site, ensuring all indicators within the range required by relevant authorities, and entrust the environmental protection department to regularly test various environmental protection indicators including sewage discharge.

Before the construction of veneer materials, an overall planning must be arranged to reduce the number of non-integral materials.

After ensuring normal construction and safety, unnecessary lighting at night must be reduced, and large lighting must adopt a bird's-eye view to avoid light pollution.

Choose environmentally friendly decoration materials.

After the project is completed, the construction site must be thoroughly cleaned in time.



Green Office

The Group proactively implements green office to reduce the use of resources and to stress on waste management that leads to energy conservation, emission reduction, and recycling. In response to the Group's call, each subsidiary earnestly follows the green office requirements and formulates implementation measures to effectively carry out the green office concept.

Save electricity

- Switch off power source to all lighting, air conditioners, computers, printers, water dispensers and other office equipment that are not in use when leaving office.
- Work physically together during overtime to reduce the use of lighting and air conditioners.
- Switch off video conference system after meetings to reduce standby power.
- Turn off lights and air conditioners that are not in use (e.g. 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 degrees Celsius.
- Pull blinds or curtains down before leaving the office to reduce greenhouse effect in offices on the following day.
- Use the central air-conditioning of the property in the offices, and use LED energy-saving lamps as much as possible.



Office supplies management

- 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.



Waste management

- Collect used toner cartridges, used lamps, old computers, and other office wastes.
- Engage qualified third parties to properly dispose of wastes.
- Wrap toner cartridges, 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.



Strengthen paper management

- Advocate paperless office, double-sided printing of paper documents is required.
- Strictly control color printing and shut down unnecessary color printing permissions.
- Send documents via email and OA collaborative office management platform to reduce the number of paper documents used.



Promote electronic policy

- The coverage rate of electronic policy in TPL reaches about 80%; the utilization rate of TPI's auto insurance business electronic policy reaches 93%; the coverage rate of TPP's electronic policy is about 97%.
- TPFSC promotes the full coverage of electronic insurance application forms for pension group insurance. In 2022, 5 types of application templates will be electronically modified to be better suitable for on-line application of insurance. Policy delivery platform will launch online material management function to reduce the loss rate of document materials and to promote energy conservation and emission reduction.



Environmentally friendly procurement

- Purchase environmentally friendly office products such as recycled paper, refill-able ball pens.
- Purchase 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

- 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.
- Strictly control official vehicles with the principle of scientific dispatching and reasonable use.
- 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



Case | Green Data Center

In the plan of digital transformation, the Group proposes an overall requirement for the construction and operation of a healthy and green data center.

Green and energy-saving technology for the second phase construction of Wuhan Data Center

The construction of second phase of Wuhan Data Center refers to the green energy-saving technologies in the *Green Data Center Evaluation Criteria* and *National Green Data Center Advanced Applicable Technology Product Catalogue* in the design stage, and picks up the applicable technologies and methods. Specifically, in the cold source system planning, magnetic levitation centrifugal chiller with higher refrigeration performance coefficient is selected, and air conditioning cold source AI energy-saving system is equipped to realize real-time energy efficiency management. The power distribution system is planned to use level 1 energy-efficient transformers, and a photovoltaic power generation system is used to supply power to the office. The designed annual power generation target is about 75,000 KWH.



External view of Wuhan Data Center



Design sketch of computer room, the second phase of Wuhan Data Center

Energy-saving optimization of computer room facilities in Shanghai Data Center

The Shanghai Data Center adopts the method of reducing the energy consumption of precision air conditioners and improving the cooling efficiency to optimize energy saving. In 2022, the old outdoor units of precision air conditioners have been replaced to reduce the energy consumption of air conditioners. For hot summer weather, it turns on the water spray system to improve cooling efficiency.

Green Procurement

Continuing to optimize the procurement management system, the Group has formulated and implemented the *Measures for the Management of Centralized Procurement Suppliers of the Group*, *Regulations on the Management of Centralized Procurement of the Group*, *Operation Process of the Implementation Phase of Centralized Procurement of the Group*, *Measures for the Management of Centralized Procurement Review Personnel of the Group*, *Measures for the Management of Centralized Procurement Contracts of the Group*, and *Decentralization of the Group Procurement Management Provisions (Trial) and Prohibitive Provisions on Purchasing Personnel of the Group*. We standardize the green procurement process, and incorporate the concept of green environmental protection in supplier selection, office supplies procurement and other links.

We take the *Anti-Commercial Bribery Clause* as an essential appendix of the supplier contract, which has the same legal effect as the contract. We require all parties to the contract to strictly abide by China's relevant laws and regulations on anti-commercial bribery, including the *Criminal Law*, the *Law Against Unfair Competition*, the *Insurance Law* and the *Interim Provisions on Prohibiting Acts of Commercial Bribery* of the State Administration for Industry and Commerce.

TCFD Disclosure

Governance

The Group is deeply aware of the importance of climate change factors to the Group's business. All levels and departments of the Group actively pay attention to climate change issues and participate in climate change governance.



Board engagement in climate change governance

The Board of Directors determines the overall objectives, management strategies and guidelines related to climate change, and ensures that effective climate change risk management and internal monitoring systems are in place.

The Board fully recognizes the important impact of climate change on the Group's operating performance. It actively carries out analysis and management of climate change factors affecting the company's operations, and links the CEO's salary with the Group's operating performance. Besides, it promotes the governance of climate change risks and makes it best to grasp the climate change opportunities.



Management involvement in climate change governance

The Group has conducted a comprehensive survey on issues relating to climate change in 2022, attempting to review, identify, and manage climate change risks and opportunities. The survey was organized and carried out by the Green Finance and ESG Working Group.



Strategy

The Group resolutely implements the decisions and arrangements, like *Working Guidance for Carbon Dioxide Peaking and Carbon Neutrality in Full and Faithful Implementation of The New Development Philosophy* released by the Communist Party of China Central Committee and the State Council, as well as *Guidance on Promoting High-quality Development of central SOEs in Achieving Carbon Peaking and Carbon Neutrality*. We have also formulated and implemented the *Outline for 2021-2025 Development Planning of the Group* and *Implementation Opinions on Supporting Green Development of the Group*. In addition, we have also charted a comprehensive net-zero action path for "portfolio + operating activities", which promote green office measures. We push our employees to reduce carbon, and provide low-carbon and zero-carbon solutions for our customers. By doing so, we serve the overall interests of the country, and focus on key points and take a long-term perspective for the Group's development.

We guide customers to implement "low-carbon" and "zero-carbon" development. We expand the supply and consumption of green and low-carbon financial insurance products, and vigorously develop green insurance products and services like environmental pollution liability insurance and new energy insurance. We increase our investments in the field of green development, and innovated and developed financial support tools for carbon emission reduction. We explore the model of "green insurance + green investment" to give full play to the advantages of our main business of insurance. Through green investment, financing, and insurance products, we support the green development of enterprises. In underwriting projects, we lean towards the direction of "green industry".

Indicators and Targets

In the *Outline for 2021-2025 Development Planning of the Group*, we have proposed targets related to tackling climate change. It includes the following points: the growth rate of green insurance premiums is expected to be higher than that of the total premium income during the "14th Five-Year Plan" period; reduce carbon emissions in the investment portfolio year by year; reach net zero emissions in the investment portfolio by 2060; reduce carbon emissions in operational activities year by year; and achieve carbon neutrality in business operations by 2030.

Please refer to Appendix 1-ESG Performance Table for the Group's GHG emissions of Scope 1, Scope 2 and Scope 3.

Risk Management

We carry out climate risk assessment and actively promote climate risk management. Starting from the direct risks faced by the insurance business, we have introduced corresponding systems and formulated work plans. We manage insurance business risks and set up a catastrophe management system that suits our own business characteristics. In addition, we also focus on research and development of catastrophe management models. In the product design process, we make scientific assessments and set proper prices to ensure that climate-induced catastrophe risks are controllable.



Climate change risk and opportunity identification

TSFL

TSFL identifies climate issues such as heavy rain, high temperature, and drought, which may expose our customers to risks like production interruption, flooding of factories or equipment, and increased electricity and water costs, leading to damages to customers' operating performance and decline in their solvency, which in turn bring risks to the company's creditor's rights.

TSFL also identifies opportunities presented by climate change. For instance. On the one hand, customers may make preventive investments in order to prevent climate risks. On the other hand, in response to national policies, investments on climate change mitigation and low-carbon green industries (such as photovoltaics, wind power, energy storage, energy conservation and environmental protection, etc.) will increase. All of these will bring business opportunities for the company.

TP Macau

TP Macau believes that climate change will lead to more frequent extreme weathers. In the medium and long term, it will lead to an increase in compensation costs and reinsurance prices, etc..

Climate change risk

- TPI**

TPI has formulated the *Risk Prevention and Control Work Plan of Taiping General Insurance in 2022*. Its requirements are listed as follows: calculating the catastrophe risk exposure and the minimum capital occupied each quarter; monitoring quota indicators related to catastrophe risks; strengthening the management and control of catastrophe risk exposure, optimizing the front-end underwriting strategy, and controlling the accumulation of risks; managing businesses with higher combined cost rates.

By the end of 2022, 15 insurance products using climate change models were developed, the total amount of climate change risk insurance exceeded RMB 2 billion, and the number of signed insurance policies was 114. From 2023, indicators such as the proportion of catastrophe risk retention and the minimum capital volatility for catastrophe risk will be set.
- TPP**

TPP focuses on climate change and the government's policy formulation and policy adjustment in industries involving environmental protection, carbon emissions, high pollution, and high emissions. It incorporates climate risk into the assessment of catastrophe risk, and timely adjusts the systems related to investment business investment guidelines and risk strategies. It prudently intervenes or shrinks out subdivided industries that are affected by government environmental protection policies and industrial policy adjustments caused by climate issues.

Pre-investment access: Focus on reviewing whether the capital investment of the investment projects in the above industries conforms to the national environmental protection and industrial policies.

Post-investment management: Continue to pay attention to the environmental protection supervision and punishment of the invested projects in the operation process.
- TSFL**

For the identified climate risks, TSFL conducts on-site investigations to find out the impacts of climate risks on customers' production and operation, financial performance, etc., and makes assessments on customers' solvency.
- TPRe (China)**

TPRe (China) believes that significant climate change will increase the frequency and intensity of catastrophe losses, thereby adversely affecting underwriting performance and increasing the volatility of business conditions. It is advisable to purchase catastrophe excess reinsurance to safeguard against risks.

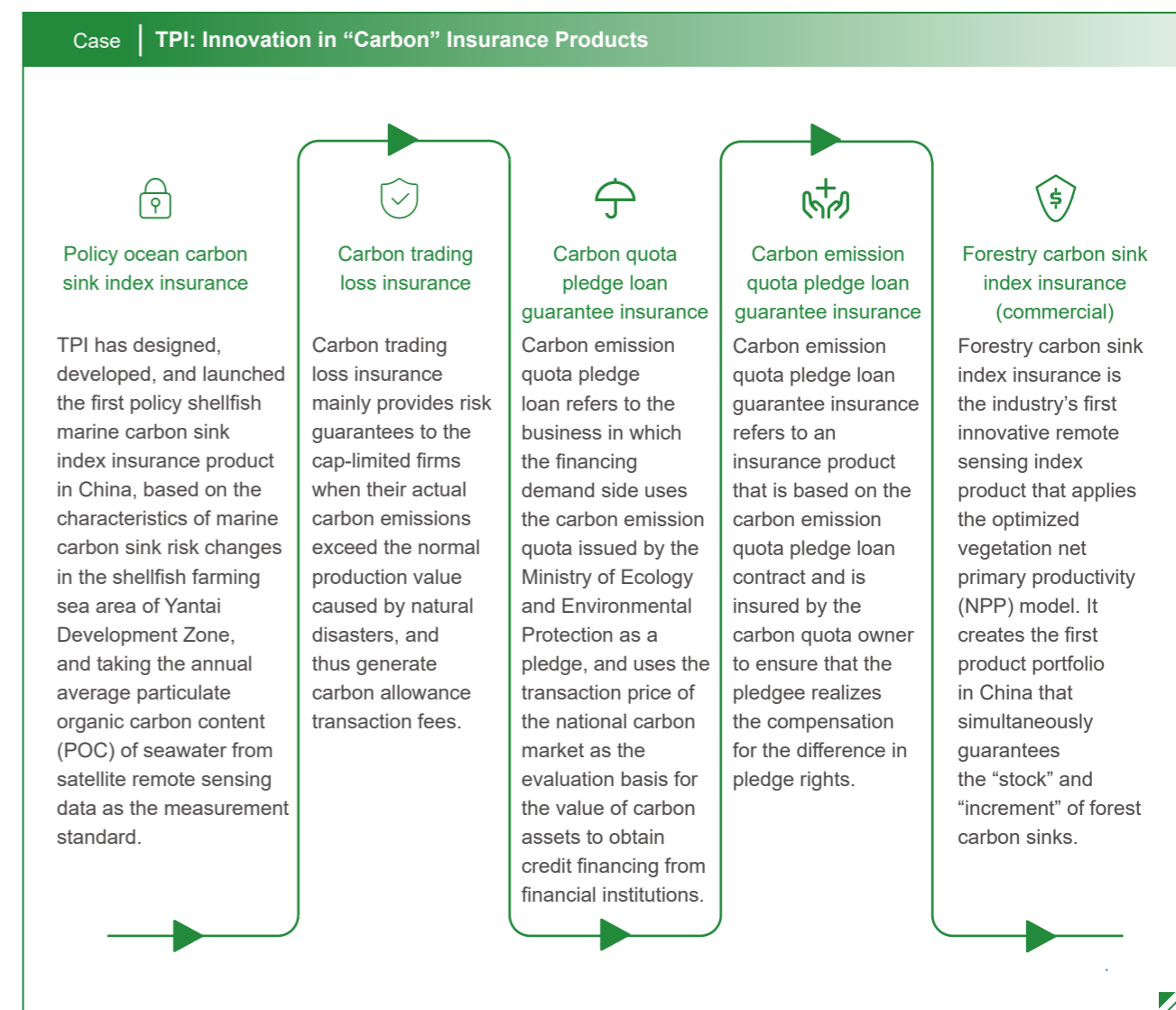
It cooperates with the National Meteorological Center to jointly build a meteorological disaster risk analysis platform, which effectively provides scheme design and risk analysis support for front-end business underwriting, and continuously improves product innovation and customer service capabilities in the field of meteorological disasters.

Climate change opportunity

- TPI**

TPI has launched the first provincial-level catastrophe insurance program in Guangxi, considering the various types, high frequency, and wide scope of natural disasters in that province. It fully assesses the huge property losses and serious casualties that may be caused by natural disasters such as heavy rainfall, floods, typhoons, and earthquakes, or major emergencies. Through risk analysis, quantification, and compensation, it provides risk guarantee and effectively helps the construction of Guangxi's disaster risk management system.
- TPRe (China)**

TPRe (China) participates in the weather index agricultural insurance contract in Guangdong, a province featuring various types, high output value, and large regional risk differences in the agricultural products. It strengthens the cooperation model of "insurance + weather" in the field of agricultural product insurance. By the end of 2022, the premiums for catastrophe insurance contracts about RMB 700 million.



03

Social Responsibility

The Group deeply practices the development concept of “Taiping for Your Peaceful Life”. Adhering to the people-oriented principle, we are committed to providing employees with a competitive salary and welfare system, a fair and broad promotion platform, and a scientific and perfect vocational training system, and strive to create a development highland for high-quality talents. We continue to fulfill our social responsibilities by improving the donation mechanism and carrying out various forms of public welfare and charity activities. Through actions such as earthquake relief and working together to fight against the epidemic, we have contributed to building an inclusive society.

By the end of 2022,

the Group has a total of **68,386** employees

and **14,461** new recruits

It had a total of **452,556** insurance agents

and **87,441** new agents



Employee Development

Equal Employment

The Group strives to build a better employment system 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. We have formulated and implemented regulations and systems such as the *Administrative Measures for Staff Recruitment*, the *Administrative Regulations on the Introduction of Headquarters Personnel*, and *Management Measures for Posts and Ranks*.

The Group pursues fairness, justice, and openness in employment. We are committed to promoting equal and diverse employment, and effectively protect the legitimate rights and interests of employees. Discrimination against employees based on nationality, race, gender, or religious belief is strictly prohibited in recruitment. We resolutely prevent and eliminate the use of child labor and forced labor, and strictly control the approval over employee entry and the procedures to verify employees' identity through incarnate standards. Terms of compliant employment are defined in the labor contracts signed between subsidiaries and employees. In the case of illegal employment, the personnel involved in will be dealt with in accordance with relevant labor laws and regulations and in conjunction with the internal *Measures for Handling Illegal Behaviors by Group Employees*.



Employee communication

Giving enough attention to strengthening democratic supervision and promoting democratic management. We give full play to the role of the congress of staff and workers and the trade union in ensuring employees participation in management and safeguarding their legitimate rights and interests, and submit matters involving the vital interests of employees to the congress for review. We set up the chairman's mailbox and conduct office interviews to improve effective communication with employees.



Salary and benefits

Releasing the vitality of talents to the full is the key for the development of enterprises. For this reason, 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 principle of gender equality is also adopted in our compensation and welfare system. In short, we are committed to providing competitive compensation and welfare treatment for our employees.

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, 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. In addition, we also actively respond to the implementation of the national childbirth policy that we pay salaries and benefits as usual for female employees during maternity leave and stress on the protection of their rights and interests.

Training and Development

The Group has formulated and implemented the *Training Plan for 2018-2022*, on which we continue to further establish the classified and hierarchical training system throughout the Group. We have established a sort of three-dimensional training system, to put it briefly, the Group headquarters oversees all trainings, business departments focus on professional trainings, and each subsidiary is responsible for its own trainings.

While actively building a development platform for employees, we have improved the training mechanism, broadened the training channels, and built a comprehensive training system covering online and offline trainings. We combine professional knowledge training and management ability training to cultivate talents, and provide diversified career development paths for employees. We issued the *Measures for the Management of the Group's e-Learning and Training Management Platform*. We have standardized the construction, operation, and management of "China Taiping Learning Cloud Platform" and "China Taiping School".

On a regular basis, we hold various special training courses for cadres, special learning for new employees, and other forms of training. We encourage employees to take professional qualification examinations recognized at home and abroad or in the industry, and will grant bounty and offer reimbursements for the test fees and other relevant expenses to those who have passed the exams and acquired certifications.

Case | Training Course for International Young Backbone Talents

In November 2022, the Group held a 15-day intensive training for international young backbone talents at the Zhangjiang Support Center in Shanghai. The training content covers one visit to a red base, one visit to an enterprise, and 27 courses in four modules, including political theory, international vision, group internationalization development and practice, overseas adaptation and competitiveness. 22 trainees from 10 domestic subsidiaries participated in the training, through which they improved their business capacity, broadened their international horizons, and enhanced their overseas adaptability.

Case | "Taiping Rising Star" Training Project

China Taiping held the 2022 "Taiping Rising Star" campus recruitment training course, which adopted a training method of "live broadcast and online courses". A total of 271 trainees from 13 subsidiaries participated in the training.



"China Taiping Rising Star" training program



Number of male employees trained

17,316 people



Number of female employees trained

16,551 people



Average training time of male employees

159.00 hour/person



Average training time of female employees

162.40 hour/person



Costs on staff training and cultivation

4,240.76 RMB 10,000

Case | China Taiping – Peking University Training Seminar for Young Cadres

In November 2022, the China Taiping-Peking University Youth Cadres Training Course was held at Peking University, and 50 young cadres from the group Headquarters and subsidiaries participated in the training. The training relies on the high-quality teaching resources in economics, finance, and social sciences of the Peking University. The trainers include well-known university professors, industry and regulatory experts, outstanding entrepreneurs in related fields, and internal lecturers of the group.

First, strengthen mission responsibility. Trainees are required to learn from the Group's "14th Five-Year Plan" and study clean practices and compliant management in business operations. Second, give an insight into the frontier. Trainees acquire the knowledge on the latest financial and insurance regulatory policies under the current domestic and foreign economic situation, so as to improve the overall view and professional ability. Third, reshape thinking. Trainees learn strategic decision-making and organizational management, etc., and improve the ability to tackle tough problems. Fourth, innovate in science and technology. Trainees learn the development trend of Fintech and industrial innovation, etc., to broaden their horizons and enhance their innovation awareness and capabilities. Fifth, upgrade cognition. Trainees learn emergency response, history and culture, national security, etc., to improve their comprehensive quality.



China Taiping - Peking University Training Seminar for Young Casres

Health and Safety

The Group takes employees' health and safety as a top priority and strives to create a safe working environment. We strictly enforce 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. We regularly organize employees to participate in safety drills and safety knowledge training, and focus on improving safety awareness of all employees. In accordance with regulatory requirements, we regularly replace labor protection equipment and check safety protection facilities in a timely manner. At the same time, on-duty personnel are assigned to take responsibility for supervising the implementation of the health and safety system, to ensure that the group maintains normal work operations.

We put employees' lives and health first. We encourage employees to balance their work and life. We actively provide a variety of mental health lectures for all employees and take the initiative to help employees adjust their psychological pressure generated in work and life to build a harmonious team. We also try to encourage employees to improve social relations and enhance their sense of happiness and belonging by organizing diverse diversified cultural, sports and social activities.



Case | Epidemic Prevention and Control

By giving full play to the role of domestic trade unions and overseas health committees, we have prepared enough anti-epidemic materials and living materials during the quarantine period from multiple channels, which provided effective guarantee for the normal work and life of employees of the Group in various places. For employees who have been diagnosed with Covid-19 or given abnormal results in nucleic acid tests, we closely followed up on the treatment. We did our best to help them, and made it clear that employees in epidemic-related areas will get paid according to normal working hours during treatment and home isolation.

When Shanghai was hit by the COVID-19 pandemic, we developed a mutual assistance platform for employees. It produced a total of 14,000 page views, and all 212 employees' requests for help were resolved satisfactorily. Besides, we launched the home fitness activity "Home Fitness Aids the Anti-epidemic, Trade Union Call You to Move", which received more than 41,000 hits.

After the release of the "Ten new measures" to optimize COVID-19 response, we quickly coordinated the procurement of medical supplies by trade unions at all levels. The trade union of the Group's organs quickly purchased 130,000 antigen test kits and RMB 150,000 of medicines.

We have allocated a special fund of RMB 1 million for epidemic prevention and control to institutions in key containment areas and economically underdeveloped areas in 2022 to better carry out COVID-19 response at the grassroots level, which shows the sincere care for our grassroots employees.



we developed a mutual assistance platform for employees. It produced a total of

14,000 page views



we launched the home fitness activity "Home Fitness Aids the Anti-epidemic, Trade Union Call You to Move", which received more than

41,000 hits

Case | "Healthy Life, Enjoy Summer" series of activities

The Group pays attention to improving the health awareness of employees and encourages them to take good care of themselves. We specially held a lecture entitled "Healthcare in Summer, and Spine Health", and invited Professor Li Weibin to give lectures on daily spine protection, summer common disease prevention, and summer healthy diet.

The series of activities also includes lectures on first aid, such as "Racing against Time, Grasp the Best Time for First Aid". We invited Shen Zhenwei, vice president of China Taiping Rehabilitation Hospital, to give lectures on first aid related knowledge, and to demonstrate and guide related first aid skills, such as cardiopulmonary resuscitation.



Employee Care

To enrich and improve employees' benefits, we pay attention to humanistic care for employees and try our best to help them solve practical difficulties. By doing this, we strengthen internal cohesion and enhance employees' sense of belonging and happiness.

Concerns for needy employees



During New Year's Day and the Spring Festival in 2022, we conducted the activity of showing concern to needy employees, distributing a total of RMB 1.958 million in solatia to 136 needy party members, 390 extremely poor workers, and 5 temporary poverty alleviation cadres, totaling 531 people. The number of people being aided and the amount of money being allotted have both reached new highs for ten consecutive years.

Care for those suffering from critical illness



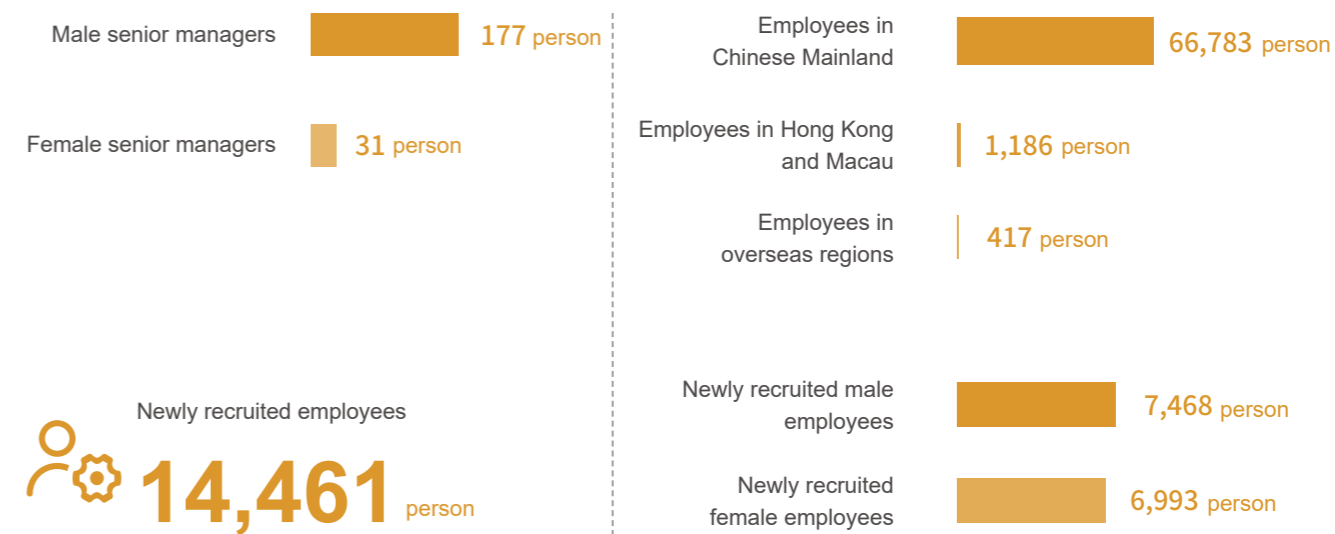
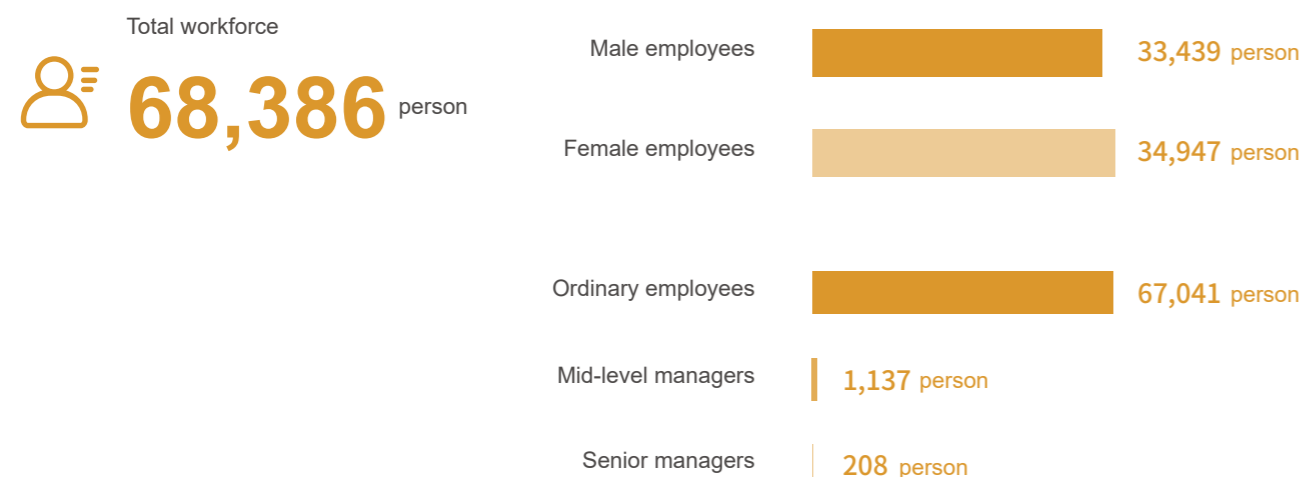
In 2022, we have allocated a total of RMB 2.25 million in mutual aid funds to help 66 employees and their families suffering from critical illness. We revised and implemented the 2022 version of the employee mutual aid plan, which expanded the coverage groups and scope of aiding, increased the amount of subsidized funds, and optimized the operation and management measures. As a result, we effectively alleviate the urgent and anxious problems caused by family members of employees and domestic retirees who suffer from critical illness and family difficulties.

Case | China Taiping Civilized Family Selection Activity

In order to carry forward the traditional family virtues of the Chinese nation and promote the development of family, family education and family tradition, the Group has held four civilized family selection activities. Numerous civilized families, with the merits of patriotism and observance of law, acting up to moral principles, dedication, and integrity, have emerged. In this year's "China Taiping Civilized Families" selection activity, a total of 17 civilized families from various subsidiaries were selected. They fully carry forward the traditional virtues of the Chinese nation and build a harmonious family together, by practicing the virtue of respecting teachers and elders, being willing to help others, and actively doing good things. They step out of the "small" family and integrate into the "big" family, supporting epidemic prevention work and social welfare undertakings. They actively contribute to the construction of a harmonious society and contribute to the family's own strength.

Promoting Employment

The Group attaches great importance to the recruitment of fresh university graduates and social personnel, absorbing outstanding talents from all walks of life to increase social employment. As of the end of 2022, the Group has a total of 68,386 employees and 14,461 new recruits. It had a total of 452,556 insurance agents and 87,441 new agents.



Case | TPL implementing the "Xiao Plan"

Practicing a professional development model, TPL launched the "Xiao Plan" talent program in 2022, aiming to attract high-quality talents. The plan adheres to the long-term principle and a strategy of high quality, high competence, and high performance. It provides policy support for up to four months to newcomers to reserve future core management talents for the team from a long-term perspective.



"Xiao Plan"

Public Charity

The Group actively fulfills its social responsibilities, by participating in or organizing various charitable activities and projects, and establishing a long-term operation mechanism for the China Taiping Charity Foundation. We pay close attention to the development of disadvantaged groups and young people, and actively carry out donation activities to help those in need. We organize voluntary services to support the earthquake and disaster relief, and work with all sectors of society to fight the epidemic.

Donation mechanism

The Group stresses on the persistence and continuity of public welfare and charity undertakings. In 2022, the Group donated a total of RMB 21.45 million in materials and cash to the external charities and public welfare undertakings and established a long-term operation mechanism for the China Taiping Charity Foundation. By the end of 2022, by appropriating RMB 1.5 million to the China Taiping Charity Foundation each year, the Group provide a financial guarantee for the foundation's regular charitable donation and sponsorship activities.

In 2022, the Group directly donated a total of RMB 15.32 million in targeted support funds, including RMB 11 million from the headquarters; RMB 3.5 million from TPI's donation of insurance support funds such as policy-based agricultural insurance and anti-poverty insurance; RMB 470,000 from TPL's donation of a rice and shrimp mixed farming base construction project in Shipodian Town, Yu'an District, Anhui Province; and RMB 350,000 from TPL, TPI and Taiping Pension's donation of Shima Ping Village in Liangdang County, Gansu Province. In addition, TP Capital introduced RMB 1.3 million in assistance funds for Liangdang; TPIM set up the "Qiushi Scholarship Fund" in Liangdang and introduced RMB 1.05 million; and Taiping Fund Management invested RMB 100,000 to support education in Yu'an.

Earthquake Relief

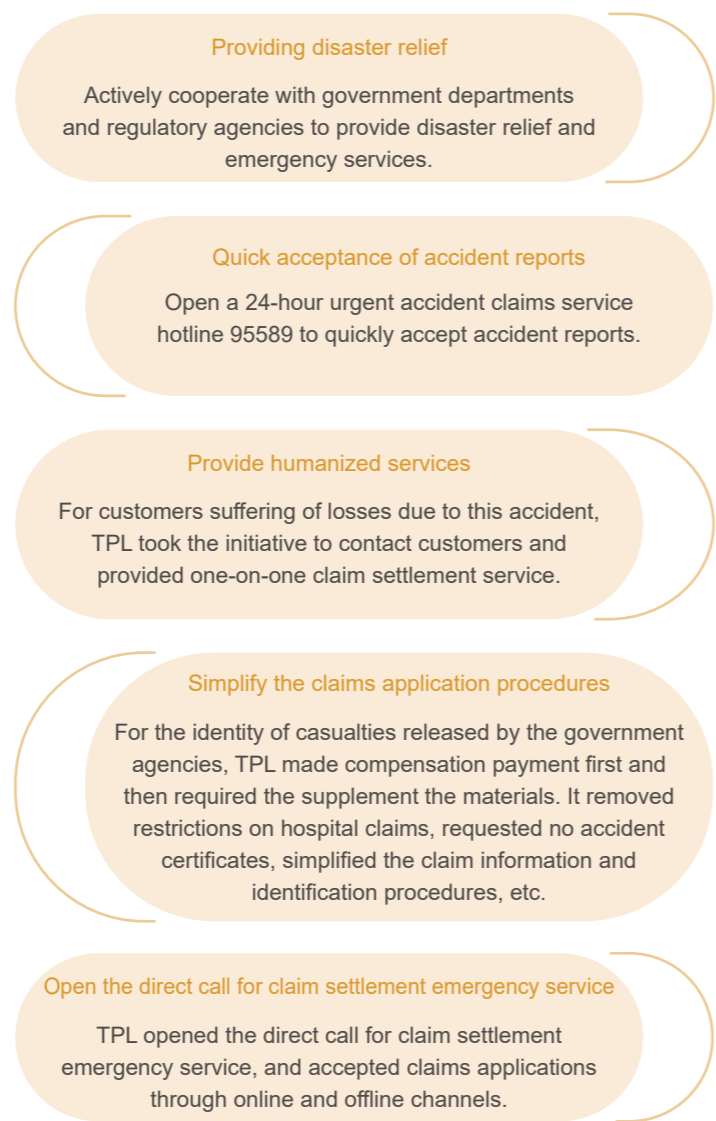
In the face of natural disasters, the Group made prompt response and implemented claim settlement services, and rushed to the disaster-stricken areas to carry out emergency rescue. We fully carried forward the collaborative dedication spirit of "Taiping people" to send warmth and care to the people in the disaster-stricken areas.

Case | Rapid Response to Emergency Disasters

In June 2022, a magnitude 6.1 earthquake occurred in Lushan County, Ya'an City, Sichuan Province, with a focal depth of 17 kilometers. Some villages and towns in Lushan County and Baoxing County were affected by the earthquake. The Group immediately activated the emergency response mechanism for major disasters and accidents. Green service green channels were soon opened, and workers were sent to the disaster area for investigation and dealing with problems. In less than 2 hours, we completed the compensation payment. Our professional proficiency in claims settlement were highly praised by customers. Besides, subsidiaries also quickly carried out customer investigations, responded urgently, found out losses, participated in rescues, and made compensations.

TPL

TPL promptly launched the emergency plan for major emergencies, opened the green channel for claims settlement, and quickly responded to insurance services.



TPI

TPI paid close and continuous attention to the latest developments of the earthquake disaster, maintained active communication with the government and other insurance companies, and cooperated with regulatory and government departments to complete various claims work and earnestly fulfill social responsibilities.

Active claim settlement service

TPI simplified the claim settlement procedures, cancelled the restricted services of designated hospitals, and removed restrictions on self-paid drugs and diagnosis and treatment items.

Policy-free claim settlement service

For customers in distress, if the basic information of the applicant's policy is verified to be consistent with the information database of the insurance company, claim settlement can be accepted without a policy.



Open the green channel for emergencies

TPI promptly started the emergency mechanism for claims settlement and open a green channel for claims settlement.

Secondary disaster early warning service

After the accident, TPI kept an eye on the development and changes of the disaster situation, and provided disaster prevention and early warning services to customers in time to prevent further losses.

TPP

TPP launched the emergency plan for major events, and introduced relevant measures, such as, setting up a 24-hour hotline, opening a green channel for claims settlement, and reducing claims settlement procedures for disaster relief. In order to better solve the problems, the following emergency measures are also proposed:

- Actively investigate the situation of accidents**
TPP proactively investigated and collected information about accidents, and assisted customers in applying for claims.
- Simplifying claim settlement procedures**
TPP provided policy-free claim settlement services. For the death list announced by government agencies, TPP paid the compensation immediately, and then required the supplement of related documents such as death certificates and household registration cancellation certificates later.
- Cancellation of hospital grade restrictions**
TPP cancelled the restrictions on the levels of hospitals in the clauses.
- Cancellation of restrictions on self-funded items**
TPP cancelled the restrictions on medical self-paid items in the clauses.

Case | Rapid response to catastrophes



Promptly arrange materials for disaster relief after the earthquake



Temporary service station after earthquake

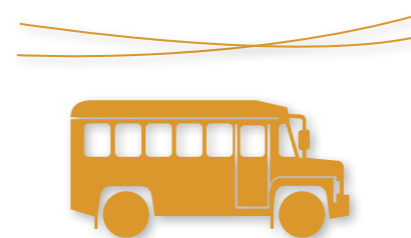


Party members assist in emergency relief at the site



Case | China Taiping Tram Free Ride Day

To celebrate the 25th anniversary of Hong Kong's return to the motherland, China Taiping held a tram free ride day event in Hong Kong, and sincerely invited Hong Kong citizens to take unlimited free rides on that day.



Free tram day to celebrate the 25th anniversary of the return of Hong Kong

Case | Participating in the "Create Bright TEEN Project"

The Group is committed to promoting the development of young people, and donated HK\$ 1 million to sponsor the "Create Bright TEEN Project" launched by the Hong Kong SAR Government, and selected 13 young and middle-aged backbones to guide young students from subdivided housing. By matching students with volunteer mentors, the plan aimed to share mentors' life experiences with students and help them set personal development goals. It also provided each student with HK\$ 10,000 of funds to cultivate their financial management concepts. Additionally, the plan also provided grassroots students with ability training, elective courses, and other personal quality improvement activities.



"Create Brightness TEEN Project" activity

Public Welfare Activities

Being enthusiastic about public welfare and charity, the Group has organized various forms of social welfare activities, such as, donations to help those in need; the "Community Solar Street Light" charity project; the Community Walk for Millions in Hong Kong; the "Create Bright TEEN Project" of the Hong Kong SAR Government; China Central Enterprises Caring for Community Activities; Youth Charity Basketball League; Voluntary Tree Planting in Country Parks; and China Taiping Tram Free Ride Day. These activities were held with the purpose of enhancing the happiness of the people and promoting social harmony.

Working Together to Fight Against the Epidemic

During the Covid-19 epidemic, while carrying out its routine COVID-19 control, the Group integrated internal and external resources. We made the best use of our financial and insurance capabilities to support the fight against the epidemic across the country. In Hong Kong, the Group actively selected many colleagues to participate in the activities organized by the Hong Kong SAR Government and the Hong Kong Anti-epidemic Connection Leading Organization, including delivering anti-epidemic materials to front-line medical staff, distributing "anti-epidemic service pack" provided by the SAR Government, and vaccination outreach services, etc. Besides, we also donated insurance coverage of HK\$ 136 million to frontline anti-epidemic personnel.

In 2022, the Group organized and participated in 22 charity and epidemic prevention and control activities, with a total of 3,381 hours of service and 720 person-times. In addition, China Taiping volunteer team now has more than 300 members.



04

Modern governance

The Group continues to consolidate the foundation of governance, and strives to build a corporate governance mechanism that enables each organ and each department to perform its respective functions, assume its own responsibilities, and coordinate with and check one another, so as to provide support for sustainable development.



3 executive Directors
4 non-executive Directors
4 independent non-executive Directors



The Board was comprised of a total of **11** Directors
2 female directors

Governance System

The Group continues to improve the modern corporate governance system, effectively enhancing governance capabilities and efficiency. It gives full play to the supporting role of the corporate governance mechanism that each performs its own duties, and cooperates closely to form a synergy.

● General Meeting of Shareholders

The General Meeting of Shareholders is the organ of authority of the Group. In 2022, the shareholders' meeting was held for once, with 7 proposals reviewed and approved.

● Board of Directors

In accordance with the articles of incorporation, the Board of Directors is responsible for the General Meeting of Shareholders and formulates the overall strategy of the Group. As of the end of 2022, The Board was comprised of a total of 11 Directors, with 3 executive Directors, 4 non-executive Directors, and 4 independent non-executive Directors. In 2022, the Board has summoned a total of 11 meetings, which reviewed and approved the *Proposal on the Group's 2022 Donation Arrangement*, the *2021 Consumer Rights Protection Work Report of the Group*, *Proposal on Investing in China Taiping Rural Revitalization Equity Investment Fund*, the *2021 Environmental, Social and Governance (ESG) & Social Responsibility Report of China Taiping Insurance Holdings Company Limited*, and other ESG-related issues.

● Diversification of Directors

With respect to the composition of the Board of Directors, the Group adheres to the principles of diversification and takes such factors into consideration, including but not limited to age, educational background, professional experience, skills, service tenure and gender. The Group's Board of Directors comprises 11 members, including 2 female directors.

Investor Communication

As a listed company, the Group strictly abides by the regulatory requirements of the place of listing, and discloses information in a timely, accurate and comprehensive manner. We communicate with investors through multiple forms of communication, constantly innovating investor communication and service methods, optimizing investor relationship management, improving communication efficiency, and focusing on protecting investors' rights and interests.



Compliance Information Disclosure

The Group, as a listed company in Hong Kong, earnestly implements the *Rules Governing the Listing of Securities on the Stock Exchange* and other applicable regulatory requirements. Fully complying with information disclosure requirements, it discloses various information in a timely and open manner through designated information disclosure channels, and ensures the authenticity, accuracy and completeness of information disclosed. Moreover, it has also made continuous efforts to improve the quality of information disclosure.

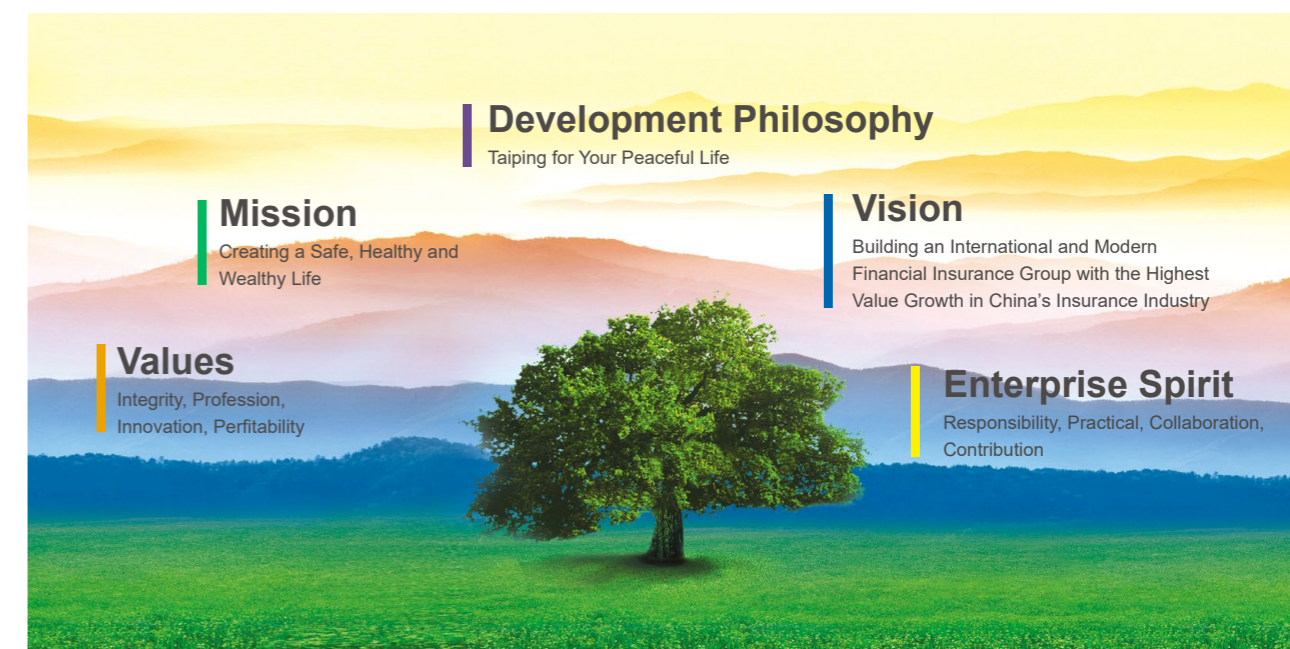


Multiple Forms of Communication

The Group communicates with investors through multiple forms of communication, mainly including, convening annual General Meeting of Shareholders and regular performance presentations; setting up investor open days; opening investor relations hotlines and emails. In 2022, two performance conferences were held in the form of "online video live broadcast + teleconference", making it accessible to investors in the United States, Europe, Chinese Mainland, Hong Kong, and Macau. More than 100 domestic and foreign media reporters, investors, and analysts attended the meeting.

Corporate Culture

The Group continues to improve the development concept of "Taiping for Your Peaceful Life", and is committed to sharing the growth of corporate value with customers, shareholders, employees, and the society. We also vigorously advocate and practice the values of "integrity, professionalism, innovation, and value" and the enterprise spirit of "responsibility, pragmatism, collaboration, and dedication". Upholding the mission of "creating a safe, healthy and prosperous life", we strive to realize the vision of "becoming an international modern financial insurance group with the highest value growth in China's insurance industry". We actively promote the service culture of "staying close to customers, the market, the front line", and make constant efforts to develop safety culture, marketing culture, integrity culture, responsibility culture, efficiency culture and other sub-culture items, to unite every China Taiping employee with excellent corporate culture.



Publicity of corporate culture in workplace

Cultural walls, electronic screens, bulletin boards and other media are used to display posters of major events. Meanwhile, we design publicity posters for major projects, major honors, advanced experience, excellent views within the system, to show the Group's positive and hardworking spirit.

Promoting corporate culture through major events

The Group actively carries out brand activities, organizing the second annual "China Taiping Day" and other series of celebration activities. We carry forward the corporate culture, unite people internally, publicize the brand externally, and encourage all Taiping people to work hard and forge ahead. Taking advantage of hot issues of China women's soccer team winning the Asian Cup and China's Taiping Ice and Snow sports ambassador Xu Mengtao securing a gold medal at the Beijing Winter Olympics, we launched a series of brand marketing activities to boost employees' sense of corporate pride and honor.

Spreading corporate culture through multiple platforms

Relying on the company's intranet, official website, official Weibo, and other media platforms, we disseminate the Group's news and exciting events in a timely and efficient manner, to enhance employees' sense of identity and honor.

Case | The Second "China Taiping Day"

The second "China Taiping Day" event was successfully held with the theme of "Enjoying Taiping with Customer First, Innovation Leading to A Bright Future". The event was live broadcasted through "Taiping Tong" App, with cumulative viewers of 360,000, and also covered by some authoritative media. Additionally, the Group also held a "Public Welfare Activity of Free Tram Ride for Hong Kong Residents on China Taiping Day", with the purpose of enhancing our cohesion internally and promoting our brand externally.



The second "China Taiping Day" event

Case | Carrying Out Risk Compliance Training

- We held the 2022 special training on preventing and defusing financial risks and launched the meeting of the comprehensive risk management ability improvement project. A total of more than 6,000 people from the Group and its subsidiaries participated in the training.
- We carried out comprehensive risk management and consolidated management system training, and more than 300 people from various departments of the group, risk management department of subsidiaries, classified risk management department and information disclosure department participated in the training.

Risk Internal Control

Governance system

The Group has established three lines of defense for risk prevention and control. The first line of defense is composed of various functional departments and business units, which identifies, analyses, evaluates, responds, monitors and reports risks on the front end of the business. It is the most basic and critical line of defense in the comprehensive risk management system and the first responsible person for risk management. The second line of defense consists of the committee and department of risk management. It organizes an overall risk management system, ensuring the formulation of risk management policies, risk preferences and quotas, and putting forward countermeasures. The third line of defense is composed of the audit committee and internal audit institutions. It supervises the company's established risk management process and various risk control procedures and activities.

We have organized the implementation of comprehensive risk management capacity improvement projects, and sorted out risk management and consolidated management systems. We have formulated two basic regulations, the *Basic System for the Group's Comprehensive Risk Management* and *Basic System for the Group's Consolidated Management*. While improving complementary management methods, we have established "the Group's unique risk management system" covering the subjects of risk contagion, concentration risk, opaque organizational



structure, non-insurance area to consolidate the foundation of the group's endeavor in risk management.

We issued 24 supporting management measures to effectively fill in the gaps in the system to cope with solvency risks and major business event reporting, such as:

- *Basic System of Comprehensive Risk Management*
- *Group Strategic Risk Management Measures*
- *Group Insurance Risk Management Measures*
- *Group Liquidity Risk Management Measures*
- *Measures for the Management of Group Capital*
- *Administrative Measures for the Group's Comprehensive Risk Management System*
- *Guidelines for Risk Management of Group's Third Party Entrusted Funds*
- *Administrative Measures for the Group's Recovery and Disposal Plan*
- *Management Measures for the Group's Risk Appetite System*

Internal Control

The Group carries out internal control practices in accordance with the *Rules Governing the Listing of Securities on the Exchange* (Listing Rules) of the Stock Exchange of Hong Kong Limited, the *Basic Standards for Enterprise Internal Control* and its supporting guidelines by China's Ministry of Finance and five other ministries, and the relevant regulatory provisions of the China Banking and Insurance Regulatory Commission. Through analyzing, we have identified internal control defects from such aspects as control environment, risk identification and assessment, control activities, information and communication, and supervision. We have conducted a comprehensive evaluation of the company's internal control system, implementation, and operation results. The results of this internal control evaluation and internal inspection showed that the company has established a relatively sound internal control organization structure, internal control management system and risk management system. In accordance with the relevant requirements of the second phase of "C-ROSS (China Risk Oriented Solvency System)" regulatory rules and other relevant requirements, we improved the risk management system and made sure that the Group can basically adjust internal control measures in a timely manner according to changes in internal and external conditions. We will continuously optimize business control processes, upgrade risk control systems, improve information system control, and strengthen internal control supervision and management to ensure the realization of the Group's internal control objectives in terms of organization, personnel, system, process, and execution. In short, the Group's internal control is basically sound, reasonable, and effective, providing a relatively effective guarantee for the realization of business management objectives.

In 2022, TPFAS reviewed and implemented 783 audit projects and issued 1,273 audit reports, covering the Group headquarters, 24 subsidiaries, 617 branches, and 473 leading cadres.

In 2022, TPFAS reviewed and implemented audit projects

783

issued audit reports

1,273



Legal Compliance

The Group continues to strengthen compliance management, promotes the internalization of external regulations, and further consolidates the system foundation. In 2022, it formulated and revised 91 business management regulations, including 3 basic regulations, 68 management measures, and 20 implementation rules, which have consolidated the institutional guarantees from top-level design, strengthened management, and grass-roots implementation. We have formulated and implemented the *Work Plan for Comprehensively Promoting the Construction of the Group's Rule of Law during the 14th Five-Year Plan Period*. We have completed the special work of sorting out incompatible positions, enhanced the supervision on related party transactions, sanction risk management, and other fields, and promoted the initial establishment of a regular violation accountability mechanism among subsidiaries. In addition, we comprehensively strengthen the construction of a compliance culture, deepen the concept of compliance, and build a firm compliance dam.



Anti-Corruption and Honesty

The Group strictly abides by the *Anti-Money Laundering Law of the People's Republic of China* and Hong Kong's *Anti-Money Laundering and Terrorist Financing Ordinance*, *Drug Trafficking (Recovery of Proceeds) Ordinance*, *Organized and Serious Crime Ordinance*, *United Nations (Anti-Terrorism Measures) Regulations* and other relevant laws and regulations. In accordance with the Hong Kong Stock Exchange's securities listing rules, *Corporate Governance Code*, *Money Laundering and Terrorist Financing Risk Assessment Guidelines for Financial Institutions and Customer Classification Management*, we formulate *Anti-Money Laundering Management Measures* and other internal systems to prevent money laundering and terrorist financing activities, and promote the effective implementation of the Group's anti-money laundering internal control system.

Strictly abiding by the *Anti-Unfair Competition Law of the People's Republic of China* and Hong Kong's *Prevention of Bribery Ordinance* and other laws and regulations, we adhere to operation with integrity, and resolutely resist commercial bribery and corruption.

All employees are strictly required to abide by relevant laws and regulations, and bribery, extortion, fraud, and other acts are strictly prohibited. Any violations will be dealt with in accordance with the Group's internal systems and laws and regulations.

To protect the rights and interests of informants, the Group keep them and the content of their report strictly confidential, and assign responsible departments for supervision to ensure the effective operation of relevant procedures.

During the reporting period, through anti-corruption education activities, we improved employees' awareness of integrity and self-discipline and help them build the concept of "upholding integrity, resisting corruption, and working with honesty".

In 2022, TPFAS, the Group's internal audit agency, carried out 9 special audit projects on anti-money laundering and issued 718 special audit reports on anti-money laundering. It also carried out 6 special audit projects on anti-insurance fraud and issued 6 special audit reports on anti-insurance fraud.

Case | Carrying out anti-corruption and anti-money laundering training

TPAM: In terms of training on honesty and integrity, through investment risk project case sharing, legal publicity, warning education and other ways, we carry out multi-dimensional learning and education to urge cadres and employees to truly bear the rules in mind and keep the bottom line in behavior.

TPRe: To strengthen anti-money laundering management, we establish a special anti-money laundering approval and verification workflow in the OA system, which improves anti-money laundering work efficiency. We also establish an anti-money laundering working mechanism that meets regulatory requirements and the characteristics of the reinsurance industry. According to the relevant provisions of the Group's anti-money laundering management measures, we conduct self-examination in the implementation of anti-money laundering work every year, and propose an anti-money laundering work plan for the next year based on the self-examination results. Additionally, we improve internal control systems and operating procedures to effectively control money laundering risks.

Intellectual Property

The Group set great store by the protection and management of intellectual properties to ensure that the outcome of tech innovation was effectively applied. Likewise, we attached great importance to the training of scientific and technological personnel and had more than 1,000 people of this kind in 2022. By the end of the year, TPFT, a tech platform shared across TPG, had been granted 90 patents and 89 registered copyrights for software. The platform's invention patents covered such sophisticated technologies as big data, artificial intelligence, smart imaging, voiceprint recognition and AR, and have so far brought us several advantaged patent clusters of an applied nature, including those on smart anti-fraud systems, smart recommendation of insurance products and so on. While protecting our own intellectual properties, we did not infringe on those of other persons to ensure that all intellectual properties were protected and respected.

Case | Intelligent Image Recognition Technology

The intelligent image recognition technology is currently a basic intelligent technology widely used in the Group. In 2022, it provided image recognition services in products such as "Danzhengtong" for nearly 100 million times. At present, TPFT has obtained 5 patent authorizations in this technology, including "image analysis method", "image recognition request processing method", "receipt recognition method", "handwritten signature recognition method" and "image processing method", resulting in a preliminary formation of protection on technical advantage of the basic intelligent technology. In addition, the patent portfolio in the field of "data processing and analysis" and "natural language technology" is also becoming increasingly mature.

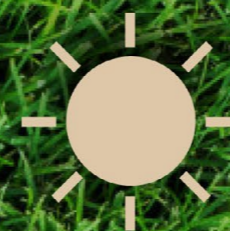
Case | A Model Product of Innovation-"Che Xian Fen"

Through several rounds of patent mining and design optimization, the product has been granted seven patents. Of them, a method used to identify fraud gangs provided protection for our anti-fraud business throughout its process. So far, the product has been rolled out to all branch companies of TPI to support an anti-fraud campaign. Thanks to the product, we managed to reduce more than RMB 20 million in compensation for car insurance.

05

Devotion of Central Enterprises

Bearing in mind the mission of a central enterprise, the Group adheres to its fundamental role in finance, and makes the best use of its function of insurance guarantee and investment, in order to ensure the people's livelihood and advance the development of the real economy. We thoroughly implement and actively responds to population aging and rural revitalization, and support national policies on the construction the Guangdong-Hong Kong-Macao Greater Bay Area and the high-quality joint construction of the "Belt and Road" Initiative.



By the end of 2022,
the Group has provided health risk guarantee exceeding
to RMB **62.7879** trillion
covering over **96** million people

We undertook **70** "Huimin Insurance" projects
with over **17** million people insured



Ensuring People's Livelihood with Inclusive Finance

The Group attaches great importance to the development of inclusive finance. It has formulated and implemented the Implementation Opinions of the Group on Promoting Inclusive Financial Work, and clarified the development direction, business strategy, decision-making and execution mechanism of inclusive financial insurance. By carrying out a series of practical measures around ensuring people's livelihood and deployment implementation, we are committed to improving the coverage, availability and satisfaction of our financial and insurance services.

Universal health insurance

We vigorously develop inclusive health insurance to help build a multi-level medical security system. By the end of 2022, the Group has provided health risk guarantee exceeding RMB 62.7879 trillion, covering over 96 million people. We helped the urban and rural residents solve of the problems of "falling into poverty because of illnesses, slipping back into poverty due to illness". TPL, TPI and TPP undertake critical illness insurance projects in Qingdao, Chengdu, Wuxi and other places to provide risk guarantee of over RMB 8.2363 trillion, covering over 20 million people. Besides, we undertook 70 "Huimin Insurance" projects, with over 17 million people insured.

New citizen insurance

We have formulated and implemented the *Implementation Opinions of the Group on Strengthening Financial Services for New Citizens* to improve the risk guarantee of various new citizen groups. TPL and other three domestic insurance companies have launched a variety of products to benefit the people, such as Huimin Insurance, Wugong Insurance, Poverty Prevention Insurance, and Changxiang Insurance, providing comprehensive insurance guarantee services for new citizens, farmers, drivers, and other groups.

Meet diverse health protection needs

We have enriched the products lineage of commercial health insurance to meet the diverse health protection needs of customers. According to the differentiation of the characteristics of the population, we have designed a variety of medical insurance products, including high-end medical care insurance, mid-end medical care insurance, critical illness insurance, chronic disease complications insurance, etc. We also provide customers with group medical insurance, hospitalization medical insurance, disability medical insurance, etc.

Case | China Taiping Oasis Group Accident Insurance

In September 2022, TPL developed and launched the "China Taiping Oasis Group Accident Insurance". The product covers a wide range of liability, including multiple accidental death and disability liabilities. It also provides accidental hospitalization allowance and accidental medical expense protection, as a complement to group accident main insurance, and meets diversified protection needs. In addition, this product can support the insurance donation project initiated by the Yunnan Provincial Insurance Industry Association and participated by 42 insurance companies in Yunnan Province to provide insurance guarantees for first secretaries and village officials dispatched to serve in village to boost poverty eradication efforts on the front line. It helps solve their worries and in turn further highlight the product's advantage in benefiting the people.

Response to the Population Aging

The Group puts great emphasis on the pension financial business from a strategic level, and promotes the coordinated development of personal pension and other businesses, to improve the pension service system and to support the development of the national elderly-care work mechanism.



Participating in the construction of a multi-pillar elderly-care mechanism

For instance, TPL and TPP were approved for personal pension pilot programs at the same time. TPP acquired the qualifications as one of the two companies eligible for all three pilot programs of exclusive commercial pension insurance, personal pension, and commercial pension. By the end of 2022, its premium scale of exclusive commercial pension insurance reached RMB 191,867,400, and 75,490 people were insured.

Vigorously developing the long-term care insurance service

We provide long-term care insurance services for people who are unable to take care of themselves due to old age, illness, or disability, and create the "China Taiping Model". We have compiled the White Paper on Long-term Care Insurance to present our long-term care insurance service to the society and continuously enhance its industry and market influence. We have fully participated in the pilot programs of expanding the national long-term care insurance system. By 2022, the Group's long-term care insurance service has covered 26 million people in 12 provinces, helping the pilot areas to solve the problems of taking care of severely disabled people.

Optimizing the supply of insurance for the elderly

We have enriched the types of insurance products for the elderly group, and provided them with insurance products covering accidental death, accidental medical treatment, accidental hospitalization allowance and other liabilities. We set differentiated insurance coverage to provide adapted products for elderly consumers with different needs and financial capabilities. In 2022, the premium income of insurance products for the elderly exceeded RMB 12 billion, a year-on-year increase of 7.7%, with over 4.6 million people insured.

Case | Creating the "China Taiping Model" of Long-term Care Insurance

In the context of population aging in China, establishing a long-term care insurance system that provides basic living care, medical care services, and financial guarantees for the disabled and demented plays an important role in improving the multi-level social security system and serves as a strategic measure to deal with population aging.

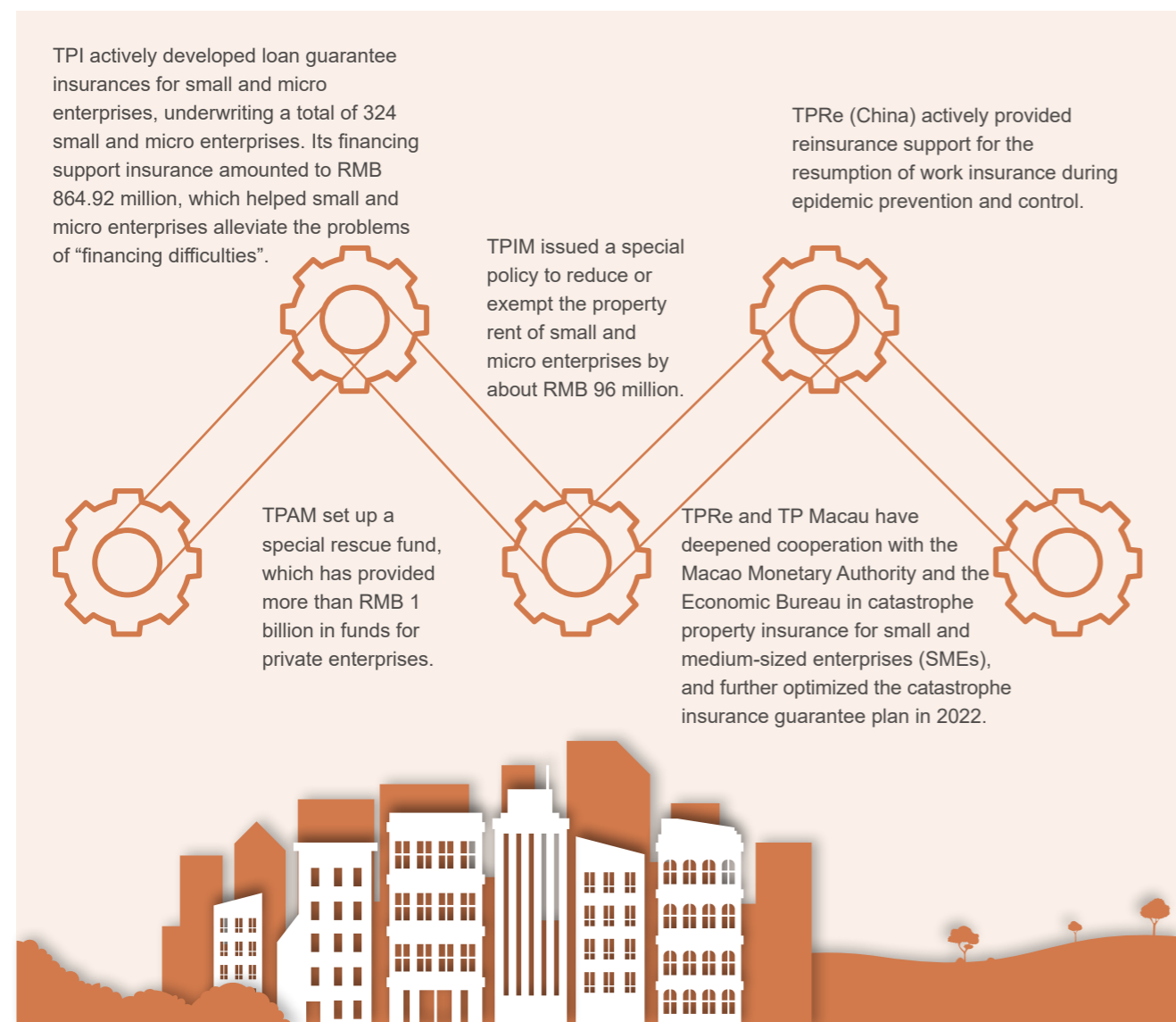
As one of the earliest pioneers in this field, TPP continues to explore and practice in providing long-term care insurance service. By the end of 2022, TPP has formed the business advantages of "a business structure covering major pilot regions, a sound full-process operation management system, an industry-leading information system, and a professional and efficient talent team". Many projects of TPP have won honors such as "People's Heart Project", "Practical Project" and "Urban Innovation Service Award".

Serving the Real Economy

To provide better risk guarantee and make full use of insurance funds in the long-term investment, the Group has formulated 15 measures to help stabilize economic growth. Combining the characteristics and advantages of each subsidiary, we strive to provide insurance support for key areas and weak links of the real economy. As of the end of 2022, the investment and management scale of the Group's existing insurance funds has exceeded RMB 700 billion, a year-on-year increase of 9.1%, with an insurance amount of over RMB 12 billion.

Supporting the Development of Small, Medium and Micro Enterprises (SMMEs)

The Group has established two asset-backed plans to help micro, small and medium-sized enterprises (MSMEs) overcome the difficulties of the epidemic. In 2022, we raised more than RMB 4.9 billion for core enterprises like Guangzhou Urban Construction to ease the financial pressure on SMMEs in the upstream and downstream of the supply chain. Meanwhile, we strengthened the investment and operation of financial aid products, and invested more than RMB 1 billion in the form of stocks and convertible bonds, etc. to provide financing support for qualified private enterprises.

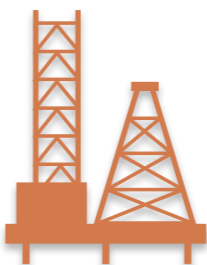



Increasing Support for Key Areas

The Group takes advantage of the long-term and stable characteristics of insurance funds. Through debt investment plans, equity investment plans, equity investment funds and asset-backed plans, infrastructure REITs, debt-to-equity swap investment plans, and perpetual bonds, we have increased investments in national strategic technology fields, strategic emerging industries, and major construction projects related to people's livelihood. In 2022, we increased RMB 53 billion in investments, among which an amount of RMB 620.9 billion was insured for the intelligent manufacturing industry in support of its intelligent and digital transformation, with the premium income rising by 45.9% year on year.

Case | Operating and Leasing Project of JU2000E Jack-up Drilling Platform

TSFL successfully launched the project of JU2000E Jack-up Drilling Platform (Kantan No. 8), with a total investment of RMB 740 million, providing support for increasing offshore oil and gas production and ensuring the development of China's offshore oil and gas resources.

"Kantan No. 8" drilling platform delivered to Dongjiang

Case | Supporting Intelligent Manufacturing

The Commercial Aircraft Corporation of China, Ltd. (COMAC), established under the approval by the State Council, is the main body in carrying out China's medium and large passenger aircraft project, and the main carrier for coordinating the development of trunk plane and regional plane and realizing the industrialized production of civil aircrafts.

Fully supporting the development of China's domestically produced large aircraft and intelligent high-end manufacturing business, TPI provided COMAC with property insurance including the headquarters building and manufacturing and R&D bases, as well as insurance support for the first (set) of ARJ21 and C919 (Product Liability & Quality Assurance Insurance), for the sake of supporting the whole process from research and development to delivery for domestic large aircraft. In 2022, a total of more than RMB 3.6 billion risk guarantees have been provided for COMAC.



Supporting for COMAC

Participating in the Rural Revitalization

The Group, taking rural revitalization as one of the important ESG goals, has fostered good practices and good experiences in serving the rural revitalization with the characteristics of company by insisting on high-level promotion, focusing on key points, and giving full play to the company's advantages.

● Agricultural insurance

Focusing on the high-quality development requirements of issues relating to agriculture, rural areas and farmers, the Group has issued development opinions and other documents to support the development of agricultural insurances, to enhance insurance guarantees, and to help implement national policies that strengthen agriculture, benefit farmers, and raise rural living standards. In 2022, the Group's agricultural insurance premium income increased by 23.5% year on year, and the agricultural housing insurance premium income rose by 178% year on year. TPI has developed innovative agriculture-related insurance products such as agricultural product quality assurance insurance, high-standard farmland construction project quality potential defect insurance, and promoted intelligent operation and management of these products throughout the whole process.

● Rural revitalization fund

We have established the China Taiping Rural Revitalization Fund to assist in implementing the national strategy of rural revitalization, and at the same time created more employment opportunities for the areas that the Group provides paired assistance, in an effort to consolidate our achievements in poverty alleviation. The size of the fund reaches RMB 500 million, with a tenure of 5+3 years. Through strategic investment, stable investment and equity income, the fund focuses on investing in rural revitalization fields, such as modern planting and breeding, rural people-enriching industries, agricultural product processing and distribution, and agricultural technology innovation.

● Assistance project

We continue to carry out assistance work around the theme of rural revitalization from various aspects, such as consumption assistance, education assistance, and medical assistance. In 2022, we invested RMB 15.32 million in 27 rural projects, benefiting 156,000 people. We carried out paired assistance work in Liangdang County of Gansu Province and Yu'an District of Anhui Province, lifting a total of 12,000 people out of poverty and increasing the per capita annual income by about 3,600 RMB. We purchased RMB 21.8715 million of agricultural products from the targeted counties, and RMB 1.4533 million of agricultural products from other poverty alleviation areas. We assisted in the sale of RMB 3.3392 million of agricultural products from targeted counties. Besides, we also helped in training and cultivation of 1,399 people, relating to rural grass-roots cadres, leaders in rural revitalization, and professional and technical personnel.

In 2022, TPG has awarded the highest ranking "Good" in the evaluation of assistance for targeted poor areas performance among 305 centrally-administered state-owned units.

Case | The company Helps Yu'an District to Bring in New Energy Project of Yousheng Aluminum Industry

The Group assisted Yu'an District to successfully bring in Shanghai Yousheng Aluminum's high-end new energy lightweight components project, with a total investment of more than RMB 500 million.

The project mainly produces aluminum alloy auto parts, such as, automobile door sill beams, anti-collision beams, and battery trays. More than 70 sets of CNC equipment, 4 sets of punching machines, 1 assembly line, and 1 set of FDS equipment have been installed in the processing center. The monthly output value is about RMB 30 million, offering 200 jobs to people nearby. The average monthly income of employees is more than RMB 6,000.

Participating in the Construction of the Guangdong-Hong Kong-Macao Greater Bay Area

The Guangdong-Hong Kong-Macao Greater Bay Area, as one of the regions with the highest degree of openness and the strongest economic vitality in China, has an important strategic position in the overall development of the country. The Group takes high-quality development as our strategic core in Hong Kong and Macau and by deeply rooted into the Greater Bay Area. For such purposes, we are committed to making the Greater Bay Area a strategic base that all our subsidiaries are required to make full use of the advantages in long-term cross-border operations, a large number of operating outlets, and extended service networks covering the three places to expand innovative cross-border motor vehicle insurance, cross-border medical insurance and other products. We have established the China Taiping Guangdong-Macao (Hengqin) Insurance Center. It issued the first order in the cross-border auto insurance industry of "Northbound Travel for Macao Vehicles", and became the first insurance company in the industry to pass the regulatory acceptance of "Northbound Travel for Hong Kong Vehicles", which strongly supports the convenient flow of factors of production in the Greater Bay Area. We innovated and developed a series of critical illness insurance products and medical insurance products exclusive to Guangdong-Hong Kong-Macao Greater Bay Area insurers, and established a financial service center for the elderly in the Greater Bay Area to better meet the risk guarantee needs of residents in the Hong Kong-Macao Greater Bay Area. Additionally, we have strengthened investment and industrial layout in the Greater Bay Area and established a Guangdong-Hong Kong-Macao Greater Bay Area Investment Center of TPAM to perform our duty in investing in the real economy of this region.

In 2022, the Group further implemented the three-year action plan for the construction of the Greater Bay Area, and achieved a premium income in the Greater Bay Area of RMB 54.3 billion, a year-on-year increase of 9.3%, with an amount of RMB 78 billion in the investment balance, a year-on-year increase of 2.7%.

The Group actively supports the prosperity and stability of Hong Kong and Macau. We donated HK\$136 million in insurance guarantee and more than 130,000 pieces of anti-epidemic supplies to the Hong Kong Anti-epidemic Volunteer Alliance and others throughout the year. We actively responded to the talent plan of the SAR government and recruited a total of 152 people in Hong Kong, among whom 147 employees are local residents, accounting for 96.7% workforce in Hong Kong. We have stepped up efforts to cultivate local talents and dispatched 6 Hong Kong employees to go to Hainan Province for exchange and exercise. We supported the diversified development of Macau. The Hengqin Guangdong-Macao Cooperation Traditional Chinese Medicine Science and Technology Industrial Park was officially undertaken and operated by China Taiping. TP Macau was awarded the Industrial and Commercial Medal of Merit by the Macau SAR Government.

Case | Northbound Travel for Macao Vehicles

In December 2022, TP Macau successfully signed the first order of "Northbound Travel for Macao Vehicles". The insurance product "Northbound Travel for Macao Vehicles" made it possible that Macau car owners only need to purchase a Macau auto insurance policy without the necessity to buy an additional compulsory traffic insurance in the Chinese Mainland. TP Macau underwrites the insurance policy, and the domestic subsidiaries are responsible for the claims settlement service after the vehicle enters the mainland. TPI collaborated with TP Macau and TP Hong Kong to promote the smooth implementation of this innovative insurance plan, and ensure the effective implementation of the system of "Northbound Travel for Macao Vehicles" and "Northbound Travel for Hong Kong Vehicles".

By the end of 2022, TPI has provided more than RMB 10 billion of vehicle insurance for the Hong Kong-Zhuhai-Macao Bridge, providing convenient cross-border vehicle insurance services for more than 2,000 companies and nearly 10,000 private car owners in the Bay Area.



Online insuring for "Northbound Travel for Macao Vehicles" insurances through TP Macau Insurance Mall

achieved a premium income in the Greater Bay Area of RMB

54.3 billion

a year-on-year increase of

9.3%

with an amount of RMB

78 billion in the investment balance

a year-on-year increase of

2.7%

Case | Hengqin Guangdong-Macao Cooperation Traditional Chinese Medicine Science and Technology Industrial Park Project

The Hengqin Guangdong-Macao Cooperation Traditional Chinese Medicine Science and Technology Industrial Park, located in the high-tech area in the northwest of the Hengqin Guangdong-Macao Deep Cooperation Zone, is an important measure to implement the Guangdong-Macao Cooperation Framework Agreement and the first project co-developed by Macao SAR and Guangdong Province. This project serves as one of the important carriers to promote the moderately diversified development of Macao's economy, which has been integrated into the overall development of the country.

The Group has established a close partnership with the Macao SAR Government and signed agreements related to industrial park projects, and has undertaken the operation and management of industrial parks.

This project is an important measure to implement the great practice of "One Country, Two Systems" in the new era, and an important way to support the moderately diversified development of Macao's industries. Meanwhile, it is also an important opportunity for the Group to vigorously promote the construction of its Medical Health & Elder Care Ecosystem, which has great significance in lifting the scale and quality of our insurance and investment business in Hong Kong, Macao and the Greater Bay Area and enhancing our social influence in this region.



Hengqin Guangdong-Macao Cooperation Traditional Chinese Medicine Science and Technology Industrial Park Project

Case | Developing Life Insurance Products Exclusive to Insures in the Greater Bay Area

Taking into consideration of the personalized critical illness insurance needs of the residents in the Greater Bay Area, TPL launched a critical illness product by the name of "Fulu Yuxi" exclusive to Guangdong - Hong Kong-Macao Greater Bay Area insures in July 2022. So far, the company has formed four special and differentiated product lines for the Greater Bay Area composed of disease insurance and medical insurance.

The product "Fulu Yuxi" has regional exclusive characteristics in terms of product design and sales scope, which reflects TPL's response to the national policy of constructing the Guangdong-Hong Kong-Macao Greater Bay Area and to the Group's strategy of continuously enriching and improving insurance products in the Greater Bay Area. At the same time, the product liability design adopts a "basic + optional" modular customization concept, which possesses both practical and innovative features and enables consumers to flexibly choose their own product solutions. By the end of 2022, the exclusive insurance products in the Greater Bay Area achieved a premium income of RMB 27.16 million.

Supporting the High-Standard Opening Up

Providing High-quality Services to Facilitate "the Belt and Road Initiative"

The Group actively leverages its advantages in internationalization and strengthens the integration of Chinese-funded overseas business with an aim to provide high-quality services to facilitate the "Belt and Road Initiative". In 2022, the Group underwrote 424 major projects along the "Belt and Road Initiative", providing risk guarantee of RMB 704.4 billion, a huge increase of 71% over last year.

Establish China Taiping - ASEAN Insurance Community

China Taiping - ASEAN Insurance Community, jointly established by China Taiping and relevant insurance companies in ASEAN countries, is the first of its kind and plays a demonstration effect. It lays a good foundation for deepening cooperation between China and ASEAN in jointly promoting the insurance to serve the "Belt and Road Initiative", and creates favorable conditions for deepening the opening-up and cooperation between China and ASEAN in the insurance field.

Participate in the membership assembly of China's "Belt and Road Initiative" Reinsurance Community

In 2022, TPI participated in the fifth membership assembly of China's "Belt and Road Initiative" Reinsurance Community, and was awarded the most promising award for the construction of the "Belt and Road Initiative" in the insurance industry. In the sixth membership assembly, TPI was upgraded as council member of the Community.

Developing the "Belt and Road Initiative" Risk and Disaster Analysis Platform

TPRe (China) has developed a platform to carry out analysis and researches on disasters and risks in countries along the "Belt and Road Initiative".

Assisting in the Construction of Hainan Free Trade Port

Hainan, as China's largest special economic zone, has the unique advantages in comprehensively deepening reforms and experimenting with the highest level of opening-up policies. We actively implement the strategic cooperation agreement with the Hainan Provincial People's Government. Giving full play to our advantages in complete insurance licenses and internationalized operations, we have participated in the construction of Hainan Free Trade Port in multiple dimensions and demonstrated our comprehensive financial service capability.

In-depth implementing the China Taiping Action Plan for the Construction of Hainan Free Trade Port.

Taking the lead in launching China Taiping Hainan Free Trade Port Global Special Drug Medical Insurance to provide customers with global special drug protection.



Constructing the China Taiping Sanya Haitang Bay International Medical and Health Community Project.

China Taiping, as the strategic partner and sole insurance service provider of the 2022 Consumer Expo, has provided full-process risk management services to the Expo, with an amount of RMB 3 billion insured.

Case | China Taiping - Hainan Free Trade Port 2022 Medical Insurance Program for Global Medicine and Medical Equipment

The Group promoted the iterative upgrade of Hainan Free Trade Port exclusive insurance products and updated the "Hainan Free Trade Port" series of insurance products. It launched "China Taiping - Hainan Free Trade Port 2022 Medical Insurance Program for Global Medicine and Medical Equipment" and "Boao Lecheng Global Special Drug Insurance 2022 National version". Based on the development of medical technology, our insurance products introduced more first-line drugs and innovative drugs with high clinical use, which broke through the "guarantee of special drugs for cancers", so as to meet the drug needs of more special diseases other than cancers. As a result, the scope of product guarantee is further expanded to cover a wider group and to benefit more people. In 2022, a total of 47,000 Hainan Free Trade Port series of products were sold.

06

Customer First

The Group adheres to the development philosophy of “Taiping for Your Peaceful Life” and is committed to creating a “safe, healthy, and wealthy life” for our customers. Focusing on customer value propositions, we have continuously optimized customer experience and upgraded the service system to meet the diversified, differentiated, and high-demanding needs of our customers, in an effort to build us as a leading brand in the insurance industry and win the customers’ recognition with high-quality service.



Key Performance

The number of effective individual customers reaches **65** million

the number of group customers reaches approximately **890,000**

In the insurance service quality index for 2022 released by China Banking and Insurance Information Technology Management Co., Ltd., TPL's service quality index was 90.50, ranking on the 7th place among 80 life insurance companies. TPI's service quality index was 90.87, ranking on the 7th place among 59 property insurance companies (auto insurance business)

TPL policy continuation rate of China Taiping has occupied the dominant place in the industry for ten consecutive years. Specifically, the 13-month continuation rate of the individual insurance channel reached 93.0%, and the 25-month 91.8%. The 13-month continuation rate of bank insurance channel reached 96.7%, the 25-month 96.1%

China Taiping has upgraded the NPS customer experience management system to formed a management closed loop to improve customer experience by means of real-time monitoring, problems discovering and rectifying, and service enhancement



Note: The life insurance policy continuation rate is generally used for statistical analysis of the ratio of life insurance policies that continue to be effective after a certain period of time during the premium payment period to the initial insurance policy. It is an indicator to evaluate the sustainable business ability of insurance companies. Specifically, the 13-month continuation rate refers to that, 30 days + 12 months after the insuring date of the policy, the renewal premium is paid within 30 days of the policy renewal month in the following year.



TPL's service quality index was

90.50



among 80 life insurance companies ranking

7th



TPI's service quality index was

90.87



among 59 property insurance companies (auto insurance business) ranking

7th



Improving Service Efficiency and Quality

Adhering to the customer-oriented concept, the Group promotes digitization, technicalization, platformization, and differentiation in business operation, so as to continuously improve the service efficiency and quality.

In the insurance service quality index for 2022 released by China Banking and Insurance Information Technology Management Co., Ltd., TPL's service quality index was 90.50, ranking on the 7th place among 80 life insurance companies. TPI's service quality index was 90.87, ranking on the 7th place among 59 property insurance companies (auto insurance business).

In the customer satisfaction survey of the 95589 customer hotline service, satisfaction rate of TPL, TPI, and TPP reached 99.89%, 99.90%, 99.85%, respectively.

Claims Settlement of Major Insurance Subsidiaries

| Subsidiary | TPL | TPP | TPI |
|--|--------|--------|--------|
| Number of claims (10,000 cases) | 76.90 | 533.60 | 490.53 |
| Odds (%) | 96.91 | 97.87 | 99.99 |
| Amount of compensation (RMB 100 million) | 241.77 | 54.99 | 153.55 |
| Average claim settlement time (days) | 1.40 | 2.35 | 14.88 |

Note: The life insurance policy continuation rate is generally used for statistical analysis of the ratio of life insurance policies that continue to be effective after a certain period of time during the premium payment period to the initial insurance policy. It is an indicator to evaluate the sustainable business ability of insurance companies. Specifically, the 13-month continuation rate refers to that, 30 days + 12 months after the insuring date of the policy, the renewal premium is paid within 30 days of the policy renewal month in the following year.

Case | Innovating Service Experience in Claims Settlement

Targeting at the claim settlement that customers are most concerned about, China Taiping has upgraded its risk control methods through technological innovation. We have launched a series of intelligent technologies to address the pain points of claim settlement involving "inconvenience, complicated procedures, opaque in service, and slow in settlement payment".

Since its launch in 2018, TPP's Immediate Settlements has continued to break records in the efficiency of completing claim settlement, by relying the "Internet +" thinking and taking advantage of various technical means. It uses technology like face recognition, OCR recognition, UnionPay verification, and electronic signature to cope with four major service scenarios, including "quick settlement", "settlement in advance", "direct settlement" and "pre-settlement". At present, the claim settlement can be finished as fast as only 2 seconds from data submission to settlement payment.

The "Auto Insurance Express Settlement", launched by TPI, makes use of many innovative applications, including streaming media communication real-time interactive core technology, three-dimensional online platform, integrated claims page, and AI image loss assessment model, etc. It has become the first insurance company in the industry to provide one-stop auto insurance services covering "case reporting, investigation, loss assessment, adjustment, settlement payment, and return visit after case closed". With claim settlement completed within 30 minutes, TPI achieved a breakthrough in minimizing the time of processing an auto insurance case to the minute level.

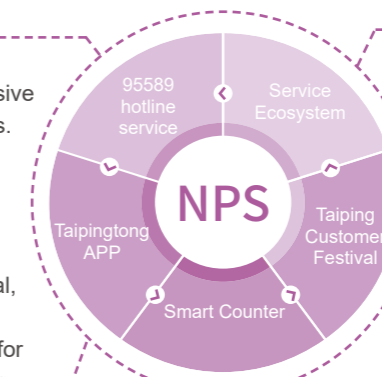
Upgrading Customer Touchpoints

"5+1" Customer Service System

China Taiping takes "customer-oriented" concept as our long-term service tenet. In order to create a better customer experience, we have upgraded our services by launching a comprehensive "5+1" service system featuring 24-hour national unified customer service line 95589, Taipingtong APP, Smart Counter, China Taiping Customer Festival, Service Ecosystem, and NPS, in an effort to provide consumers with one-stop and all-scenario financial services.

The 7x24-hour national unified customer service line 95589 can provide services to the customers regarding to consulting, follow-up phone calls, case reporting and dispatching, and business handling. In 2022, the total number of 95589 hotline services reached nearly 25 million, with a maximum daily service peak at 106,000 calls and automation calls accounting for 40.9%.

It is positioned as an online comprehensive service platform for individual customers. It supports one-click inquiry of policies in Chinese Mainland, Hong Kong, and Macau, as well as a full life cycle self-service covering the whole insurance process of "inquiry, modification, renewal, compensation, and loan". It has also launched value-added special services for the core ecological sectors of health, car owners, wealth, and e-commerce. In 2022, the accumulated registered users of "Taiping Tong" exceeded 20 million.



It takes the "Medical Health & Elder Care Ecosystem" and "Fintech" as its core, empowering the main business of insurance.

"Ji Xiang Festival-Taiping Customer Festival" is a group-level brand activity. By the end of 2022, we have held "Taiping Customer Festival" for three consecutive years, constantly innovating insurance products, promoting technological empowerment, and making unremitting efforts to create a better life for customers.

It serves as an offline digital service experience store. By reducing excessive interaction, it provides consumers with diversified, personalized, and intelligent self-service that saves you from queuing and waiting.

NPS: We have upgraded the NPS customer experience management system and formulated the *Group Customer Experience Management Measures*. By establishing and promoting the customer experience management system, we have formed a management closed loop to improve customer experience by means of real-time monitoring, problems discovering and rectifying, and service enhancement.

Case | Technology-based Customer Experience Center - "China Taiping - Jixiang Home" Unveiled

In November 2022, China Taiping's technology-based customer experience center - "China Taiping - Jixiang Home" was grandly unveiled. "Jixiang Home", a large-scale comprehensive technology insurance service experience center built by integrating the high-quality resources of China Taiping Group, focuses on demonstrating the Group's effectiveness in technology empowerment, giving a more intuitive and more real experience of modern technology insurance services to customers.



China Taiping - Jixiang Home

Case | Upgrading the 3.0 Enterprise Version of Online Business Hall

In 2022, TPP enhanced its service effectiveness and experience, by constantly promoting digital transformation. It upgraded the 3.0 enterprise version of the online business hall and made the online business handling more friendly and convenient for customers. TPP continues to improve the online, automotive, and intelligent insurance operation, covering the entire process of insurance application, underwriting, operation, risk control, and policy services. It also provides intelligent analysis, smart interaction, and efficient response in the business and service process to improve service experience.

Case | The 3rd "Jixiang Festival - Taiping Customer Festival" Officially Opened

In July 2022, the third "Jixiang Festival - Taiping Customer Festival" officially opened. The festival was rich and colorful in content, including "Good Youth of China Taiping" series of activities, "Medical Care, Health and Wellness" experience activities, etc. The subsidiaries and affiliated institutions of the Group carried out tens of thousands of feedback activities by focusing on the needs of customers at different levels and in different scenarios.



Xu Mengtao, freestyle skiing aerials champion of 2022 Beijing Winter Olympic Games and image Ambassador of China Taiping Ice and Snow Sports, attended the opening ceremony to applaud the activity of 2022 "Good Youth of China Taiping"

Elderly-friendly Services

In the face of the digital divide in an aging society, the Group adheres to "digital inclusion" to address the difficulties encountered by the elders in using smart technology, and implements "elderly-friendly" services to enhance the service experience of the elderly group.

Case | TPL Develops Elderly-friendly Products

In order to meet the needs of accident insurance among the elderly customers, TPL developed and launched "China Taiping Healthy Parents Comprehensive Accident insurance" product, which provides three protection plans to meet the differentiated needs of elderly customers. It can provide comprehensive protection responsibilities, including accidental fracture medical insurance, accidental fracture hospitalization allowance insurance, and accidental injury insurance in multiple scenarios involving passenger cars and rail transit.

At the same time, during the 2022 Taiping Customer Festival, TPL launched the 2022 health care experience themed event, providing a total of 11,000 people with high-quality and characteristic health care experience services. It also opened 12 online health care live broadcasts, with a total of 492,000 views. All these activities were carried out to ensure the elderly customers experience high-quality and characteristic health care services.

Case | TPI Takes Multiple Measures to Improve Customer Service Experience for the Elderly

- Elderly customer experience and needs analysis**

The elderly identification label is launched to collect the elders' honest opinions in terms of service experience, and to pay close attention to their real needs.
- Optimize online services**

Taipingtong APP launches the "Care Version" to simplify the operation page, with only the commonly used insurance policy inquiry and video customer service services retained. TPI's Official Public WeChat Account puts out "elderly mode" to simplify the operation page and launches a one-click connection video service.
- Improve counter service**

TPI continues to upgrade counter facilities suitable for aging, improve the service quality of green passages; provide one-on-one explanation services for special groups.
- Strengthen claim settlement**

TPI has launched the "Auto Insurance Express Settlement" and optimized the mini program of the auto insurance claim settlement, which supports quick switch to "elderly-friendly mode". TPI provides the elderly groups with reservations for damage assessment, appointment for online personal injury mediation, on-site damage assessment, door-to-door receipt, acceptance of entrusted relatives for handling services.
- Elderly-friendly transformation of products**

TPI redesigned the "Golden Chongyang No-Worry Insurance for the Elderly" series of products to adapt to the elderly group. It made the insurance application process easier, and upgraded the product liability to provide comprehensive risk guarantee for elders.

Build Medical Health & Elder Care Ecosystem

In recent years, China Taiping has accelerated its deployment in the fields of elderly care, medical care, health care, and Fintech, and is committed to creating an "insurance + service" ecological closed loop to provide customers with comprehensive solutions featuring "medical care, health and wellness" with insurance services as the core.

Continue to enrich the layout of elderly care communities and build a multi-dimensional elderly care map. In 2022, the Sanya Haitang Renjia Elderly Care Community was officially opened for business, the Guangzhou Mumian Renjia Elderly Care Community was successfully launched, and the Yangpu Fuxiang Nursing Home officially carried a pilot program of home-based elderly care service and completed the signing of the first batch of "family care bed entrustment services". By the end of 2022, TPL's elderly care service capabilities continued to be enhanced, as its "self-built + cooperative" elderly care communities have reached 32 with service network extending to 21 provinces and 27 cities, basically covering all the southeast, northwest, and central regions.

We constantly strengthen the integration of medical and health resources, and actively empower the development of the main insurance business. In 2022, under effective investment operations, China Taiping Medical and Health Equity Investment has completed investments in 9 high-quality medical and health projects, and enriched its service resources by strategically invested in Great Expert.com and Yuanmeng Health. At the same time, through active operation, member units of China Taiping Medical Health & Elder Care Ecological Alliance increased to 19 and its market influences were greatly enhanced.

Case | Shanghai Taiping Rehabilitation Hospital

Shanghai Taiping Rehabilitation Hospital, located in the core area of Shanghai International Medical Park, is a powerful measure for China Taiping to improve the Medical Health & Elder Care Ecosystem. Designed and planned by the Dowling Group of the United States, it has won the 51st "Golden Brick Award" in the United States and an excellent case of urban architectural quality in Shanghai. The hospital covers an area of 65 mu, with a total construction area of 88,000 million square meters and more than 900 beds. The hospital has a team of experts from AAA hospitals in Shanghai with rich clinical experience and considerable influence in various professional disciplines. Taking "cardiopulmonary rehabilitation, sleep rehabilitation, and severe rehabilitation" as the main features, it can provide neurological rehabilitation, spinal cord injury rehabilitation, bone and spinal cord rehabilitation, traditional Chinese medicine rehabilitation, geriatric rehabilitation, postoperative rehabilitation, tumor rehabilitation, chronic wound and lymphedema rehabilitation and other routine rehabilitation services. It is committed to building into a leading brand of domestic rehabilitation hospitals.



Shanghai Taiping Rehabilitation Hospital

Case | The 3rd China Taiping Medical Health & Elder Care Ecological Alliance Salon Held in Yichun

In 2022, the third China Taiping Medical Health & Elder Care Ecological Alliance Salon was held in Yichun, with Guangdong Construction Engineering Investment Co., Ltd. and Raffles Medical Group officially joining in the Alliance. Leaders and guests from China Taiping Group, its subsidiaries in the healthcare field, and 16 alliance member units attended the conference. The holding of the event helped the construction of the Group's Medical Health & Elder Care Ecosystem, and strengthened the role of resource aggregation of the Alliance.



Group photo of China Taiping Medical Health & Elder Care Ecological Alliance Salon

Case | Continue to build Elderly Care Communities



Shanghai China Taiping Town Wutong Renjia

Shanghai Wutong Renjia

Wutong Renjia, the Group's first flagship health care project, covers an area of about 189,000 square meters and a total construction area of about 380,000 square meters. It is divided into three plots, in which plot A is the elderly care community, plot B the rehabilitation hospital, and plot C the supporting commercial products. A total of about 2,500 nursing beds and more than 900 medical beds can be provided.



Sanya China Taiping Town - Haitang Renjia

Sanya Haitang Renjia

Located in the south-central part of Linwang District, Haitang Bay, a national coastline in Sanya City, Hainan Province, Haitang Renjia covers an area of about 143,000 square meters and a total construction area of about 130,000 square meters. The project is positioned as a large-scale comprehensive residential health care community, with various product forms, including health care residences, boutique hotels, medical centers, health management centers, etc. About 1,779 beds for health care residences are planned.



Chengdu China Taiping Town - Furong Renjia

Chengdu Furong Renjia

Situated in Yongning Town, Wenjiang District, Chengdu City, Sichuan Province, Furong Renjia project covers an area of about 104,000 square meters and a total construction area of about 264,700 square meters. The project is positioned as a multi-functional and intelligent community of continuous nursing care and health care, planning a vibrant community, rest home, nursing home, and sojourn hotel, and other business types, with a total of 3,467 beds to be prepared. Furong Renjia is planned to be officially put into operation in 2024. Combined with the characteristics of "a new central city suitable for business, residence and travel" and the industrial agglomeration featuring the "integration of medicine, pharmaceutical, and healthcare" in Wenjiang District, the project will provide a full range of intelligent elderly life services such as housing, entertainment, health, nursing, and wellness.



Guangzhou China Taiping Town - Mumian Renjia

Guangzhou Mumian Renjia

The Mumian Renjia Project is located at No. 139, Dongyi Road, Donghuan Street, Panyu District, Guangzhou City, with a total construction area of 45,000 million square meters. The project is positioned as CCRC (Continuing Care Retirement Community), and the planned facilities include a vitality area, a supporting club, a nursing area, and supporting medical institutions. Rich business design and services can meet the living and continuing care needs of different types of elderly. After the project is officially opened, it will provide TPL customers across the country with a closed-loop one-stop CCRC community elderly care service of "medical care, health and wellness".

Consumer Rights Protection

Consumer Protection System

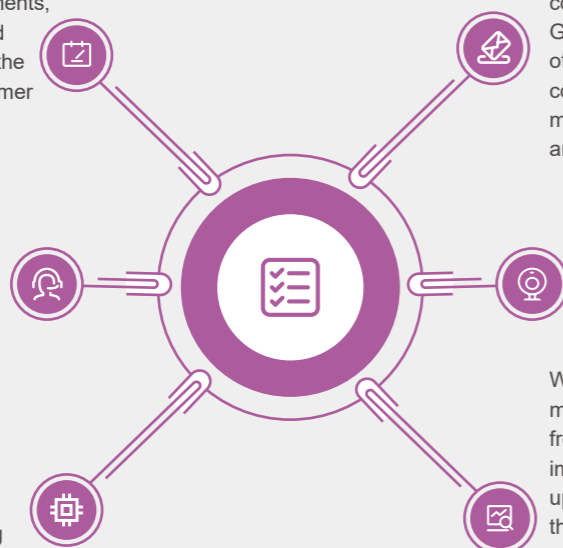
The Group strictly complies with the *Insurance Law of PRC*, the *Law of the PRC on the Protection of Consumer Rights and Interests*, *Advertising Law of PRC*, and other relevant laws and regulations on products and services in the countries and regions where it operates. We have also formulated the *Measures for the Management Measures for the Protection of Consumers Rights and Interests* and other systems to promote the integration of consumer insurance work into all aspects of business operations and effectively protect the rights and interests of customers.

We strictly implement regulatory complaint management, improve the complaint handling mechanism, and unblock complaint channels. In order to resolve reasonable demands of our consumers, we have established a long-term and multifaceted management mechanism of "Early Warning, Resolution and Analysis" to regulate all stages of our service process.

We standardized the handling of consumer complaints and improve the complaint management mechanism. We strengthened the regulatory requirements, breaking down tasks one by one and carrying out specific works, to raise the awareness of complaints and consumer protection in the whole company.

We unblocked the consumer communication channels, set up various complaint channels such as 95589 hotline, website, WeChat, APP, Weibo and other 20 channels with 29 entrances, to listen to the voice of our customers in an all-round way and to strengthen customer contact management.

We strengthened online complaints and public opinion risk early warning system, established a group supervision mechanism to handle customer disputes in a timely manner.



We improved process management and control, enabling the establishment of case tracking, dispute grading handling, collaborative handling between the Group and each company, and mediation of multiple disputes, and promoting companies to gradually establish a mechanism for upgrading the examination and approval of consumer complaints.

We set up a consumer complaint monitoring system to monitor the complaint indicators.

We established a complaint analysis mechanism to monitor the entire process from tracing the root causes and implementing the rectification plan, to follow up the effects of rectification. We deepened the complaint assessment mechanism, implementing complaint management responsibilities at all levels and forming a closed loop for complaint optimization.

Complaints of Major Insurance Subsidiaries

| Subsidiary | Number of customer complaints (pieces) | Customer complaint settlement rate (%) |
|------------|--|--|
| TPL | 99,610 | 99.24 |
| TPI | 45,206 | 99.87 |
| TPP | 6,987 | 99.54 |

Consumer Protection Culture

The Group attaches great importance to the protection of financial consumer rights and the popularization of financial knowledge. We held the Group's first consumer rights and interests protection conference, and organized themed education and publicity activities, such as "3.15" consumer rights protection education and publicity week, "7.8 National Insurance Public Publicity Day", and financial knowledge popularization month. We continue to carry out regular education and publicity activities to raise the public's awareness of financial security and prevention, enhance their financial knowledge and skills, and create a good atmosphere for the whole society to learn, understand, and use finance.



Case | The Group's First Consumer Rights Protection Conference

In November 2022, China Taiping held the 2022 Consumer Rights Protection Conference. The meeting comprehensively summarized the "5+1" service system and achievements on consumer protection work, and commended the ordinary and the chief customer service ambassadors.



Chief Customer Service Ambassadors of China Taiping Insurance Group

Case | TPL launched a series of activities during the "Financial Knowledge Popularization Month"

Create a diversified publicity matrix online

Through expansion of publicity channels and creation of a diversified online publicity matrix, branches of TPL helped consumers understand and learn financial knowledge and raise their awareness of risk prevention.



Branches in Hunan Province, Foshan City, Gansu Province, and Shanxi Province have strengthened the publicity of insurance and financial knowledge by means of online dissemination, such as, "Financial Knowledge Popularization: Anti-Money Laundering Classroom", "Elaborating Insurance Bases on Cases", and "Information Express". The Hubei branch used its WeChat official video account to release an original sand painting short video of the "Financial Knowledge Popularization Month". The Qinghai branch increased the promotion of short videos by focusing on the themes of "financial knowledge" and "anti-fraud theater".

Through flexible publicity methods, TPL made knowledge easier to follow and cases more interesting, and as a result, the financial knowledge that is easy to be understood, learned, and remembered was delivered to the public to effectively enhance their financial literacy.

Approach the public more closely through offline activities

TPL actively carried out multi-level and multi-angle offline activities to spread the financial knowledge through the combination of "going out" and "inviting in".



In Fujian Province, Zhejiang Province, Ningbo City, Shaanxi Province and other places, the branches expanded their publicity channels and carried out financial knowledge publicity activities such as entering campuses, communities, institutions, and enterprises. By distributing financial knowledge manuals and answering financial-related questions on the spot, TPL promoted knowledge in relation to preventing telecommunications and pensions fraud to build a financial security line of defense for the public.

Focus on key groups by coordinating multiple parties

Aiming at key groups such as "the elders and the youth" and "new citizens", TPL cooperated with multiple parties to carry out financial publicity activities.



In TPL's Qinghai branch, the counter provides ethnic minority customers with services in minority languages and one-on-one mobile phone operation guidance, effectively helping the elderly and ethnic minority customers to bridge the "digital divide".

With the help of the parent-child service brand column "Good Youth of China Taiping" during the Customer Festival, TPL's Foshan branch invited nearly 100 teenagers to participated in activities such as the PTT Growth Camp and the Champion Teenager, to enhance financial knowledge through entertainment and education.

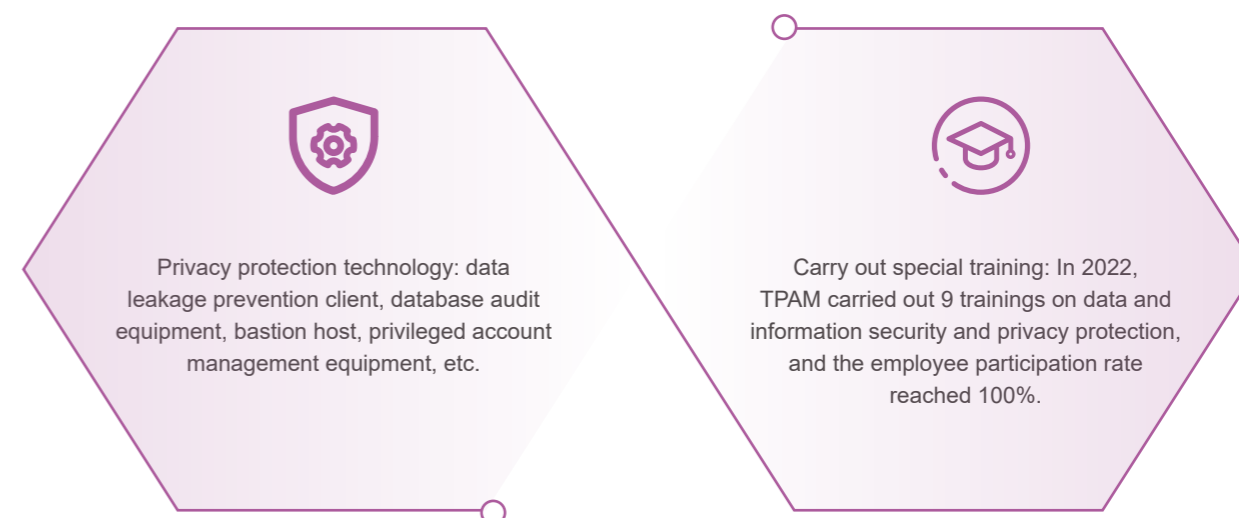
Data and Privacy Security

In order to strengthen information security management, the Group strictly complies with the *Cybersecurity Law of the PRC and Guidelines on the Information system Security Management of Insurance Companies* and other relevant laws and regulations. We have established a complete information security classification and protection system, clarifying the job responsibilities, management authority, and skill requirements for the management of system, network, and security. Additionally, we have refined the work flow and established an effective implementation, evaluation, and supervision mechanism.

We attach great significance to the security and confidentiality of customer information. Therefore, in practices, we have improved the customer information security management system, strictly limiting the authority of the organization, department, post, and personnel to manage and use customer information. At the same time, we clarify the responsibilities and obligations of trustees in the labor contract, agency (service) contract and related management systems. Necessary management and control measures are taken in the information system to prevent the risk of information leakage. For relevant personnel who violate confidentiality regulations and disclose customer information, they are dealt with in strict accordance with the relevant regulations of the Group.

In 2022, no major cyber security incidents occurred in the Group.

TPAM Takes Multiple Measures to Protect Privacy and Security



Privacy protection technology: data leakage prevention client, database audit equipment, bastion host, privileged account management equipment, etc.

Carry out special training: In 2022, TPAM carried out 9 trainings on data and information security and privacy protection, and the employee participation rate reached 100%.

Information Security-related Training of Major Insurance Subsidiaries

| Subsidiary | Number of trainings related to information security (times) | Number of participants in information security-related training (person-times) |
|------------|---|--|
| TPL | 6 | 52,593 |
| TPI | 34 | 11,650 |
| TPP | 17 | 7,800 |

07

Leading Innovation

Taking science and technology as the primary productive force, talent as the primary resource, and innovation as the primary driving force, the Group attaches great importance to the leading role of innovation from a strategic perspective. We vigorously strengthen technology development and enhance innovation capability to make our products more suitable, services more considerate, scenarios more abundant, platforms more powerful, operations more intelligent, and management more efficient, thereby enabling innovation truly an important source of value growth.



The intelligent technology sharing platform added more than **100** new application scenarios, with the number of services provided reaching **110** million times

Leading Innovation

In 2022, the Group held a technological innovation conference and introduced a plan for digital transformation. We held the Group's first technology innovation and micro-innovation competition, with more than 300 innovative achievements selected and transformed to fit into our routine work. In addition, the micro-innovation training courses were also launched at China Taiping Academy, with 89,000 visits, forming a strong atmosphere of supporting and advocating innovation.

Case | China Taiping Held Science and Technology Innovation Conference

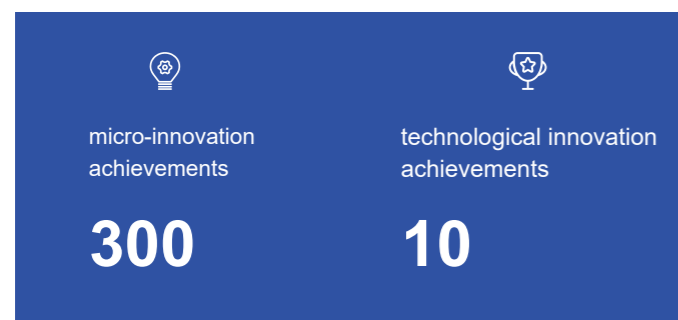
China Taiping has made abundant accomplishments amid continuous efforts in science and technology innovation and empowerment. In 2022, the Group held an Information Construction Committee - Science and Technology Innovation Conference in Shanghai. At the conference, technology innovation cases and application experience were shared by representatives of its six subsidiaries, including TPL's "China Taiping Baobao" platform, TPI's Auto Insurance Express Settlement, TPP's long-term care insurance intelligent management system, TPFH's China Taiping APP, TP STI 's new generation core business system, TPFSC 's "Ruziniu" digital employees.



China Taiping held a science and technology innovation conference

Case | Group's First Technology Innovation and Micro-Innovation Competition

In order to create a strong atmosphere of innovation and support innovation, we encouraged employees at all levels to compete for innovation and creativity. In 2022, the Group held the first Technology Innovation and Micro-Innovation Competition, and selected 300 micro-innovation achievements and 10 technological innovation achievements.



Invitation Letter to the Group's First Technology Innovation and Micro-Innovation Competition

Product Innovation

Insurance products reflect the value and mission of an enterprise. Focusing on the pain points of customer needs, China Taiping has always been committed to protecting our customers' families and wealth with rich and professional insurance solutions. Throughout the year, TPL's innovative "family office" business underwrote a total of 7,342 cases, a year-on-year increase of 115%. TPI provided risk guarantee of RMB 511.9 billion for intellectual property protection, network security and other fields. TPP promoted the innovation of account-based medical products, having developed a variety of innovative products such as online consultation and medical insurance for drug expenses.

Case | Innovating Insurance products Based on Customer Needs

- Focusing on the current social difficulties and pain points such as "diversification of family structure" and "lack of security for new citizens", the Group took the lead in launching "Protection of Family Wealth" insurance program, which includes three exclusive products with a variety of functions such as wealth management, family wealth protection, and pension protection, to protect the public's "well-being" with our professionalism.
- TPL released the "Suiyouyuqing", a whole life insurance product combining personal protection and wealth management, which meets the real needs of consumers in family risk prevention and asset allocation in the post-epidemic period. Through the "Double Insured" innovative design, the insured object is lifted from an individual to the whole family, to further raise the value of time and to extend benefits on the family's protection. The product is also supplemented by special functions, such as iFamily insurance report, to further strengthen the concept of "family insurance" and effectively solves the Chinese families' insufficiency in economic life resistance.
- TPI's "iFamily Peaceful", a family property insurance product, focuses on family property safety. It covers compensation for home safety accidents relating to natural disasters, electricity, water, and other types, as well as compensation for neighbors aroused by related accidents. The insured amount of the product ranges from one million to ten million, taking the varying needs of different consumer groups into account.
- TPP's "Fuxiang Jinsheng" product focuses on the basic pension needs of people in new industries, new forms of business, and flexible employment like deliverymen, network anchors, etc. It has the advantage of flexible payment, low threshold, low cost, and steady value-added, which effectively meets the needs of diversified investment and pension insurance.



太平养老保险股份有限公司
TAIPING PENSION CO., LTD.

"Fuxiang Jinsheng" products

Technology Innovation

Closely following the new round of technology and industrial transformation, the Group has increased its investment in technology to promote digital transformation, to strengthen technology empowerment, and to improve operational efficiency.

In 2022, the Group's insurance technology laboratory actively promoted technological innovation to empower the main business. For instance, the intelligent technology sharing platform added more than 100 new application scenarios, with the number of services provided reaching 110 million times. The Group's product map was successfully launched, integrating the product information of 17 professional subsidiary companies, and realizing centralization and visualization of products in various business segments. The Group put more efforts in the application of scientific and technological innovation, and promoted innovation products such as "Auto Insurance Points" "China Taiping Encyclopedia" and "Guangdong-Hong Kong-Macau Document Connect". A series of insurance technology products such as "Health Guard" and "Product Manager" were also launched to continuously improve the efficiency of technology empowering the main insurance business.

In addition, we have established the G60 Science and Technology Innovation Fund and the CTPI (HK) Insurance Science and Technology Innovation Fund. The members of the Fintech Ecological Alliance continued to grow and its number has reached 31, greatly expanding our resources of good quality in the field of science and technology. Besides, we have deepened cooperation with leading technology companies to jointly carry out research on Fintech, to create application scenarios, and to improve technical efficiency.



the intelligent technology sharing platform added new application scenarios

more than **100**



with the number of services provided reaching

110 million times

Case | China Taiping Fintech Ecological Alliance

The China Taiping Fintech Ecological Alliance was initiated by the China Taiping Group in order to thoroughly implement the spirit of the country's policy on the development of the digital economy and the strategic deployment of the country's "14th Five-Year Plan" on technology development. The alliance was jointly established by China Taiping and other 26 domestic technology leading companies and technology venture capital companies like Huawei, Tencent Cloud, SenseTime, Inspur, Kexun Jialian. It aimed to establish "a docking platform for science and technology supply and demand, an integration platform for member units, an incubation base for innovative projects, and a discovery channel for potential enterprises".

Appendix I List of Data on ESG Performance

| Environmental Aspects ^{2,3} | | | | |
|---|----------------------------------|------------------------|-----------|-----------|
| KPIs | Unit | 2022 | 2021 | 2020 |
| A1.1 Emissions | | | | |
| Particular matter (PM10) | kg | 85.94 | 50.68 | 58.41 |
| Sulfur oxides (SO ₂) | kg | 78.58 | 71.80 | 71.11 |
| Nitrogen oxides (NO _x) | kg | 1,825.61 | 1,868.80 | 1,744.85 |
| A1.2 Greenhouse gas emissions | | | | |
| Direct Greenhouse gas emissions (scope 1) ⁵ | Tonne CO ₂ e | 2,595.99 | 1,423.15 | 4,897.72 |
| Energy indirect greenhouse gas emissions (scope 2) ⁶ | Tonne CO ₂ e | 74,303.72 ⁷ | 29,853.58 | 32,614.47 |
| Other indirect greenhouse gas emissions (scope 3) ⁸ | Tonne CO ₂ e | 747.63 ⁹ | 4,481.07 | 3,864.84 |
| Total greenhouse gas emissions | Tonne CO ₂ e | 77,647.34 | 35,757.80 | 41,377.03 |
| Total greenhouse gas emissions per employee | Tonne CO ₂ e/employee | 1.14 | 0.52 | 0.63 |

² The scope of this Year's environmental KPIs includes: CTIH, TPL, TPI, TPP, TPAM, TPIM, TP Capital, TPFT, TPFAS, TPFSC, TSFL, Taiping Fund, TPre (China), CTPI (HK), TPRB, TPL (HK), TPRB, TP Macau, TP Singapore, TP Japan office in 2022. The collection scope of environmental KPIs for this year has changed compared with the previous year, compared with 2021, the statistical scope adds 46 branches (including branches and marketing service departments) and 15 subordinate institutions of Taiping Industry.

³ The scope of environmental KPIs in 2021 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.

⁴ 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 Hong Kong Stock Exchange.

⁵ 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 Greenhouse Gas Emissions of Road Transport Enterprises (Trail)* and *How to prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs* issued by the Hong Kong Stock Exchange.

⁶ 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 Envi of China, *How to prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs* issued by the Stock Exchange, Singapore Energy Market Authority and IGES List of Grid Emission Factors.

⁷ The total amount of outsourced electricity increased significantly in 2022, leading to an increase in total energy indirect energy greenhouse gas emissions (scope 2).

⁸ 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 (commercial, residential or public use)* in Hongkong.

⁹ Employees' travel decreased significantly in 2022, resulting in a significant reduction in other indirect emissions (scope 3).

| KPIs | Unit | 2022 | 2021 | 2020 | |
|--|--|------------------|--------------|--------------|--------------|
| A1.3 Total hazardous waste produced and intensity | | | | | |
| Hazardous waste produced | Total discarded lamps | Number | 6,923.00 | 6,056.00 | 7,964.00 |
| | Discarded lamps per employee | Number/employee | 0.10 | 0.09 | 0.12 |
| | Total discarded toner and ink cartridges | Number | 13,634.00 | 8,126.00 | 15,497.00 |
| | Discarded toner and ink cartridges per employee | Number/employee | 0.20 | 0.12 | 0.24 |
| | Total discarded electronics and electric appliances | kg | 8,276.00 | 20,588.16 | 52,212.00 |
| | Discarded electronics and electric appliances per employee | kg/employee | 0.12 | 0.30 | 0.79 |
| | Other waste | kg | 0.00 | 68.00 | 50.00 |
| | Other waste per employee | kg/employee | 0.0000 | 0.0010 | 0.0008 |
| A1.4 Total non-hazardous waste produced and intensity | | | | | |
| Non-hazardous waste produced | Total waste | Tonne | 114.49 | 2,570.66 | 2,317.09 |
| | Total waste per employee | Tonne / employee | 0.0017 | 0.0400 | 0.0400 |
| A2.1 Energy consumption by type and intensity | | | | | |
| Direct energy consumption | Total direct energy consumption | MWh | 25,879.72 | 28,974.18 | 22,145.80 |
| | Direct energy consumption per employee | MWh/employee | 0.38 | 0.42 | 0.34 |
| | Petrol | Litres | 2,451,541.00 | 1,173,844.83 | 2,174,806.41 |
| | Diesel | Litres | 34,498.40 | 20,047.00 | 35,870.00 |
| | Pipeline gas | Cubic meters | 619,240.00 | 181,330.00 | 169,337.41 |
| | Natural gas | Cubic meters | 106,783.00 | 135,116.00 | 121,602.00 |
| Indirect energy consumption | Total indirect energy consumption | MWh | 130,038.37 | 51,363.95 | 53,294.85 |
| | Total indirect energy consumption per employee | MWh/employee | 1.90 | 0.75 | 0.81 |
| | Purchased electricity | MWh | 130,038.37 | 51,363.95 | 53,294.85 |
| A2.2 Water consumption and intensity | | | | | |
| Water consumption | Cubic meters | 512,508.30 | 279,056.80 | 298,990.44 | |
| Water consumption per employee | Cubic meters / employee | 7.49 | 4.08 | 4.54 | |

| Social Aspect¹⁰ | | | | | |
|------------------------------------|------------------------|---------|---------|---------|--------|
| KPIs | Unit | 2022 | 2021 | 2020 | |
| B1.1 Total workforce | | | | | |
| Total workforce | Person | 68,386 | 68,446 | 65,900 | |
| Total number of agents | Person | 452,556 | 447,629 | 433,672 | |
| Gender | Male | Person | 33,439 | 33,544 | 32,078 |
| | Female | Person | 34,947 | 34,902 | 33,822 |
| Region | Chinese Mainland | Person | 66,783 | 66,806 | 64,388 |
| | Hong Kong and Macau | Person | 1,186 | 1,222 | 1,123 |
| | Overseas | Person | 417 | 418 | 389 |
| Employment type | Full-time | Person | 53,016 | 56,997 | 53,975 |
| | Part-time | Person | / | 11,449 | 11,925 |
| Employee category | General staff | Person | 67,041 | 67,149 | 64,690 |
| | Middle management | Person | 1,137 | 1,085 | 1,002 |
| | Senior management | Person | 208 | 212 | 208 |
| Age | 29 years old and below | Person | 17,515 | 16,506 | 18,626 |
| | 30-49 years old | Person | 46,812 | 47,383 | 43,592 |
| | 50 years old and above | Person | 4,059 | 4,557 | 3,682 |
| B1.2 Employee turnover rate | | | | | |
| Total employee turnover | % | 16.93 | 21.20 | 14.20 | |
| Gender | Male | % | 17.88 | 21.80 | 13.70 |
| | Female | % | 16.03 | 20.50 | 14.70 |

¹⁰ The scope of social KPIs includes: CTIH and all of its subsidiaries.

| KPIs | | Unit | 2022 | 2021 | 2020 |
|---|------------------------|--------|---------|---------|---------|
| Region | Chinese Mainland | % | 16.91 | 21.30 | 14.20 |
| | Hong Kong and Macau | % | 17.71 | 16.70 | 10.00 |
| | Overseas | % | 18.71 | 18.40 | 24.20 |
| Age | 29 years old and below | % | 26.11 | 34.20 | 21.00 |
| | 30-49 years old | % | 13.88 | 17.20 | 11.90 |
| | 50 years old and above | % | 12.49 | 15.10 | 7.40 |
| B2.1 and B2.2 Health and Safety ¹¹ | | | | | |
| Fatalities of the last 3 years | | Person | 5 | 1 | 4 |
| Fatalities rate of the last 3 years | | % | 0.00731 | 0.00100 | 0.00600 |
| Injuries | | Number | 60 | 66 | 48 |
| Lost days due to work injury | | Days | 2,244.5 | 2,101.0 | 1,610.5 |
| B3.1 Percentage of employees trained | | | | | |
| Percentage of employees trained | | % | 49.52 | 49.50 | 47.80 |
| Gender | Male | % | 51.78 | 51.10 | 51.90 |
| | Female | % | 47.36 | 48.90 | 48.10 |
| Employee category | General staff | % | 95.85 | 96.50 | 96.50 |
| | Middle management | % | 3.10 | 2.90 | 2.90 |
| | Senior management | % | 0.50 | 0.60 | 0.60 |
| B3.2 Average employee training hours | | | | | |
| Average employee training hours | | Hour | 160.70 | 78 | 34 |
| Gender | Male | Hour | 159.00 | 82 | 37 |
| | Female | Hour | 162.40 | 75 | 31 |
| Employee category | General staff | Hour | 77.62 | 78 | 33 |
| | Middle management | Hour | 157.10 | 84 | 65 |
| | Senior management | Hour | 191.08 | 160 | 134 |

¹² The number of this Year's work-related fatalities disclosed in the report covers to the end of Dec.31, 2022. The production safety liability accident approved by the government shall prevail.

| KPIs | | Unit | 2022 | 2021 | 2020 |
|--|---------------------|--------------|----------|-------------|---|
| B5.1 Total suppliers | | | | | |
| Total suppliers | | Number | 26,701 | 22,911 | 18,253 |
| Region | Chinese Mainland | Number | 26,349 | 22,584 | 17,952 |
| | Hong Kong and Macau | Number | 221 | 202 | 258 |
| | Overseas | Number | 131 | 125 | 43 |
| B6.2 Number of product and service-related complaints received | | | | | |
| Total complaints | | Case | 151,816 | 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 | | Case | 0 | Undisclosed | |
| B8.2 Resources contributed to the targeted area | | | | | |
| Targeted poverty relief | | RMB10,000 | 1,532 | 1,350 | Total amount of the Group's targeted poverty relief uncouncted this year |
| Charity Donation | | RMB10,000 | 2,145.47 | 2,276.70 | Total amount of the Group's charity donation uncouncted this year |
| Statistics of employees' participation in public welfare/volunteer activities | | Person-times | 720 | 1,252 | Total amount of the Group's employees' participation in public welfare/ investment in volunteer activities uncouncted this year |

Appendix II List of ESG Policies

| ESG Aspects | Main Relevant Laws and Regulations | Main Internal Policies |
|--|---|---|
| A1: Emissions A3: The Environment and Natural Resources | <ul style="list-style-type: none"> Environmental Protection Law of the PRC Atmospheric Pollution Prevention and Control Law of the PRC Water Pollution Prevention and Control Law of the PRC Law of the PRC of China on the Prevention and Control of Environmental Pollution Caused by Solid Wastes Waste Disposal Ordinance in Hong Kong | <ul style="list-style-type: none"> Notice on the Implementation of "Green Office and Low-Carbon Life" |
| A2: Use of Resources | <ul style="list-style-type: none"> Law of the PRC on Energy Conservation Water Law of the PRC | <ul style="list-style-type: none"> Notice on the Implementation of "Green Office and Low-Carbon Life" |
| B1: Employment | <ul style="list-style-type: none"> Labor Law of the PRC Labor Contract Law of the PRC Social Insurance Law of the PRC Trade Union Law of the PRC Employment Ordinance in Hong Kong Mandatory Provident Fund Schemes in Hong Kong | <ul style="list-style-type: none"> Employee Handbook Employee Code of Conduct Management Measures for Employees Management Measures for Posts and Ranks Management Measures for Internal Benefits and Insurance of Employees Employee Recruitment Management Guidelines Employee Dismissal Management Guidelines Interim Measures for Management of Employee Benefits Interim Measures for Management of Employee Remuneration |
| B2: Health and Safety | <ul style="list-style-type: none"> Labor Law of the PRC Law of the PRC on Work Safety Law of the PRC on Prevention and Treatment of Occupational Diseases Occupational Safety and Health Ordinance in Hong Kong Regulations on Work-Related Injury Insurance in Hong Kong | <ul style="list-style-type: none"> Workplace Safety System and Code Guidelines for Office Leasing and Renovation Emergency Response System for Major Accidents |
| B3: Development and Training | / | <ul style="list-style-type: none"> Management Measures for Employee Training Management Measures for Employee Attendance Management Measures for External Employee Training Management Measures for Encouraging Employees to Take Professional Qualification Examinations Measures for the Management of E-Learning and Training Management Platform |
| B4: Labor Standard | <ul style="list-style-type: none"> Labor Law of the PRC Law of the PRC on the Protection of Minors Provisions on Prohibition of Child Labor Employment Ordinance in Hong Kong | <ul style="list-style-type: none"> Employee Code of Conduct Management Measures for Labor Contracts |

| ESG Aspects | Main Relevant Laws and Regulations | Main Internal Policies |
|-----------------------------|---|---|
| B5: Supply Chain Management | <ul style="list-style-type: none"> Tendering and Bidding Law of the PRC Implementation Measures for Tendering and Bidding Law of the PRC | <ul style="list-style-type: none"> Management Measures for Suppliers Procurement Management Regulations Implementation Rules for Procurement Supplier Evaluation and Management Management Measures for Supervision on Procurement Process Measures for the Administration of Centralized Procurement Contracts Provisions on the Administration of Decentralized Procurement (Trial) Prohibitive Provisions on Purchasing Personnel |
| B6: Product Responsibility | <ul style="list-style-type: none"> Insurance Law of the PRC Provisions on the Administration of Insurance Companies Advertising Law of the PRC Trademark Law of the PRC Patent Law of the PRC Law of the PRC on the Protection of Consumer Rights and Interests Trade Descriptions Ordinance in Hong Kong Personal Data (Privacy) Ordinance in Hong Kong | <ul style="list-style-type: none"> Administrative Provisions on Information Systems and Cybersecurity Group Insurance Customer Information Gathering Requirements and Input Standards Management Measures for Information Disclosure Management Measures for Handling Customer Complaints Management Measures for Users Data Management Measures for Intellectual Property Rights Data Protection Policy Management Measures for the Protection of Consumers Rights and Interests |
| B7: Anti-corruption | <ul style="list-style-type: none"> Criminal Law of the PRC Anti-Money Laundering Law of the PRC Tendering and Bidding Law of the PRC Anti-Unfair Competition Law of the PRC Administrative Rules for the Reporting by Financial Institutions of Large-value and Suspicious Transactions Money Laundering and Terrorist Financing Risk Assessment Guidelines for Financial Institutions and Customers Classification Management Guidelines Prevention of Bribery Ordinance in Hong Kong Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance in Hong Kong Organized and Serious Crimes Ordinance in Hong Kong Drug Trafficking (Recovery of Proceeds) Ordinance in Hong Kong United Nations (Anti-Terrorism Measures) Ordinance | <ul style="list-style-type: none"> Employee Code of Conduct Procurement Management Regulations Administrative Measures for Anti-Money Laundering Money Laundering and Terrorist Financing Risk Management Measures Administrative Provisions on Customer Money Laundering Risk Assessment and Classification Management Measures for Customer Identity Identification, Personal Information and Transaction Record Keeping Regulations on Self-assessment of Money Laundering Risk Anti-money Laundering Confidentiality Policy Internal Audit Charter Measures for Employees' Non-compliance with Laws and Regulations |
| B8: Community Investment | <ul style="list-style-type: none"> Charity Law of the PRC | / |

Appendix III Subsidiary Honors

| Award winner | Issued by | Award |
|--|-----------------------------------|---|
| TPL | 21st Century Business Herald | 2022 Excellent Life Insurance Product (Taiping Sui-You-Yu-Qing Whole Life Insurance) |
| | International Insurance Institute | Golden Insurance Award "Excellent Digital Life Insurance Company of the Year" |
| | Huiyu Global Family Think Tank | 2022 Innovation Gold Award of China Family Office (Insurance Industry) |
| | China Securities Journal | Insurance Company Investment Golden Bull Award |
| | Securities Star | 2022 Excellent Insurance Brand Award |
| | Journal of Insurance Culture | The 17th China Insurance Innovation Award - Annual Recommended Whole Life Insurance Product |
| | Journal of Insurance Culture | Influential Insurance Brand of the Year at the 17th China Insurance Innovation Awards |
| | investor.org.cn | 2022 High-Quality Development Insurance Company Empowered by Innovation |
| | Securities Times | 2022 Gold Medal Insurance Service Ark Awards |
| | Today's Insurance | Annual Benchmark Insurance Company |
| | Today's Insurance | Best-selling Insurance Product of the Year (Taiping Guoxi Shixiang Annuity Insurance) |
| | Daily Economic News | 2022 China Golden Tripod Award "Excellent Person Life Insurance Company of the Year" |
| | Securities Times | 2022 Insurance Industry Service, Health and Pension Ark Award |
| | TPI | Cailian Press |
| "Belt and Road Initiative" Reinsurance Community | | Awarded the most promising award for the construction of the "Belt and Road Initiative" |
| Shenzhen Municipal Financial Supervision and Administration Bureau | | "Second Prize of Contribution Award" of 2021 Shenzhen Financial Innovation Award - TPI's high-quality innovative services for the construction series of measures of the "Belt and Road Initiative" |
| Department of Commerce of Guangdong Province | | The China Taiping-ASEAN Insurance Community of TPI won the "Excellent Case of Service Trade in Guangdong Province" |
| China's Insurance Quote | | 2021 Jinnuo Prize (Greater Bay Area High Quality Insurance Forum) |
| China's Insurance Quote | | Typical Cases of Customer Service in the Insurance Industry in 2021 |
| China's Insurance Quote | | 2021 Influential Case Claims Settlement |
| China's Insurance Quote | | 2021 Bank of China's Insurance Industry Annual Service Innovation Case - Influential Case Claim Settlement (Henan Rainstorm) |

| | | | |
|---|--|---|---|
| | China's Insurance Quote | Jinnuo's 2021 Annual Influential Brand Promotional Video | |
| | Shenzhen Financial Supervision and Administration Bureau | 3rd Prize of "Contribution Award" of 2021 Shenzhen Financial Innovation Award | |
| | Shenzhen Futian District Committee of CPC Shenzhen Futian District People's Government | 2021 Futian District Comprehensive Contribution Support | |
| | Today's Insurance | 2022 Insurance Brand of the Year | |
| | Today's Insurance | 2022 Annual Empowerment Technology Benchmark | |
| | Hexun.com | 2022 Influential Insurance Brands | |
| | Daily Economic News | JinDing Award - Excellent Property Insurance Company | |
| | China Banking and Insurance Regulatory Commission Consumer Protection Bureau | Excellent Activity Organizer on March 15, 2022 | |
| | China Business News | 2022 Excellent Competitive Property Insurance Company | |
| | China Net Finance | Top 10 Warm Claim Cases in 2022 | |
| | China Net Finance | 2022 China's Top Excellent Cross-border Service Insurance Company Case-TPI Innovative "Northbound Travel for Macao Vehicles" Insurance Plan | |
| | Shenzhen Blood Center | Letter of Appreciation from Shenzhen Blood Center | |
| | TPP | China Business Network | "Annual Pension Insurance Company" Award in the China Business Network Financial Value List (CFV) |
| | | Daily Economic News | 2022 Excellent Pension Insurance Service Provider of the Year Award |
| National Healthcare Security Administration | | The "full-process smart supervision platform of long-term care insurance" solution won the second prize in the "Smart Medical Insurance Solutions Competition" organized by the National Healthcare Security Administration | |
| Daily Economic News | | Selected in the "Annual Customer Service List" and "Annual Product Innovation List" in the selection of China's Insurance Industry Billboard | |
| China's Insurance Quote | | Selected in the top 30 list of medical insurance in the "Golden Reputation" insurance product evaluation list held by China's Insurance Quote | |
| TPAM | IPE (Investment & Pensions Europe) | Listed on 185th among the top 500 IPE global asset management companies, and entered the top 30 Chinese asset management institutions | |
| | Securities Times Brokers China | Golden Ark Award for High Quality Development Insurance Asset Management Company, and Ark Award for Insurance Investment Team | |
| | 21st Century Business Herald | Best Insurance Asset Management Company of 2022 | |
| | Sina Finance | Best ESG Responsible Investment Insurance Asset Management Company of the Year | |
| | Caishiv.com | Outstanding ESG Insurance Asset Management Product | |
| | China Securities Journal | Golden Bull Award for Insurance Asset Management Companies, Golden Bull Award for Portfolio Insurance Asset Management Products (Fixed Income) (Mixed) | |

Appendix IV Association

| | | |
|------------|---|---|
| TPIM | China Association of Enterprises with Foreign Investment Shenzhen Association of Enterprises with Foreign Investment | National (Shenzhen) Excellent Foreign Invested Enterprises and Innovative Products of Supporting the People's Livelihood (2021-2022 Year) |
| TP Capital | Insurance Asset Management Association of China | "Taiping Innovation - Taiping Healthcare Investment Fund" was selected as one of the "Innovative Products to Support People's Livelihood Innovative Products for People's Livelihood Construction" list "Taiping Innovation-Taiping Science and Technology (Shanghai) Private Equity Investment Fund Partnership (Limited Partnership)" was selected into the list of "Supporting 'specialized, special and new' enterprise innovative products" |
| | China Venture Research Institute, Chinaventure.com.cn | China Venture's Top 20 Best Insurance Funds in China in 2022, China Venture's Top 10 Best New Limited Partners in China in 2022, and China Venture's Top 100 Best State-owned Investment Institutions in 2022 |
| TP STI | / | Li Enxie of TP STI's Insurance Technology Laboratory won the 2022 National Financial May 1st Labor Medal |
| | / | Wang Yuecheng of TP STI's Insurance Technology Laboratory won the 21st National Youth Post Expert |
| | / | The survey results of "Exploration and Innovation of Youth Volunteer Service Modes under the Epidemic" by the Youth Theory Study Group of the First Youth League Branch of TP STI of China Taiping Insurance Group won the third prize in the "Key Issues" research activity of the Youth Theory Study Group of the Central and State Organs. |
| TPFSC | RPA industry promotion phalanx | 2022 "Smart Craftsman" RPA Excellent Case Award |
| | China Academy of Information and Communications Technology | "Ruziniu" digital employee project won the "2022 'Smart Craftsman' RPA Excellent Case" Award |
| TPFAS | China Computer Users Association | The special audit project of the company's risk claim settlement and the off-site risk monitoring platform project of investment business were included in the "Best Practice Project Library" of financial information technology risk management and auditing. |
| TSFL | Shanghai Pudong New Area People's Government | 2021 Pudong New Area Economic Outstanding Contribution Award |
| | China Financial Leasing (West Lake) Forum | 2022 "West Lake Forum Cup" Leasing Enterprise Innovation Achievement Award |
| TPL (HK) | Metro Finance Channel | "Hong Kong Insurance Forum & Greater Bay Area Insurance Awards 2022 - Hong Kong Station" - "Outstanding Award for Contributing to the Insurance Development (Properties & Casualty Insurance) in Greater Bay Area |
| | Metro Finance Channel | Hong Kong Enterprise Leadership Brand 2022 - "Excellent Cross-border Auto Insurance Service Brand" Award |
| | Ming Pao Excellence Finance | Greater Bay Area Excellent Insurance Service Award |
| | / | "1st Runner Up" Award of GREEN POWER HIKE x Hong Kong Federation of Insurers |
| TPFH | Hong Kong Special Administrative Region Government | Volunteers of "Vaccination at Home" service was awarded a Certificate of Appreciation by the Hong Kong Special Administrative Region Government Received a certificate of appreciation from the "Hong Kong Anti-epidemic Volunteer Alliance" and "Hong Kong Community Anti-Epidemic Connection" |
| TP Macau | Macao Special Administrative Region | Medal of Merit |

| Company Name | Participate in associations |
|--|--|
| Company Name Participate in associations | Insurance Association of China, Insurance Society of China, Hong Kong Chinese General Chamber of Commerce, Hong Kong Chinese Enterprises Association, China Insurance and Social Security Research Center of Peking University, 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, China Interbank Market Dealers Association, China Social Insurance Society, China Health Information and Health Care Big Data Society, 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 Shipping Insurance Association |
| TPRe | Hong Kong Chinese Enterprises Association, Hong Kong Federation of Insurers, Hong Kong Chinese General Chamber of Commerce, Hong Kong Chinese Insurance Association, Labuan International Insurance Association, Singapore Reinsurance Association, International Underwriting Person Association |
| TPFH | Hong Kong Chinese Enterprises Association, Hong Kong Chinese Securities Association |
| TPRB | Hong Kong Confederation of Insurance Consultants, Hong Kong General Chamber of Commerce |
| TPL (HK) | Hong Kong Chinese Merchants Insurance Association, Hong Kong Shanghai Financial Industry Association, Hong Kong Chinese Enterprises Association, Hong Kong General Chamber of Commerce, Hong Kong Institute of Financial Planners, Insurance Complaints Bureau, Hong Kong Federation of Insurers |
| TP HK | Hong Kong Federation of Insurers, Hong Kong Chinese Enterprises Association, Chinese Insurance Association, The Chinese General Chamber of Commerce of Hong Kong |
| 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) |
| TP Japan | Association of Chinese Enterprises in Japan |

Appendix V 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 2022 and 31 December 2022 |
| "this Report " | Refers to | <i>2022 Environmental, Social and Governance (ESG) & Corporate Social Responsibility Report of China Taiping Insurance Holdings Company Limited</i> |
| "ESG Reporting Guide" | Refers to | <i>Environmental, Social and Governance Reporting Guide</i> |
| "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 |
| "14th Five-Year Plan" | Refers to | <i>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</i> |
| "Dual Carbon" | Refers to | Carbon neutrality and carbon peaking policy |
| "Customer Festival" | Refers to | China Taiping's second "Ji Xiang Festival-Taiping Customer Festival" |
| "TPL" | Refers to | China Taiping Life Insurance Co.,Ltd. |
| "TPI (HK)" | Refers to | Taiping General Insurance (HK) Company Limited |
| "TPI" | Refers to | Taiping General Insurance Co.,Ltd. |
| "TPP" | Refers to | Taiping Pension Co.,Ltd. |
| "TPAM" | Refers to | Taiping Asset Management Co.,Ltd. |

| | | |
|-----------------------|-----------|--|
| "TP Capital" | Refers to | Taiping Capital Asset Management Co.,Ltd. |
| "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 | Taiping Petrochemical Financial Leasing Co., Ltd. |
| "TPFT" | Refers to | Taiping Financial Technology Service (Shanghai) Co.,Ltd. |
| "TPFS" | Refers to | Taiping Financial Services Co.,Ltd. |
| "TPFSC" | Refers to | Taiping Financial Operating Service (Shanghai) Co., Ltd. |
| "TPFAS" | Refers to | Taiping Financial Audit Service (Shenzhen) Co.,Ltd. |
| "TP STI" | Refers to | Taiping Science and Technology Insurance Co.,Ltd. |
| "TPRe (China)" | Refers to | Taiping Reinsurance (China) Co.,Ltd. |
| " TPRe " | Refers to | Taiping Reinsurance Co.,Ltd. |
| "CTPI (HK)" | Refers to | China Taiping Insurance (HK) Company Limited |
| "TPFH" | Refers to | Taiping Financial Holdings Company Limited |
| "TPRB" | Refers to | Taiping Reinsurance Brokers Ltd. |
| "TPL (HK)" | Refers to | China Taiping Life Insurance (HK) Company Limited |
| "TP Macau" | Refers to | China Taiping Insurance (Macau) Co.,Ltd. |
| "TP UK" | Refers to | China Taiping Insurance (UK) Co.,Ltd. |
| "TP Singapore" | Refers to | China Taiping Insurance (Singapore) Pte.Ltd. |
| "TP Indonesia" | Refers to | PT. China Taiping Insurance Indonesia |
| "TP Japan" | Refers to | China Taiping Insurance Service (Japan) Co.,Ltd. |
| "TP Australia office" | Refers to | Australia Representative Office of China Taiping Insurance Holdings Co.,Ltd. |

Appendix VI HKEX ESG Reporting Guide's Content Index

| General Disclosures and KPIs | Description | Section in this Report/ Statement |
|------------------------------|--|---|
| A. Environmental | | |
| Aspect A1: Emissions | | |
| General disclosure | Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air ¹² and greenhouse gas emissions ¹³ , discharges into water and land, and generation of hazardous and non-hazardous waste ¹⁴ . | Green Office TCFD Disclosure |
| KPIs A1.1 | The types of emissions and respective emissions data. | Appendix I |
| KPIs A1.2 | Direct (Scope 1) and energy indirect (Scope2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | Appendix I |
| KPIs A1.3 | Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | Appendix I |
| KPIs A1.4 | Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | Appendix I |
| KPIs A1.5 | Description of emission target(s) set and steps taken to achieve them. | With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, we hold the opinion that current emissions of the company are not of great importance in terms of environmental protection so that an emission target has not been set for the time being, but we will continue to assess its influences, and set the target and disclose relevant information in due course in the future. |
| KPIs 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. | With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, we hold the opinion that current wastes of the company are not of great importance in terms of environmental protection so that a reduction target has not been set for the time being, but we will continue to assess its influences, and set the target and disclose relevant information in due course in the future. |

¹² Exhaust gas emissions include nitrogen oxides, sulphur oxides and other pollutants regulated by national laws and regulations.

¹³ Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulfur hexafluoride.

¹⁴ Hazardous wastes are those that defined by national regulations.

| Aspect A2: Use of Resources | | |
|-----------------------------|--|---|
| General Disclosure | Policies on the efficient use of resources ¹⁵ including energy, water, and other raw materials. | Green Office Green Building |
| KPIs A2.1 | Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in 1000s) and intensity (e.g. per unit of production volume, per facility). | Appendix I |
| KPIs A2.2 | Water consumption in total and intensity (e.g. per unit of production volume, per facility). | Appendix I |
| KPIs A2.3 | Description of energy use efficiency target(s) set and steps taken to achieve them. | With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, we hold the opinion that current energy use of the company is not of great importance in terms of environmental protection so that an energy efficiency target has not been set for the time being, but we will continue to assess its influences, and set the target and disclose relevant information in due course in the future. |
| KPIs 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. | With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, we hold the opinion that current resource use of the company is not of great importance in terms of environmental protection so that a water consumption target has not been set for the time being, but we will continue to assess its influences, and set the target and disclose relevant information in due course in the future. |
| KPIs A2.5 | Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. | With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, the indicator is not applicable. |

¹⁵ Resources can be used for production, storage, transportation, buildings, electronics, etc.

| | | |
|--|--|--------------------------------|
| Aspect A3: The Environment and Natural Resources | | |
| General Disclosure | Policies on minimizing the issuer's significant impacts on the environment and natural resources. | Green Office Green Buliding |
| KPIs A3.1 | Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. | Green Office |
| 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. | TCFD Disclosure |
| KPIs 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. | TCFD Disclosure |
| B. Social | | |
| Employment and Labor practices | | |
| Aspect B1: Employment | | |
| General Disclosure | Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. | Employee Development |
| KPIs B1.1 | Total workforce by gender, employee type (for example, full or part-time), age group and geographical region. | Appendix I |
| KPIs B1.2 | Employee turnover rate by gender, age group and geographical region. | Appendix I |
| Aspect B2: Health and Safety | | |
| General Disclosure | Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to provide safe working environment and protecting employees from occupational hazards. | Employee Development |
| KPIs B2.1 | Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. | Appendix I |
| KPIs B2.2 | Lost days due to work injury. | Appendix I |
| KPIs B2.3 | Description of occupational health and safety measures adopted, and how they are implemented and monitored. | Employee Development |
| Aspect B3: Development and Training | | |
| General Disclosure | Policies on improving employees' knowledge and skills for discharging duties at work. Description of training ¹⁶ activities. | Employee Development |
| KPIs B3.1 | The percentage of employees trained by gender and employee category (e.g. senior management, middle management). | Appendix I |

¹⁶ Training refers to vocational training and may include internal and external courses paid for by the employer.

| | | |
|------------------------------------|--|--|
| KPIs B3.2 | The average training hours completed per employee by gender and employee category. | Appendix I |
| Aspect B4: Labor Standards | | |
| General Disclosure | Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor. | Employee Development |
| KPIs B4.1 | Description of measures to review employment practices to avoid child and forced labor. | Employee Development |
| KPIs B4.2 | Description of steps taken to eliminate such practices when discovered. | Employee Development |
| Operating Practice | | |
| Aspect B5: Supply Chain Management | | |
| General Disclosure | Policies on managing environmental and social risks of the supply chain. | Green Procurement |
| KPIs B5.1 | Number of suppliers by geographic region. | Appendix I |
| KPIs 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. | Green Procurement |
| KPIs B5.3 | Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. | Green Procurement |
| KPIs B5.4 | Description of practices used to promote environmentally preferred products and services when selecting suppliers, and how they are implemented and monitored. | Green Procurement |
| Aspect B6: Product Responsibility | | |
| General Disclosure | Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling, and privacy matters relating to products and services provided and methods of redress. | Product Innovation |
| KPIs B6.1 | Percentage of total products sold or shipped subject to recalls for safety and health reasons. | With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, the indicator is not applicable. |
| KPIs B6.2 | Number of products and service related complaints received and how they are dealt with. | Product Innovation Appendix I |
| KPIs B6.3 | Description of practices relating to observing and protecting intellectual property rights. | Intellectual Property Product Innovation |
| KPIs B6.4 | Description of quality assurance procedures and recall procedures. | With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, the indicator is not applicable. |

| | | |
|---------------------------------|--|--|
| KPIs B6.5 | Description of consumer data protection and privacy policies, and how they are implemented and monitored. | Consumer Rights Protection |
| Aspect B7: Anti-corruption | | |
| General Disclosure | Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud, and money laundering. | Anti-Corruption and Honesty |
| KPIs 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. | We will disclose relevant information in due course in the future. |
| KPIs B7.2 | Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. | Anti-Corruption and Honesty |
| KPIs B7.3 | Description of anti-corruption training provided to directors and staff. | Anti-Corruption and Honesty |
| Community | | |
| 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. | Public Charity Ensuring People's Livelihood with Inclusive Finance Response to Population Aging Serving the Real Economy Participating in Rural Revitalization Participating in Construction of Guangdong-Hong Kong-Macao Greater Bay Area Supporting High-Standard Opening Up |
| KPIs B8.1 | Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport). | Public Charity Ensuring People's Livelihood with Inclusive Finance Response to Population Aging Serving the Real Economy Participating in Rural Revitalization Participating in Construction of Guangdong-Hong Kong-Macao Greater Bay Area Supporting High-Standard Opening Up |
| KPIs B8.2 | Resources contributed (e.g. money or time) to the focus area. | Public Charity Ensuring People's Livelihood with Inclusive Finance Response to Population Aging Serving the Real Economy Participating in Rural Revitalization Participating in Construction of Guangdong-Hong Kong-Macao Greater Bay Area Supporting High-Standard Opening Up |

Appendix VII GRI Sustainability Reporting Standards' Content Index

| | |
|-------------------------|--|
| Statement of use | This report is based on the latest version of the Sustainability Reporting Standards, the GRI Standards 2021, issued by GRI. |
| GRI 1 used | GRI 1: Foundation 2021 |

| GRI Standard | Disclosure | Page |
|-------------------------------|--|--|
| GRI 1 Basis | | |
| 1 Basis 2021 | Report basis, including publishing GRI content index, providing usage instructions, etc. | |
| GRI 2 General Disclosure 2021 | | |
| Organizational Profile | | |
| 2-1 | Organization details | 6 |
| 2-2 | Entities included in organizational sustainability reports | 6 |
| 2-3 | Reporting period, reporting frequency and contact person | 1-2 |
| 2-4 | Information restatement | No relevant disclosure information |
| 2-5 | External assurance | No relevant disclosure information |
| Activities and Employees | | |
| 2-6 | Activities, value chains and other business relationships | 5-8 |
| 2-7 | Employee | 80-82 |
| 2-8 | Workers other than employees | 80 |
| Governance | | |
| 2-9 | Governance structure and composition | 12 |
| 2-10 | Nomination and selection of the highest governance body | 45 |
| 2-11 | Chairman of the highest governing body | 45 |
| 2-12 | In terms of management influence, the oversight role of the highest governance body | 12-13, 47-48 |
| 2-13 | Delegate responsibility for managing impacts | 12-13 |
| 2-14 | The role of the highest governance body in the sustainability report | 12 |
| 2-15 | Conflict of interest | 14-15, 45-49 |
| 2-16 | Communication on key concerns | 12, 15 |
| 2-17 | Common knowledge of the highest governance body | 12, 15 |
| 2-18 | Performance evaluation on the highest governance body | 11-16 |
| 2-19 | Remuneration policy | 33 |
| 2-20 | Procedures for determining remuneration | 33 |
| 2-21 | Annual ratio of total remuneration | Please refer to the Company's 2022 Annual Report |

| | | |
|--|---|--|
| Strategy, policy, and practice | | |
| 2-22 | Statement on sustainability strategy | 2, 11-14 |
| 2-23 | Policy commitment | 2, 11 |
| 2-24 | Inclusion of policy commitment | 11-16 19-30 33-42 45-50 53-60 |
| 2-25 | Procedures for remediating negative impacts | 47-49 |
| 2-26 | Mechanisms for seeking advice and raising concerns | 14-15, 45 |
| 2-27 | Comply with laws and regulations | 19, 27, 33, 48-50, 53-58 |
| 2-28 | Association membership | 88 |
| Stakeholder engagement | | |
| 2-29 | Stakeholder engagement approaches | 14 |
| 2-30 | Collective bargaining agreement | No relevant disclosure information |
| GRI 3 Material topics 2021 | | |
| 3-1 | Process for identifying material topics | 15 |
| 3-2 | List of material topics | 16 |
| 3-3 | Management of material topics | 16 |
| GRI 201 Economic performance 2016 | | |
| 201-1 | Directly generated and distributed economic value | 5-8 |
| 201-2 | Financial impacts and other risks and opportunities of climate change | 27-30 |
| 201-3 | Defined benefit plan obligations and other retirement plans | Please refer to the Company's 2022 Annual Report |
| 201-4 | Financial subsidies from the government | Please refer to the Company's 2022 Annual Report |
| GRI 202 Market performance 2016 | | |
| 202-1 | Ratio of standard starting salary level salary to local minimum wage by sex | The company has no such disclosure |
| 202-2 | Percentage of executives hired from the local community | The company has no such disclosure |
| GRI 203: Indirect economic impact 2016 | | |
| 203-1 | Infrastructure investment and support services | 55-60 |
| 203-2 | Significant indirect economic impact | 63-72 |
| GRI 204 Procurement practices 2016 | | |
| 204-1 | Proportion of purchase expenditure from local suppliers | 82 |
| GRI 205 Anti-corruption 2016 | | |
| 205-1 | Operating points that corruption risk assessment has been conducted | 49 |
| 205-2 | Communication and training on anti-corruption policies and procedures | 49-50 |
| 205-3 | Confirmed incidents of corruption and actions taken | 49-50 |

| | | |
|--|---|--|
| GRI 206 Anti-competitive behavior 2016 | | |
| 206-1 | Legal action against anticompetitive conduct, antitrust and antitrust practices | The company has no such disclosure |
| GRI 207 Taxation 2019 | | |
| 207-1 | Tax policy | Please refer to the Company's 2022 Annual Report |
| 207-2 | Tax governance, control and risk management | Please refer to the Company's 2022 Annual Report |
| 207-3 | Stakeholder engagement and management related to tax concerns | Please refer to the Company's 2022 Annual Report |
| 207-4 | Country report | The company has no such disclosure |
| GRI 301 Materials 2016 | | |
| 301-1 | Weight or volume of material used | 78-79 |
| 301-2 | Recycled materials used | The company's products are only financial products, and this indicator is not applicable |
| 301-3 | Recycled products and their packaging materials | The company's products are only financial products, and this indicator is not applicable |
| GRI 302 Energy 2016 | | |
| 302-1 | Energy consumption within the organization | 79 |
| 302-2 | Energy consumption outside the organization | 79 |
| 302-3 | Energy intensity | 8,79 |
| 302-4 | Reducing energy consumption | 19-26 |
| 302-5 | Reducing energy demand for products and services | The company has no such disclosure |
| GRI 303 Water and wastewater 2018 | | |
| 303-1 | Using water as a shared resource | 20-26 |
| 303-2 | Manage impacts related to drainage | 20-26 |
| 303-3 | Fetching water | The company is in the financial industry, and this indicator is not applicable |
| 303-4 | Water draining | The company is in the financial industry, and this indicator is not applicable |
| 303-5 | Water consumption | 79 |
| GRI 304 Biodiversity 2016 | | |
| 304-1 | Organizations own, lease, manage operating points located in or adjacent to protected areas and biodiversity-rich areas outside protected areas | The company has no relevant operating units |
| 304-2 | Significant impacts of activities, products and services on biodiversity | The company has no such disclosure |
| 304-3 | Protected or restored habitat | The company has no such disclosure |
| 304-4 | Species in habitats affected by operations that have been included in the IUCN Red List and national conservation lists | The company has no such disclosure |
| GRI 305 Emissions 2016 | | |
| 305-1 | Direct GHG emissions (Scope 1) | 78 |
| 305-2 | Energy indirect GHG emissions (Scope 2) | 78 |
| 305-3 | Other indirect GHG emissions (Scope 3) | 78 |

| | | |
|---|--|------------------------------------|
| 305-4 | GHG emissions intensity | 78 |
| 305-5 | GHG emission reduction | 78 |
| 305-6 | Emissions of Ozone Depleting Substances (ODS) | The company has no such disclosure |
| 305-7 | Nitrogen oxides (NO _x), sulfur oxides (SO _x) and other significant gas emissions | 78 |
| GRI 306 Waste 2020 | | |
| 306-1 | Generation of waste and significant waste-related impacts | 23-26 |
| 306-2 | Management of significant impacts related to waste | 23-26 |
| 306-3 | Waste generated | 79 |
| 306-4 | Waste diverted from disposal | The company has no such disclosure |
| 306-5 | Waste entering disposal | The company has no such disclosure |
| GRI 308: Supplier environmental assessment 2016 | | |
| 308-1 | New suppliers screened using environmental assessment dimensions | 27 |
| 308-2 | Negative environmental impacts of the supply chain and actions taken | 27-28 |
| GRI 401: Employment 2016 | | |
| 401-1 | New employee hiring rate and employee turnover rate | 80-81 |
| 401-2 | Benefits offered to full-time employees (excluding temporary or part-time employees) | 33 |
| 401-3 | Parental leave | 33 |
| GRI 402: Labor relations 2016 | | |
| 402-1 | Minimum notice period for operational changes | No relevant disclosure information |
| GRI 403: Occupational health and safety 2018 | | |
| 403-1 | Occupational health and safety management system | 35 |
| 403-2 | Hazard identification, risk assessment and incident investigation | 35 |
| 403-3 | Occupational health services | 35-36 |
| 403-4 | Occupational health and safety matters: Worker engagement, consultation and communication | 35-36 |
| 403-5 | Occupational health and safety training for workers | 36 |
| 403-6 | Promote worker health | 35-36 |
| 403-7 | Prevent and mitigate occupational health and safety impacts directly related to business relationships | 33-38 |
| 403-8 | Workers covered by the occupational health and safety management system | The company has no such disclosure |
| 403-9 | Work injury | 81 |
| 403-10 | Work-related health problems | The company has no such disclosure |
| GRI 404: Training and education 2016 | | |
| 404-1 | The average number of hours each employee receives training per year | 81 |
| 404-2 | Employee skills upgrading program and transition assistance program | 34-35 |
| 404-3 | Percentage of employees receiving regular performance and career development reviews | 81 |

| | | |
|--|---|--|
| GRI 405: Diversity and equal opportunity 2016 | | |
| 405-1 | Diversity of governance and employees | 33, 80-81 |
| 405-2 | Ratio of basic wages and remuneration for male and female employee | Confidentiality restrictions |
| GRI 406: Anti-discrimination 2016 | | |
| 406-1 | Incidents of discrimination and corrective actions taken | 33, 80-81 |
| GRI 407: Freedom of association and collective Bargaining 2016 | | |
| 407-1 | Freedom of association and collective bargaining rights may be at risk Operations and suppliers | 33 |
| GRI 408: Child labor 2016 | | |
| 408-1 | Operations and suppliers at significant risk of incidents of child labor | 59 |
| GRI 409: Forced or compulsory labor 2016 | | |
| 409-1 | Operations and suppliers at significant risk of incidents of forced or compulsory labor | 59 |
| GRI 410: Security practices 2016 | | |
| 410-1 | Security personnel trained in human rights policies or procedures | The company has no such disclosure |
| GRI 411: Aboriginal rights 2016 | | |
| 411-1 | Incidents involving aboriginal rights violations | The company has no such disclosure |
| GRI 413: Local communities 2016 | | |
| 413-1 | Operations with local community engagement, impact assessment and development plans | 35, 38-42, 53-60 |
| 413-2 | Operations with actual or potential significant adverse impacts on local communities | The company has no relevant operating units |
| GRI 414: Supplier social assessment 2016 | | |
| 414-1 | New suppliers screened using social rating dimensions | 12, 27-28, 49 |
| 414-2 | Negative social impacts in the supply chain and actions taken | 12, 27-28, 49 |
| GRI 415: Public policy 2016 | | |
| 415-1 | Political donation | No relevant disclosure information |
| GRI 416: Customer health and safety 2016 | | |
| 416-1 | Assess the health and safety impact of product and service categories | The company's products are only financial products, and this indicator is not applicable |
| 416-2 | Incidents of non-compliance involving health and safety impacts of products and services | 49 |
| GRI 417: Marketing and identity 2016 | | |
| 417-1 | Requirements for product and service information and labeling | 49 |
| 417-2 | Incidents of non-compliance involving product and service information and labeling | The company has no such disclosure |
| 417-3 | Violations involving marketing communications | The company has no such disclosure |
| GRI 418: Customer privacy 2016 | | |
| 418-1 | Substantiated complaints involving violations of customer privacy and loss of customer data | 72, 82 |
| Formerly GRI 306: Sewage and waste | | |
| Original 306-3 | Major leak | No relevant disclosure information |

