



中国太平
CHINA TAIPING
STOCK CODE:HK00966

95th
中国太平创立95周年
1929-2024

2023

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

China Taiping Insurance Holdings Company Limited

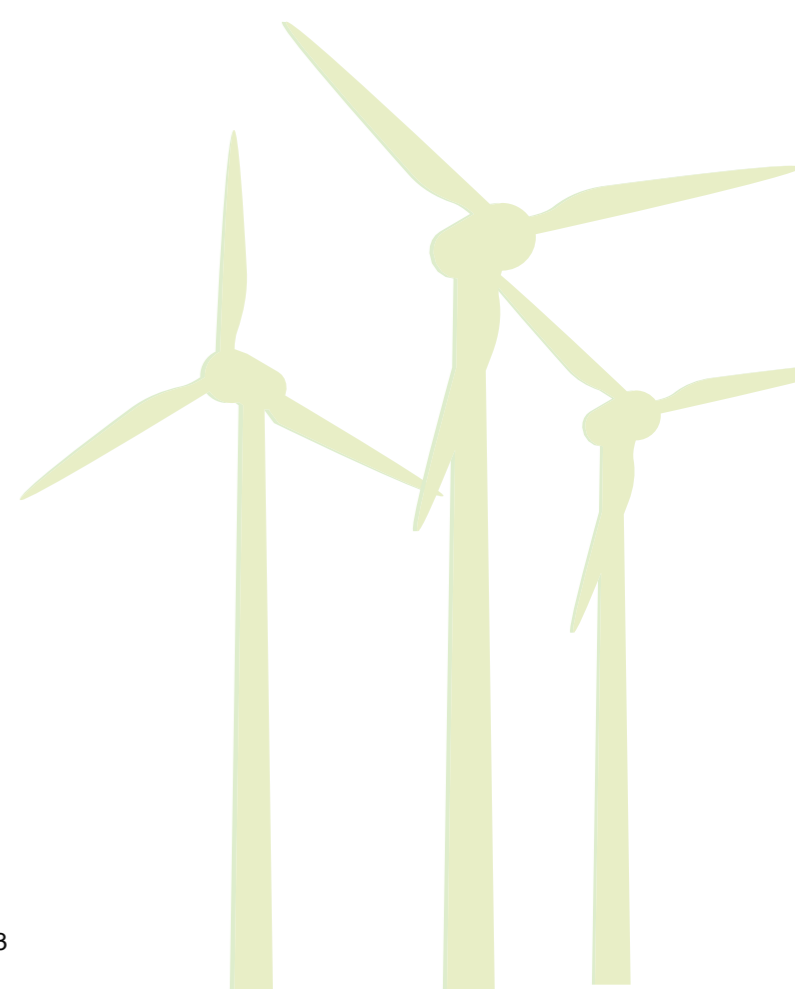


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ABOUT THIS REPORT

This Report is the 8th Environmental, Social and Governance (ESG) & Corporate Social Responsibility Report issued by China Taiping Insurance Holdings Company Limited and its members, outlining our environmental, social and governance (ESG) performance in 2023. 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 C2 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) and Guide to Environmental, Social and Governance Disclosure for Insurance Organizations issued by China Insurance Association.

Reporting Scope

This Report covers the period from January 1, 2023 to December 31, 2023. 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 cover the Company’s headquarters and members controlled by the Company. The materials, policies, statements, and data in this Report cover China Taiping Insurance Holdings Company Limited and its members. 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 2023 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 of the Group on 25th Apr, 2024.

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:

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Telephone: (852) 2854 6555

Fax: (852) 2866 2262

Email: ir@cntaiping.com

STATEMENT OF THE BOARD OF DIRECTORS

The Board of Directors of the Group has been implementing the concept of sustainable development, guided by the national "14th Five-Year Plan" and the vision for 2035, the report of the "20th CPC National Congress, the Central Financial Work Conference, and the spirit of the Central Economic Work Conference, and deep implementation of the high-quality development strategy, giving play to the role of ESG governance and standardizing ESG information disclosure, and striving to enhance its capacity for sustainable development.



Embracing ESG to create the value of sustainability.

The Group incorporates ESG into its strategic planning and integrates ESG into its business development chain and daily operation processes, actively responds to the United Nations Sustainable Development Goals. The Group regularly updates major ESG topics in light of regulatory requirements, international practices and management realities. The Board of Directors is responsible for overseeing and guiding the conduct of stakeholder surveys, identifying, and managing ESG opportunities and risks, and evaluating and defining major annual ESG topics. 24 ESG topics will be identified in 2023 based on the analyses of the latest stakeholder surveys.



Improving ESG governance to improve sustainable governance.

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. Meanwhile, 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 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, guidelines and strategies of the Group, reviews the annual ESG report and other relevant material issues, and ensures that an effective ESG risk management system is put in place.



Highlighting on ESG practices and promoting sustainable actions.

The Group attaches importance to ESG management and actions, formulates ESG strategies and initiatives, and continuously improves the level of ESG management. We have established and improved ESG work guidelines, standardized work processes, and perfected the ESG institutional system. In accordance with the Group's ESG management requirements, all subsidiaries have integrated ESG into the management decision-making system, institutional processes and business operation from the perspective of their own actual situation and business characteristics, so as to form a vertically coherent, horizontally coordinated and smoothly functioning ESG work mechanism.



Empowering ESG management to inject sustainable momentum.

The Group also attaches great importance to ESG capacity building. It focuses on promoting the realization of ESG management objectives, and continues to strengthen in-depth research in key areas such as ESG risk management, ESG investment, ESG ratings, innovation of ESG products and services, and ESG fintech, etc., and promotes the application of research results to feed back into practice. The Group and its subsidiaries incorporated ESG work content into their training planning, and actively carried out ESG training activities to continuously improve ESG professional capacity.

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 of the Group on 25th Apr, 2024.

CHAIRMAN'S STATEMENT



China Taiping Insurance Holdings
Company Limited
Chairman WANG Sidong

China Taiping is the longest continuously operating national insurance brand in China's history, and a firm practitioner of ESG concepts. We believe that adhering to the principle of "business for good", the ESG concept is highly consistent with the requirements of the Central Financial Work Conference that finance should provide high-quality services for economic and social development and do a good job in green finance, and is an important reference point for measuring the high-quality development of financial enterprises.

This is the 8th consecutive year that China Taiping has compiled and published its Environmental, Social and Governance (ESG) and Social Responsibility Report. We uphold the strategic requirements of "Responsibility Prioritised, Customers Focused, Innovation Driven, Value Oriented", and focus on the goal of sustainable development, and the role of ESG governance in guiding the high-quality development of China Taiping continues to grow.

This year, we embraced ESG and continued to enhance our sustainable development capability. On the basis of the three-tier ESG governance structure consisting of the Board of Directors, the Green Finance and ESG Management Committee, and the Committee's Office, we continued to improve the top-down green finance and ESG implementation system with the full participation of all companies and departments, continuously improved the ESG institutional framework, integrated ESG into our business development chain and daily operation processes, and realized sustainable development by actively creating value for our shareholders, customers and society.

This year, we have been deeply committed to green development and promoting the harmonious coexistence of human beings and nature. With the goal of promoting the construction of a beautiful China, we helped realize the national "carbon peaking and carbon neutrality" goals. We explored the dual-wheel model of "green investment+ green insurance", built a green financial service system with Taiping's characteristics, increased investment in green industries, enriched the application scenarios of green insurance and product and service innovations, with a year-on-year increase of 40.9% in green insurance premiums. We explored the practice of green operations, and reduced our greenhouse gas emissions by promoting green offices, green buildings, green mobility, and the application of green technologies, We are taking practical actions to respond to the challenge of climate change.

This year, we focused on our main responsibilities and business, and provided high-quality financial services for economic and social development. By the end of 2023, the Group provided risk protection for the whole society amounting to RMB137 trillion, representing an increase of 6.3% compared with the end of the previous year; the accumulated claims expenditure for the year amounted to RMB75.2 billion, representing an increase of 24.7% year-on-year. Vigorously serving the real economy, domestic property and casualty insurance provided risk protection of about RMB 1.95 trillion for 122,000 small and micro-enterprises; the scale of investment assets under the Group's management invested in the real economy exceeded RMB 1 trillion for the first time. The Group was deeply involved in the construction of a multi-level social security system and held a seminar on the development strategy of the Group's third pillar pension business, which resulted in a steady growth in the number of clients of the Group's personal pension. The Group has cumulatively operated 37 long term care insurance projects, serving 26 million urban and rural residents, and helping to solve the problem of insufficient care services for the disabled in the context of the aging of the population; Undertook 17 policy-based major disease insurance programs, insuring more than 34 million people, and underwrote 98 beneficiary insurance programs, insuring about 25 million people, enhancing the level of medical protection for the whole society.

This year, we continued to enhance people's well-being, vigorously enhance the digitalization and refinement level of operation management, and continuously optimize the quality and efficiency of customer service. We strengthened our customer focus by organizing the third China Taiping Day and the fourth China Taiping Customer Day, putting into practice the service philosophy of "customer-focused", and continuing to provide a great service experience. Moreover, we focused on the high-quality development of human capital, emphasized work-life balance among employees, and created a warm working environment. Also, we attached great importance to public welfare and philanthropy, established a long-term mechanism for the operation of the China Taiping Charity Foundation, and contributed to the building of an inclusive society through earthquake relief and public welfare donations.

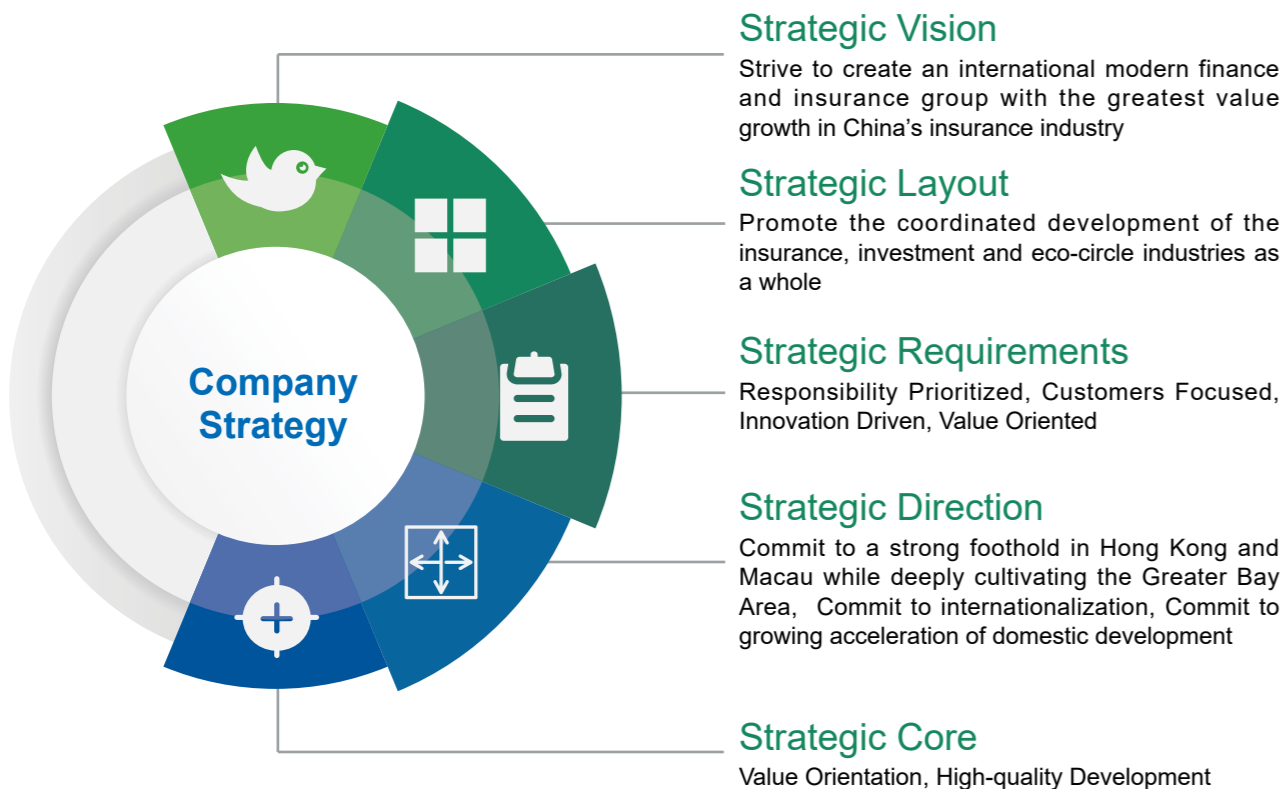
The journey is long and the struggle is now. 2024 will mark the 75th anniversary of New China, and China Taiping will soon celebrate its 95th anniversary. Looking ahead, we will fully implement the guidelines of the 20th CPC National Congress, the Central Financial Work Conference and the Central Economic Work Conference, unswervingly take the road of financial development with Chinese characteristics, take solid steps in the "five articles" on finance, strengthen the responsibility of central enterprises, promote the continuous improvement of ESG governance and performance, and strive to write a new chapter for the high-quality development of China Taiping.

ABOUT US

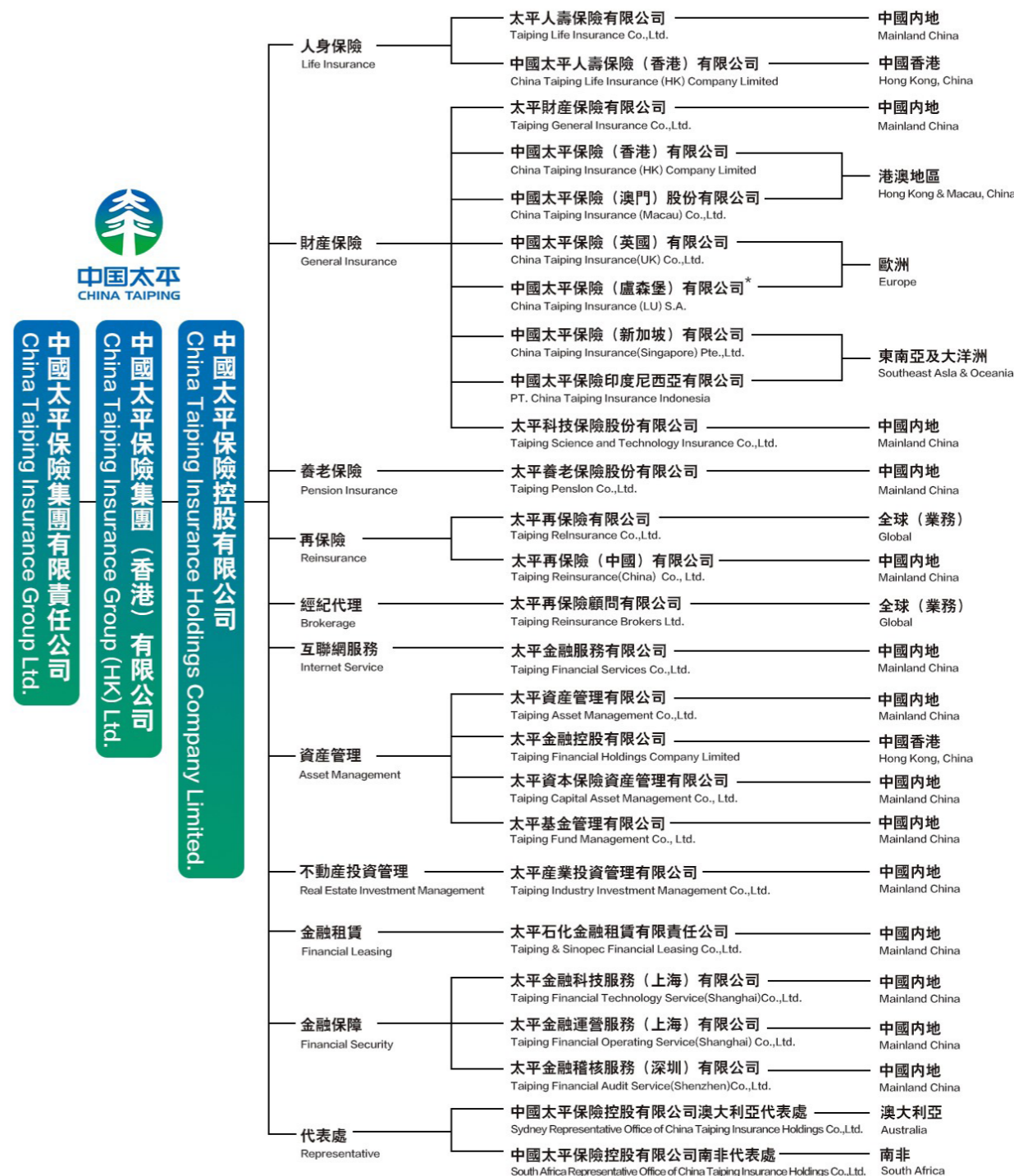
Group Overview

China Taiping Insurance Holdings Company Limited is headquartered in Hong Kong, China 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 members.

China Taiping is embedded in the three national brands of Taiping Insurance, China Insurance and Ming An Insurance. Founded in Shanghai in 1929, China Taiping has been the one of the oldest existing national insurance brands in China and also the only centrally-managed insurance group headquartered overseas. China Taiping Insurance Holdings Company Limited (CTIH) is a Hong Kong based company with extensive transnational operations and worldwide services. With its long term development strategy and market expansion capabilities, China Taiping has been listed on the Fortune Global 500 for six consecutive years since 2018 and ranked 385th in 2023. TPG is a large multinational financial insurance group with more than 24 major members and about 2,000 branches at all levels. Its business scope covers in Mainland, Hong Kong and Macau of China, Europe, Oceania, East Asia, Southeast Asia and other countries and regions. Its business type covers life insurance, property insurance, pension insurance, reinsurance, insurance brokerage and insurance agency, internet insurance, asset management, securities brokerage, financial leasing, real estate investment, pension medical and health industry, and other fields.



Organizational Structure



* 中國太平保險(盧森堡)有限公司牌照還在申請中

HIGHLIGHTS OF PERFORMANCE

Environment Performance

Green insurance premium
income (RMB100 million)



GHG emission intensity
(tonnes CO₂ eq/person)



Water consumption
density (m³/person)



Society Performance

Percentage of female
employees (%)



Premium income from social security-
type insurance (RMB 100 Million)



Public welfare/volunteer activities (person)



Targeted assistance (RMB 10,000)



Governance Performance

Hours of training per employee on business
ethics (hours/person)



Membership in ESG-related associations



¹ The Shanghai Supervisory Bureau of the State General Administration of Financial Supervision led the establishment of the organization

Group² ESG Awards and Honors

China Taiping has been shortlisted in the Fortune Global 500 for six consecutive years with ranking 385th.

Fortune

China Taiping has been included in the "Fortune China ESG Influence List" for two consecutive years and the only listed insurance group.

Fortune

China Taiping has been selected as one of the "Top 100 Global Most Valuable Insurance Brands" for nine consecutive years with ranking 38th.

Brand Finance

TPG has received the highest grade in the Evaluation of Targeted Poor Areas Alleviation Performance among Centrally-administrated State-owner Units for two consecutive years.

Office of the Central Rural Work Leading Group

China Taiping has won the Gold Wealth Management by SSE and Annual Corporate Social Responsibility Award.

Shanghai Securities News

2023 China ESG Golden Awards "Best Insurance Company for Responsible Investment"

Sina Finance

The Group's case of targeted assistance won the "2023 Outstanding Case of ESG Rural Revitalisation for Enterprises" at the Boao Forum for Entrepreneurs.

2023 Boao Forum for Entrepreneurs

² TPG, with CTIH as a core subsidiary

HONORS AND AWARDS

Group annual honors



China Taiping ranked in the Fortune Global 500 for six consecutive years.



China Taiping was included in the "Fortune China ESG Influence List" for two consecutive years.



Wind ESG Rating AA



China Taiping won 2023 China ESG Golden Awards "Best Insurance Company for Responsible Investment"

Stakeholder Engagement

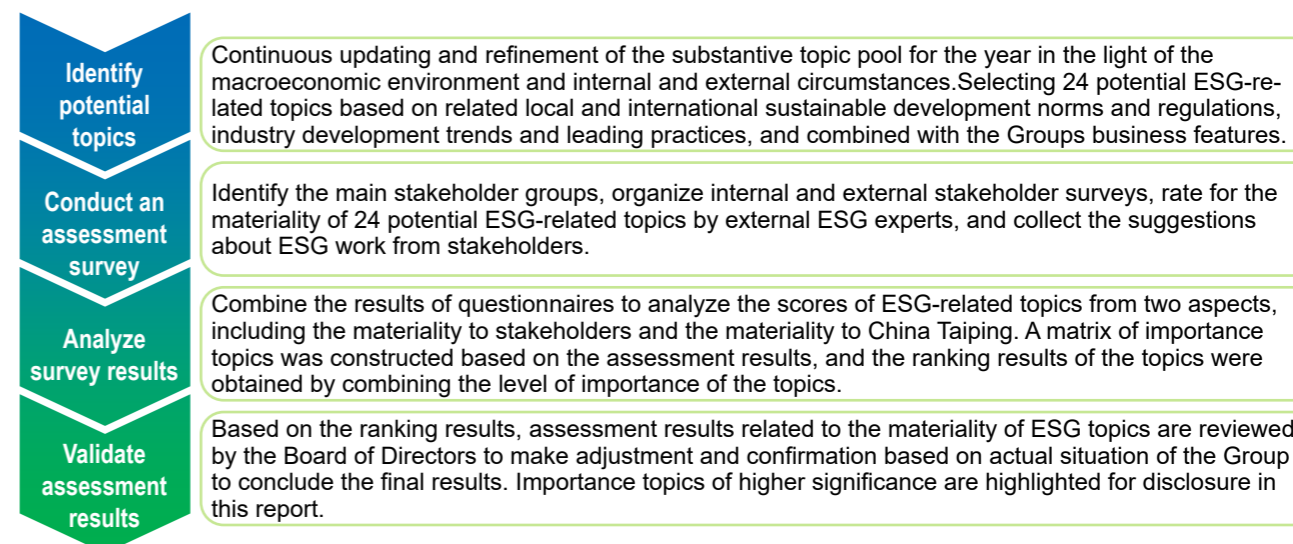
We have established a regular stakeholder communication mechanism to acquire stakeholders' suggestions and feedback in a timely manner to fully understand the expectations and demands of stakeholders, and build a harmonious and stable stakeholder relationship. During the reporting period, we were trying to acquire the concerns and expectations of stakeholders through the following platforms.

| Stakeholder groups | Communication and engagement platforms | Concern and expectations |
|----------------------------------|--|---|
| Government and regulators | Meeting Compliance reports Written response to public consultation | Company governance Supporting national strategies Compliance operation Financial Inclusion Business ethics Public welfare and social development |
| Investors/ shareholders | General Meeting of Shareholders Performance announcement Interviews Investors email | Corporate governance Risk management Responsible investment |
| Customers | Customer service center Customer Advisory Group Customer satisfactory surveys Daily operation and communication Internet service platform communication | Product and service quality Customer relationship management Guaranteed customer rights Technological innovation Sustainable supply chain |
| Employees | Employee opinion survey Work performance appraisal Interviews Employees publications Employees communication meetings Internal network for employees Special advisory committee Volunteering activities Staff training | Employee health and safety Employee care and welfare Employee attraction and retention Human capital development |
| Strategic partners | Reports Meetings Seminars | Industry development exchange and communication Advance cross-border cooperations |
| Agents | Training activities Meetings | Agent management and promotion Enhance training programs |
| Supplier | Meetings Appraisal system for suppliers and contractors On-site surveys | Sustainable supply chain Fair procurement Business ethics |
| Communities/ NGOs | Volunteering activities Community investment plans Seminars/Lectures/ Workshops Donations Community activities Environmental public welfare activities | Addressing climate change Public welfare and social development Support charitable donations |

Materiality Assessment

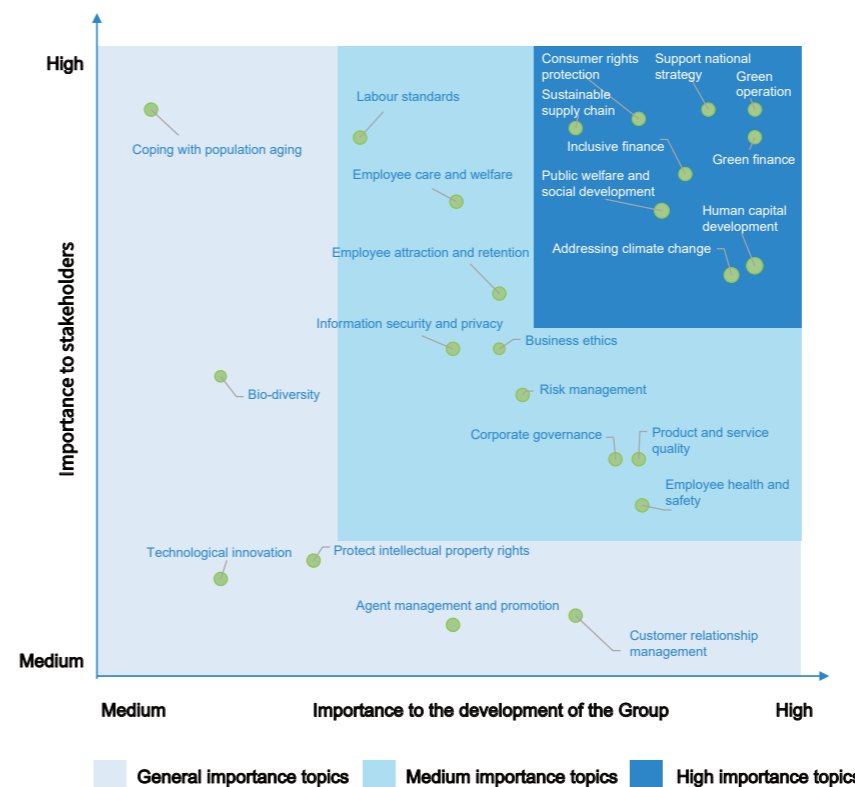
In order to understand and follow the expectations and concerns of stakeholders for ESG of the Group, elevate the quality and relevance of information disclosure and define the orientation towards ESG related works, this year we continue to carry out assessment on important topics.

Materiality assessment procedure



The Group conducted an assessment and analysis of materiality topics and identified a matrix of material topics as below:

Matrix of importance topics



| High importance topics | Medium importance topics | General importance topics |
|---------------------------------------|---|----------------------------------|
| Support national strategy | Corporate governance | Customer relationship management |
| Green finance ³ | Product and service quality | Coping with aging population |
| Inclusive finance | Risk management | Biodiversity |
| Tackle climate change | Business ethics | Protect intellectual property |
| Green operation | Employee attraction and retention | Technological innovation |
| Sustainable supply chain | Employee care and welfare | Agent management and promotion |
| Human capital development | Labour standards | |
| Public Welfare and Social Development | Employee's health and safety | |
| Consumer rights protection | Information security and privacy protection | |

³ Including sustainable insurance, green insurance, and responsible investment (green investment)

Topic

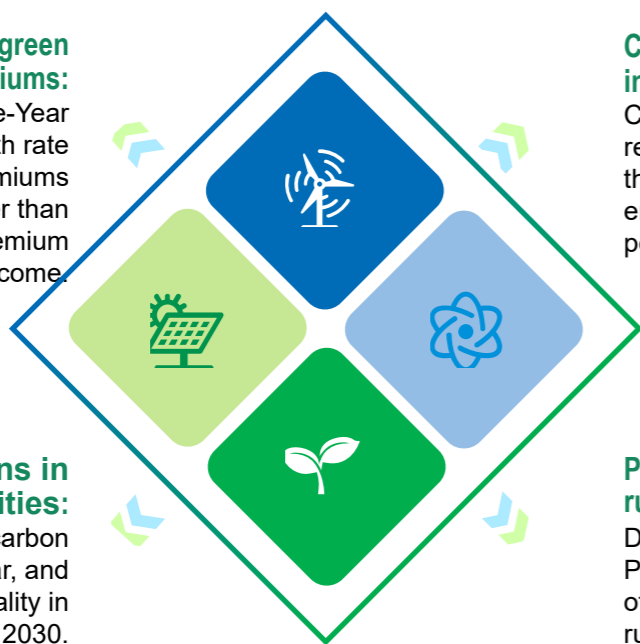
Embracing ESG to Enhance Sustainability

Led by the "14th Five-Year Plan" and high quality development strategy, the Group incorporates ESG into the Group's strategic planning, promotes the Group's "14th Five-Year Plan" sustainable development objectives, tasks and initiatives, improves ESG governance, enhances ESG systems, integrates ESG into the business development chain and daily operation processes, and responds to the United Nations' Sustainable Development Goals (SDGs).



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

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

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.

| Fields | ESG topic | ESG actions | Response to SDGs |
|-------------|-----------------------|--|------------------------|
| Environment | Green finance | Developing the green insurance to boost the green transformation of industry economy. Carrying out green investment and broaden financing channels for green economy. Strengthening green financial risk prevention and strictly guarding the bottom line of risk. | 13 气候行动 |
| | Green operation | Improving the green operation management system and enhancing the efficiency of resource use Strengthening ecological civilization publicity and education, and enhancing green and low-carbon awareness Continuously exploring the application of green technology and promoting green building certification. Highlighting the green operation management evaluation and enhance asset utilization efficiency | 3 良好健康与福祉 13 气候行动 |
| | Tackle climate change | Strengthening the top-level design of climate governance and increase the disclosure of climate information Enhancing the use of digital technology to strengthen climate risk response capacity | 7 经济适用的清洁能源 13 气候行动 |

| Fields | ESG topic | ESG actions | Response to SDGs |
|------------|---|--|---|
| Society | Inclusive finance | Innovating inclusive financial products and services to address emerging social risks Promoting financial health and enhancing the quality of inclusive financial services Strengthening the use of digital technology to empower inclusive financial high quality development | 3 良好健康与福祉 8 体面工作和经济增长 9 产业、创新和基础设施 |
| | Human development and security | Further advancing the talent management mechanism and build harmonious and stable labour relations. Optimizing the staff training system and enriching the reserve of high-quality talents. Optimizing the agent team to forge the agent's professional ability Refining the welfare and care system to safeguard the physical and mental health of talents | 4 优质教育 5 性别平等 8 体面工作和经济增长 10 减少不平等 |
| | Consumer rights protection and information security | Protecting the legitimate rights and interests of consumers and optimizing the financial development environment Optimizing information management mechanisms and building a strong data security barrier | 12 负责任消费和生产 16 和平、正义与强大机构 |
| Governance | Public Welfare and Social Development | Fulfilling the social responsibility of central enterprises and helping to realize common prosperity. Carrying out social charitable assistance and engaging in voluntary public welfare activities | 1 无贫穷 |
| | Sustainable supply chain | Improving supplier risk management to build a sustainable supply chain Strengthening green procurement behaviors and practicing the philosophy of green and low-carbon | 12 负责任消费和生产 16 和平、正义与强大机构 |
| | Corporate governance and business ethics | Advancing risk management and strengthening the internal control system Regulating business behavior and strictly abiding by the bottom line of integrity | 5 性别平等 16 和平、正义与强大机构 |

Improving ESG Governance



The Group has established a three-tiered ESG governance structure, consisting of "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, TSFL, TPR, TPRE (China), etc., have all set up green finance and ESG committees or leading groups, and formulated relevant rules of procedure and management practices.

The Group has improved the ESG system and continued to promote the institutionalization and standardization of ESG strategy decision-making, strategy execution and information disclosure. The Group has continued to develop green finance, practicing green operations, advancing financial inclusion, strengthening supplier management, promoting responsible investment and other ESG-related work.

ESG main policy

- 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
- Group Environmental, Social and Governance (ESG) Work Guidelines, the Group's ESG Indicator System
- Implementation Opinions on Promoting Inclusive Finance Work of the Group
- Guidelines on ESG Investment of the Group
- Guidelines on Green Insurance Development of the Group
- Notice on "Green Office and Low-carbon Life" of the Group

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, reviews the annual ESG report and other relevant material issues, and ensures the establishment of an effective ESG risk management and internal monitoring system.

Green Finance and ESG Management Committee the "Committee"

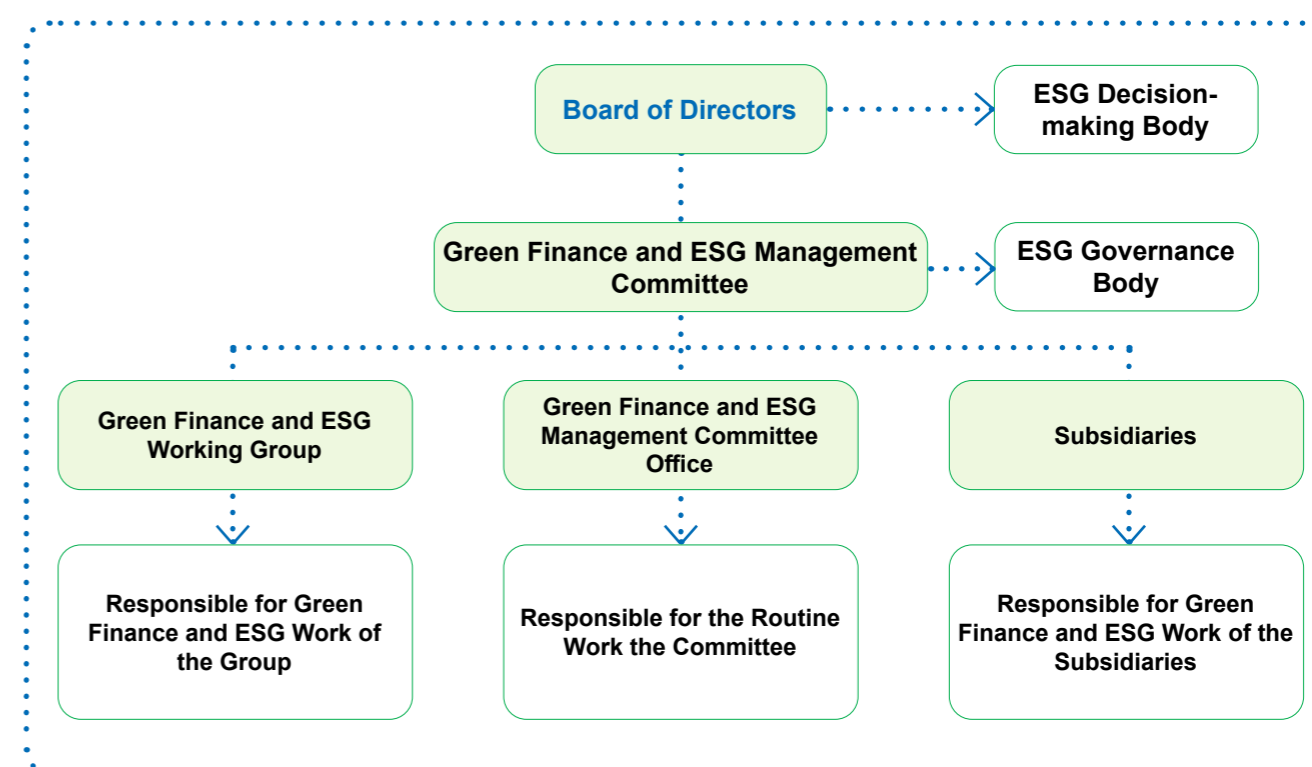
- The Green Finance and ESG Management Committee, established under the management level which coordinates the Group's ESG work, is the management organization for the Group's ESG work. The General Manager of the Group shall be the committee chairman, and the Group management team and the secretary of the Board of Directors shall be the vice-chairmen.
- It is mainly responsible for providing professional advice 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 the "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 the "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; promoting the implementation of an 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.



China Taiping ESG Governance Structure

Enhancing ESG Management



The Group endeavors to build full-process ESG work system encompassing strategy, governance, planning, practice, performance, communication, and capacity building which provides action guideline for launching ESG related business orderly and enhancing ESG management and promotes ESG performance effectively.

ESG Work System

Organizations and Responsibilities

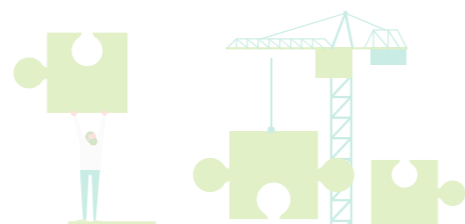
- Clarify the ESG organizational structure, coordinating coordination mechanism.
- Specify major responsibilities of all parties involved in ESG work of the Group and its subsidiaries.

Indicator System

- Incorporate indicator system into the Group's data reporting ledger to establish a robust long-term work mechanism for regular internal collection and accurate and timely external disclosure.
- Strengthen the organic connection between ESG indicator system and the existing statistical system and performance management system.

Appraisal and Supervision

- Gradually incorporate ESG work into the performance appraisal system, regularly track the achievement of ESG targets, and implement incentives based on the appraisal results.
- Gradually incorporate ESG compliance requirements into the scope of internal control audits, and issues found to be in violation should be held accountable in accordance with the regulations.
- Clarify that the ESG Office shall strengthen the supervision of ESG work and report the accurate and comprehensive supervision situation to the Committee in a timely manner.



Workflow

- Integrate ESG into management decision making systems, institutional processes, and daily business management to form a coherent, harmony and smooth closed loop.
- Standardize the annual ESG core issues, ESG management objectives, ESG strategy measures, ESG monitoring and evaluation, ESG information disclosure, ESG work protection and other work requirements.

Communication, Cooperation and Publicity

- Focusing on ESG core issues and combining with own business development, carry out special practice project to deepen cross-border exchanges and cooperation of green finance and ESG.
- Encourage all subsidiaries to independently write and publish ESG reports that reflect the company's work practice on ESG.

Valuing ESG Risks



The Group identifies ESG risks, incorporates ESG risks into risk management, specifies ESG related risks in *The Group's Comprehensive Risk Management Basic System* and incorporates requirements of ESG related risks management into the Group's risk management system documents. TPI, TPP, TPAM, TP Capital and TSFL and other subsidiaries keep on exploring ESG risk management practice and gradually introduce relevant policies to address ESG risk management.

Domain ESG Risk Categories

- Environment** Insurance risks related to the environment such as climate change, e.g., catastrophe risk, loss incidence risk
- Society** Country risk, reputational risk, risk from changes in macro situation and policy
- Governance** Operational risk, risk contagion, risk of opaque organizational structures, risk in non-insurance areas, etc.



The Group values the impact of ESG risks on the business. **In respect of insurance business, we formulate corresponding system work plan to strengthen ESG related risk management.** Focusing on catastrophe risk result from climate change and strengthen the first line of defense, each insurance subsidiaries establish catastrophe management system in line with its own business characteristics, strengthen the research and development of catastrophe management models, and promote the design of relevant insurance products. **For investment business, we have formulated Implementation Rules for the Review of Alternative Investment Projects of the Group to guide the ESG risk response of the investment of subsidiaries.** We require the conduct of risk survey and research on ESG projects, clarify the process of analyzing and reviewing ESG factors, and execute comprehensive analyses of ESG performance and risk for investment targets and counterparties.

Topic: TP Capital Builds a Whole Process ESG Risk Control Chain

In 2023, TP Capital issued the Notice on Strengthening ESG Risk Management in the Entire Investment Process and raised requirements for ESG risk management and control in the entire project process:

- **Project Establishment Session:** Investigate ESG risk situation of proposed project, including the investigation of ESG negative matters and the preliminary assessment of ESG risk situation.
- **Project Due Diligence Session:** Formulate a list of ESG compliance risk review points for industries with higher ESG risks and strictly implement compliance reviews.
- **Project Review and Decision-Making Session:** The project material should be prepared in a way that adequately reveals and assesses ESG risk of the project and develops targeted risk mitigation measures.
- **Contract Signing Session:** Urge client to strengthen ESG risk management. For projects with ESG rating results whose are reviewed or suspended, client's ESG risk management statements and commitment clauses, as well as remedy clauses for client's breach of ESG risk management should be added to contract.
- **Pre-disbursement Review Session:** Strengthen the management of investment fund disbursement, and strictly review whether client has breached agreed contract clauses of ESG risk management.
- **Post-investment Management Session:** Implement list-based management, pay attention to investment project with potentially significant ESG risks. Regularly track and follow up on ESG performance of investment targets.

Exploring ESG Investments



Adhering to long-term value axiology, the Group orderly promotes various types of responsible investment with both environmental and social benefits, gradually builds up the Group's ESG investment evaluation system, and clarifies the standard of green investment. The Green Finance and ESG Management Committee of the Group is responsible for reviewing green investment and ESG investment related matters. Investment subsidiaries such as TPAM, TP Fund and TPFH integrate ESG concepts into investment systems step by step, incorporate ESG factors into investment due diligence, project screening and assessment and other work processes.

ESG Investment System

Scope of Application

- Each investment organization of the Group and its subsidiaries whose main business is investment, including insurance subsidiaries that carry out ESG investments.

Organizational Structure

- The Group sets up a departmental ESG specialist to guide subsidiaries to gradually establish an organizational system for ESG investment, apply ESG investment strategies, prevent ESG investment risk and so on.
- The board of directors of each investment organization bears main responsibility for ESG investment, senior management is responsible for ESG investment objectives setting, and ad hoc senior management is in the leadership of carrying out ESG investment work.

Organizational Management

- Strengthen the promotion of improving management level of ESG investment organization, establish ESG investment management mechanisms and processes, and specify the responsibilities of front, middle and back offices.
- Establish ESG investment and risk management policies, systems, and processes, building an ESG investment rating system.

Methods of Work

- Proactively apply domestic and overseas published ESG evaluation standards and other requirements to screen investment targets including UNPRI⁴, ministries and commissions' guidelines and catalogues related to green bonds and green industries.
- Strengthen the research team or staffing of ESG product business, pay attention to ESG risks of investment projects, and improve the database, methodologies and investment strategies related to ESG investment.

Appraisal and Supervision

- Gradually incorporate ESG investment into performance appraisal systems and carry out self-assessment of ESG investment.
- Incorporate the execution of green finance policies, ESG investment strategies into the scope of internal control and compliance checks, and organize and implement internal audits on a regular basis.

⁴ The United Nations-supported Principles for Responsible Investment (UNPRI)

CASE TPAM Improving ESG Investment System

Adopting ESG evaluation system + negative screening investment strategy: to incorporate negative screening, positive screening, norm-based screening, ESG integration, sustainable development theme investment, impact/community investment, active communication and other strategies into this strategy.

Improving the ESG evaluation system: to select representative secondary indicators such as carbon neutrality, environment, innovative R&D, employee responsibility, supply chain responsibility, social responsibility, financial indicators, shareholder indicators, etc. to supplement the ESG evaluation factors.

Dynamically adjusting industry ESG attribute weights: to optimize and adjust the ESG attribute weight assignments of different industries after comprehensively considering ESG factors and the development characteristics of new industries and new business forms.

Empowering ESG Development



The Group attaches importance to ESG capacity building, organizes and convenes working meetings of the Group's Green Finance and ESG Management Committee, complies and publishes four issues of *Green Finance and ESG Newsletter*, regularly tracks the progress of green insurance, green investment, and ESG-related businesses, sorts out ESG policy developments, shares industry experience, and continuously enhances the ESG awareness and management capabilities of all staffs. The Group also attaches great importance to industry ESG communication activities to expand the Group's ESG influence. In 2023, as a member of the project team, the Group participated in formulating *Guidelines on Environmental, Social and Governance Disclosure for Insurance Organizations* by China Insurance Association, contributing to the improvement of ESG information disclosure in the industry.

CASE China Taiping was invited to 2023 ESG Global Leaders Conference.



The ESG Global Leaders Conference focuses on driving the Sustainable Development on a global scale. With the theme of "Sustainable Economic Growth, Social Development and Environmental Protection", the 2023 Conference invited more than 160 representatives from all over the world to discuss global sustainable development issues. As an invitee, China Taiping delivered a speech and shared its experience on topics such as financial assistance for sustainable development, demonstrating the Group's unremitting efforts in the field of sustainable development, contributing its intelligent wisdom and solutions to global sustainable development.

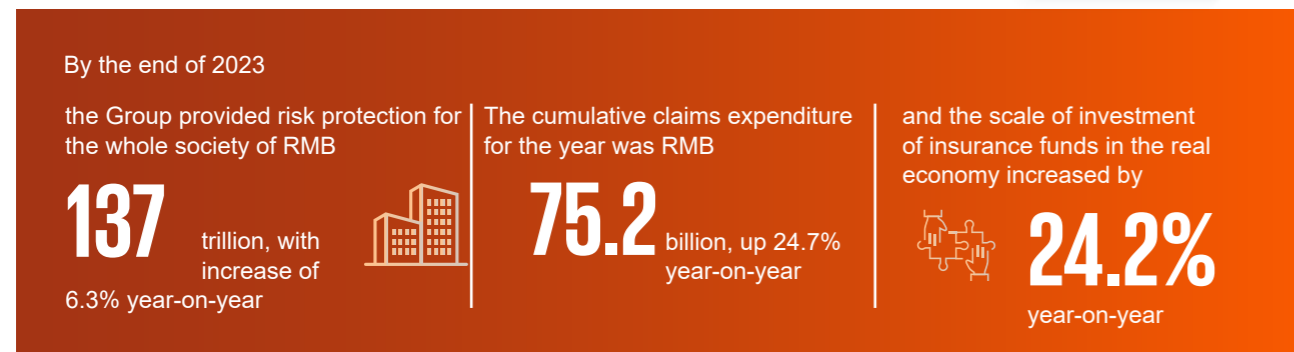
Chapter I

Practicing Responsibility Priority with the Mission in Mind

The Group carries out the decision-making and deployment of the Central Government, does a good job in the five major articles of "Technology Finance, Green Finance, Inclusive Finance, Ageing Finance and Digital Finance", gives full play to the role of the insurance industry as a shock absorber of the economy and a stabilizer of the society, provides high-quality financial services for the economic and social development, and contributes our efforts to the implementation of major national strategies.



Serving The Economy And Society



By the end of 2023, the Group provided risk protection for the whole society of RMB 137 trillion, with increase of 6.3% year-on-year. The cumulative claims expenditure for the year was RMB 75.2 billion, up 24.7% year-on-year, and the scale of investment of insurance funds in the real economy increased by 24.2% year-on-year.

Technology Finance

The Group actively develops technology finance and endeavors to provide whole chain and life cycle financial insurance services to technology-based enterprises.

» Developing Science and Technology Insurance

The Group vigorously develops science and technology insurance and increases the development of insurance products in the fields of research and development of science and technology projects, intellectual property rights, science and technology transfer services and application and transformation of scientific and technological achievements, so as to shield for scientific and technological innovation and advanced manufacturing. In 2023, the Group provided risk protection of about RMB14.6 billion for science and technology-based enterprises.

CASE Three major "guarantees" from TPI to safeguard the dreams of technology enterprises

TPI gave full play to the credit-enhancing function of insurance by adopting the innovative form of "government-bank insurance", and actively carried out the insurance business for the first set of major technical equipment and the first batch of key new materials, and continued to enhance the level of risk protection for scientific and technological enterprises. Through the "Government-Bank Insurance" program to provide enterprises with financing and credit enhancement, in 2023, 115 science and technology enterprises were insured with a coverage of RMB 380 million. "Patent Insurance" provided risk protection of RMB 9.29 million for 19 enterprises.

CASE TPSTI explores the specialized and sophisticated road in "insurance + technology" development

As the first professional science and technology insurance organization in China, TPSTI focused on the three major themes of applied research and development and scientific and technological innovation, intellectual property rights and transformation of achievements, and scientific and technological incubation and industrial empowerment. Also, it has been exploring the road of "specialization" development of "insurance plus science and technology". Moreover, it has successively launched a series of innovative science and technology insurance products such as "Innovation Insurance" for scientific research projects, R&D cost loss compensation insurance, business start-up project protection, "Sharing Insurance" for large-scale instruments, intellectual property rights series protection, and "use before transfer" for scientific and technological achievements.

» Broadening Financing Channels to Support Technology-based Enterprises

The Group utilizes the long-term and stable characteristics of insurance funds to meet the diversified financing needs of science and technology innovation enterprises and advanced manufacturing industries through various forms such as stocks, bonds, equity and leasing, etc. By the end of 2023, the stock assets invested in "new infrastructure and new urbanization initiatives and major projects" have amounted to RMB 81 billion, the stock assets invested in strategic emerging industries have amounted to RMB 79.9 billion, and the stock assets invested in "specialized and sophisticated" enterprises have amounted to RMB 4.6 billion.

CASE Facilitating the development of partner companies in the Hong Kong Biomedical Park

In July 2023, Cellomics Holdings Limited (Cellomics) has received a strategic equity investment from Taiping Hong Kong Insurance Innovation and Technology Venture Fund (Taiping HK I&T Fund), and established a strategic partnership with TPI Shenzhen Branch. Rooted in Hong Kong Science Park, the company focuses on liquid biopsy technology for early cancer screening and disease management and is a national high-tech enterprise integrating research and development, production and sales, as well as molecular testing services. Through this cooperation, the two companies will co-launch the "Taiping-Cellomics" health service plan, integrating innovative technology, insurance protection, medical services and health management, to provide comprehensive healthcare services for the community, and to facilitate Hong Kong and Macau to better integrate into the overall development of the country's "14th Five-Year Plan".



Facilitating the development of partner companies in the Hong Kong Biomedical Park

Inclusive Finance

In accordance with circular on the implementation options to Further Facilitate the High-Quality Development of Inclusive Finance released by the State Council, the Group continues to optimize products and services in key areas of inclusive finance, improves a high-quality insurance system with high adaptability, competitiveness and inclusiveness, makes comprehensive use of multiple online and offline channels, actively promotes the downward sinking of financial services, and is committed to improving the coverage, accessibility and satisfaction of financial and insurance services.

Social security insurance

Premium income
RMB **1,465.73** hundred million,
Growth rate 14.6%



Small and microenterprise financing support

Number of underwriting small and micro enterprises
220,925 Company
Loan Guarantee Insurance for Small and Micro Enterprises
Leveraged Financing Amount
RMB **10.02** hundred million

Supporting the Development of Microenterprises.

The Group is deeply engaged in financial services for small and microenterprises and has explored the business model of "insurance policy + policy mortgage + policy loan" to provide liquidity funding support to micro and small property owners through policy collateralized loans. TPI provided risk protection of about RMB1.95 trillion for 122,000 small and microenterprises, and provided financing and credit enhancement services for 331 microenterprises in total. TPP customizes exclusive insurance solutions for micro, small and medium-sized enterprises, increases contribution flexibility and explores simplified loss adjusting and claim settlement models.

CASE TPP's "Happy Enterprise, Relived Project" Service Program

Relying on the "Happy Enterprises, Relived Project" service project, TPP Guangdong Branch has provided integrated protection solutions of comprehensive protection design and health management services for clients of real enterprises in the region and has signed contracts to build more than 150 "Happy Enterprises", with a total premium of over RMB 47 million. TPP Signed up 2,111 "Peace of Mind Projects" with a total premium of over RMB 65 million. Through the creation of various distinctive quarterly thematic activities, the customized and one-stop insurance protection services helped the real economy, small and micro-enterprises to operate smoothly.

More than

150

More than 150 "Happy Enterprises" have signed the contracts with a total premium of over RMB 47 million.



2,111

2,111 enterprises have signed "Relived Project" with a total premium of over RMB 65 million.



Vigorously Developing Livelihood Insurance

The Group focuses on emerging social risks, pays attention to the financial service needs of the elderly, new citizens, chronic diseases and other groups, actively participates in projects such as critical illness insurance and Huimin Insurance, expands the supply of inclusive financial products, and promotes the improvement of financial products, reach channels and service processes. In 2023, the Group underwrote a total of 98 Huimin Insurance projects covering approximately 25 million people, improving the level of social and medical protection. It underwrote 17 critical illness insurance projects for urban and rural residents, with premium income of RMB1.29 billion, an increase of 43.7 % year-on-year, covering 34.57 million people, an increase of 65.9 % year-on-year, and paying out RMB12 hundred million, in claims, an increase of 39.3 % year-on-year which helped to alleviate the problem of "expensive medical treatment" for the public.

CASE TPI creates a variety of innovative insurance products for the benefit of the people

TPI has actively innovated and launched a series of benefit insurance products, such as Huimin Insurance, Wugong Insurance, Poverty Prevention Insurance, Changxiang Insurance, etc in Suzhou. We provide a full range of insurance protection and services for the elderly, new citizens, farmers, and drivers, etc. TPI Suzhou Branch has been selected as a co-insurer of "Inclusive commercial insurance in Suzhou" for two consecutive years and continues to provide the people of Suzhou with insurance protection for the benefit of the people.



China Taiping continuing to innovate a variety of insurance products for benefiting the people



In 2023,

98

Huimin Insurance projects were insured.

In 2023, covering approximately

25

million people

In 2023,

17

critical illness insurance projects for urban and rural residents were undertaken.

In 2023, the premium of critical illness insurance was

RMB **12.9**

hundred million, up 43.7% YoY.

Covering

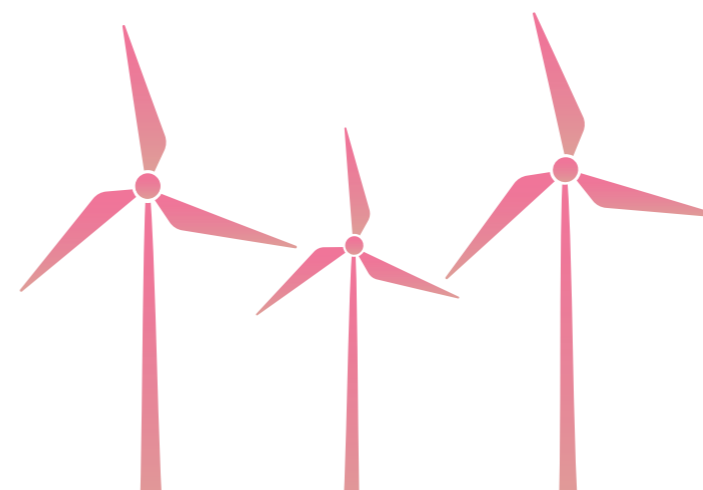
34.57

million people, up 65.9% YoY

In 2023, claims paid

RMB **12**

hundred million, up 39.3% YoY



Continuously Enhancing Our Services for New Citizens

The Group promotes to implemented the Implementation Opinions of the Group on Strengthening Financial Services for New Citizens and innovatively developed supplementary medical, pension insurance and various accidental injury insurance products for new citizens to effectively enhance the level of risk protection for various groups of new citizens.

CASE TPI Launches New Citizen Guardian Insurance Service

TPI vigorously promotes financial services for new citizens, extends the eligibility of Inclusive commercial insurance to the new citizen group in 2023, provides high-quality universal insurance products and services for new citizens, extends the service tentacles to counties, townships, communities, and villages, etc., and deeply links up with governments at all levels to make a concerted effort to promote the products. In 2023, the product had a total enrolment of 508,100, a 15 % year-on-year increase, with a significant increase in the covered population.

Pension Financial

The starting and ending point for the development of retirement finance in the context of the longevity era is "care for the elderly and belonging for the elderly". The Group will continue to promote the construction of the "insurance + medical living and care" ecosystem by leveraging its distinctive strengths, and actively contribute to Taiping's strength for Chinese-style modernization of pension industry.

Participating in the Construction of a Multi-pillar Elderly-care Mechanism

The Group actively serves the construction of a multi-level and multi-pillar pension protection system. Its TPP, which is one of the first national professional pension insurance companies established, managed a balance of RMB 240.8 billion of corporate annuity assets and RMB 269.3 billion of occupational annuity assets as at the end of 2023, and has become an important force in the country's efforts to promote the construction of the second pillar of pensions. Vigorously expanding the third pillar of pension business, the Group's personal pension business generated premium income of RMB310 million, and the number of policies was 49,000 pieces. The closing balance of commercial pension assets was RMB1.37 billion, the cumulative premium scale of exclusive commercial pension insurance was nearly RMB1.4 billion, and the first pension target fund product of its TP Fund was raised and established, with a total fund size of RMB 240 million and a total number of 9,000 accounts.

Actively Participating in the Long-term Care Insurance Pilots

The Group actively participates in long-term care insurance pilots across the country and endeavors to address the issue of long-term care protection for the disabled. We have undertaken to serve 37 projects in 12 provinces across the country, covering a population of about 26 million people, of which 22 projects cover both urban and rural residents, effectively improving the quality of life of disabled people in rural areas. TPI actively participated in the pilot project on the conversion of life insurance and long-term care insurance, and developed the "Taiping Transferring Nursing Care Insurance", which provides life insurance customers with the conversion of long-term care liability. As of the end of 2023, there were a total of 11 lifelong life insurance products that support long-term care responsibility conversion and benefit nearly 2 million customers.

CASE China Taiping Release White Paper on Long-Term Care Insurance

In May 2023, the fourth meeting China Taiping Medical Health & Elder Care Ecological Alliance was successfully held in Guangzhou, where 26 member units of the alliance gathered to seek co-operation and discuss development, and the meeting commended the member units that have made positive contributions to the alliance's development. During the release of the alliance's research results, China Taiping, together with Fudan University, jointly released the White Paper on Long-Term Care Insurance and formally launched Taiping's cross-border healthcare service platform, focusing on China's long-term care protection and cross-border healthcare service pain points, and putting forward Taiping's solutions.



White Paper on Long-Term Care Insurance

Building an Ecosystem of Insurance + Nursing Services

The Group has innovatively developed the business practice of "insurance + elderly care services" and endeavored to satisfy the diversified financial needs of customers for elderly care. The Group gives full play to the long-term investment advantages of insurance funds and has set up five Continuous Care Retirement Communities (CCRCs) in Shanghai, Beijing, Guangzhou, Chengdu and Sanya. By the end of 2023, there were 50 self-built and cooperated CCRCs covering 40 cities in 22 provinces (municipalities directly under the central government). The number of self-built and self-operated elderly beds has exceeded 10,000, of which the number of elderly residents in China Taiping Wutong home Recreation Community in Shanghai has exceeded 1,000, which has opened up a new retirement life for the elderly.

CASE Shanghai Wutong Home Exceeds 1,000 Elderly Residents

In December 2023, the number of elderly residents in Shanghai Wutong Home Community exceeded 1,000, marking a new stage of development for Wutong Home. As the first large-scale flagship recreational community invested and built by China Taiping Wutong Home builds a five-part operation system of "residence, living, activities, medical care and catering", and creates the service features of "comfort, care, happiness, peace of mind, and meticulousness". Over the past four years, Wutong Home has collected numerous awards and is well recognized by the elders.



Shanghai Wutong Home



CASE

Co-hosting the Geneva Association 2023 Conference on Health and Ageing

In October 2023, China Taiping and the Geneva Association jointly organized the "Geneva Association 2023 Conference on Health and Ageing" in Shanghai. The conference, with the theme of "Population Aging: Rethinking the Current Situation," explored the challenges and response strategies of aging for policy makers, businesses, and families. More than 150 delegates from the global insurance, medical and healthcare sectors attended to contribute their wisdom and strength in addressing the global ageing issue.



Geneva Association Conference on Health and Ageing Successfully Held

Deepening Participation in the Guangdong-Hong Kong-Macau Greater Bay Area Construction

Leveraging its advantages of long-term cross-border operations, operating organizations and service network covering the three regions, the Group is committed to becoming the backbone and pacesetter in financial support for the construction of the Greater Bay Area through the in-depth implementation of the Three-Year Action Plan for the Construction of the Greater Bay Area in Guangdong, Hong Kong, and Macau.

In 2023, the Group's premium scale in the Greater Bay Area stepped up to RMB 50 billion, accounting for more than 22% of the Group's total premiums. The number of individual customers in the region reached 6.78 million, and the number of group or institutional customers reached 145,000. After "Northbound Travel for Macau Vehicles", "Northbound Travel for Hong Kong Vehicles" issued the industry's first policy and maintained its leading market share in cross-border motor vehicle insurance. The Hengqin Guangdong-Macau Cooperation Traditional Chinese Medicine Science and Technology Industrial Park was officially undertaken and operated by China Taiping. The quality and effectiveness of its operations have improved significantly. The Group launched the first RMB insurance product in Hong Kong and the first outpatient pension insurance for the Greater Bay Area, as well as the "Hong Kong Elderly Taiping Care Plan in the Bay Area", which drew a positive response. The Group initiated the establishment of Hong Kong Financial Trading and Services Limited and officially unveiled it, actively promoting financial connectivity in the Greater Bay Area. The Group has launched the "Taiping Cross border Medical Service Platform", focusing on three categories: "Cross border Consumer Medicine, International Critical Care Diagnosis and Treatment, and Special Medicines and Devices in the Greater Bay Area", to provide customers with high-quality cross-border medical services.

CASE

TPFS upgraded the 2.0 version of "Taiping Home Care Platform"

Focusing on the core needs of elderly people in home care, such as health management, medical services and living services, TPFH launched the "Taiping Home Care Platform", which integrates the five core services of "assisted recreation, assisted bathing, assisted medical care, assisted living and assisted diagnosis", and completed the iteration and upgrading of the platform's version 2.0 in March 2023, with the cumulative number of platform browsers reaching 126,500 in the whole year. In addition, we have joined hands with the Shanghai Elderly Foundation and other organizations to launch the "Lao Lehui" Charity Bath Project, which provides public welfare bathing services for the disabled and semi-disabled elderly people, to help the elderly and the poor, and to provide health services to the real world.



The 2.0 Version of "Taiping Home Care Platform"

CASE

China Taiping Launched "Hong Kong Elderly Taiping Care Plan in the Bay Area"

In August 2023, China Taiping was the first in the industry to launch the "Hong Kong People's Pension Plan for the Bay Area" and featured new products, winning the "Best Bay Area Pension Product and Service" award from Hong Kong insurance companies. In the face of the diversified retirement needs of Hong Kong residents, China Taiping organically combines the Group's domestic retirement communities with Hong Kong's local insurance products to create specialized retirement services in Guangdong, Hong Kong, and Macau, expand the retirement ecosystem in the Bay Area, and provide convenient and comfortable services for Hong Kong people, so as to draw a happy volume of a beautiful home together.



Launch of the "Hong Kong People's Elderly Pacific Plan for the Bay Area"

CASE

China Taiping's Cross border Car Insurance First Order Service for "Northbound Travel for Hong Kong Vehicles"

In May 2023, Guangdong Province issued the "Administrative Measures for Hong Kong Motor Vehicles Entering and Exiting the Mainland via the Hong Kong-Zhuhai-Macau Bridge Zhuhai Highway Port" to implement the "Equivalent Prior Recognition" of cross-boundary car insurance policies of Hong Kong, which has made it possible for a single policy to cover two places, and this has become a reality in the area of Hong Kong or Guangdong cross-boundary auto insurance. CTPI(HK) launched the "Hong Kong vehicles travelling north" car insurance product at the first time the policy was announced and took the lead in accepting applications from Hong Kong private car customers, successfully selling Hong Kong's first cross-border car insurance policy. At zero hour, July 1st, it successfully provided cross-boundary car insurance coverage for the first Hong Kong private car driven into Guangdong under the "Equivalent Prior Recognition" policy, and opened up a new chapter of cross-border car insurance protection for "Hong Kong vehicles travelling north" with high-quality and efficient services.



"Hong Kong Vehicles Travel North" Taiping Guarding

Serving to Build the “Belt and Road” Together



The Group gives full play to the advantages of the Group's headquarters in Hong Kong and cross-border operations, focuses on the “going out” business of Chinese enterprises, provides solid services for the high-quality construction of the “Belt and Road”, and actively promotes the opening of the financial sector at a high level. In 2023, we successfully organized for the first time a symposium on high-quality services for building the “Belt and Road” and a symposium on China Taiping's services for captive insurance companies, with a view to deepening exchanges and cooperation with central enterprises “going out”. Throughout the year, a total of 474 major projects along the route were underwritten, a year-on-year increase of 11.8%, providing risk protection of over RMB 500 billion. We have formed a Chinese-funded overseas business underwriting expert group and established a underwriting decision support mechanism, and introduced risk preference guidelines for Chinese overseas interest insurance business. The third China Taiping International (ASEAN) Insurance Co-operation and Development Forum was held, expanding the China Taiping-ASEAN Insurance Community and effectively enhancing the breadth and depth of cross-border insurance co-operation between China's insurance industry and the ASEAN region. The Group has formed the China Taiping Infrastructure Business Co-operation Alliance with a number of infrastructure central enterprises' insurance management platforms and reinsurance companies to consolidate and improve the ability to serve large enterprises and projects through industry-financing co-operation and industry synergy, and to support the construction of national infrastructure.

In 2023, we successfully organized for the first time a symposium on high-quality services for building the “Belt and Road” and a symposium on China Taiping's services for captive insurance companies, with a view to deepening exchanges and cooperation with central enterprises “going out”.

In total,

474 major projects along the route insured for the whole year, up 11.8% YoY

Over

RMB **500** billion provided for risk protection



CASE China Taiping holding a symposium on high-quality “Belt and Road” cooperation

In September 2023, China Taiping successfully organized a symposium in Beijing on serving the high-quality co-construction of the “Belt and Road”, inviting various enterprises in the industry to join hands to promote new ideas and initiatives for the high-quality development of the “Belt and Road”. At the meeting, China Taiping said that actively participating in the construction of “Belt and Road” is not only a political mission, but also a social responsibility and an opportunity for business development, and that it will actively explore new ways of internationalization, focusing on the “Belt and Road”, and make concerted efforts to open up overseas markets, so as to join hands to achieve common development and mutual benefits and win-win results.



China Taiping Holding a Symposium on High-quality “Belt and Road” Cooperation

CASE The Third China Taiping International (ASEAN) Insurance Co-operation and Development Forum

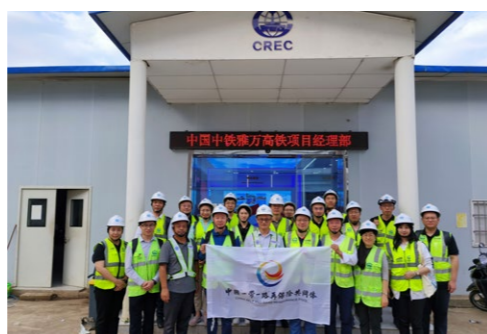
In September 2023, China Taiping organized the 3rd China Taiping International (ASEAN) Insurance Co-operation and Development Forum in Nanning, Guangxi Province, to seek co-operation and development with the themes of focusing on the construction of the “Belt and Road” and broadening the field of financial services. The meeting added five new members, including TPre, CTPI(HK) and TP Macau, taking new steps to serve the China-ASEAN cooperation and participate in the construction of the Belt and Road with high quality.



Opening ceremony of China Taiping International (ASEAN) Insurance Co-operation and Development Forum

CASE Assisting Jakarta-Bandung high-speed railway in Achieving China's High-Speed Rail “going out” Goal

In September 2023, the Jakarta-Bandung high-speed railway officially opened for operation. As a major project connecting China's “Belt and Road” Initiative and Indonesia's maritime pivot strategy, the project was also the first order of China's high-speed railway to “go global”. Taking advantage of its cross-border operation, TPI and TP Indonesia carried out forward-looking cooperation layout, and successfully participated in the underwriting of the project during the operation period. The implementation of the Yavan Express Railway was not only a “go global” of Chinese design, construction and equipment technology, but also a “go global” of Chinese insurance cross-border services and high professional standards, reflecting the spirit of “joint construction and sharing” in every aspect.



Indonesia's of Jakarta-Bandung high-speed Railway

CASE CTPI (HK) was invited to participate in the fifth “Belt and Road” medical rescue conference

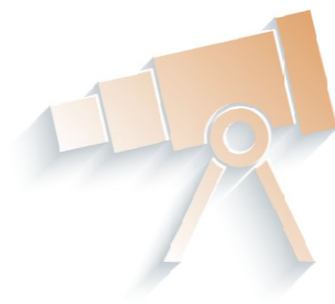
In August 2023, CTPI(HK) was invited to participate in the 5th “Belt and Road” medical rescue conference to discuss with senior experts in related fields and more than 100 medical rescue industry professionals from home and abroad.

At the meeting, Chen Peiliang, Member of the Legislative Council of Hong Kong and General Manager of CTPI(HK), delivered a speech on “A Strategic Blueprint for the Hong Kong's Insurance Industry Development” and shared CTPI(HK)'s experience as a centralized enterprise in Hong Kong in providing comprehensive protection services for the medical care and safety of Chinese nationals overseas in the context of the “Belt and Road” Initiative, which demonstrated the unremitting efforts made by Taiping to actively support the Belt and Road Initiative and to serve the community and people's livelihoods. This demonstrates China Taiping's unremitting efforts to actively support the “Belt and Road” initiative and to serve the people's livelihood.



“Belt and Road” Medical Rescue Conference

Committing to Rural Revitalization



The Group regards rural revitalizations as an important objective of the Group's sustainable development under the "14th Five-Year Plan", develops a modern rural financial service system, makes full use of the Group's and local resources, and deepens its targeted assistance work, so as to effectively serve the people in need, drive the employment of the local economy, assist in the implementation of the strategy of rural revitalization, and accelerate the pace of building a strong agricultural country.



Financial Services for Agriculture

In response to the "Guiding Opinions on Financial Support for Comprehensively Promoting Rural Revitalization and Accelerating the Construction of a Strong Agricultural Country", the Group increases investment in resources in the key areas and weak links of rural revitalization, extends its service outlets to the counties and villages, upgrades the level of digital financial inclusion in rural areas, and improves the modern rural financial service system.

| | |
|---|---|
| Upgrading rural financial services | <ul style="list-style-type: none"> In promoting policy-based agricultural insurance, the Group will "raise the standard, expand the coverage and increase the number of products", enhance insurance protection for the entire agricultural industry chain, leverage on the Group's service advantage of a full insurance license, strengthen the linkage of financial instruments, and deepen the modes of "insurance+futures", "insurance+live offset", "insurance+hazardous treatment", and so on. Strengthen cooperation among grassroots institutions, promote the integration of agricultural technology promotion, production management, forest protection, animal protection, disaster prevention and loss prevention with agricultural insurance and rural small-scale personal insurance, and improve the cooperative mechanism of agricultural insurance. |
| Promoting the extension of basic services to rural areas of the county | <ul style="list-style-type: none"> Improving the supply of basic financial services in rural areas, promoting the coordinated development of physical outlets, service terminals, and online services, focusing on bridging the "digital divide" and bridging the "last mile" of rural financial services. |
| Developing rural digital inclusive finance | <ul style="list-style-type: none"> Strengthening the application of modern information technologies such as big data, the Internet of Things, artificial intelligence, and blockchain, and using modern means such as remote sensing and drones to build an "online + offline" agricultural insurance service system. |

Focusing on the high-quality development requirements of issues relating to agriculture, rural areas, and farmers, TPI actively participates in the insurance of the three major staple grains to actively promotes the business of full cost insurance and planting income insurance for the three major food crops, helping to ensure food security. Meanwhile TPI promotes livestock and poultry farming insurance, implements the stable production and supply of important agricultural products on the meat plate, and carries out a variety of livestock and poultry farming insurance in Shandong, Guangdong and other places. TPI achieves a comprehensive breakthrough in agricultural insurance in Guangdong Province, such as rice, fattening pigs, fruits and vegetables with special characteristics, expands the "insurance + futures" model to improve the level of agricultural insurance protection; innovates a new model of "rural revitalization" of the ocean farms; and strengthens the support for the Three Districts and the Three States, focuses on the targeted areas and carries out agricultural insurance products with special local characteristics. In 2023, TPI carried out agricultural insurance business in 31 provinces, providing risk protection of RMB 23.29 billion for 501,000 farming households and paying out RMB 313 million in claims, effectively safeguarding agricultural production.

Innovating a new model of [rural revitalization] of the ocean farms

To strengthen the support for the Three Districts and the Three States, focus on the targeted areas and carry out agricultural insurance products with special local characteristics.

Innovative Assistance Practice

Taking into account the actual situation of the Group, we actively carry out public welfare assistance work such as industrial assistance, consumption assistance, education assistance and medical assistance. In 2023, the Group implemented 31 targeted assistance projects, invested and brought in funds on a scale of \$32 million, representing a year-on-year increase of 19.5%, and benefited a total of 162,000 people. The total number of people lifted out of poverty by the Group was 12,000, with an average per capita increase in income of approximately RMB 2,000, a total of RMB 27.6 million in consumption support, the introduction of RMB 8.62 million in support funds, the holding of investment promotion seminars for the areas of support, and the issuance of RMB 2 million in loans for targeted support, TPG has awarded the highest ranking "Good" from Office of the Central Rural Work Leading Group.

CASE

China Taiping Successfully Held a Promotion Meeting for Investment Attraction in Targeted Helping Areas

In October 2023, China Taiping successfully held a promotion meeting for investment attraction in targeted helping areas at China Taiping Wutong Home in Shanghai, which was attended by more than 40 enterprises and institutions, including China Rural Development Foundation, China Rural Development Research Centre of Fudan University, Sinopec, and key leaders of the Party committees of the helping areas and relevant departments. This is the first time that the Group successfully organized a promotion meeting for investment promotion in the targeted helping areas, which was reported by mainstream media such as Xinhua and People's Daily, and caused a strong reaction both inside and outside the Group.



Holding the promotion meeting for investment attraction in targeted helping areas successfully

Rural Revitalization Fund

The Group follows closely the implementation of the National Rural Revitalization Strategy and has set up the Taiping rural revitalization Fund, which is mainly invested in the fields of agricultural infrastructure development, modern breeding industry, modern seed industry, rural enrichment industry, agricultural product processing and distribution industry, and agricultural science and technology innovation. It provides long-term and stable financial support for the modernization of agriculture and rural areas.

CASE

Enabling rural revitalization, China Taiping rural revitalization Fund lands its first project

In December 2023, Taiping rural revitalization Fund landed its first investment project - Gansu Liangdang Taiping Farming Assistance Project. The investee company is in the Group's designated support area, and the project has effectively increased the scale of production and sales of the investee company's products and benefited the upstream farmers by increasing the procurement of upstream raw materials. Through strengthening product research and development, market-oriented sales channel construction, upstream farmers breeding technology training and other aspects of investment, to enhance the level of local breeding and the overall competitiveness of enterprises, improve the local honey production, processing, sales of the ecosystem construction, to help grow and strengthen the characteristics of agriculture, the Group's help effect is outstanding.



Liangdang Taiping Farming Assistance Project - Apis Cerana Base

Grasping industrial assistance



- Utilizing the resources of helping counties and districts to promote the twinning of several subsidiaries with local governments and enterprises for joint construction.
- Promoting the quality and upgrading of the production and processing of Gansu Liangdang's "Taiping Chinese Honey" and peppercorns.

Promoting consumer assistance



- Convening a symposium on consumer assistance for overseas subsidiaries, promoting cross-border e-commerce services, and opening channels for offshore and overseas purchases.
- More than 100 types of agricultural specialty products from both regions have been listed on the Group's online shopping mall.

Strengthening educational assistance



- Training of village doctors, grass-roots cadres, technicians and rural teachers for a total of 822 people; 3 training sessions on industrial support for a total of 280 participants.
- Conducting a summer internship programme to help university students in the county and district

Deepening medical assistance



- The Group joined hands with medical institutions to donate remote consultation equipment to Anhui Yu'an to carry out regular training and consultation work.
- Shanghai Taiping Rehabilitation Hospital carried out online training for medical staff of helping counties and districts, TPL signed a medical support agreement with Anhui Yu'an to promote the construction of "Taiping Chinese Medicine Pavilion"

CASE

China Taiping's Qiushi Charity Scholarship Fund Project

A subsidiary of China Taiping Group set up the "Qiu Shi Charity Scholarship Fund", mobilizing donations from caring enterprises and employees to inject RMB 2.38 million, of which RMB 170,000 was injected in 2023. The fund helps high school students with excellent character and academic performance but difficult family backgrounds to change their fate with knowledge, with RMB 200,000 in scholarships having been granted to 128 people in the two places. In the past two years, 51 sponsored students reached the undergraduate level in the college entrance examination, and some of them were admitted to prestigious schools such as South China University of Technology.



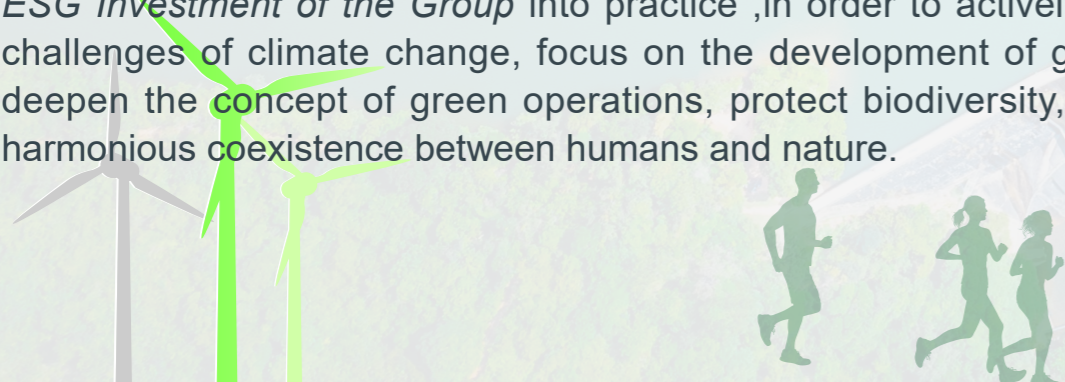
The 2023 Bursary Distribution Ceremony of Qiushi Charity Scholarship Fund



Chapter II

Committing to Green and Building a Beautiful China

The Group is based on a new stage of development, helping to achieve the national carbon peaking and carbon neutrality goals, and supporting the construction of a beautiful China. We have firmly put *Implementation Opinions on Supporting Green Development of the Group*, *Group ESG Work Guidelines*, *Guidelines on Green Insurance Development of the Group* and *Guidelines on ESG Investment of the Group* into practice, in order to actively address the challenges of climate change, focus on the development of green finance, deepen the concept of green operations, protect biodiversity, and promote harmonious coexistence between humans and nature.



Addressing Climate Change



The Group actively addresses the challenge of valuing climate change, based on the TCFD recommendation framework, pays attention to climate risks and opportunities related to our own operations, strengthens governance, assessment, and takes measures to orderly promote climate risk management.

Governance

The Group will incorporate addressing climate change into the core ESG agenda of the entire group, requiring all levels and departments of the Group to 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 of Directors 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.
- Link the CEO's salary to the Group's business performance. This 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, attempting to review, identify, and manage climate change risks and opportunities. The management of each subsidiary enhances their management awareness and ability to address climate change and plays a decision-making and supervisory role in the formulation of climate change strategies, risk management, goal and performance management.

Strategy

The Group implements the *Outline for 2021-2025 Development Planning of the Group and Implementation Opinions on Supporting Green Development of the Group*, establishes a climate friendly business philosophy, integrates climate change factors into strategic planning and vision, and formulates emission reduction targets and implementation paths to adapt to changing situations.

Pathway

Focused initiatives

Chart comprehensive net-zero action path for "portfolio + operating activities"

- Make ESG investments, reduce carbon emissions in the investment portfolio, finally achieve carbon neutrality of the investment portfolio.
- Reduce carbon and provide low-carbon and zero-carbon solutions, promote green office, and set emission reduction targets and implementation pathways.



Explore the model of "green insurance + green investment"

- Focusing on the main responsibilities and business of insurance, we support the green development of enterprises through green investment, financing, and insurance products. In underwriting projects, we lean towards the direction of "green industry".



Guide customers to implement "low-carbon" and "zero-carbon" development

- Develop green insurance products and services like environmental pollution liability insurance and new energy insurance. Expand the supply and consumption of green and low-carbon financial insurance products.
- Increase our investments in the field of green development and innovated and developed financial support tools for carbon emission reduction.



Indicators and Targets

In the *Outline for 2021-2025 Development Planning of the Group*, we have proposed targets related to tackling climate change. We required the management of our subsidiaries to play a decision-making and monitoring role in the climate change objectives and performance management chain. Please refer to Appendix 1-ESG Performance Table for the Group's GHG emissions of Scope 1, Scope 2 and Scope 3.



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

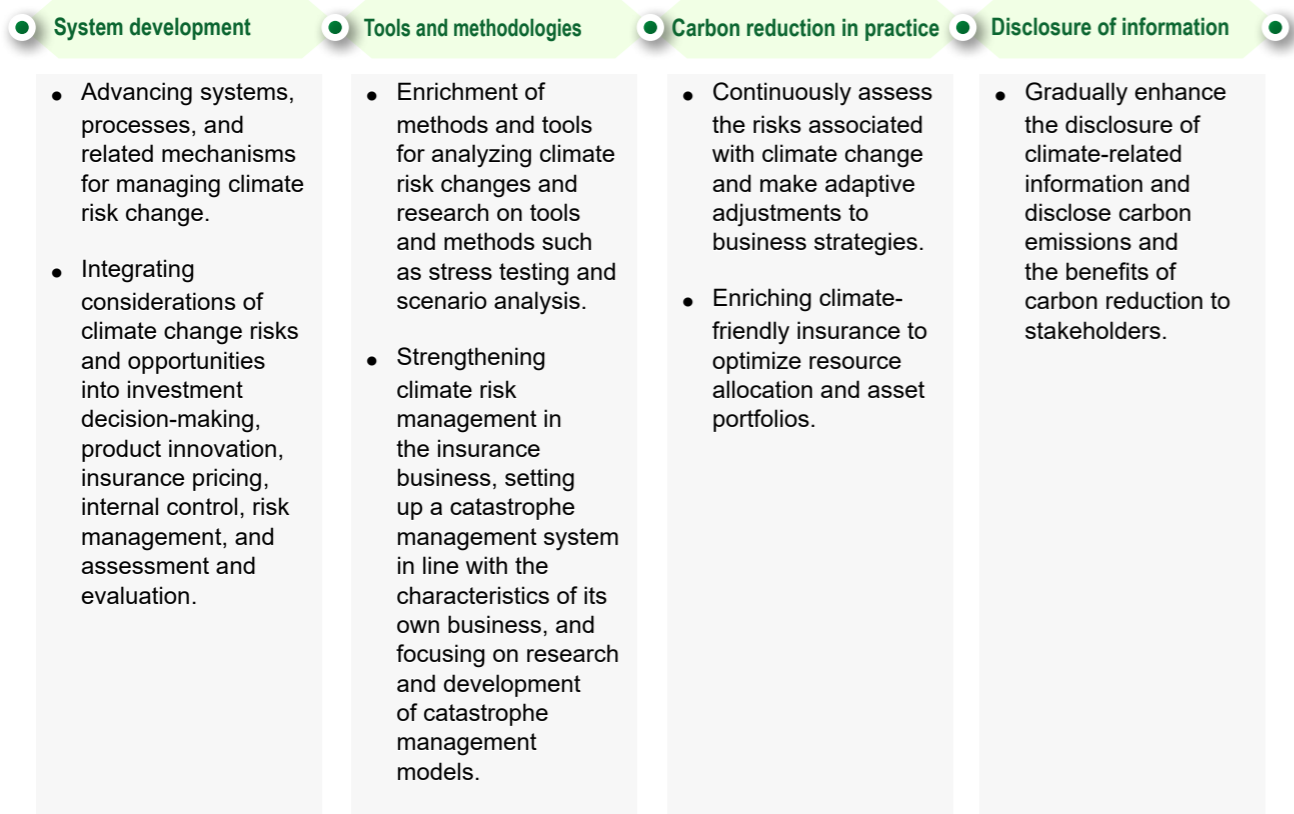


Carbon emissions in operational activities: The Group will reduce carbon emissions year by year and achieve carbon neutrality in business operations by 2030.



Risk Management

The Group has incorporated climate change-related risks into ESG risk management and is gradually exploring the establishment of a climate risk management mechanism., carried out climate risk assessment and actively promoted climate risk management.



Climate related risk and opportunity management process



Climate-related risk identification

| Climate-related risks | Climate risk factors | Risk classification | Examples of risk descriptions | Time dimension | Scope of coverage | Potential financial impacts | Impact strength |
|-----------------------|----------------------------------|------------------------|---|------------------------|------------------------|-----------------------------|-----------------|
| Physical risks | Great Climate Disasters | Operational risks | Disaster events caused by extreme weather can cause direct physical damage to physical assets in the affected area, affecting the value of investment portfolio assets | Short-medium long term | Entire group | Fixed asset ↓ | High |
| | Climate change | Credit risk | Irreversible risks such as sea-level rise due to climate change, resulting in loss of business for some clients | Medium and long term | Entire group | Business costs ↑ | Medium |
| Transition risks | Economic Relevance | Policy and legal risks | Global climate related policies and regulations are becoming increasingly strict, and traditional industries are facing pressure for low-carbon transformation, which may have an impact on certain insurance customer groups and investment targets. The risks arising from this may be transmitted to the enterprise, posing a threat to its operations and financial condition | Short-medium long term | Asset management, etc. | Business costs ↑ | Medium |
| | Emerging low-carbon technologies | Technology risks | The process of phasing out traditional technologies has been fuelled by the development of cleaner energy technologies, which have led to higher standards of energy use, and by growing market demand for environmentally friendly products and services. | Medium and long term | Asset management, etc. | Business costs ↑ | Medium |
| | Investor Focus | Reputational risk | With the development of the concept of sustainability, all sectors of society are concerned about climate change, and how companies respond to climate change is widely watched by investors and other stakeholders, as well as by capital markets and ESG rating agencies. Companies that do not actively address climate change may face questions and damage their brand image and reputation. | Short and medium term | Entire group | Revenues ↓ | Low |

Climate-related opportunity identification

| Climate-related opportunities | Example description of an opportunity | Time dimension | Scope of coverage | Potential financial impacts | Impact strength |
|-------------------------------|---|----------------|-------------------|---|-----------------|
| Product Service | The national " carbon peaking and carbon neutrality" strategy promotes the development of green finance, which provides a broad development space for insurance institutions to carry out green insurance and green investment business, and institutions can develop financial products and services related to climate risk according to market demand. | Medium term | Entire group | Enhance market demand for products and services; Expand revenue sources; Enhancement of corporate image | Medium |
| Resource efficiencies | Increasing the use of clean energy and improving resource efficiency are key emission reduction strategies that will help organisations to reduce their own costs in the long term and set an example for the industry in combating climate change. | Medium term | Entire group | Reduced operating costs | Medium |
| Market Opportunities | Provided institutions with opportunities to expand new business and innovative product services in the field of green finance and sustainable development and enhanced their competitiveness and brand value in the field of responsible investment. | Long term | Entire group | New markets bring diversification of financial products and enhance the depth and breadth of green financial products | Medium |

Green finance



Green insurance

2023 Number of policies

130.02 Ten thousand copies

2023 Green insurance premium income

RMB **38.1** hundred million

2023 Insurance amount

RMB **26,303.66** hundred million



Green investment

The scale of the Group's existing green investment

RMB **678.95** hundred million

Developing Green Finance



Based on the dual-wheel model of "green insurance + green investment", the Group will play a leading role in green finance and ESG system, make efforts in both underwriting and investment, enrich the application scenarios of green insurance, make good use of the long-term advantages of insurance funds, build a green financial service system with Taiping's special characteristics, and give full play to the demonstrative effect and leading-geese role of a large-scale centralized financial enterprise, so as to contribute to Taiping's strength in promoting the green transformation of economy and society.

Green Insurance

The Group gave full play to its role as an insurance guarantor, formulated and implemented the Guidelines on Green Insurance Development of the Group and other relevant documents, and leveraged on the Group's advantages of having a complete range of direct insurance, reinsurance and reinsurance brokerage business segments, to provide green insurance services to the general public from the insurance side, and to facilitate the green development of the industrial economy. As at the end of 2023, the Group achieved green insurance premium income of RMB 38.1 hundred million, representing a year-on-year increase of 40.9%.

At the end of 2023

The Group achieved green insurance premium income of

RMB **38.1** hundred million, YOY 40.9%.



Establish and improve organizational mechanisms

- Developing green insurance professional operating institutions in green industry clusters and implementing differentiated operations.
- Establish and improve the customer classification and management mechanism, green product innovation mechanism, improve the synergy and supervision mechanism, and increase incentives for product innovation.

Active development of green insurance

- Conducting ESG risk-related insurance business such as environmental pollution liability insurance, work safety liability insurance, catastrophe insurance, etc.
- Developing green industry insurance business such as eco-agriculture, clean energy, energy conservation and environmental protection, and green living insurance business such as new energy vehicles.
- Innovating insurance products in green areas such as energy restructuring, green transport development, transformation of the construction industry and promotion of green and low-carbon technologies.

Improve green insurance services

- Provide "early warning, response and mitigation" risk protection and risk management services.
- Implementation of a differential rate pricing mechanism, linking insurance premiums to the industry to which the insured subject belongs, the corporate environment and the level of social risk management, etc.

TPI establishes the Green Insurance Innovation Lab, lands marine carbon sinks insurance, floristry carbon sinks remote sensing index combination insurance, clean energy power generation income compensation insurance, carbon trading loss insurance and other innovative products, and have made efforts to optimize the supply of green insurance. In addition, TPI promotes catastrophe insurance, co-insures catastrophe insurance projects in Guizhou and Yunnan, and exclusively underwrites agricultural catastrophe insurance projects. Also, TPI has broken through major projects in clean energy insurance, and realized full coverage of nuclear-related insurance for the three major domestic nuclear power groups. TPRe and TP Macau continued to provide catastrophe insurance coverage for SMEs in Macau and successfully implemented the 2023 optimization plan. Taiping Indonesia actively serves Chinese enterprises in expanding clean energy and energy-saving environmental protection industries in Indonesia and promotes the construction of green and low-carbon systems along the "Belt and Road".

Helping the green industry grow

CASE

TPI helps to promote the development of clean energy and green building industry.

TPI adheres to the business strategy of "Professionalism wins" and conducts in-depth research on the risk characteristics and customer needs of green-related industries such as the clean energy industry and the green building industry. TPI actively serves the "five big and six small" power generation groups and regional power and energy enterprises, energy construction enterprises, energy equipment manufacturers, etc. In 2023, TPI will provide risk protection of RMB 469.15 billion for customers in the clean energy industry and provide risk protection of RMB 1.73 billion for building energy efficiency and green buildings.

Contributing to the Green and Low Carbon Transformation

CASE

TPI innovates "Carbon" Insurance Product Innovation

TPI optimized the supply of green insurance products and services, and innovated carbon insurance products, which were widely praised by all sectors of the community. In 2023, a carbon trading loss insurance project was designed for a thermal power plant. Due to its innovation and support for high-quality development of the real economy, it was successfully selected for the 2023 Shaanxi Province Financial Industry Assistance for High Quality Economic Development Tour. By providing carbon trading loss insurance for thermal power plants, TPI helped enterprises effectively manage the economic risks associated with carbon emissions and accelerated the process of low-carbon transformation.

Green Investments

The Group gave full play to the long-term advantages of insurance funds and injected "living water" into the green industry by gradually promoting ESG investment evaluation and further clarifying green investment standards. Relevant departments of the Group set up ESG commissioners responsible for tracking the work of green finance and ESG investment and guiding subsidiaries to gradually set up an ESG investment mechanism. The scale of the Group's surviving green investment in 2023 has reached approximately RMB 67.9 billion in total⁵.

Build a green investment system and increase green investment

- Investing in subsidiaries through diversified investment methods such as debt investment plans, equity investment plans, asset support plans, green industry funds, pan ESG public fund products, green insurance asset management products, green bonds, etc., to establish a "indirect investment + direct investment" green investment system.
- Actively expanding participation in projects in the fields of clean energy, energy conservation and emission reduction, environmental protection, green buildings, green transport, green and low-carbon technological innovation, etc., and supporting the transformation and upgrading of traditional high-carbon industries to green low-carbon.

Enhance green investment and green financial product development capacity

- Strengthen the construction of green investment tools, build a green financial development mechanism to serve industrial transformation and upgrading, and an internal evaluation system for green investment of insurance funds.
- Establish investment and financing channels to serve green industries and green projects, and gradually form an incentive mechanism for investment in green industries.
- Enhance the exchange of advanced experiences in green investment, and build a green financial service platform and a library of alternative projects.

Enhance pre-investment due diligence and post-investment management of green investments

- Strengthen pre-investment due diligence and post-investment management, clarify the content points of ESG risk due diligence, and conduct comprehensive, in-depth and detailed investigations.
- Implement a list management system for clients with significant ESG risks, and establish a grievance response mechanism for projects involving significant ESG risks.



⁵ In the current year, the caliber of green investment statistics was adjusted in accordance with the "Green Insurance Classification Guidelines (2023 Edition)" issued by the Insurance Association of China and included the Group's insurance fund utilization and financial leasing business.

CASE

China Taiping Deepen Green Field Strategic Cooperation with CGNPC

In October 2023, China Taiping signed a strategic cooperation agreement with China General Nuclear Corporation (CGNPC), both sides will carry out in-depth cooperation in the fields of new energy, offshore wind power, and application of nuclear technology. The signing of this strategic cooperation agreement opens a new chapter of higher-quality cooperation between the two sides in the new era. In the future, the two sides will broaden their cooperation in the fields of new energy, offshore wind power, application of nuclear technology, international investment, and financing, etc., so as to jointly make greater contributions to the country's clean energy and economic and social development.



China Taiping and CGNPC sign strategic cooperation agreement

TPAM continues to promote the implementation of green finance and ESG management measures, improve the working mechanism, establish green investment standards, increase research efforts in key areas of green investment, and actively carry out green investment by combining the characteristics of insurance funds and the advantages of insurance asset management business.

CASE

TPAM helps new energy REITs land green projects

In October 2023, TPAM helped put the "SPIC-Guangdong New Energy Infrastructure Investment Carbon-Neutral Green Asset-Backed Special Plan (REITs)" into effect successfully. The project is the largest new energy REITs and the largest infrastructure REITs in the market at the time of issuance and meets the criteria of the *Catalogue of China's Green Bond Supported Projects (2021 Edition)*, with all underlying assets sourced from green and low-carbon industries. The project is expected to achieve an annual emission reduction of approximately 1,145,400 tonnes of carbon dioxide and 566,800 tonnes of standard coal, with good environmental and economic benefits.



SPIC-Guangdong New Energy Infrastructure Investment Carbon-Neutral Green Asset-Backed Special Plan (REITs)

TPCA has formulated the "TPCA Green Finance and ESG Guidelines" and the "TPCA ESG Rating System Construction Plan" to improve the construction of ESG investment system, integrate ESG into the whole process of investment decision-making, and achieve quantitative ESG evaluation.

TSFL takes green leasing as a key business segment and actively supports clean energy, green infrastructure upgrading and other areas to broaden new green investment practices. Pricing support is given to leasing projects belonging to the Green Industry Guidance Catalogue. The assessment and incentive mechanism is improved, and strategic rewards are given to high-quality green leasing projects.

TP Fund also has formulated the TP Fund Green Bond Investment System, implemented the "Green Investment Guidelines" of the Fund Industry Association, and carried out internal and external training and promotion. It will support green development as a strategic element integrated into development planning and daily business management. In 2023, it will develop the first green bond themed bond fund, the "Taiping Green Pure Bond One-Year Regular Open Initiated Bond Securities Investment Fund" and raise funds to establish the "Taiping Low Carbon Economy Initiated Securities Investment Fund".

CASE

TSFL helping a hydrogen fuel cell high-end equipment manufacturing green leasing project

In 2023, TSFL completed a green leasing project for a hydrogen fuel cell high-end equipment manufacturing project with an investment scale of RMB 137 million. The lessee is the second batch of national level specialized and innovative "little giant" enterprises recognized by the Ministry of Industry and Information Technology of China. The project is in line with the Green Industry Guidance Catalogue for renewable energy and clean energy projects, and the Strategic Emerging Industries Classification for high-end equipment manufacturing projects. The landing of the project is helpful to the development of hydrogen fuel cell technology and the industrialization process, and also reflects Taiping's unremitting efforts to support the strategic emerging industries and to help build a hydrogen energy industrial system.





A hydrogen fuel cell high-end equipment manufacturing green lease project

Promoting Green Operations



The Group practices the concept of green office, advocates the improvement of green operation management system, steadily improves the efficiency of energy usage, creates a green workplace, deepens technology-enabled green operation, and endeavors to reduce the impact of its own business activities on the environment. In 2023, there were no confirmed violations related to environmental protection and having a significant impact on the environment..


| Target | Focused initiatives |
|---|---|
| <p>Create green work and living spaces to enhance the level of green operations</p>  | <ul style="list-style-type: none"> • Prioritize the use of green technologies, environmentally friendly materials, and new energy. • Establish an intelligent building system and promote the certification of new green buildings. • Improve the green operation management and evaluation system, set medium- and long-term energy-saving and carbon reduction targets, track the achievement of the targets and propose improvement plans. • Explore the innovation of green service supply in each medical rehabilitation community, promote the construction of green hardware and software in the community in an orderly manner, and build a green intelligent management system for medical rehabilitation communities. |
| <p>Comprehensively promote green office and implement the concept of low-carbon work</p>  | <ul style="list-style-type: none"> • Strengthen workplace management and implement measures to reduce energy consumption. • Prioritize the use of new energy vehicles and promote green transportation and electronic office. • Optimize workplace asset allocation, reduce idle or duplicate asset purchases, and improve asset utilization rate. • Technology empowers green operations, accelerates the construction of green data centers, promotes the digital transformation of operational processes, and reduces carbon emissions from operations. |

Green Office

The Group issued the *Notice on the Implementation of "Green Office and Low-carbon Life"* to actively create a green workplace. All subsidiaries actively responded to the Group's call to implement green office requirements.

Strengthen waste management

- Separate collection of office waste such as 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.



Control water and electricity consumption and reduce energy consumption

- Reasonably control the use of water and electricity in the workplace and reduce energy consumption. Post warning signs in prominent positions in the workplace, such as saving water, saving equipment power, turning off lights at will, and setting air conditioning temperature.
- 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.
- Avoid prolonged standby mode of office equipment such as computers, printers, and shredders. Prohibit the use of power intensive appliances in offices.
- Promote video conferencing, switch off video conference system after meetings to reduce standby power.
- Avoid the public water being run in vain and the water "flowing, flooding, dripping and leaking" in the workplace



Resolutely stop food and beverage waste behavior

- Strictly implement dining standards for meetings, training, business entertainment, and travel, promote simple and standardized meals, and eliminate extravagance and waste.
- Guide all staff to cherish every meal and save every grain of food, practice the "Optical Disc Action", and advocate the concept that waste is shameful, and saving is honorable.



Comprehensively improve resource utilization efficiency

- Promote comprehensive resource conservation, intensification, and recycling, and leverage the synergistic effect of reducing resource consumption and carbon reduction.
- Scientific planning of existing workplaces to improve the efficiency of workplace use, optimize the allocation of workplace resources and avoid the problems of idleness, waste and repeated acquisition.



Further strict vehicle control

- Strengthen vehicle allocation management and actively promote new energy vehicles.
- If the company newly purchases or leases vehicles, it will give priority to new energy vehicles, and will strictly carry out double control according to the purchase price and exhaust volume of the vehicles.
- Advocating "green travel" as the lead, rationalizing the use of official vehicles, and promoting low-carbon official travel.



Green Procurement

The Group follows the principles of green procurement and gives full consideration to environmental factors in its procurement activities, giving priority to the procurement of environmentally friendly products and services with low energy consumption, low pollution, and recyclable and reusable products. TPI, TPCA and other subsidiaries have improved their supplier management systems to incorporate the Group's requirements related to green procurement, such as giving priority to the procurement of energy-saving and environmentally-friendly products.

Strengthen green procurement behavior

- Incorporate green and low-carbon concepts into procurement strategies throughout the procurement of products and services.
- Formulate and implement a green procurement program, set green procurement targets, clarify green procurement standards, and require the Group and subsidiaries to procure in strict accordance with the standards.

- Encourage suppliers to reduce the amount of raw and auxiliary materials or use more environmentally friendly materials instead, including through technological innovation.
- Require suppliers to meet green packaging requirements for their products, not to use packaging materials containing toxic or harmful substances, and to use packaging materials that are recyclable, biodegradable, or harmless.

Improve green procurement processes

Green Building

The Group advocates that office buildings and healthcare communities around the world follow the principle of adapting to local conditions. We actively promote green building certification for new buildings. TPIM has formulated the Green Building Implementation Guidelines, making it clear that green building investments are prioritized for projects that are in line with ESG concepts. In 2023, the Taiping Finance Tower project in Guangzhou completed a green building two-star evaluation, and the Yulan People's Recreation Community project in Beijing has obtained LEED gold-level pre-accreditation for community planning and design. As at the end of 2023, the Group had a total of 14 green investment, construction, and operation projects, with a total investment amount of approximately RMB 29.03 billion and a planned gross floor area of approximately 1,784,400 square meters⁶, of which a total of 6 projects have been certified as LEED Gold or Platinum certification.

⁶ The total investment amount is the actual investment amount, and the planned total construction area does not include Beijing Yulan People's Recreation Community Phase II.

ESG Blending into the Whole Process of Investments in Green Building

Project screening

Priority will be given to investing in assets that have obtained green building two-star and above, or LEED certification gold-level and above rating qualifications

Investment analysis

Reasonably analyze the cost-benefit of green building measures, green building renovation, energy saving, etc.

Post-investment management

Combine the concept of environmental protection and low carbon with the project, actively carry out transformation of the project in accordance with the green building standard and improve its overall quality.

CASE



Taiping Financial Building in Suzhou

In November 2023, Taiping Financial Building in Chengdu was awarded "LEED Platinum Certification" by the US Green Building Council



Taiping Financial Building in Chengdu

In October 2023, Taiping Financial Building in Suzhou was awarded "LEED Platinum Certification" by the US Green Building Council

In October 2023, Taiping Financial Building in Nanning was awarded "LEED Platinum Certification" by the US Green Building Council



Taiping Financial Building in Nanning

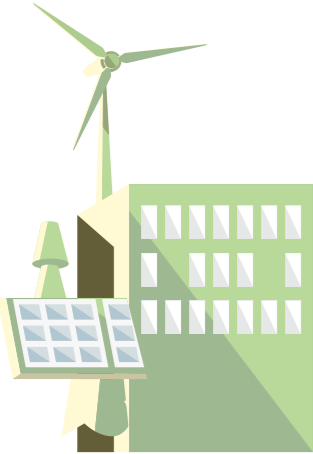
Green Technology

Our group fully utilizes technological innovation achievements, promotes digital transformation of operational processes, actively promotes electronic policy services, and accelerates the construction of green and low-carbon new data centers.

CASE

Promoting Electronic Policy Services and Accelerating Digital Transformation of Operational Processes

TPFSC has partnered with subsidiaries such as TPL and TPP to promote the use of electronic policies and electronic letters, achieving the digitization of annual reports for life insurance policies. Paper letters for annual reports of ordinary types of insurance have been discontinued, and the electronic policy has been continuously optimized. By the end of 2023, a total of 1,446,700 paper reports were reduced. Promoting the electronic construction of group insurance application, realizing the first automated application of group underwriting e-policy, and enhancing the electronic level of new contract of group insurance. In promoting the WeChat 95589 letter card package project, through the digital, personalized, and integrated management of WeChat 95589 electronic card packages, a virtuous loop is formed to enhance customer willingness to use electronic services and reduce the cost of printing paper letters.



CASE

Promoting the construction and operational development of green data centers

In 2023, TPFT optimized the energy-saving management of the data center site infrastructure, improved the overall cooling efficiency of the precision air conditioning system in the Shanghai data center, and completed the replacement of old precision air conditioning on the second floor of the large computer room in the Shanghai data center. The cooling efficiency was higher, effectively reducing the energy consumption level of the entire computer room air conditioning. TPFT optimized the operation and management of the infrastructure at the data center site, continuously analyzed the energy consumption data, and reasonably adjusted the operation of chiller units, precision air-conditioners, cooling towers and other equipment in conjunction with the climatic environment, changes in its own loads and other factors, and the data center's Power Utilization Economy (PUE) remained at the same level as that of the same period last year, and was maintained at the level of a reasonable range. Accelerating the construction Phase II of the new green and low-carbon data center, communicating effectively with relevant departments, and actively promoting the construction of the second phase of the Wuhan data center.



Shanghai Data Center



Wuhan Data Center

Conducting Environmental Activities



Our group strengthens the promotion and education of ecological civilization and thrift, continues to carry out theme promotion activities such as World Earth Day, World Environment Day, National Energy Conservation Awareness Week, and National Low Carbon Day, and enhances the green and low-carbon awareness of all staff. The Group strictly adheres to the ecological red line and is committed to the protection of biodiversity. The Group does not operate in or adjacent to protected areas and biodiversity-rich areas outside protected areas and shoulders its environmental and social responsibilities to safeguard the humanity and the natural life community.

CASE

TP Singapore launching East Coast Park cleaning and maintenance activities

To welcome the World Clean Earth Day, in September 2023, Taiping Singapore and the Chinese Enterprise (Singapore) Association jointly held a cleaning and maintenance event for Singapore's East Coast Park. Through the efforts of all participants, a total of nearly 400 kilograms of garbage were collected, and environmental protection concepts were conveyed through practical actions to protect the clean appearance of the beach and jointly build a beautiful home.



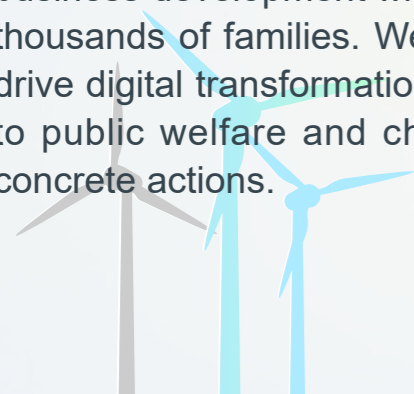
East Coast Park Cleanup Activity



Chapter III

Putting People First and Jointly Building a Better Society

The Group adheres to a “People-centered” approach. With the goal of promoting the high-quality development of human capital, we create a platform for quality talent development and grow together with employees. We are committed to the service principle of “Customer First”, promoting business development with heartfelt service and contributing to a better life for thousands of families. We participate in the construction of digital China, and drive digital transformation in a deep and practical way. We attach importance to public welfare and charity and do our bit to build a better society with concrete actions.



Growing together with Employees



The Group attaches importance to the protection of employees' rights and interests, and endeavors to provide employees with a competitive remuneration and benefit system, a fair and broad promotion platform, and a scientific and sound vocational training system. We also emphasis staff's work life balance, open up communication channels to listen to the voices of the employees and actively create a warm working atmosphere.

Protecting Rights and Interests of Employees

Standardizing employment management

The Group strictly complies with the *Labour Law of the PRC*, the *Labour Contract Law of PRC and Employment Ordinance* of Hong Kong and other laws and regulations of the countries and regions where we operate. Labour management is regulated in accordance with the laws and regulations. We promulgate rules and measures such as the *Administrative Measures for Employee Recruitment*, the *Administrative Regulations on the Introduction of Headquarters Personnel*, and *Management Measures for Posts and Ranks*, and establish a labour management system that includes labour contract management, staff recruitment, promotion, leave, education and training, etc.

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 labour and forced labour. We build a fair, efficient recruitment system that complies with laws and regulations, continuously strengthen supervision to regulate recruitment behaviors. In the case of illegal employment, the personnel involved in will be dealt with in accordance with relevant labour laws and regulations and in conjunction with the internal *Measures for Handling Illegal Behaviors of Group Employees*.

Recruitment Principles

The recruitment is regardless of background, on the basis of both integrity and ability, with priority given to integrity, looking for employees who are dedicated, impartial, upright, pragmatic and successful.

External Recruitments

Campus Recruitment

The management mode of overall planning and centralized approval

Social Recruitment

The management mode of separate and classified authorization and approval

Targeted Recruitment

Internal Referrals

Strictly implement the recusal system, before formally entering the recruitment process, it is necessary to supplement the relationship between the recommender and the referee. The recommender should be recused in the selection process of the position, and should not affect the selection results.

The Group proactively promotes the development of high-quality employment and attaches great importance to the recruitment activities for fresh university graduates and social persons, abstracting outstanding talents from all parties and promoting social employment. At the end of 2023, the Group has a total of 65,378 employees and 12,941 new recruits.

Welfare Protection

The Group continues to improve its remuneration and benefits management system. 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. We regularly co-ordinate and carry out salary surveys to obtain salary data from the external market, review and adjust the salary level of employees to ensure the competitive employees salary. We formulate an attendance and leave management system to ensure that the working hours and leave policies are in line with national laws and regulations and company's management regulations. We optimize the rights and benefits protection programs for all employees, setting up an enterprise annuity scheme to protect employees after retirement. We also provide parental leave and nursing leave for employees who have the need to take care of young children or accompany the elderly.

Improvement of Employee Rights and Benefits Protection



Regularly coordinate and carry out salary surveys, review and adjust employee compensation levels to safeguard a competitive remuneration.



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 implement 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.

2023
Total workforce
65,378 Person

31,673 33,705

General employees
64,018
Mid-level management
1,155
Senior management
205

Employees in Mainland of China
63,832
Employees in Hong Kong and Macau
1,138
408

Total senior management
205 Person

173 32

Newly recruited employees in total
12,941

6,307 6,634

Reinforcing Human Capital

The Group formulates and implements normative documents such as the *Measures for the Administration of the Group's Employee Education and Training Work*, *Group's Hierarchical Education and Training Plan (Trial)*, *the Management Measures for the e-Learning and Training Management Platform of the Group*, and *the Measures for the Administration of the Group's Head Office in Encouraging Employees to Participate in Professional Qualification Examinations*. We continuously optimize the staff training system, make full use of all kinds of internal and external training resources, and improve the comprehensive quality and business ability of staff. We are committed to creating a comprehensive career development platform for employees, combining professional knowledge training and management ability to cultivate talents, establishing a training system for managers and professionals, and providing diversified career development paths for employee development.

Opening up online and offline training channels

We issued the *Management Measures for the e-Learning and Training Management Platform of the Group*. We have standardized the construction, operation, and management of "China Taiping Learning Cloud Platform" and "China Taiping School".

Strengthening Professional Knowledge and Management Skills

On a regular basis, we hold various special training courses for cadres, special training and e-learning programs for cadres and new employees.

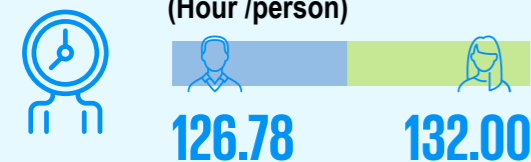
Upgrading Staff Professional Qualifications

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, providing diversified support for employees' career development.

2023 Number of employees trained (Person)



2023 Average training time of employees (Hour/person)



2023 Costs on staff training

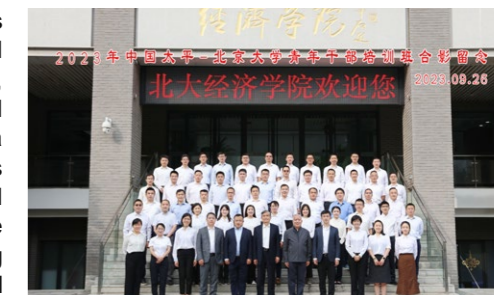
Costs on staff training and cultivation

RMB **13,716.92** ten thousand

CASE

China Taiping - Peking University Training Seminar for Young Cadres

From July to September 2023, the Group's 2023 Youth Cadres Training Course was successfully held at Peking University, and 50 trainees from 6 departments of the Group Headquarters, 13 subsidiaries in China and 5 subsidiaries in Hong Kong and Macau participated in the training. The training course made a breakthrough in terms of teachers, inviting heavyweight lecturers such as counsellor of the State Council, director of the National Development and Reform Commission, and the Dean of the Institute of International Relations. For three consecutive years, the Peking University Training Course for Young Cadres has cultivated and reserved 150 outstanding young cadres for the Group, providing a solid team guarantee for the long-term development of the Group.



China Taiping - Peking University Training Seminar for Young Cadres

CASE

China Taiping - Training Course for Core Talents of the Investment Management Sector

In May 2023, the Group organized a training course for the Group's backbones of the investment management sector at the Dalian Institute of Senior Managers in China, with 48 trainees from the Group's 15 domestic and overseas subsidiaries and 6 major business sectors. By the training course for professional backbone talents, experience and breakthroughs have been made in promoting the internationalization and rejuvenation of the professional backbone talent team.



China Taiping - Training Course for Core Talents of the Investment Management Sector

CASE

China Taiping - Training Course for Actuarial Core Talents

In October 2023, the Group held a training course for the Group's actuarial core talents at Fudan University in Shanghai, providing training to a total of 48 actuarial core talents from the Group's head office and 12 insurance subsidiaries, which enhanced the Group's actuarial line's professional capacity and management level and strengthen the Group's actuarial talent pool.



China Taiping - Training Course for Actuarial Core Talents

CASE

2023 "Taiping Rising Star" campus recruitment training course for new employees was held in Shanghai.

In 2023, the Group held the 2023 "Taiping Rising Star" campus recruitment training course in Shanghai, with a total of 172 new employees participating. The training course was divided into five modules including political theory, general knowledge of the Group, public skills, professionalism and alert education and teamwork and quality development activities were carried out to further enhance the speed of new employees' integration into China Taiping.



"Taiping Rising Star" Campus Recruitment Training Closing Ceremony

Motivation and Communication

Enhancing Employee Communications

By the workers' congress and the trade union, we effectively ensure the participation of employees in management and safeguard their legitimate rights and interests, submitting matters involving the interests of employees to the workers' congress for deliberation. We set up chairman's mailbox and conduct office interviews to improve communication efficiency. The Group promotes employee satisfaction surveys in an orderly manner, focusing on the areas of employee care, training and development, and performance appraisal.

Focusing on Employee Motivation

Following the principle of fairness and impartiality, the Group formulates performance appraisal management, job grade management, honor and incentive management and other related management systems are in place to implement strict performance appraisals, clarify the requirements and processes for promotion and advancement, and give honors and recognition to employees.

Creating a Platform for Impartial Performance Appraisal

Performance appraisal combines performance evaluation and comprehensive assessment. In 2023, 100% of employees who were eligible to participate in annual appraisals received appraisals. The appraisals results are fed back by the supervisor with clear achievements and improvement points. If there is a disagreement, the employee can appeal to the Human Resources Department for reconsideration and feedback.

Establishing Incentives for Promotion

According to the *Measures for the Management of the Group's Honor Incentives*, commendations are given to collectives and individuals who have made outstanding contributions to the development of the Group. In 2023, in accordance with the principle of "selecting the best among the best", collectives and individuals with excellent assessment results and outstanding contributions to the Group's major projects and important tasks were commended. We build a job grade system that includes management, professional and support sequences to broaden employees' career development channels. According to the results of performance appraisal and combined with the daily performance of employees, employees will be promoted according to the provisions of the system to fully mobilize the enthusiasm of employees.

Care and Concern

Health and Safety

The Group takes employees' health and safety as a top priority and strictly enforce laws and regulations on labour protection, occupational health and safety in the countries and regions where we operate. Member firms 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 labour 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.

CASE

TPL's 3.0 Healthy New Workplace Received International WELL Platinum Certification

The workplace of TPL Hunan Branch was awarded the platinum certificate, the highest level of the international WELL V2, becoming the first office workplace of an insurance company in China to be awarded this authoritative international certification. WELL Building Standard is known as the "Oscars of Architecture" in the industry, aiming to enhance the health and well-being of people in the building environment. As a member company of financial state-owned enterprises directly under the central government, TPL always puts people first. The new 3.0 Healthy Workplace focuses on the office area, humanistic environment, cultural facilities and other aspects to strengthen humanistic care for employees and customers.



WELL V2 铂金级认证

TPL's 3.0 Healthy New Workplace Received International WELL Platinum Certification

Employee Care

The Group pays attention to employees' work-life balance and actively organizes employees to participate in various leisure activities. We enhance their happiness and sense of belonging by abundant activities including "China Taiping Civilized Families" selection activity, lectures on family culture and education, company celebrations visit in Hong Kong with families, Women's Day activities, staff badminton and table tennis competitions, and painting exhibitions on the theme of honest. We held the "Taiping New Voice, Advancing in the New Journey" Youth Host Contest attracted more than 200,000 people to participate in the online audition and 15 award-winning employees were selected. A social activity was held on the Qixi Festival for young employees to provide a platform for young people in Shanghai to make friends and exchange ideas.

CASE

"Happy Family" Starlight Ceremony - The 3rd "China Taiping Day"

In November 2023, China Taiping celebrated its 94th anniversary with the 3rd "China Taiping Day", with the theme of "China Taiping with Love and Happiness". During the event, all staff held a variety of celebrations, including the "Happy Family" Starlight Ceremony at the China Taiping Finance Centre in Hong Kong, which demonstrated the company's unlimited prospects and employees' ideals and beliefs.



The 3rd "China Taiping Day"

Employee Concern

The Group attaches great importance to employee care and tries our best to help them solve practical difficulties. In 2023, the Group visited 605 staffs during the "Two Festivals", distributed RMB 2.205 million to people in need, and kept the growth in scale and amount for 11 consecutive years. We paid RMB 30,000 to 15 employees during the flood disaster as a condolence, optimized the Employee Mutual Aid Scheme to provide financial assistance of over RMB 3.5 million to more than 100 employees and their families who suffered from major illnesses, and strengthened the construction of care rooms for female employees, which basically achieved full coverage of the subsidiaries and provincial branches.

Management of Agents

The Group actively promotes the improvement of the agent system and promotes healthy competitions among agents. We focus on career development training for agents to promote the formation of a highly qualified, high-quality and professional agent team. We improve the agents' welfare protection and care mechanism to ensure that the agents' rights and interests are fully respected and cared for.

Management Direction

Key Initiatives



Strengthening Management Standards

We optimize the standards of assessment, promotion, salary and other standards at each level, encourage healthy competition among agents, and stimulate business development potential.



Strengthening Thematic Training

We regularly organize systematic training on insurance topics and provide career development support in different business segments for agents, promoting the formation of a highly qualified, high-quality and professional agent team. In 2023, the average training time of agents is 30.07 hours. We raise agents' awareness of green insurance by strengthening the training of green insurance.



Sounding Safeguard Mechanisms

We sound agents' welfare protection and care mechanism and show full respect and care to agents.



Building Sustainable Supply Chains



Improve Supplier and Procurement Management Mechanisms

The Group has formulated the Measures for the Centralized Procurement Management Suppliers of the Group and the Regulations on Centralized Procurement Management of the Group to establish a comprehensive supplier and procurement management mechanism. An in-progress supervision and ex post facto inspection mechanism has been established for procurement activities to supervise whether there are internal and external corrupt behaviors in procurement activities, such as bribe-giving and bribe-taking. Once corrupt behaviors are detected, complaints can be initiated through the procurement platform and will be handled by the procurement or supervision department.

| Domain | Main Indicators | Indicator Units | 2023 | |
|---------------------------|---------------------|--|---------|--------|
| Sustainable Supply Chains | Supplier Management | Total Number of Suppliers | Company | 33,075 |
| | | Number of Suppliers in Mainland of China | Company | 32,691 |
| | | Number of Suppliers in Hong Kong and Macau | Company | 239 |
| | | Number of Overseas Suppliers | Company | 145 |
| | | Number of Suppliers with ESG or Social Responsibility Related Qualifications | Company | 1,569 |

Focusing on Supplier ESG Risks

The Group pays attention to the environmental and social risks of suppliers, integrates them into a comprehensive risk management system, identifies and assesses supplier risks in a timely manner, and continuously improves and perfects the supplier management and evaluation system.

Supplier Social Risk Management

- The Group establishes conditions for the screening and identification of suppliers, giving priority suppliers who have obtained ISO three system certifications, disclose ESG information in a timely manner and actively fulfil their social responsibility.
- We clearly stipulate ESG-related content in procurement contracts, monitor suppliers in terms of environmental protection, employee rights and interests, information security, business ethics and other aspects of sustainable development, and track suppliers' ESG performance.
- We obtain external third-party data by the procurement platform to analyze supplier public sentiment and legal proceedings, and to provide proactive early warning of risks such as corruption and bid rigging.

Supplier Environmental Risk Management

- Priority will be given to energy-saving and environmentally friendly products that meet procurement requirements and are under same conditions of quality and service standards.
- In procurement needs where environmental protection is a requirement, suppliers are required to have relevant qualifications, such as ISO 14001 environmental management system certification, and the qualification certificates are given points in the procurement scoring.

Practicing Customer Focus



The Group continues to improve its product and service management system, focusing on customer value propositions, continuously optimize customer experience and upgrade its service system to meet customers' diversified, differentiated and quality integrated service needs. We closely follow the national strategy and social development, implement the relevant requirements of customer rights protection, financial education, etc., effectively protect the rights and interests of customers, and practice the concept of "customer-centric" through our own actions.

Upgrading Services System

Focusing on customers' needs for medical, healthcare and wealth management services, the Group is committed to guarding families and wealth with rich and professional insurance solutions. The Group and subsidiaries have comprehensively iterated service brands. TPL firstly launched Taiping Good Service Atlas, TPI released "Taiping Good Service 2.0", TPP released "Happy Enterprise, Good Service" and so on. We have released vigorous vitality based on differentiation, supply diversification and deep ploughing refinement of product service.

CASE

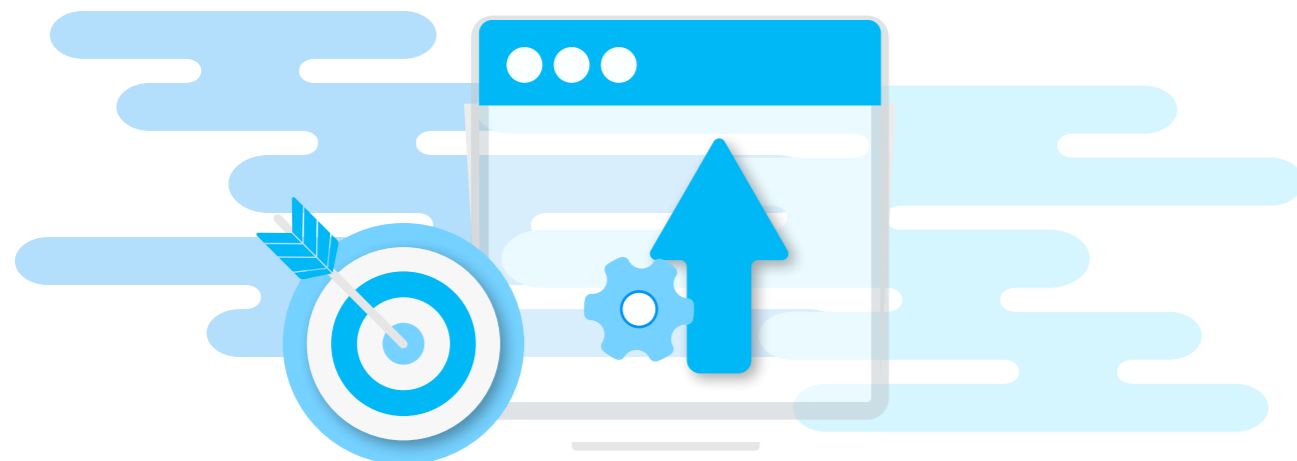
TPI launched "Taiping Good Service Atlas".

In July 2023, the 4th "Jixiang Festival and Taiping Customer Festival" officially kicked off in Jinan, Shandong Province. As one of the highlights of the opening ceremony, TPL launched Taiping Good Service Atlas for the first time.

Relying on the 2 service ecosystems of healthcare and financial science and technology, "Taiping Good Service Atlas" provides customers with 4 types of solutions: "Vitality and Health", "Longevity and Enjoyment of Elderly", "Sophisticated Living" and "Family and Career", and upgrades the services and establishes a team of Good Rights Officers through the agents. It demonstrates that TPL has comprehensively fulfilled the diversified needs for a better life through the integration of products and services.



First Launch of "Taiping Good Service Atlas"



Optimizing Customer Touchpoints

The 4th Customer Festival was successfully held, promoting the organic combination of the Family Office's "Premier Lounge" and "China Taiping – Jixiangjia" and created offshore "Premier Lounge" in Singapore and Hong Kong. We continuously enhance the service capability of the "Taipingtong" APP. Its registered users reached 24.51 million in 2023 and it represents a year-on-year growth of 10%. The average monthly active users reached 1.93 million, representing a year-on-year growth of 13%, and ranked 4th in terms of active users among similar APPs in the industry, which is at the forefront of the industry.

CASE

The 4th "Jixiang Festival - Taiping Customer Festival", with a theme of "A Better Life with China Taiping"

In July 2023, the opening ceremony of China Taiping Insurance Group's fourth "Jixiang Festival - Taiping Customer Festival" in 2023 with the theme of "A Better Life with China Taiping", was successfully held in Jinan, Shandong Province. More than 16,000 colorful activities were held during the event, with more than 40 million participants.

Focusing on diversified needs, this year's Taiping Customer Festival launched a series of well-planned activities for a wide range of customer groups, from teenagers to the elderly, vividly illustrating the connotation of "beautiful", which significantly upgraded the customer experience.



The 4th "Jixiang Festival - Taiping Customer Festival"

CASE

China Taiping's first overseas "Premier Lounge" was grandly opened in Singapore

China Taiping's first overseas "Premier Lounge" was grandly opened in Singapore. Global and City "Premier Lounges" are the first high-quality butler service system in the domestic insurance industry. We have built 3 Global "Premier Lounges" in Shanghai, Beijing and Guangzhou, and 7 Cities "Premier Lounges" in Hangzhou, Kunming, Hefei, Nanchang, Tianjin, Suzhou, Qingdao in China. Singapore's "Premier Lounge" locates in the core business district of Singapore. The "Premier Lounge" enables "one-click switching" of scene modes according to the needs of different activities, providing customers with more comfortable, more convenient, more private, high-quality butler service. It provides higher quality cross-border comprehensive financial and insurance services to the Singapore customers.



The first overseas "Premier Lounge" was grandly opened in Singapore.

Focus on Customer Experience

The Group adheres to the "customer-centric" service concept, effectively integrate internal and external resources, and give full play to the synergistic advantages of various business segments. We continue to strengthen its service awareness, optimize its service process, and enhance its service level, so as to effectively improve customer satisfaction, trust and sense of achievement.

The Group has fully implemented the construction of a customer experience management system based on NPS (Net Promoter Score). In accordance with the *Group's Customer Experience Management Measures*, the Group has implemented a "small closed-loop" management mechanism for derogation visits and a "large closed-loop" management mechanism for optimization and improvement and has been monitoring the customer experience in real time from 13 key touch points, so as to create a closed-loop for the improvement of the customer experience in the whole process. In 2023, the Group completed the second competitor research of this management system and formed an experience analysis report to understand the customer experience ranking. During the year, the customer service hotline satisfaction rate was 99.87%.

CASE

TPI Takes Multiple Measures to Improve Customer Service Experience

- **Building a customer service communication platform.** TPI effectively address the service pain points and business needs of organizations in their customer service work, thus enhancing customer service satisfaction.
- **Identifying gaps in services against peers.** Based on our own service advantages, TPI draws on the advanced experience of the industry to further simplify the value-added service acceptance process and optimize the rules of the value-added service system, and initially forms a value-added service optimization plan, which gives institutions a full sense of the great importance attached to the customer experience from the top down and the power of innovation in service change.
- **Formulation of implementing rules for the settlement of claims disputes:** TPI clarifies the handling process and responsible persons to enhance the timeliness and quality of claims dispute handling. The number of complaints for auto insurance claims of RMB100 million premiums in the supervision in 2023 was 2.99.
- **Promoting the "Auto Insurance Express Settlement" continuously and optimizing the claims process:** TPI comprehensively upgrades the function of the Auto Insurance Claim Settlement mini program to enhance the efficiency of case processing. The utilization rate of Auto Insurance Claim Settlement reached 35.6%, and it was 5.6% higher than the target value.
- **Promoting the construction of the customer interaction platform in depth:** TPI enhanced online services, with more than 86% of insured customers registering for online authentication and a 95% positive customer feedback rate.

Elderly-friendly Services

The Group actively serves the construction of an age-friendly society and adheres to "digital inclusion" in the face of the phenomenon of digital divide in the ageing society. The Group takes into full consideration of the differentiated needs of elderly groups, and organizes and promotes its subsidiaries to carry out in-depth optimization and transformation of various service touch-points and links, so as to continuously improve the service level for elderly groups.



Elderly Services Ecology



On the basis of the "5+1" customer service system, the Group promotes the upgrading and transformation of its service ecosystem "Elderly Friendly" to provide tailor-made, more convenient, easy-to-use and user-friendly service functions for its elderly customers.

Customer Service Line 95589

- We accurately identify calls from elderly customers, direct them to the "Exclusive Channel for Elderly Customers" and arrange for high-end customer service to answer them on a priority basis.
- We launch the "Elderly Mode" to provide various types of exclusive specialized services to elderly customers.

Taipingtong APP

- Taipingtong APP launches the "Care Version" for elderly customers, specially adds video customer service and version memory function, and debugs the interactive elements such as fonts, colors and layouts to the most comfortable state for the elderly.

Offline Customer Service Counter

- Traditional services are reserved for the elderly. We also place convenient service equipment commonly used by elderly customers, such as presbyopes, magnifying glasses, sphygmomanometers, wheelchairs, and medical emergency kits, at the counters.

Medical Health & Elder Care Ecosystem

- We strengthen the construction of the medical, recreational and healthcare ecosystem, continuing to build elderly care communities and focusing on optimizing the quality of services provided by recreational and healthcare institutions.

Elderly Services Process



In order to further enhance the service experience of elderly customers and optimize the operation process, the Group's subsidiaries have continued to carry out "ageing-friendly" modifications to the customer service processes of enrolment, claims settlement and preservation.

- **Optimization of the insurance process:** TPL adds voice insurance function to solve the pain points of the elderly due to poor eyesight and manual input difficulties. TPI simplifies the insurance application process, enabling the elderly to understand insurance products more accurately and carrying out the insurance operation more conveniently. TPP recognizes ID card and bank card information through OCR during the individual online insurance process, strengthens guidance and communication on the double-entry process for elderly customers, and provides answers to business questions and operational guidelines.
- **Streamlining the preservation and claims process:** TPL has developed mobile insurance service tools such as "E-Palm" and "Second Claim", which can further solve the difficulties of travelling inconvenience of elderly customers through the air signature function and realize contactless insurance service and insurance claims service without leaving home. TPI strongly promotes the "Auto Insurance Express Settlement" and care model of the Auto Insurance Claim Settlement mini program to improve the efficiency of claims services and reduce the elderly's offline travel. TPP provides measures to authorize relatives to settle claims on behalf of the elderly and to reduce or exempt the of physical documents for small cases so as to facilitate the handling of claims applications by the elderly.

Elderly Client Advocacy



The Group is concerned about the popularization of financial literacy among the elderly. During the “3.15 Consumer Rights and Interests Protection Education and Publicity Week”, “7.8 National Insurance Public Awareness Day” and “Financial Consumer Rights and Interests Protection Education and Publicity Month”, the Group and its subsidiaries organized special promotional activities for their staff in the community, nursing homes and other places to disseminate the necessary financial knowledge to the elderly, and to enhance their awareness of risk prevention and self-protection capabilities. We provided publicity and guidance on the contents of ageing-friendly services, and delivered heart-warming services so that elderly customers can better understand and make use of the various services designed for the elderly.



Activities of National Insurance Publicity Day

Consumer Rights Protection

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.

Improvement of Consumer Protection System

The Group continues to strengthen the protection of consumer rights and interests. We closely focus on the spirit of regulating consumer protection management methods, with the main line of improving the system and mechanism of consumer protection, we carry out consumer protection publicity and education activities, implemented rectification of regulatory issues, and resolved customer disputes.



Building Mechanisms and Laying the Groundwork

- The Group continues to improve the construction of the consumer protection system and mechanism, holds the annual customer service and consumer protection conference, and demonstrates to the society the company's good image of customer first and honest operation.
- The Group revises the Group's consumer protection management measures, improves the management mechanism, refines the management requirements, and clarifies the work guidelines.
- The Group sets up a monthly communication platform, shares internal and external information, and seeks solutions together, which has greatly consolidated the foundation of consumer protection management.



Strengthening Publicity and Receiving Awards

- The Group organized our subsidiaries to complete the “3.15 Consumer Rights and Interests Protection Education and Publicity Week”, “7.8 National Insurance Public Awareness Day” and “Financial Consumer Rights and Interests Protection Education and Publicity Month” with high quality and carried out a cumulative total of 11,322 online and offline education and publicity campaigns, covering more than 100 million consumers.



Rectification and Improvement

- The Group Organized relevant companies to actively implement rectifications against the issues of the 2022 Consumer Protection Supervision and Evaluation, formed a list of 168 rectifications measures and completed all rectifications within the year, so as to effectively improved the level of consumer protection management.



Improving Quality and Resolving Disputes

- The Group promotes subsidiaries to strengthen complaint analysis and traceability and rectification, improves complaint problems at source, resolves customer disputes in the front-end, and effectively reduces the escalation of complaints.

CASE

TPI continues to optimize the work structure of "consumer protection".

TPI continues to improve consumer protection initiatives, resolve conflicts and disputes at the grassroots level and nip them in the bud in a timely manner, continuing to optimize the "Great Consumer Protection" work pattern.

- **We revise the *Administrative Measures for Handling Consumer Complaints***, carry out the management of complaint traceability, establish an assessment system for complaint work, and implement a mechanism of "interviews on complaint management work" for the "director" of each unit.
- **We rectify the risk of key complaints in various fields**, focusing on special risk investigation and remediation work in areas such as motor insurance claims and accident and health insurance claims.
- **We implement the Measures for the Review and Management of the Protection of Consumer Rights and Interests**, reform the existing OA system and continue to strengthen the management of consumer complaints at source. The number of customer complaints in 2023 was 35,000, a decrease of 22.5% year-on-year, including 2,600 regulatory complaints, 32,500 self-collected complaints, and a 100% customer complaint closure rate.

CASE

TPL's Campaign of "Financial Consumer Rights Protection Education and Publicity Month"

In September 2023, TPL launched the "Financial Consumer Rights Protection Education and Publicity Month" with the theme of "Gathering Financial Strength, Creating a Better Life". Through the "Five Entries" campaign, i.e., "Into Rural Areas, Communities, Campuses, Enterprises and Business Districts", we have been able to communicate with consumers face-to-face and popularize financial knowledge. We pay attention to the elderly, optimize the service experience, combine local cultural characteristics, innovate publicity methods, and create a harmonious and healthy financial environment.



TPL Chongqing Branch Carried Out the Activity of "Sending Financial Knowledge to the Community"

Strengthening Complaints Management

The Group strictly implements regulatory complaint management requirements, formulates the Administrative Measures for the Handling of Consumer Complaints of the Group, standardizes the handling of customer complaints by subsidiaries improve the complaint management mechanism and open up complaint channels. We gradually establish a "three-in-one" long-term operation mechanism of prevention, control and improvement, so as to solve the reasonable demands of consumers in a timely manner. The subsidiaries have set up a special customer complaint reception desk in its business outlets, and established 29 entrances in 20 types of channels, including the 95589 customer service hotline, official website, official WeChat, APP, Weibo, etc., to listen to customer voices in an all-round way and strengthen customer contact management.

The Group has also established a sound supervisory mechanism, with various departments working together to strengthen the risk warning of online complaints and public opinion. Through complaint analysis and traceability mechanisms, we have formed effective countermeasures to resolve customer complaint disputes in a collaborative and multi-dimensional manner among various companies. The Group's each subsidiary enhanced the complaint assessment mechanism. By the way of the appraiser optimization, complaint indicator settings, the management of accountability strengthening etc., they would strengthen the main responsibility for the management of complaints at all levels, and further enhance the quality and efficiency of customer complaint handling. In 2023, the customer complaint settlement rate of 100%.

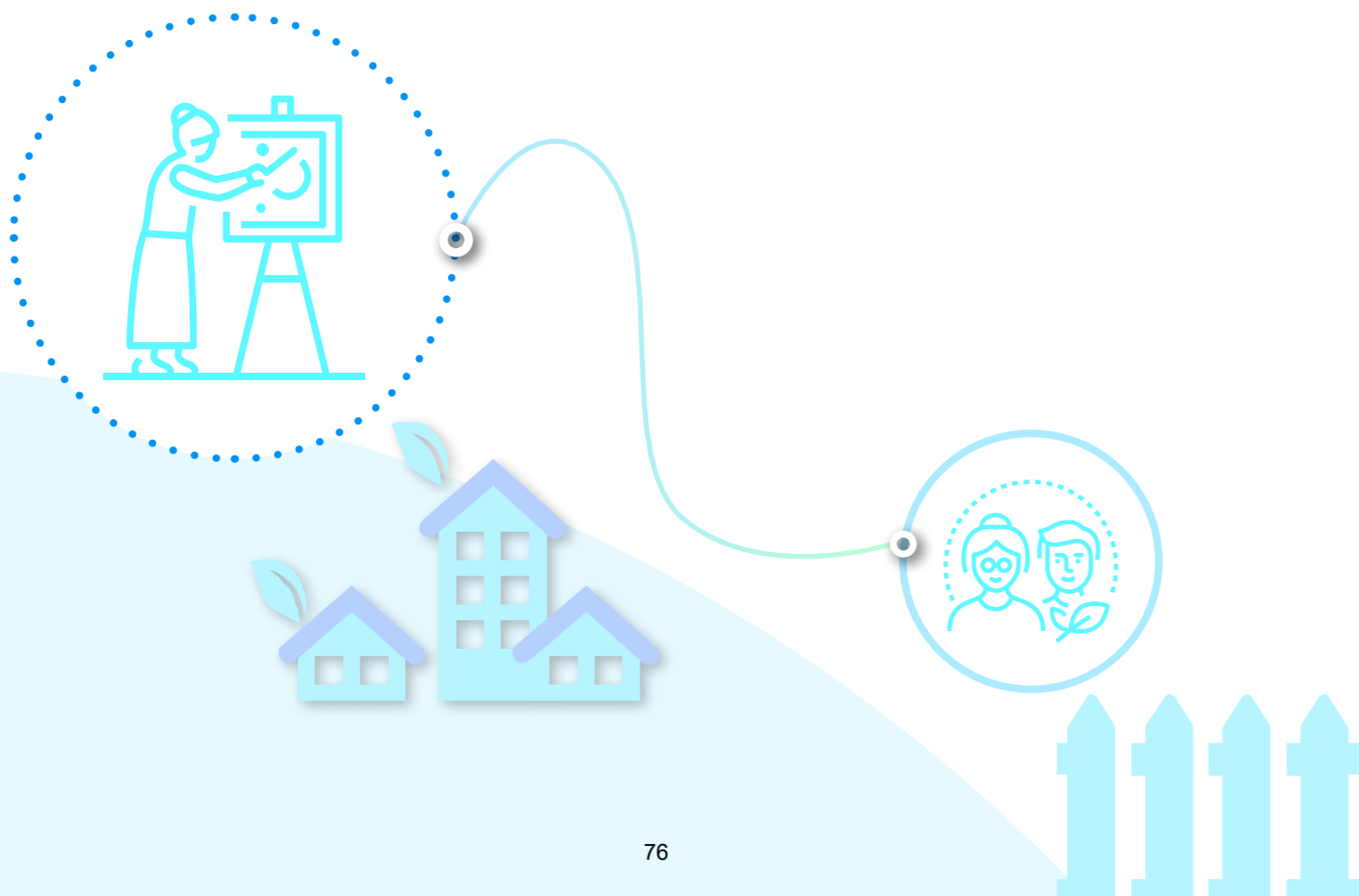
Practicing Responsible Marketing

The Group adheres to the concept of "Customer First", strengthens product and service management, regulates sales and promotional requirements, actively fulfils the information disclosure obligations, and truthfully explains to consumers the nature of the products and services, service contents, charges and contract terms. We strengthen the review of laws and regulations on brand promotion materials, enhance the training and management of sales staff, and actively practice the concept of responsible marketing.

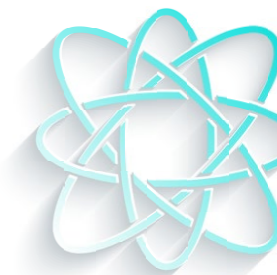
CASE

TPI Implements Responsible Marketing

- TPI adheres to a high sense of responsibility in marketing, boycotts false advertisements and propaganda, and effectively protects the legitimate rights and interests of insurance consumers. We formulated the Notice on Regulating the Marketing Behavior of Sales Personnel, *Notice on Regulating the Management of Internet Marketing and Publicity Behavior of Sales Personnel* and *Notice on Strengthening the Normalized Monitoring and Management of Sales Personnel's Marketing Behavior* to clearly stipulate the marketing activities or publicity scenarios that need to be monitored, the scope of salespersons and require institutions to establish a regular and dynamic monitoring mechanism for marketing behaviors and report the results of the monitoring on a regular basis. By the end of 2023, a total of over 36,000 visits were monitored and over 3,100 marketing campaigns were monitored.



Promoting Digital Transformation



The Group issues a digital transformation implementation plan, closely follows the development trend of the digital economy, and vigorously develops digital finance. Also, building financial technology governance capacity is regarded as an effective method to promote digital transformation. Building financial technology governance capacity is regarded as an effective method to promote digital transformation, promoting the Group's digital transformation to go deeper and more practical and achieving remarkable results in the three major aspects of data empowerment, business transformation and independent innovation.

Focused Practices for Digital Transformation

01 Steady Increase in the Level of Scientific and Technological Self-reliance

Relying on the Group's sharing and centralized mechanism, we gradually formed a unified information and innovation technology stack system and regulated the introduction of relevant basic hardware and software and the security management of operation and maintenance.

02 Scientific and Technological Innovation Capacity to a New Level

We adhere to the strategy of independent innovation and collaborative innovation to carry out scientific and technological innovation, building the Group's unified technology platform and intelligent platform.

03 Continuous Strengthening of the Data Governance System

We continue to improve the organizational structure and mechanism of data governance, and continuously strengthen the data integration and application capabilities of the Group's unified data infrastructure platform.

04 Step-by-step Into Agile R&D Practices

We construct agile R&D process, specification and measurement system, enhance the effectiveness of collaborative research and development between the sensitivity team and the steady-state team and improve the speed of response to business needs.

05 Effective Transformation of Digital Business Management Models

We build six group-level digital management platforms, including intelligent fee control, investment, personnel, training, risk control and business analysis, achieving unified resource allocation and the improvement of operation and management efficiency and risk control level of the Group.

06 Constructing Comprehensive Digital Service System

Through digital transformation, the Group has upgraded the "One Line, One Network, One Hall, One Section and One Circle" and the NPS "5+1" customer service system.

07 Quality and Efficiency Improvement of Digital Operational Effectiveness

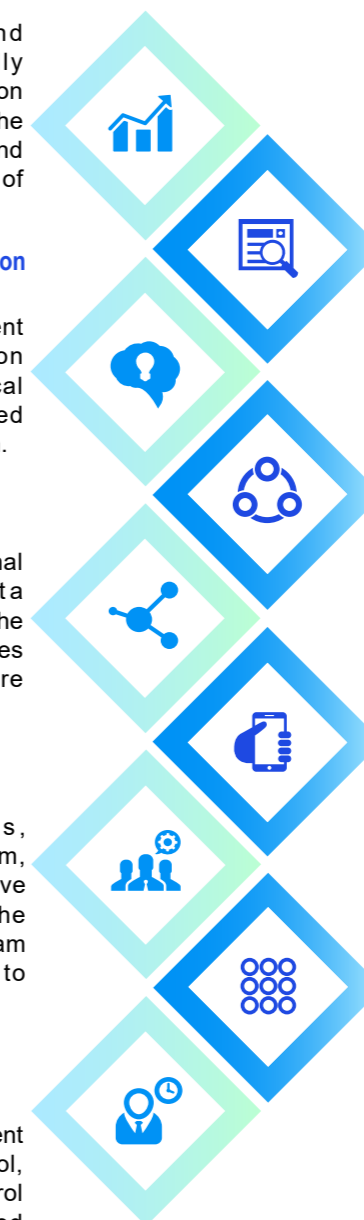
Through digital innovation projects, we empower business processes to be intelligent, deepen scenario integration, and enhance the convenience and sense of acquisition of customer service.

08 Effective Consolidation of Network Information Security Defenses

- We establish an open-source software security management system and construct an adaptive security protection system.
- We implement regulations on regulatory data security to promote the implementation of various data security technology protection measures.
- We build a security big data analysis platform and a security operation management system, strengthening the capacity of early warning response for various types of security risk events.

09 Initial Formation of Science and Technology Ecosystem

We pay attention to industry chain synergy, actively promote the construction of an innovative, open, shared and win-win ecosystem, and focus on the role of the ecological empowerment system in improving the quality and efficiency of services in the main insurance industry.

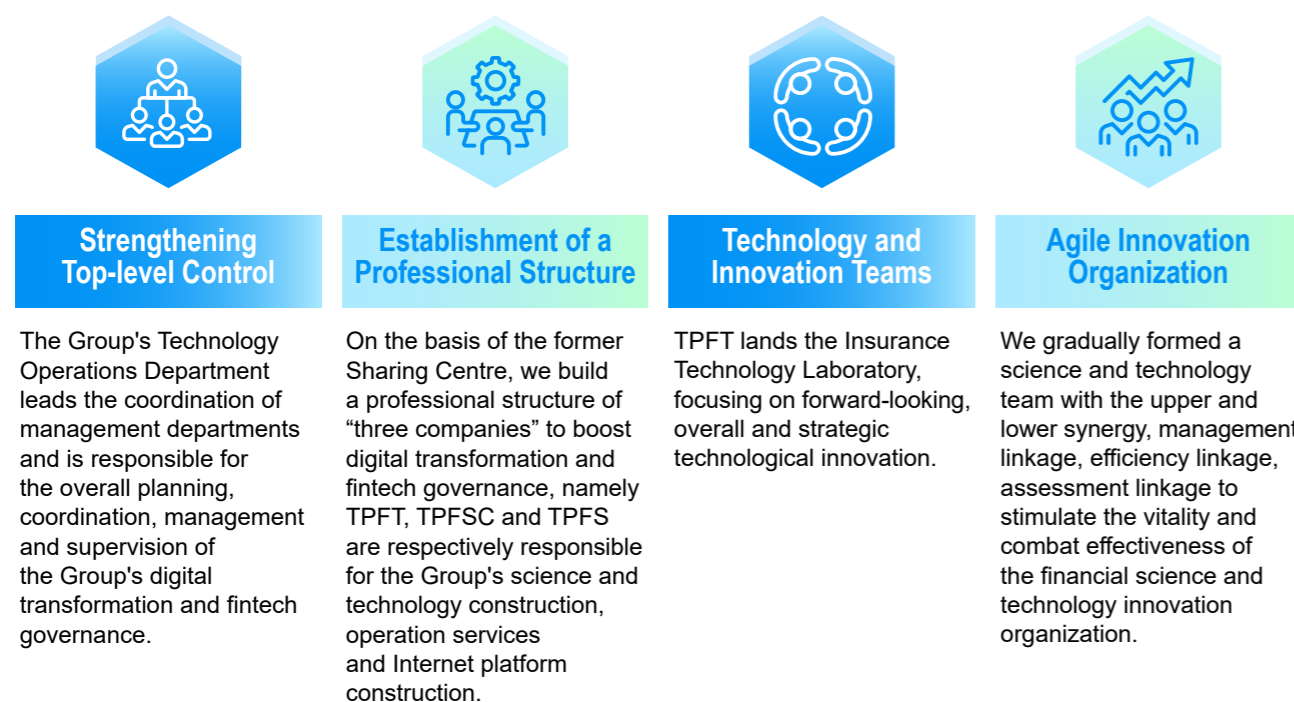


In 2023, the Group's digital transformation efforts achieved significant results. In terms of data empowerment, the Group has built a unified data platform to achieve centralized management of key data at home and abroad. In terms of business transformation, we optimized core system functions and built a distributed business service platform to enhance business value. In terms of independent innovation, we have set up an insurance technology laboratory and independently developed patent groups for advantageous applications such as "Intelligent Anti-fraud" and "Intelligent Insurance Product Recommendation". In terms of ecological construction, the Fintech Ecological Alliance was formed, attracting 35 enterprises to join the alliance.

Improving Governance of Science and Technology

The Group explores an effective governance path combining intensive, professional and agile operations, and clarifies the responsibilities and positioning of the Board of Directors, the management and the Credit Committee in the fintech governance system, building a "131+N" technology governance system of "one department, three companies, one room and N teams".

"131+N" Technology Governance System

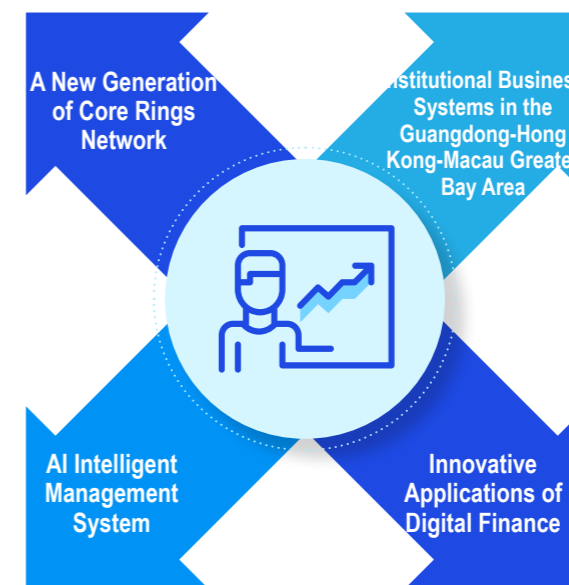


Advancing Digital Finance

The Group promotes the in-depth integration of intelligent technologies and business scenarios to explore the value of data and realize the value transformation of data asset. We promote the quality of digital financial services through system construction, make continuous efforts in applying the system in key business areas, drive the upgrading of operation and management, optimization of business model and transformation of customer experience by science and technology and enrich the connotation of digital financial services. In 2023, we won 35 industry awards for scientific and technological achievements.

Promoting the Quality of Digital Financial Services

The Group carries out solid infrastructure upgrades and launches a new generation of core ring networks, which improves the reliability, scalability and high elasticity of the core network, marking the beginning of the cloud-based network architecture.



Relying on domestic technological innovation capabilities, we upgrade a number of application systems that meet the local requirements of Guangdong, Hong Kong and Macau, and fully support the business development and service quality improvement of local institutions in the Guangdong-Hong Kong-Macau Greater Bay Area.

The Group establishes the Intelligent AI Cloud Platform, devotes to the construction and output of group-level intelligent capabilities, creates a group-level intelligent capability warehouse, and provides one-stop intelligent service support for all business lines.

We promote technology to empower the whole process of products, sales, operations and services and launch a series of application platforms to improve customer experience and serve the people's livelihood of entities, such as the digital and intelligent application platform for ships, the new approval system for auto insurance, and the whole-process risk reduction system for rice.

The Group grasps the opportunities of digital technology innovation, promotes the organic integration of finance and digital technology, and promotes the high-quality development of digital finance.

CASE

TPI's Whole-process Risk Reduction Project of Rice Based on Satellite Remote Sensing and Unmanned Aerial Vehicles

TPI adopts the new model of "Risk Reduction + Technology Empowerment + Disaster Prevention and Loss Prevention", using drone images and satellite images as the main data source, combined with the weather patterns and verified by ground research, to carry out whole-process risk monitoring of rice underwriting and claims, and to assist government departments, farmers, agribusinesses and insurance companies to carry out risk reduction. The project won the "14th Fintech Innovation Awards".



The "14th Fintech Innovation Awards"

CASE

TPFT Escorts the High-Quality Development of the Group's Main Insurance Business.

TPFT deepens the construction and promotion of the anti-fraud core competence platform to help reduce claims and losses. The anti-fraud core competency platform is continuously effective, achieving a loss reduction of more than RMB 50 million for TPFT in 2023, and helping TPFT reduce the loss of new energy vehicles by about RMB 2 million. Image AI capabilities is launched in the platform to support in-process risk control and identification of repeated claims in agricultural, auto and group insurance.

Fintech Ecological Alliance

The Group empowers the development of its main business with the Fintech Ecological Alliance, and endeavors to create a platform for the matching of technology supply and demand, a platform for the integration of members, an incubation base for innovative projects and a channel for the discovery of potential enterprises. In 2023, we organized more than 10 technical exchanges such as "Natural Language Big Model", "New Energy Vehicle" and "AI Full Stack Cloud Platform", held high-quality forums on the themes of "Digital Intelligent Operation" and "Rural Revitalization" and a series of activities to visit the alliance companies and continued to enrich the business scenarios of fintech.

CASE

China Taiping held a working meeting of the Fintech Ecological Alliance.

In December 2023, China Taiping held a working meeting of the Fintech Ecological Alliance in Hengqin, Zhuhai, and alliance members and governing units shared and exchanged cases around industrial integration and cross-border cooperation. Since its establishment, the Alliance has achieved fruitful results in empowering the main insurance industry. Eleven members were commended and awarded in the meeting. Focusing on the four sub-ecologies of intelligence, data, safety and controllability, and information security, the alliance released a series of scientific and technological products, fully demonstrating its practical commitment to serving the national strategy, the people's livelihood of entities, and the development of the main business.



The Awarding Ceremony of China Taiping Fintech Ecological Alliance


Protection of Intellectual Property Rights


The Group attaches importance to the protection and management of intellectual property rights, ensures that scientific and technological innovations can be effectively and efficiently transformed into practical application value, strengthens the intellectual property rights management system and mechanism, pays attention to the cultivation of scientific and technological talents. The Group's invention patents involve advanced technologies such as big data, artificial intelligence, intelligent imaging, voice recognition, AR and so on.




| Domain | Main Indicators | Indicator Units | 2023 |
|------------------------------|-------------------------------------|-----------------|--------|
| Intellectual Property Rights | Total Amount of R&D Investment | RMB Million | 431.40 |
| | Number of Patents Held | Item | 247 |
| | Number of Patents Under Examination | Item | 50 |

The Group does not infringe on the intellectual property rights of others while protecting its own intellectual property rights, so as to ensure that the intellectual property rights of itself and others are protected and respected. By the end of 2023, TPSTI provided scientific and technological risk protection services for more than 860 technology enterprises, covering areas such as employee benefits, property damage, liability insurance, transaction performance, intellectual property rights and transformation of scientific and technological achievements. In terms of intellectual property rights, TPSTI provided protection against the costs of intellectual property rights applications, and the legal costs of defending rights and claims for 87 science and technology enterprises.

- 

We continue to optimize the insurance scheme of the "Caiyun Insurance" project to provide risk protection for the contract performance, after-sales performance and advance payment performance of suppliers in government procurement, helping small and medium enterprises in science and technology to release about more than RMB 24 million deposits and provide nearly RMB 120 million of advance payment support
- 

We continued to optimize the "Sharing Insurance" business to provide property protection for university research equipment and enhance the efficiency of equipment use, with a cumulative underwriting amount of over RMB 50 million
- 

We have made positive breakthroughs in the field of network and data security insurance and completed the first data security insurance policy

Emphasis on Privacy and Data Security

The Group strictly complies with the *Cybersecurity Law of the People's Republic of China and the Notice on Promulgation of the Guidelines for Insurance Companies on Information System Security*, and formulates the *Regulations on Information Security Management of the Group and the Measures for the Management of Group Data Security (for Trial Implementation)* to standardize the Group's data security management, improved data management capability, ensured data security and reasonable use, and effectively enhanced the construction and management level of the Group's information system. In 2023, the Group had no security incidents related to the protection of customer information.

| Indicators | Units | 2023 |
|---|--------|---------|
| Number of training sessions related to information security and privacy protection | Times | 108 |
| Number of participants in training related to information security and privacy protection | Person | 101,150 |

The Group adheres to the principles of legality, legitimacy, necessity and good faith, and effectively protects consumers' right to information security, promotes the establishment of a comprehensive mechanism for the protection of customer information, and implement whole-process hierarchical classification control of customer information to effectively safeguard customer information security. In the business and information systems that process and use customer information, each subsidiary follows the principles of corresponding rights and responsibilities and minimum necessity to set access and operation privileges, implement the authorization and approval process, realize effective monitoring and intervention of abnormal operation behaviors, strengthen the management of employee behaviors, and prohibit unlawful querying, downloading, copying, storing and tampering of customer information.

The Group strengthens the industry chain synergy in information technology security and control, builds a secure and controllable technology foundation, promotes the migration of secure and controllable information systems and the construction of new systems, and achieves a high level of self-reliance and self-improvement in information technology. We adhere to the bottom line of security, improve the security management mechanism and system, establish a multi-level security protection system, build up proactive protection and control capabilities, ensure network security and data security, and provide a strong security guarantee for high-quality development.

TPI formulates the *Administrative Measures for the Deletion of Personal Customer Information of the Company* to set out the relevant processing procedures and deletion plans for personal information deletion requests initiated by customers and regulators during the legally required retention period. As required by relevant laws and regulations, the system automatically deletes personal information three years after the end of a dispute such as a complaint or legal action by an individual customer and ten years after the termination of that customer's insurance contract. We strengthen the information security training for all employees. In 2023, 3 information security trainings were organized, covering information security, phishing, social worker prevention, data leakage prevention, etc., in the form of online training and examination, with each person's training and examination lasting about 1 hour, covering all TPI employees. In 2023, there were no relevant safety incidents at TPI.

In accordance with the relevant regulations of the Group, TPre (China) formulates the *Implementation Rules for the Management of Data and Information Security of the Company*, which specifies the requirements for data security control and management in terms of data classification and grading, collection, use, transmission, storage, backup, recovery and destruction.

TPAM complies with the provisions of the *Data Security Management Rules, the Mobile Media Security Management Rules, the Information Systems Operation Security Management Rules, and the Employee Information Security Management Rules*. In response to possible incidents of data leakage, damage and loss, the company establishes a security incident handling mechanism, an emergency response mechanism and a disaster recovery mechanism. In 2023, there were no relevant safety incidents at TPAM.

Participation in Public Charities



The Group assumes responsibility, actively fulfils its social responsibilities, participates in public welfare and charitable activities projects, establishes a long-term mechanism for the operation of the China Taiping Charity Foundation, and actively carries out public welfare and charitable projects to contribute to society.

Public Welfare

The Group is firmly committed to corporate social responsibility and actively participates in various public welfare and charitable activities for the benefit of the public, and is committed to enhancing the strength of China Taiping's social welfare brand. At the same time, the Group encourages its employees to actively participate in community welfare activities, fosters good civic awareness among employees, cultivates their character to voluntarily serve the society and care for the disadvantaged groups, and supports the construction of volunteer teams. Deepening activities such as "China Enterprise Services in the Community", the Group led BOC Hong Kong, China Merchants Group, China Resources Group and China Travel Service Group to organize the "Please Ride Tinker Tail for Free for 5 Days" for 5 consecutive days on July 1, 2023, which was fully affirmed by the HKSAR Government and welcomed by the general public. What's more, the Group carried out 141 community care and volunteer activities for the whole year, sponsored the Community Chest Walk for Millions for 5 consecutive years, organized the "China Taiping Day" Free Tram Day Activity for three consecutive years, and sponsored the Hong Kong Volunteer Award for 2 consecutive years. In addition, it sponsored the Taiping Cup Mutual Inclusion Youth Basketball League for 3 consecutive years, sponsored and supported the Hong Kong Delegation to the 1st National Student (Youth) Games, sponsored the government's "Strive and Rise Program" for 2 consecutive years with a total of HK\$2 million, recommend a total of 30 staff members to serve as mentors and sponsoring a group activity for about 100 young learners; invited to join the program's Partnership Committee for 2 consecutive years, and won the Strategic Partner Award in 2023, and successfully organized the "I Praise Our National Aerospace Service" Hong Kong Inter-school Essay Writing and Putonghua Recitation Competition.

| Indicators | | Units | 2023 |
|--------------------------------|---|---------------------|----------|
| Donation | Scale of Funds | RMB ten thousand | 1,874.00 |
| Tax Contributions | Amount of Tax Payment | RMB hundred million | 43.45 |
| Community Relations Management | Statistics on the Participation of Employees in Public Service/Volunteer Activities | Person-times | 1,030 |

Public Welfare Activities



We held the Hong Kong Inter-school Essay Writing and Putonghua Recitation Competition with the theme of "I Applaud the Nation's Spaceflight"



Hong Kong residents are invited to ride the tram for free for five consecutive days during the "July 1st" period



The 3rd "China Taiping Good Youth" Football Carnival came to a successful conclusion



In response to the call of "promoting to build China into a leading sports nation", China Taiping exclusively titles three major tournaments, namely the 2023-2025 Women's Super League, the Women's First Division and the National Women's Football Championship.



Disaster Relief

In the face of the challenges of natural disasters, the Group responded quickly to ensure the efficient operation of the claims service, rushed to the disaster areas in the first instance, and made every effort to carry out rescue and rescue work, so as to convey warmth and care to the people in the disaster areas.

CASE

TPI Hebei Branch Donated Funds and Supplies the Post-disaster Rebuilding of Zhuozhou

In August 2023, Typhoon Doksuri hit the Beijing, Tianjin and Hebei, causing severe damage. TPI actively organized rescue and post-disaster reconstruction support. TPI Hebei branch initiated donations, and the employees responded positively, raising a total of more than RMB 29,700 in donations, which were used to purchase urgently needed materials to assist the disaster areas, and actively do a good job in claims and post-disaster reconstruction, tide over the difficult times together with the people, and protect the safety of life and property.



Helping Zhuozhou's Post-Disaster Reconstruction

China Taiping participates the "Community Chest Walk for Millions"



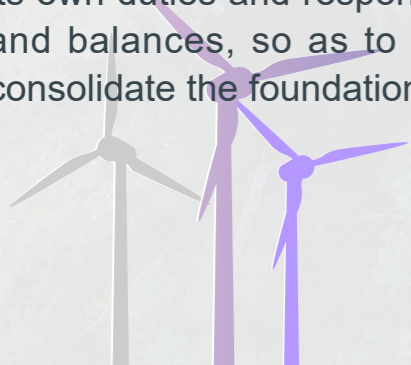
China Taiping was invited to participate in the launch ceremony of CCTV Finance's "Insurance Public Welfare Partners", telling the story of Taiping insurers' continued support for rural revitalization and helping Liangdang in Gansu Province.



Chapter IV

Modern Governance and Building a Long- lasting Foundation

The Group continues to improve its modern governance system, with the objective of enhancing its governance capacity and effectiveness, giving full play to the supportive role of the corporate governance mechanism, striving to build a corporate governance mechanism with each department in charge of its own duties and responsibilities, coordinated operation and effective checks and balances, so as to provide support for sustainable development and consolidate the foundation of the company.



Improving Corporate Governance



The Group relies on the supportive role of the corporate governance mechanism, with each department having clear responsibilities and working closely to build a strong corporate synergy. The Board of Directors of the Group strictly abides by laws and regulations and the Articles of Association, and fulfils its core responsibilities of strategy-making, decision-making and risk prevention in accordance with laws and regulations.



General Meeting of Shareholders

The General Meeting is the power organ of CTIH. In 2023, CTIH held 1 general meeting, including the proposals about the annual results report, dividend payment, re-election of directors, and selection of auditors, etc.



Board of Directors

In accordance with the articles of association, the Board of Directors is responsible for the Shareholders and formulates the overall strategy of the Group. In 2023, the Board of Directors of CTIH held a total of 10 meetings. The Board of Directors was responsible for reviewing the Group's Environmental, Social and Governance (ESG) and Social Responsibility Report.



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 CTIH's Board of Directors comprises 10 members, including 2 female directors.

The performance remuneration of the Group's senior executives is linked to ESG-related assessment indicators such as the growth rate of green insurance premium income and investment in the green areas. The Group sets up related assessment indicators for the subsidiaries executives involved in ESG work and establishes a system for deferred payment of performance-based remuneration and recovery and claw back.



Enhancing Investor Communications



The Group strictly follows the regulatory requirements of the Hong Kong Stock Exchange to ensure timely, accurate and comprehensive disclosure of information. We communicate with investors through a variety of channels, innovate in investor communication and services, optimize investor relationship management and pay close attention to the protection of investors' rights and interests.

The Group adopts diversified forms of communication with investors by holding annual general meetings and regular results conferences, setting up investor open days, and opening up investor relations hotlines and e-mails to enhance communication with investors. In 2023, 2 live results conferences were held, with live video streaming and telephone access opened in the United States, Europe, Mainland, Hong Kong and Macau of China, and over 100 domestic and international media journalists, investors, and analysts attended the conferences. We arranged meetings with various investors and analysts, and responded to and answered questions from minority shareholders in a timely manner through investor relations email and hotline.

CASE: China Taiping Interim Results Conference

In August 2023, the Group's 2023 interim results conference was held in Hong Kong. During the conference, investors, analysts and China Taiping discussed the impact of new accounting standards, the value of new business of TPL, and the comprehensive cost ratio of property and casualty insurance underwriting, etc. The atmosphere at the conference was electric.



China Taiping 2023 Interim Results Conference

CASE: Investor Open Day

In July 2023, China Taiping invited investors and analysts to visit Shanghai China Taiping·Wutong Home and Yuanhe Hospital in an open day themed "Embracing Healthcare and Wellness, Enjoying a Good Life", where in-depth explanations and demonstrations of the Group's "Healthcare and Wellness" strategic layout were made and interactive exchanges were carried out.



Investor Open Day

Cultivating Corporate Cultures



The Group attaches great importance to the construction of corporate culture, vigorously carries forward the excellent traditional Chinese culture, actively cultivates the financial culture with Chinese characteristics, and establishes and improves the Group's corporate culture system. We practice the development concept of "Enjoy Taiping" and endeavor to share the growth of corporate value with our customers, shareholders, employees and society. We adhere to "Responsibility Prioritized, Customers Focused, Innovation Driven, Value Oriented", advocate the principles of "Full Commitment, Love Taiping, Stay Truthful, Shoulder Responsibility", and strive to achieve the vision of "Create an international modern finance and insurance group with the greatest value growth in China's insurance industry".

Strengthening the Promotion of Corporate Culture

The Group strengthens the promotion of corporate culture through various forms of carriers. We reinforce the promotion of corporate culture through the WeChat official account of "Enjoy Taiping", the company's internal and external websites, the "China Taiping" magazine and so on. We make good use of culture walls, electronic screens, bulletin boards and other media to publicize the Group's achievements in serving national strategic projects and innovation leadership, and to empower the business frontline. China Taiping Beijing History and Culture Exhibition Hall was built to display the development history of China Taiping in the past 100 years and the touching stories of Taiping people's hard work, patriotism, love for Hong Kong and love for the company, so as to tell the story of China Taiping well.



Enhancing Employee Cohesion

The Group enhances employee cohesion by a variety of activities. In 2023, the Group organized the 3rd "China Taiping Day" series of activities under the theme of "China Taiping with Love and Happiness", opened the China Taiping History and Culture Exhibition Hall in Beijing, and launched the 95th Anniversary VI. A number of subsidiaries took the "China Taiping Day" as an opportunity to carry out a variety of corporate cultural activities, which demonstrated Taiping people's spirit of healthiness, hard work, unity and cooperation, and played a positive role in building up consensus, encouraging morale and stimulating motivation. In 2023, 32 collectives and individuals across the Group were awarded the honorary titles of "National May Day Labour Medal, National Women's Civilization Post, National Financial May Day Labour Award, National Labour Model of the Financial System, March 8th Red-Banner Pacesetter of the Central and State Organs". 6 units were awarded the "China Taiping May Day Labour Award", 53 employees were awarded the "China Taiping May Day Labour Medal", and 10 collectives were honoured with the "China Taiping Pioneer" title.



The third "China Taiping Day" series of activities under the theme of "China Taiping with Love and Happiness"



Compacting Internal Risk Controls



The Group follows the rules and norms relating to internal control and continuously improves the standardization and refinement of risk management.

Risk Management

The Group has established a risk management structure with a "unified framework and hierarchical management", forming a "three lines of defense" risk management network with the Board of Directors as the core of decision-making, supported by the Risk Management Committee, executed by the senior management, organized by the risk management department, with the participation of the functional departments and employees, and supervised by the Audit Committee, the internal audit institutions and the Supervisory Committee to ensure the effective operation of the risk management network.

Enhancement of Risk Management

Institution-building

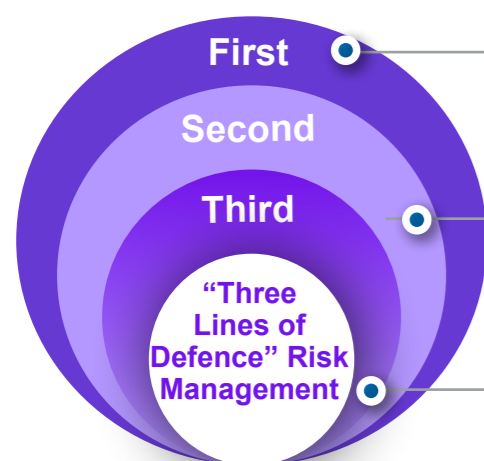
The Group introduces the Group's operational risk management and criminal case management methods, fully utilizes legal means in the disposal of major risk assets, and effectively resolves potential risks.

Risk Control and Prevention

The prevention and control capacity has been steadily improved, and substantial progress has been made in the management mechanism of connected transactions and the construction of information technology.

Risk Screening

We strengthen self-inspection and rectification of problems found in regulatory inspections, and the regularized accountability mechanism becomes more robust with continuous growth in the level of accountability, and the long-term mechanism for internal control and compliance management.



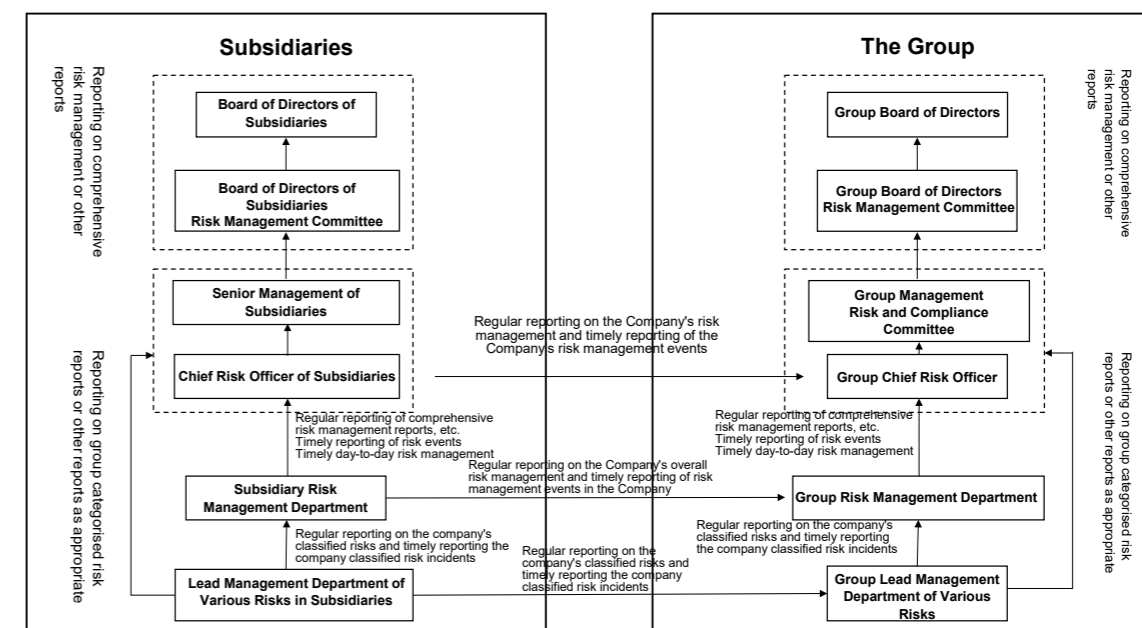
The Group carries out risk identification, comprehensive risk mapping for prominent issues in specific areas, identifying risks, avoiding risks and disposing of risks in the first instance, and establishing a regular supervisory tracking mechanism.

The Group carries out SARMRA assessment and rectification work, regularly monitors the operation of risks, prepares risk management reports, and organizes SARMRA self-assessment to conduct a profound review of the Group's risk management. We further refine the risk management process and enhance the standardization and refinement of the Group's overall risk management.

The Group carries out special audits of the solvency risk management system and promotes rectifications.

The Group improves its solvency risk management system and clarifies the Group's solvency risk management governance structure, organizational system, and division of work among various functional departments. We proactively align ourselves with the Solvency Regulation Rules for Insurance Companies (II) and improves our comprehensive risk management system with clear hierarchy, reasonable division of Labour, and upward and downward linkage.

The Group optimized the matrix risk management communication and feedback mechanism by, on the one hand, enhancing internal reporting on the overall risk management situation of the Group and, on the other hand, strengthening the risk control of its subsidiaries under the existing risk management framework and establishing an upward reporting mechanism for its subsidiaries, so as to ensure that the higher authorities have a timely grasp of the overall risk management situation of their member companies.



Group Risk Management Report Flowchart

The Group pays attention to the construction of risk management culture and strengthens risk management capacity building. In 2023, we organized a professional conference on risk compliance and a training course on risk compliance, inviting external experts and internal business backbones to provide training on risk systems, cases and interpretation of regulatory policies. More than 1,300 people, including key persons in charge of all departments and subsidiaries of the Group as well as risk compliance personnel, attended the training.

Internal Control

The Group strictly complies with relevant laws and regulations and various internal control and management systems, strictly abides by the red line of compliance and operates in accordance with the law. We continues to consolidate the internal control system and, in accordance with the requirements of internal control management, organized the formulation, revision, abolition and publicity of systems and the construction of training platform, the preparation of an annual authorization program, an annual internal control evaluation, the development of a connected transaction system, internal control and compliance training, and daily internal control and compliance audits.

The Group further improves its internal audit system and mechanism, sets up an audit department responsible for coordinating the management of the Group's internal audit, and forms an internal audit organizational structure of "Group Audit Department + TPFAS". Internal audit organizations conducted 1,000 audit projects in the year, and stepped up its efforts in auditing investments, offshore organizations, "top managers", and information technology, so as to detect and report important risks at an early stage, promote early disposal, and effectively exert the deterrent effect of internal audit supervision.

The Group held the 2023 Risk Compliance Thematic Training to provide special training on sanction risk management, key points for legal review of investment projects, related transaction management system, anti-money laundering compliance, etc. The relevant training has been extended to the personnel of the second and third level organizations to continuously enhance the awareness of employees at all levels, especially the grass-roots frontline employees, on legal and internal control compliance. The Group organized training in operational risk management. We delivered operational risk management training widely attended by personnel from all departments of the Group and its subsidiaries, interpreted the Group's Measures for Operational Risk Management, and organized TPL, TPAM, TPL (HK) and other companies to share experience. The training covered all three levels of institutions, with a total of more than 1,500 participants across the system. The Work Program for the Improvement and Implementation of the System of Inventories of Party Regulations and State Laws that Leading Cadres Should Know and Understand was issued to promote leading cadres to take the lead in respecting, learning and abiding by the law.

Corporate Governance and Business Ethics



Company Business Ethics

2023 Number of corporate ethical audits

112 times



Ethics and anti-corruption training

2023 Ethics Training Hours per Board of Directors

1.5 Hour/person

2023 Ethical Training Hours per employee

5.66 Hour/person

Adhering to Business Ethics



The Group regulates its business ethical behavior, strengthens the construction of policies and systems related to business ethics, emphasizes anti-bribery, anti-corruption and anti-money laundering, promoting fair competition, adopting measures to protect whistleblowers, and strengthening the training of employees on ethical standards. Regular business ethics training is provided to directors and employees to build up a sense of honesty and integrity, and to ensure the healthy and stable development of the enterprise.

In order to prevent and control business moral risks, the Group has established a highly independent and vertically audit and supervision management system, and has included corporate governance, sales management, fund utilization management, investment and financing management, anti-money laundering management, financial management and asset management etc. in the scope of internal control evaluation process. The Group strictly complies with the laws and regulations of various industries and regions, and establishes rules and regulations applicable to all members, suppliers and partners of the Group.

»» Anti-Corruption

The Group resists commercial bribery and corruption, and strictly requires all employees to comply with relevant laws and regulations, and prohibits bribery, extortion, fraud, and if any violation is detected, it will be subject to process in accordance with the Group's internal system and laws and regulations. The Group strengthens the employees' awareness of integrity and self-discipline by carrying out staff integrity education activities, strengthens the awareness of integrity, and provides a strong guarantee for the Group's high-quality development.

| | |
|--|--|
| Improvement of anti-corruption and whistle-blowing policies | Formulation of the Group Anti-Corruption Policy and the Group Whistleblowing Policy |
| Improving the Integrity Risk Prevention Mechanism for Overseas Investment | Improving the Integrity Risk Prevention Mechanism for Overseas Investment, carry out special rectification related to use of overseas project commissions and intermediary fees for personal gain, illegal investment and operation, and embezzlement of public funds. |
| Strengthening the Culture of Integrity in the New Era | Enhancing the construction of a corruption-free culture in the new era, the company held the fifth consecutive "Taiping Civilized Families" selection event, and held two lectures on the construction of family culture. |

»» Anti-Money Laundering

The Group has formulated the Group Anti-Money Laundering Management Measures to clarify management principles, management structure and segregation of duties, system construction, customer identification, classification of customers, large-value suspicious transactions, publicity and training, internal audit and other management requirements. In 2023, the Group conducted on-site research on the anti-money laundering work of 6 subsidiaries, including TPL, TPI, TPP, TPAM, TSFL and TPL (HK), as well as written investigation on 13 subsidiaries, including TPCA, to understand the status of each company's work on anti-money laundering and anti-terrorist financing, and to lay a good foundation for the improvement of money laundering risk management level. The Group's internal audit institution carried out 107 anti-money laundering audit projects for the headquarters of subsidiaries, branches and central sub-branches.

TPI focuses on promoting the construction of the anti-money laundering internal control system, continuously optimizing the anti-money laundering system, increasing anti-money laundering publicity and training, and carrying out anti-money laundering internal inspections of branches. In 2023, adopting an online-based and offline-supplemented approach to carry out anti-money laundering training, the whole system focuses on the anti-money laundering laws and regulations, analysis of the anti-money laundering situation, anti-money laundering practical work requirements, and the use of the anti-money laundering system. More than 1,200 anti-money laundering trainings were conducted, with a total of more than 45,500 participants, covering the company's executives, anti-money laundering position holders, underwriting and claims personnel, and differentiated anti-money laundering trainings were continuously conducted for personnel of different levels and positions to achieve full coverage of the trainings.

TSFL actively improves the anti-money laundering related system, strengthens the construction of anti-money laundering management system, and establishes the *Administrative Measures for Anti-Money Laundering*, *Administrative Rules for Large-value and Suspicious Transactions*, *Anti Money Laundering Confidentiality policy*, *Anti Money Laundering List policy*, *Operational Procedures for Anti Money Laundering Internal Audit*, and *Guidelines for the Risk Assessment of Money Laundering and Terrorist Financing and the Management of Client Categorization*, etc. In the year of 2023, PICC organizes 3 training courses, and online trainings, and maintains financial order. The anti-money laundering work focuses on preventing money laundering and terrorist financing activities, regulating the company's anti-money laundering and counter-terrorist financing work, and maintaining the financial order, etc. In 2023, TSFL organized 3 anti-money laundering training sessions, online lectures, and anti-money laundering and crime prevention campaigns with a cumulative length of 7 hours for all employees.

»» Antitrust and Fair Competition

Fair competition is a basic principle of economy and an important foundation for the efficient operation of market mechanism. The Group strictly follows the principle of promoting the implementation of the Group's fair competition policy, continuously optimizing the environment of fair competition and promoting the high-quality development of the economy and society.

»» Whistleblower Protection

The Group pays attention to the construction of the whistleblowing mechanism, which covers whistleblowing cases, employee grievances, discrimination and harassment cases, etc. A unified whistleblowing telephone number and email address are set up specifically to receive complaints from internal and external sources, including the Company's employees, customers, suppliers, government and regulatory bodies. The Group's whistleblowing department will handle related matters in accordance with the law, objectively, impartially and in a timely manner, and coordinate with relevant departments to jointly investigate and handle the matter to ensure that the work is carried out in an effective and reasonable manner. At the same time, the whistleblower special protection and confidentiality, to ensure that their legitimate rights and interests are not infringed upon, to prevent the whistleblower from retaliation. For violations of the system, the establishment of clear provisions for accountability.

Appendix

Appendix 1 List of Data on ESG Performance

Environmental Aspects⁷

| KPIs | Unit | 2023 | 2022 | 2021 | |
|--|--|------------------------|-----------|-----------|-----------|
| A1.1 Emissions⁸ | | | | | |
| Particular matter (PM10) | kg | 143.60 | 85.94 | 50.68 | |
| Sulfur oxides (SO ₂) | kg | 202.73 | 78.58 | 71.80 | |
| Nitrogen oxides (NO _x) | kg | 4,807.29 | 1,825.61 | 1,868.80 | |
| A1.2 Greenhouse gas emissions | | | | | |
| Direct Greenhouse gas emissions (scope 1) ⁹ | Tonne CO _{2e} | 10,525.89 | 5,616.70 | 2,869.52 | |
| Energy indirect greenhouse gas emissions (scope 2) ¹⁰ | Tonne CO _{2e} | 48,100.76 | 74,303.72 | 29,853.58 | |
| Other indirect greenhouse gas emissions (scope 3) ¹¹ | Tonne CO _{2e} | 3,934.52 ¹² | 747.63 | 4,481.07 | |
| Total greenhouse gas emissions | Tonne CO _{2e} | 62,561.17 | 80,668.05 | 37,204.17 | |
| Total greenhouse gas emissions per employee | Tonne CO _{2e} /employee | 0.96 | 1.18 | 0.54 | |
| A1.3 Total hazardous waste produced and intensity | | | | | |
| Hazardous waste produced | Total discarded lamps | Number | 4,509 | 6,923 | 6,056 |
| | Discarded lamps per employee | Number/employee | 0.07 | 0.10 | 0.09 |
| | Total discarded toner and ink cartridges | Number | 4,479 | 13,634 | 8,126 |
| | Discarded toner and ink cartridges per employee | Number/employee | 0.07 | 0.20 | 0.12 |
| | Total discarded electronics and electric appliances | kg | 2,091.95 | 8,276.00 | 20,588.16 |
| | Discarded electronics and electric appliances per employee | kg/employee | 0.03 | 0.12 | 0.30 |
| | Other waste | kg | 20 | 0.00 | 68.00 |
| | Other waste per employee | kg/employee | 0.0003 | 0.0000 | 0.0010 |

⁷ The scope of environmental KPIs for the current year (FY2023) includes: CITH, TPL, TPI, TPP, TPre, TPRC (China), TPRB, TPFH, TPAM, TPCA, TP Fund, TSFL, TPIM, TPFT, TPFS, TPFAS, TPL(HK), CTPI(HK), TP Macau, TP Singapore, TP Indonesia and TP UK. For the scope of environmental KPIs for 2022 and 2021, please refer to the Group's previous Environmental, Social and Governance (ESG) and Social Responsibility Reports. 2023 showed an increase in the Group's overall natural gas consumption compared to 2022 due to the persistence of abnormally high summer temperatures in various regions of the country and other factors; gasoline consumption for official vehicles increased compared to 2022 due to the resumption of normal land routes across the country.

⁸ 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.

⁹ 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 (Trial) and How to prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs issued by the Hong Kong Stock Exchange. In accordance with the relevant recommendations of the above guidelines, the data for the reporting year will be updated and disclosed.

¹⁰ 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.

¹¹ 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.

¹² Employee travel returned to normal in the current year, which resulted in a significant increase in other indirect (Scope 3) green house gases emissions compared to 2022 due to a significant increase in business travel.

| KPIs | | Unit | 2023 | 2022 | 2021 |
|--|--|-------------------------|--------------|--------------|--------------|
| A1.4 Total non-hazardous waste produced and intensity | | | | | |
| Non-hazardous waste produced | Total waste | Tonne | 42.98 | 114.49 | 2,570.66 |
| | Total waste per employee | Tonne /employee | 0.001 | 0.0017 | 0.0400 |
| A2.1 Energy consumption by type and intensity | | | | | |
| Direct energy consumption | Total direct energy consumption ¹³ | MWh | 39,721.38 | 25,879.72 | 28,974.18 |
| | Direct energy consumption per employee | MWh/employee | 0.61 | 0.38 | 0.42 |
| | Petrol | Litres | 4,112,708.67 | 2,451,541.00 | 1,173,844.83 |
| | Diesel | Litres | 17,794.86 | 34,498.40 | 20,047.00 |
| | Pipeline gas | Cubic meters | - | 619,240.00 | 181,330.00 |
| Indirect energy consumption | Natural gas | Cubic meters | 355,108.90 | 106,783.00 | 135,116.00 |
| | Total indirect energy consumption | MWh | 84,113.00 | 130,038.37 | 51,363.95 |
| | Total indirect energy consumption per employee | MWh/employee | 1.29 | 1.90 | 0.75 |
| | Purchased electricity | MWh | 84,113.00 | 130,038.37 | 51,363.95 |
| A2.2 Water consumption and intensity | | | | | |
| Water consumption | | Cubic meters | 390,967.74 | 512,508.30 | 279,056.80 |
| Water consumption per employee | | Cubic meters / employee | 5.98 | 7.49 | 4.08 |

Social Aspect¹⁴

| KPIs | | Unit | 2023 | 2022 | 2021 |
|-----------------------------|------------------------|--------|--------|--------|--------|
| B1.1 Total workforce | | | | | |
| Total workforce | | Person | 65,378 | 68,386 | 68,446 |
| Total number of agents | | Person | 65,378 | 68,386 | 68,446 |
| Gender | Male | Person | 31,673 | 33,439 | 33,544 |
| | Female | Person | 33,705 | 34,947 | 34,902 |
| Region | Mainland of China | Person | 63,832 | 66,783 | 66,806 |
| | Hong Kong and Macau | Person | 1,138 | 1,186 | 1,222 |
| | Overseas | Person | 408 | 417 | 418 |
| Employment type | Full-time | Person | 51,573 | 53,016 | 56,997 |
| | Part-time | Person | 13,805 | 15,370 | 11,449 |
| Employee category | General staff | Person | 64,018 | 67,041 | 67,149 |
| | Middle management | Person | 1,155 | 1,137 | 1,085 |
| | Senior management | Person | 205 | 208 | 212 |
| Age | 30 years old and below | Person | 13,769 | 17,515 | 16,506 |
| | 31-50 years old | Person | 47,662 | 46,812 | 47,383 |
| | 51 years old and above | Person | 3,947 | 4,059 | 4,557 |

¹³ The current year shows an overall increase in energy consumption as the nation's land routes return to normal and gasoline consumption for business vehicles increases significantly from 2022.

¹⁴ The scope of social KPIs includes: CTIH and all of its subsidiaries.

| KPIs | Unit | 2023 | 2022 | 2021 |
|--|------------------------|---------|---------|---------|
| B1.2 Employee turnover rate | | | | |
| Total employee turnover | % | 17.16 | 16.93 | 21.20 |
| Gender | Male | % | 18.31 | 17.88 |
| | Female | % | 16.09 | 20.50 |
| Region | Mainland of China | % | 17.17 | 21.30 |
| | Hong Kong and Macau | % | 16.43 | 16.70 |
| | Overseas | % | 18.38 | 18.40 |
| Age | 30 years old and below | % | 25.68 | 34.20 |
| | 31-50 years old | % | 14.82 | 17.20 |
| | 51 years old and above | % | 15.66 | 15.10 |
| B2.1 and B2.2 Health and Safety ¹⁵ | | | | |
| Fatalities of the last 3 years ¹⁶ | Person | 0 | 2 | 1 |
| Fatalities rate of the last 3 years | % | 0 | 0.00292 | 0.00100 |
| Injuries | Number | 84 | 60 | 66 |
| Lost days due to work injury | Days | 2,851.5 | 2,244.5 | 2,101.0 |
| B3.1 Percentage of employees trained | | | | |
| Percentage of employees trained | % | 52.37 | 49.52 | 49.50 |
| Gender | Male | % | 55.12 | 51.10 |
| | Female | % | 49.79 | 48.90 |
| Employee category | General staff | % | 95.92 | 96.50 |
| | Middle management | % | 3.61 | 2.90 |
| | Senior management | % | 0.88 | 0.60 |
| B3.2 Average employee training hours | | | | |
| Average employee training hours | Hours | 129.34 | 160.70 | 78 |
| Gender | Male | Hours | 126.78 | 82 |
| | Female | Hours | 132.00 | 75 |
| Employee category | General staff | Hours | 65.63 | 78 |
| | Middle management | Hours | 170.56 | 84 |
| | Senior management | Hours | 190.62 | 160 |
| B5.1 Total suppliers | | | | |
| Total suppliers | Number | 33,075 | 26,701 | 22,911 |
| Region | Mainland of China | Number | 32,691 | 22,584 |
| | Hong Kong and Macau | Number | 239 | 202 |
| | Overseas | Number | 145 | 125 |

¹⁵ The number of this Year's work-related fatalities disclosed in the report covers to the end of Dec.31, 2023. The production safety liability accident approved by the government shall prevail.

¹⁶ This year's disclosure of the past three years' data for this indicator has been updated with reference to the relevant recommendations of the Hong Kong Stock Exchange's Environmental, Social and Governance Reporting Guidelines (i.e. disclosure of the number and rate of work-related deaths for each of the reporting years).

| KPIs | Unit | 2023 | 2022 | 2021 |
|---|--------------|----------|----------|-------------|
| B6.2 Number of product and service-related complaints received | | | | |
| Total complaints | Number | 129,450 | 151,816 | 150,090 |
| B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases | | | | |
| Case number | Number | 0 | 0 | Undisclosed |
| B8.2 Resources contributed to the targeted area | | | | |
| Direct assistance funds | RMB10,000 | 2,339 | 1,532 | 1,350 |
| Charity Donation | RMB10,000 | 1,874.00 | 2,145.47 | 2,276.70 |
| Statistics of employees' participation in public welfare/volunteer activities | Person-times | 1,030 | 720 | 1,252 |

Appendix 2 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"> Labour Law of the PRC Labour 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 Notice of the Group's Hierarchical Education and Training Plan (Trial) |
| B2: Health and Safety | <ul style="list-style-type: none"> Labour 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 |

| ESG Aspects | Main Relevant Laws and Regulations | Main Internal Policies |
|-----------------------------|---|--|
| B4: Labour Standards | <ul style="list-style-type: none"> Labour Law of the PRC Law of the PRC on the Protection of Minors Provisions on Prohibition of Child Labour Employment Ordinance in Hong Kong | <ul style="list-style-type: none"> Employee Code of Conduct Management Measures for Labour Contracts |
| 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"> Rules of Procedure of the Group Centralized Procurement Management Committee Regulations on Centralized Procurement Management of the Group Provisions of the Group's Decentralized Procurement Management Measures for the Centralized Procurement Management Suppliers of the Group Measures for the Management of the Group's Centralized Procurement Evaluators Measures for the Management of Performance of Centralized Procurement Contracts of the Group Measures for the Management of the Group's Bidding Agencies Operational Procedures for the Implementation of Centralized Procurement in the Group Group Overseas Procurement Management Regulations Group Centralized Procurement Catalogue (2023 version) Group Procurement Integrity Provisions |
| 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 Administrative Measures for the Protection of Consumer Rights and Interests of Banking and Insurance Institutions 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 Approach to Group Customer Information Management |
| 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 Regulations on Centralized Procurement Management of the Group Administrative Measures for Anti-Money Laundering Money Laundering and Terrorist Financing Risk Management Measures Administrative Provisions on Customer Money Laundering Risk Assessment and Classification Measures for the Administration of Customer Identification and Retention of Customer Identification Data and Transaction Records 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 Law of the People's Republic of China on Promotion of Rural Revitalization Measures for the Implementation of the Accountability System for Rural Revitalization | / |

Appendix 3 Subsidiary Honors

| Subsidiaries | Awarding Organizations | Honors |
|--------------|--|---|
| TPL | People's Daily Online | The 20th People's Ingenuity Award "Ingenuity Brand Award" |
| | Stockstar | "Outstanding Insurance Brand of the Year" in 2023 |
| TPI | Shenzhen Local Financial Supervision Bureau | 2023 Shenzhen Financial Innovation Award Contribution Award First Prize |
| | China Academy of Information and Communications Technology | The Third (2023) "Jinxintong" Most Socially Beneficial Case of Fintech Innovation and Application |
| TPP | China Banking and Insurance News | 2023 Outstanding Cases of Digital Transformation in China's Insurance Industry |
| | Shanghai Securities News | "Corporate Social Responsibility of the Year" Award |
| TPAM | Green Finance Forum of 60 | China Communications Construction PPP Project ABS won Best Innovation Practice of 2023 of GF60 Green Finance Awards. |
| | Cyberspace Administration of China | The new generation registration system won the 3rd prize in East China Region of 2023 Digital China Innovation Competition - Xinchuang Circuit |
| | Sina Finance | ESG Responsible Investment Insurance Asset Management Company of the Year |
| TPIM | U.S. Green Building Council | China Taiping Finance Tower in Suzhou and China Taiping Finance Tower in Chengdu were awarded LEED Platinum certification by the US Green Building Council. China Taiping Finance Tower in Nanning was awarded LEED Gold Certification from the US Green Building Council. |
| TP Capital | FOF WEEKLY | Taiping Innovation was honored as one of the "Top 20 Financial Institutions" in the "2023 Soft Power Ranking of Investment Institutions". |
| | China Academy of Information and Communications Technology | 2023 "Jinxintong" Fintech Innovation and Application Outstanding Cases |

| Subsidiaries | Awarding Organizations | Honors |
|--------------|--|---|
| TPFT | China Institute of Communications | Award of "Science and Innovation China" FinTech Innovation Competition |
| | China Banking and Insurance News | 2023 Outstanding Cases of Digital Transformation in China's Insurance Industry |
| | China Academy of Information and Communications Technology | The Third "Jinxintong" Most Socially Beneficial Cases |
| TSFL | Shanghai Pudong New Area People's Government | 2022 Pudong New Area Economic Outstanding Contribution Award |
| | Forbes China | 2022 Forbes China Top 50 Financial Leasing Institutions |
| TPL (HK) | iMoney | IEA |
| | Institute of Financial Planners of Hong Kong | Corporate Financial Education and ESG Leadership – Gold Award |
| TP Macau | The Women's General Association of Macau | Support Breastfeeding Award and Epidemic Peer Award Outstanding Family-Friendly Employer |

Appendix 4 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" or "HKEx" | Refers to | The Stock Exchange of Hong Kong Limited |
| "this Reporting Period" or "this Year" | Refers to | The period between January 1, 2023 and December 31, 2023 |
| "this Report " | Refers to | 2023 Environmental, Social and Governance (ESG) & Corporate Social Responsibility Report of China Taiping Insurance Holdings Company Limited |
| "ESG Reporting Guide" | Refers to | Environmental, Social and Governance Reporting Guide |
| "Committee" | Refers to | Green Finance and ESG Management Committee |
| "KPIs" | Refers to | Key Performance Indicators |
| "14th Five-Year Plan" | Refers to | The 14th Five-year Plan for Economic and Social Development and Long-Range Objectives Through the Year 2035 of the PRC. The "14th Five- Year" refers to the period from 2021 to 2025 |
| "Dual Carbon" | Refers to | Carbon neutrality and carbon peaking policy |
| "Customer Festival" | Refers to | China Taiping's 4th "Ji Xiang Festival-Taiping Customer Festival" |
| "TPG" | Refers to | China Taiping Insurance Group Ltd. |
| "TPL" | Refers to | China Taiping Life Insurance Co., Ltd. |
| "TPI" | Refers to | Taiping General Insurance Co., Ltd. |
| "TPP" | Refers to | Taiping Pension Co., Ltd. |
| "TPAM" | Refers to | Taiping Asset Management Co., Ltd. |
| "TPCA" | Refers to | Taiping Capital Asset Management Co., Ltd. |
| "TPIM" | Refers to | Taiping Industry Investment Management Co., Ltd. |
| "TSFL" | Refers to | Taiping & Sinopec 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. |
| "TPSTI" | Refers to | Taiping Science and Technology Insurance Co., Ltd |
| "TP Fund" | Refers to | Taiping Fund Management 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 (Hong Kong) 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 Luxembourg" | Refers to | China Taiping Insurance (LU) S.A. |
| "TP Australia Office" | Refers to | Australia Representative Office of China Taiping Insurance Holdings Co., Ltd. |
| "TP South Africa Office" | Refers to | South Africa Representative Office of China Taiping Insurance Holdings Co., Ltd. |

Appendix 5 Content Index of HKEx's ESG Reporting Guidelines

| 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 ¹⁷ and greenhouse gas emissions ¹⁸ , discharges into water and land, and generation of hazardous and non-hazardous waste ¹⁹ . | Addressing Climate Change Promoting Green Operations |
| KPI A1.1 | The types of emissions and respective emissions data. | Appendix 1 List of Data on ESG Performance |
| KPI A1.2 | Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | Appendix 1 List of Data on ESG Performance |
| KPI A1.3 | Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | Appendix 1 List of Data on ESG Performance |
| KPI A1.4 | Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | Appendix 1 List of Data on ESG Performance |
| KPI 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. |
| KPI A1.6 | Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. | 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. |

¹⁷ Exhaust gas emissions include nitrogen oxides, Sulphur oxides and other pollutants regulated by national laws and regulations.

¹⁸ Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulfur hexafluoride.

¹⁹ Hazardous wastes are those that defined by national regulations.

| General Disclosures and KPIs | Description | Section in this Report/Statement |
|---|--|---|
| Aspect A2: Use of Resources | | |
| General Disclosure | Policies on the efficient use of resources ²⁰ including energy, water, and other raw materials. | Promoting Green Operations |
| KPIs A2.1 | Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). | Appendix 1 List of Data on ESG Performance |
| KPIs A2.2 | Water consumption in total and intensity (e.g. per unit of production volume, per facility). | Appendix 1 List of Data on ESG Performance |
| 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. |
| Aspect A3: The Environment and Natural Resources | | |
| General Disclosure | Policies on minimising the issuer's significant impacts on the environment and natural resources. | Promoting Green Operations |
| KPIs A3.1 | Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. | Promoting Green Operations |
| 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. | Addressing Climate Change |
| 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. | Addressing Climate Change |

²⁰ Resources can be used for production, storage, transportation, buildings, electronics, etc.

| General Disclosures and KPIs | Description | Section in this Report/Statement |
|--|--|---|
| B.Social | | |
| Employment and Labour 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. | Growing Together with Employees |
| KPIs B1.1 | Total workforce by gender, employee type (for example, full-or part-time), age group and geographical region. | Appendix 1 List of Data on ESG Performance |
| KPIs B1.2 | Employee turnover rate by gender, age group and geographical region. | Appendix 1 List of Data on ESG Performance |
| 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. | Growing Together with Employees |
| KPIs B2.1 | Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. | Appendix 1 List of Data on ESG Performance |
| KPIs B2.2 | Lost days due to work injury. | Appendix 1 List of Data on ESG Performance |
| KPIs B2.3 | Description of occupational health and safety measures adopted, and how they are implemented and monitored. | Growing Together with Employees Appendix 1 List of Data on ESG Performance |
| Aspect B3: Development and Training | | |
| General Disclosure | Policies on improving employees' knowledge and skills for discharging duties at work. Description of training ²¹ activities. | Growing Together with Employees |
| KPIs B3.1 | The percentage of employees trained by gender and employee category (e.g. senior management, middle management). | Appendix 1 List of Data on ESG Performance |
| KPIs B3.2 | The average training hours completed per employee by gender and employee category. | Appendix 1 List of Data on ESG Performance |
| Aspect B4: Labour Standards | | |
| General Disclosure | Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. | Growing Together with Employees |
| KPIs B4.1 | Description of measures to review employment practices to avoid child and forced labour. | Growing Together with Employees |
| KPIs B4.2 | Description of steps taken to eliminate such practices when discovered. | Growing together with employees |

²¹ Training refers to vocational training and may include internal and external courses paid for by the employer.

| General Disclosures and KPIs | Description | Section in this Report/Statement |
|---|---|--|
| Operating Practice | | |
| Aspect B5: Supply Chain Management | | |
| General Disclosure | Policies on managing environmental and social risks of the supply chain. | Promoting Green Operations Building Sustainable Supply Chains |
| KPIs B5.1 | Number of suppliers by geographic region. | Building Sustainable Supply Chains Appendix 1 List of Data on ESG Performance |
| 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. | Building Sustainable Supply Chains |
| KPIs B5.3 | Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. | Building Sustainable Supply Chains |
| KPIs B5.4 | Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. | Building Sustainable Supply Chains |
| 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, labelling, and privacy matters relating to products and services provided and methods of redress. | Practicing Customer Focus |
| 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. | Practicing Customer Focus Appendix 1 List of Data on ESG Performance |
| KPIs B6.3 | Description of practices relating to observing and protecting intellectual property rights. | Promoting Digital Transformation |
| KPIs B6.4 | Description of quality assurance process 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. | Practicing Customer Focus Promoting Digital Transformation |

| General Disclosures and KPIs | Description | Section in this Report/Statement |
|--|--|---|
| 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. | Adhering to Business Ethics |
| KPIs B7.1 | Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the report period and the outcomes of the cases. | Adhering to Business Ethics |
| KPIs B7.2 | Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. | Adhering to Business Ethics |
| KPIs B7.3 | Description of anti-corruption training provided to directors and staff. | Adhering to Business Ethics |
| 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. | Serving the Economy and Society Deepening Participation in the Guangdong-Hong Kong-Macau Greater Bay Area Construction Serving to build The "Belt and Road" Together Committing to Rural Revitalization Participation in Public Charities |
| KPIs B8.1 | Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). | Serving the Economy and Society Deepening Participation in the Guangdong-Hong Kong-Macau Greater Bay Area Construction Serving to Build The "Belt and Road" Together Committing to Rural Revitalization Participation in Public Charities Appendix 1 List of Data on ESG Performance |
| KPIs B8.2 | Resources contributed (e.g. money or time) to the focus area. | Serving the Economy and Society Deepening Participation in the Guangdong-Hong Kong-Macau Greater Bay Area Construction Serving to Build The "Belt and Road" Together Committing to Rural Revitalization Participation in Public Charities Appendix 1 List of Data on ESG Performance |

Appendix 6 GRI Sustainability Reporting Standards' Content Index

| | |
|------------------|---|
| Statement of use | China Taiping Insurance Holdings Company Limited reports the information from January 1, 2023 to December 31, 2023 with reference to the Sustainability Reporting Standards, the GRI Standards 2023, issued by GRI. |
| GRI 1 used | GRI 1: Foundation 2021 |

| GRI Standard | Disclosure | Section |
|--------------------------------------|--|--|
| GRI 1 Basis | | |
| 1 Basis 2021 | Report basis, including publishing GRI content index, providing usage instructions, etc. | Appendix 6 |
| GRI 2 General Disclosure 2021 | | |
| Organizational Profile | | |
| 2-1 | Organization details | About this Report About Us |
| 2-2 | Entities included in organizational sustainability reports | About Us |
| 2-3 | Reporting period, reporting frequency and contact person | About this Report About Us The back cover |
| 2-4 | Information restatement | N/A |
| 2-5 | External assurance | Plan for future disclosure |
| Activities and Employees | | |
| 2-6 | Activities, value chains and other business relationships | About Us |
| 2-7 | Employee | Appendix 1 List of Data on ESG Performance |
| 2-8 | Workers other than employees | Appendix 1 List of Data on ESG Performance |
| Governance | | |
| 2-9 | Governance structure and composition | About Us Improving ESG Governance Please refer to the Group's Annual Report 2023 |
| 2-10 | Nomination and selection of the highest governance body | Improving ESG Governance Improving Corporate Governance |
| 2-11 | Chairman of the highest governing body | Improving ESG Governance Improving Corporate Governance |
| 2-12 | In terms of management influence, the oversight role of the highest governance body | Improving ESG Governance Enhancing ESG Management Please refer to the Group's Annual Report 2023 |

| GRI Standard | Disclosure | Section |
|---------------------------------------|--|--|
| 2-13 | Delegate responsibility for managing impacts | Improving ESG Governance Enhancing ESG Management Materiality Assessment Improving Corporate Governance |
| 2-14 | The role of the highest governance body in the sustainability report | Statement of the Board of Directors Improving ESG Governance Enhancing ESG Management |
| 2-15 | Conflict of interest | Stakeholder Engagement Improving Corporate Governance Compacting Internal Risk Controls |
| 2-16 | Communication on key concerns | Improving ESG Governance Enhancing ESG Management Materiality Assessment |
| 2-17 | Common knowledge of the highest governance body | Materiality Assessment Improving ESG Governance Enhancing ESG Management |
| 2-18 | Performance evaluation on the highest governance body | Improving ESG Governance Enhancing ESG Management |
| 2-19 | Remuneration policy | Growing together with employees |
| 2-20 | Procedures for determining remuneration | Growing together with employees |
| 2-21 | Annual ratio of total remuneration | Please refer to the Group's Annual Report 2023 |
| Strategy, policy, and practice | | |
| 2-22 | Statement on sustainability strategy | Statement of the Board of Directors Embracing ESG to enhance sustainability |
| 2-23 | Policy commitment | Statement of the Board of Directors Embracing ESG to enhance sustainability |
| 2-24 | Inclusion of policy commitment | Statement of the Board of Directors Embracing ESG to enhance sustainability Addressing climate change Developing green finance |
| 2-25 | Procedures for remediating negative impacts | Improving Corporate Governance Practicing Customer First Compacting Internal Risk Controls |
| 2-26 | Mechanisms for seeking advice and raising concerns | Stakeholder Engagement Enhancing Investor Communications Compacting Internal Risk Controls |
| 2-27 | Comply with laws and regulations | Promoting green operations Growing together with employees Advancing Digital Transformation Compacting Internal Risk Controls Adhering to business ethics Appendix 2 List of ESG Policies |
| 2-28 | Association membership | About Us |

| GRI Standard | Disclosure | Section |
|---|---|--|
| Stakeholder engagement | | |
| 2-29 | Stakeholder engagement approaches | Stakeholder Engagement |
| 2-30 | Collective bargaining agreement | No relevant disclosure information |
| GRI 3 Material topics 2021 | | |
| 3-1 | Process for identifying material topics | Materiality Assessment |
| 3-2 | List of material topics | Materiality Assessment |
| 3-3 | Management of material topics | Materiality Assessment Enhancing ESG Management |
| GRI 201 Economic performance 2016 | | |
| 201-1 | Directly generated and distributed economic value | About us |
| 201-2 | Financial impacts and other risks and opportunities of climate change | Addressing climate change |
| 201-3 | Defined benefit plan obligations and other retirement plans | Please refer to the Group's Annual Report 2023 |
| 201-4 | Financial subsidies from the government | Please refer to the Group's Annual Report 2023 |
| GRI 202 Market performance 2016 | | |
| 202-1 | Ratio of standard starting salary level salary to local minimum wage by sex | No relevant disclosure information |
| 202-2 | Percentage of executives hired from the local community | No relevant disclosure information |
| GRI 203: Indirect economic impact 2016 | | |
| 203-1 | Infrastructure investment and support services | Serving the economy and society Deepening Participation in the Guangdong-Hong Kong-Macau Greater Bay Area Construction Serving to build the "Belt and Road" together Committing to rural revitalization |
| 203-2 | Significant indirect economic impact | Practicing Customer First |
| GRI 204 Procurement practice 2016 | | |
| 204-1 | Proportion of purchase expenditure from local suppliers | Building Sustainable Supply Chains Appendix 1 List of Data on ESG Performance |
| GRI 205 Anti-corruption 2016 | | |
| 205-1 | Operating points that corruption risk assessment has been conducted | Adherence to business ethics |
| 205-2 | Communication and training on anti-corruption policies and procedures | Adherence to business ethics |
| 205-3 | Confirmed incidents of corruption and actions taken | Adherence to business ethics |

| GRI Standard | Disclosure | Section |
|---|---|--|
| GRI 206 Anti-competitive behavior 2016 | | |
| 206-1 | Legal action against anticompetitive conduct, antitrust and antitrust practices | No relevant disclosure |
| GRI 207 Taxation 2019 | | |
| 207-1 | Tax policy | Please refer to the Company's 2023 Annual Report |
| 207-2 | Tax governance, control and risk management | Please refer to the Company's 2023 Annual Report |
| 207-3 | Stakeholder engagement and management related to tax concerns | Please refer to the Company's 2023 Annual Report |
| 207-4 | Country report | No relevant disclosure information |
| GRI 301 Materials 2016 | | |
| 301-1 | Weight or volume of material used | Appendix 1: List of Data on ESG Performance |
| 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 | Appendix 1: List of Data on ESG Performance |
| 302-2 | Energy consumption outside the organization | Appendix 1: List of Data on ESG Performance |
| 302-3 | Energy intensity | Introduction: about us Appendix 1: List of Data on ESG Performance |
| 302-4 | Reducing energy consumption | Promoting green operations |
| 302-5 | Reducing energy demand for products and services | No relevant disclosure information |
| GRI 303 Water and wastewater 2018 | | |
| 303-1 | Using water as a shared resource | Promoting green operations |
| 303-2 | Manage impacts related to drainage | Promoting green operations |
| 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 | Appendix 1: List of Data on ESG Performance |

| GRI Standard | Disclosure | Section |
|--|---|--|
| 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 | No relevant disclosure information |
| 304-4 | Species in habitats affected by operations that have been included in the IUCN Red List and national conservation lists | No relevant disclosure information |
| GRI 305 Emissions 2016 | | |
| 305-1 | Direct GHG emissions (Scope 1) | Appendix 1: List of Data on ESG Performance |
| 305-2 | Energy indirect GHG emissions (Scope 2) | Appendix 1: List of Data on ESG Performance |
| 305-3 | Other indirect GHG emissions (Scope 3) | Appendix 1: List of Data on ESG Performance |
| 305-4 | GHG emissions intensity | Appendix 1: List of Data on ESG Performance |
| 305-5 | GHG emission reduction | Appendix 1: List of Data on ESG Performance |
| 305-6 | Emissions of Ozone Depleting Substances (ODS) | No relevant disclosure information |
| 305-7 | Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant gas emissions | Appendix 1: List of Data on ESG Performance |
| GRI 306 Waste 2020 | | |
| 306-1 | Generation of waste and significant waste-related impacts | Promoting green operations |
| 306-2 | Management of significant impacts related to waste | Promoting green operations |
| 306-3 | Waste generated | Appendix 1: List of Data on ESG Performance |
| 306-4 | Waste diverted from disposal | No relevant disclosure information |
| 306-5 | Waste entering disposal | No relevant disclosure information |
| GRI 308: Supplier environmental assessment 2016 | | |
| 308-1 | New suppliers screened using environmental assessment dimensions | Promoting green operations |
| 308-2 | Negative environmental impacts of the supply chain and actions taken | Promoting green operations Building Sustainable Supply Chains |

| GRI Standard | Disclosure | Section |
|--|--|---|
| GRI 401: Employment 2016 | | |
| 401-1 | New employee hiring rate and employee turnover rate | Appendix 1: List of Data on ESG Performance |
| 401-2 | Benefits offered to full-time employees (excluding temporary or part-time employees) | Growing together with employees |
| 401-3 | Parental leave | Growing together with employees |
| GRI 402: Labour 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 | Growing together with employees |
| 403-2 | Hazard identification, risk assessment and incident investigation | Growing together with employees |
| 403-3 | Occupational health services | Growing together with employees |
| 403-4 | Occupational health and safety matters: Worker engagement, consultation and communication | Growing together with employees |
| 403-5 | Occupational health and safety training for workers | Growing together with employees |
| 403-6 | Promote worker health | Growing together with employees |
| 403-7 | Prevent and mitigate occupational health and safety impacts directly related to business relationships | Growing together with employees |
| 403-8 | Workers covered by the occupational health and safety management system | No relevant disclosure information |
| 403-9 | Work injury | Appendix 1: List of Data on ESG Performance |
| 403-10 | Work-related health problems | No relevant disclosure information |
| GRI 404: Training and education 2016 | | |
| 404-1 | The average number of hours each employee receives training per year | Appendix 1: List of Data on ESG Performance |
| 404-2 | Employee skills upgrading program and transition assistance program | Growing together with employees |
| 404-3 | Percentage of employees receiving regular performance and career development reviews | Appendix 1: List of Data on ESG Performance |
| GRI 405: Diversity and equal opportunity 2016 | | |
| 405-1 | Diversity of governance and employees | Growing together with employees Appendix 1 List of Data on ESG Performance |
| 405-2 | Ratio of basic wages and remuneration for male and female employee | Confidentiality restrictions |

| GRI Standard | Disclosure | Section |
|---|--|--|
| GRI 406: Anti-discrimination 2016 | | |
| 406-1 | Incidents of discrimination and corrective actions taken | Growing together with employees Appendix 1: List of Data on ESG Performance |
| 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 | No relevant disclosure information Growing together with employees |
| GRI 408: Child Labour 2016 | | |
| 408-1 | Operations and suppliers at significant risk of incidents of child Labour | No relevant disclosure information Growing together with employees |
| GRI 409: Forced or compulsory Labour 2016 | | |
| 409-1 | Operations and suppliers at significant risk of incidents of forced or compulsory Labour | No relevant disclosure information Growing together with employees |
| GRI 410: Security practices 2016 | | |
| 410-1 | Security personnel trained in human rights policies or procedures | No relevant disclosure information |
| GRI 411: Aboriginal rights 2016 | | |
| 411-1 | Incidents involving aboriginal rights violations | No relevant disclosure information |
| GRI 413: Local communities 2016 | | |
| 413-1 | Operations with local community engagement, impact assessment and development plans | Serving the economy and society Deepening Participation in the Guangdong-Hong Kong-Macau Greater Bay Area Construction Serving to build the "Belt and Road" together Committing to rural revitalization Practicing Customer Focus Participation in Public Charities |
| 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 | Promoting green operations Building Sustainable Supply Chains Compacting Internal Risk Controls |
| 414-2 | Negative social impacts in the supply chain and actions taken | Promoting green operations Building Sustainable Supply Chains Compacting Internal Risk Controls |

| GRI Standard | Disclosure | Section |
|---|---|---|
| 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 | Practicing Customer Focus Compacting Internal Risk Controls Adhering to business ethics |
| GRI 417: Marketing and identity 2016 | | |
| 417-1 | Requirements for product and service information and labeling | Practicing Customer Focus Adhering to business ethics |
| 417-2 | Incidents of non-compliance involving product and service information and labeling | No relevant disclosure information |
| 417-3 | Violations involving marketing communications | No relevant disclosure information |
| GRI 418: Customer privacy 2016 | | |
| 418-1 | Substantiated complaints involving violations of customer privacy and loss of customer data | Practicing Customer Focus Promoting Digital Transformation Appendix 1 List of Data on ESG Performance |



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