

**2024** SUSTAINABILITY  
REPORT

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Report Preparation Notes

This report is the 2024 annual sustainability report of PICC P&C, focusing on disclosing information related to the Company's environmental, social and governance aspects of sustainable development.

- Reporting Scope
- Reporting Period: From January 1, 2024 to December 31,2024, which is consistent with the reporting period of the 2024 Annual Report of PICC P&C. According to actual needs, some contents are beyond the above scope.
  - Organizations covered by the Report:The Report is primarily about PICC P&C and its branches.
  - Release Cycle: This is an annual report. the Company's 2023 Sustainability Report is due for publication in April 2024 the Company's 2024 Sustainability Report is published in April 2025.

Reporting Standards

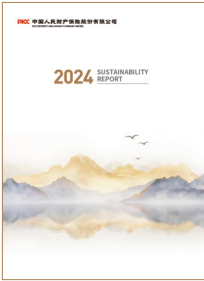
This report has been prepared primarily in accordance with the Environmental, Social and Governance Reporting Code of the Hong Kong Stock Exchange (HKEX). It also references the Global Reporting Initiative (GRI) Sustainability Reporting Standards, the Corporate Sustainability Disclosure Standards - Basic Guidelines (Trial) by the Ministry of Finance of the People's Republic of China, the Environmental, Social, and Governance (ESG) Information Disclosure Guidelines for Insurance Institutions by the Insurance Association of China, and the relevant reporting requirements of the United Nations Sustainable Development Goals (SDGs).

- Reporting Principles
- Materiality: The report identifies important stakeholders with reference to the way of defining material issues in the Environmental, Social and Governance (ESG) Reporting Guide of the Hong Kong Stock Exchange (HKEX), and collects and identifies report issues through various means such as stakeholder communication and benchmarking against social responsibility standards, and carries out materiality analysis to determine material issues and their boundaries.
  - Quantitative: The report discloses in detail the quantitative targets and performance data for indicators in the environmental and social domains, with clear statistical coverage or calculation methods for all indicators. Part of the performance data are disclosed for three consecutive years to enhance data comparability.
  - Balanced: The report presents the Company's performance objectively and avoids disclosures that may influence the reader's decision or judgement.
  - Consistency: The report uses the disclosure statistical method of the previous year's report. Any changes will be explained in the text.

Data Source

The financial data in this report are based the 2024 Annual Report of PICC P&C (the report has been independently audited by Ernst & Young), which is prepared in accordance with Hong Kong Financial Reporting Standards (HKFRS). Other data is collected from the Company's headquarters and branches. The data indicators disclosed in this report are highly relevant to the Company's sustainable development efforts and will be further adjusted and improved with the implementation of future sustainable initiatives progress in the future.

- Currency
- Unless otherwise specified, all amounts shown in this report are expressed in RMB.
- How to Get the Report
- This report is prepared in three languages: Simplified Chinese, Traditional Chinese and English. In case of any discrepancy between the different language versions, the Simplified Chinese version shall prevail.
- This report is published in two forms: printed version and online version. The online version can be viewed and downloaded on the official website of the Hong Kong Stock Exchange (HKEX) and the Company's website <https://property.picc.com>



Scan to access the digital report

- Interpretation
- "PICC P&C", "the Company" or "we" refers to "PICC Property and Casualty Company Limited"
- "PICC Group", "PICC" or "the Group" refers to "the People's Insurance Company (Group) of China Limited"
- "CBIRC" refers to "China Banking and Insurance Regulatory Commission"
- "The Stock Exchange of Hong Kong", "HKEX" refers to "The Stock Exchange of Hong Kong Limited"
- "C-ROSS II " refers to the "China Risk-Oriented Solvency System."
- "Province" refers to "China's provincial administrative regions (including provinces, autonomous regions, and municipalities directly under the Central Government)"
- "Dual-carbon" means "carbon peaking and carbon neutrality"
- "NDRC" means "National Development and Reform Commission of the People's Republic of China"
- "The Ministry of Industry and Information Technology (MIIT)" refers to the "Ministry of Industry and Information Technology of the People's Republic of China."



# Message from the Company Leadership

In 2024, PICC P&C adheres to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, unwaveringly follows the path of financial development with Chinese characteristics, deeply implements political consciousness and central committment for serving people of financial work, actively plays the role of a industry leader, and centered on the Five Target Areas of “technology finance, green finance, inclusive finance, ageing finance and digital finance” . We effectively played the role of insurance economy as an economic damper and a social stabilizer, and assumed insurance liability of 2,988 trillion yuan throughout the year; handled more than 180 million claims, an increase of more than 30% year-on-year; paid more than 1 billion yuan in claims on average per day, a year-on-year increase of more than 7%. We successively won the annual "Fintech Development Award" by the People's Bank of China, the "China Digital Inclusive Finance Innovation Achievement Award" by the Ministry of Industry and Information Technology, the "National Smart Healthcare Competition First Prize" by the National Healthcare Security Administration and other honors, and have written a new chapter in serving the real economy, people's livelihood security and social governance on the journey of serving China's modernization.

**This year, we used the power of finance to build a shield of innovation.** We deeply empowered the insurance business chain and value chain, provided insurance services for technology-based enterprises throughout the entire chain and throughout the entire life cycle, promoted the virtuous cycle of "technology-industry-finance", and helped to give birth to new industries, new models, and new momentum. During the year, we established a scientific and technological achievement and intellectual property authentication and evaluation center; launched the first pilot testing comprehensive insurance in China, issued the first batch of comprehensive insurance for major scientific and technological breakthroughs, low-altitude economic exclusive insurance, and patent/trademark overseas layout cost loss insurance in China; insured 180,000 high-tech enterprises and 81,000 enterprises that use special and sophisticated technologies; actively promoted the consistent development of China Integrated Circuit Coinsurance Union, and provided risk protection of more than 4 trillion yuan to 30 domestic IC industry customers over the past three years, providing solid support for China's scientific and technological innovation activities with the power of science and technology finance.

**This year, we have followed the green path of carbon reduction to protect the beauty of our mountains and rivers.** We have focused on building an industry-leading green financial development model, actively built a green insurance service system, promoted the high-quality development of green insurance, and effectively improved the quality and efficiency of green insurance services for the green transformation of the economy and society. During the year, we launched the first long-term quality and performance assurance insurance for energy storage systems in China, effectively ensuring the operational stability of energy storage system manufacturers and owners, helping energy storage companies to expand overseas markets and enhance international competitiveness. We have further strengthened the effectiveness of our Green Finance Committee by formulating a green insurance promotion plan. Throughout the year, we insured 11.59 million new energy vehicles, representing a year-on-year increase of 57.3%. Additionally, our green insurance offerings provided risk coverage amounting to 178.8 trillion yuan, a year-on-year growth of 10.5%.

**This year, we adhered to the concept of inclusiveness and painted a spring for thousands of families.** We comprehensively upgraded the inclusive insurance system exclusively for individual customers with the core of "benefiting the people, benefiting the family, and caring for new citizens", and continuously expanded the service scope and coverage of inclusive insurance. During the year, our social insurance business covered 289 cities in 30 provinces, served 840 million insured people, and the participation rate of the pilot project of long-term care insurance exceeded 65%; enriched the exclusive product system for new citizens, and served 7.46 million people. We steadily promoted the expansion of agricultural insurance, enriched the products and improved the standards, provided 55.42 million households with risk protection of 2.1 trillion yuan, pioneered agricultural germplasm resource protection insurance, insured 420 million mu of three major food crops, and won the "*Innovative Model in Financial Support for Agriculture*" award by the Ministry of Agriculture and Rural Affairs for three consecutive years. We continuously improved the level of financial services for the elderly, launched the "Care Mode" of the WeChat public account, promoted the elderly-friendly and barrier-free transformation of business outlets; and developed liability insurance for elderly care service institutions to help China's high-quality development of the elderly care industry.

**This year, we rode on the wings of digital technology to light up the future.** We focused on creating a new business model of "insurance + risk reduction services + technology", solidly promoted digital transformation, launched 29 risk control application models of various types, created 75 technology risk control tool products, and implemented 16.6546 million manual and technology risk reduction services. We have pioneered innovative insurance products for the digital economy, introducing the "Computing Chain Insurance" suite tailored for the computing power industry chain, and 9 solutions such as "Cloud Assurance" have been selected into the Ministry of Industry and Information Technology's (MIIT) catalog of exemplary cybersecurity insurance service solutions. We formulated a digital construction action plan, promoted the application of artificial intelligence platforms, realized the centralization of claims service logic, and empowered the insurance value chain with new technologies.

Looking back at 2024, the achievements were hard-won. Looking forward to 2025, the situation is inspiring. PICC P&C will continue to be guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, adhere to the general tone of work of seeking progress while maintaining stability, fully and accurately implement the new development concept, work hard, forge ahead, continue to deepen reform and innovation, give full play to its functions, deepen the efforts in the Five Target Areas of "technology finance, green finance, inclusive finance, ageing finance and digital finance", and solidly promote the Company's high-quality development, and make new and greater contributions to China's modernization with new responsibilities, new actions and new achievements.

# Statement from the Board of Directors

The Board of Directors of PICC P&C promised that the Company would strictly abide by the disclosure requirements of the environmental, social, and governance report guidelines of the listed exchanges, continuously facilitate the Company to improve the ESG governance system, strengthen the supervision and participation of the Board of Directors in ESG affairs, and actively integrate ESG into the Company's development strategy, major decisions, and development operations.

The Board of Directors is responsible for overseeing PICC P&C's commitment and performance on key ESG issues. The Strategic Planning Committee of the Board of Directors is responsible for establishing and revising the Company's policies on environmental, social and governance and other corporate social responsibilities, reviewing relevant matters, reporting and making recommendations to the Board of Directors, and providing support in the decision-making process to the Board of Directors.

When formulating the Company's medium- and long-term strategic objectives, the Board of Directors takes ESG-related risks and opportunities at all stages into account, incorporates these themes into the strategic decision-making process, and regularly reviews Sustainability (CSR) reports. the Company collects the key concerns of stakeholders through a multi-channel and multi-form communication mechanism, and finalizes material topics according to the social, economic and environmental impact. In addition, the Company has taken active management by supervising the implementation of objectives through regular or irregular working meetings, which is elaborated in this Report.

In 2025, the Board of Directors of PICC P&C will continue to strengthen the assessment and identification of ESG risks and opportunities, manage the process of the Company's sustainable development in accordance with the Company's objectives, improve the sustainable development action strategy, and continuously enhance ESG governance.



Promoting sustainable development management

Identification of material issues

PICC P&C is committed to improving the identification and materiality assessment of sustainable development (ESG) issues. Regularly aligning this process with the Company's development goals and business directions, comprehensively considering important factors such as the macro trends of economic and social development. Guided by the Environmental, Social and Governance (ESG) Reporting Code of the Hong Kong Stock Exchange (HKEX) and the relevant requirements of the Global Reporting Initiative (GRI) *Sustainability Reporting Standards*, we conduct ongoing analysis and evaluation of sustainability (ESG) issues. These efforts serve as a critical reference for reviewing our sustainability practices and enhancing information disclosure.

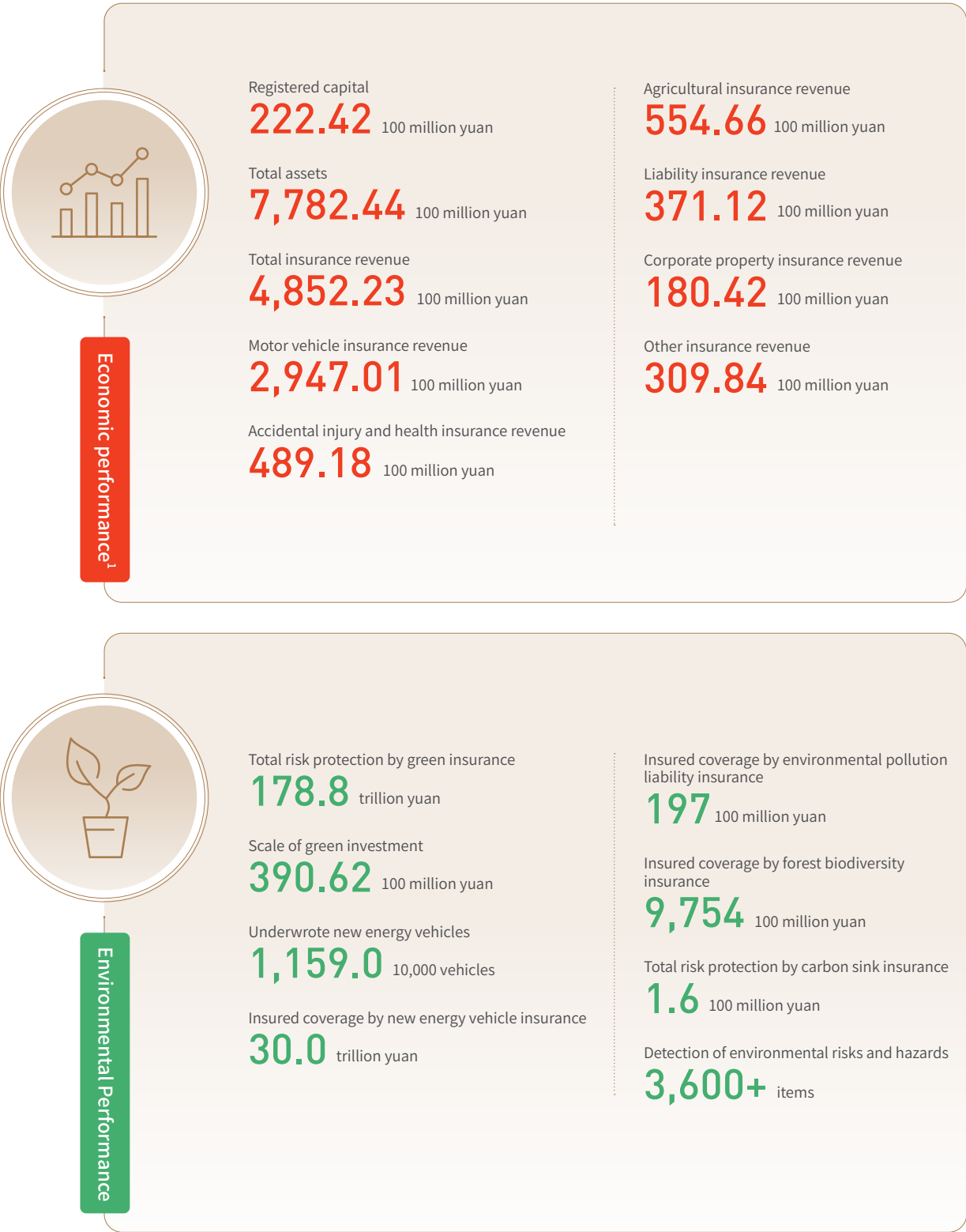


Stakeholder Communication

PICC P&C maintains regular communication and engagement with major stakeholders through various channels, By actively listening to and addressing the expectations and requirements of these stakeholder groups, we ensure that our sustainability (ESG) management practices fully align with their needs. Our primary stakeholders include: government and regulatory agencies, shareholders and investors, customers, employees, suppliers, society and environment.

Stakeholders	Expectations and requirements	Communication channels	Response method
 Government and Regulatory Agencies	<ul style="list-style-type: none"><li>Legal and compliance operations</li><li>Serve national strategies</li><li>Build a good business environment</li></ul>	<ul style="list-style-type: none"><li>Regulatory information reporting</li><li>Visitor reception</li><li>Daily work report</li><li>Regular/irregular information disclosure</li></ul>	<ul style="list-style-type: none"><li>Comply with laws and regulations</li><li>Implementation the national strategic requirements</li><li>Good communication and reporting</li></ul>
 Shareholders and Investors	<ul style="list-style-type: none"><li>Stable investment returns</li><li>Efficient corporate governance system</li><li>Comprehensive risk and compliance management system</li><li>Complete information disclosure</li></ul>	<ul style="list-style-type: none"><li>Shareholders' meeting</li><li>Results release conference</li><li>Investor open day</li><li>Regular reports/interim reports</li><li>Official website investor relations/public information disclosure column</li></ul>	<ul style="list-style-type: none"><li>Maintain good profitability</li><li>Continuously improve corporate governance</li><li>Solidly risk and compliance management</li><li>Regularly publish annual reports, interim reports, quarterly reports and other information</li><li>Complete the information disclosure of various daily announcements in compliance with laws and regulations</li></ul>
 Client	<ul style="list-style-type: none"><li>High-quality products and services</li><li>Complete protection of personal information and privacy</li></ul>	<ul style="list-style-type: none"><li>Telephone, Company website, WeChat public account</li><li>Customer visit</li><li>Customer satisfaction survey</li><li>Customer consultation/service platform</li><li>Various consumer rights protection activities</li></ul>	<ul style="list-style-type: none"><li>95518 National Service Hotline</li><li>Improve product and service system</li><li>Establish and improve consumer rights protection mechanisms</li><li>Do a good job in information security and privacy protection</li></ul>
 Staff	<ul style="list-style-type: none"><li>Complete welfare and salary system</li><li>Clear development path and training system</li><li>Harmonious and inclusive working environment</li><li>Complete labor rights protection system</li></ul>	<ul style="list-style-type: none"><li>Workers' Congress</li><li>Employee complaint channels</li><li>Employee satisfaction survey</li></ul>	<ul style="list-style-type: none"><li>Establish and improve a fair, just and transparent salary management system and set up the reasonable incentive mechanism</li><li>Provide all-round and multi-dimensional employee training resources</li><li>Create a harmonious and inclusive working environment</li><li>Protect employees' rights and interests and ensure employee care</li></ul>
 Supplier	<ul style="list-style-type: none"><li>Fair procurement</li><li>Sustainable supply chain management</li><li>Honest cooperation</li></ul>	<ul style="list-style-type: none"><li>Supplier meeting</li><li>Bidding Platform</li><li>Visit and exchange</li><li>Daily communication</li></ul>	<ul style="list-style-type: none"><li>Establish and improve the supplier management system</li><li>Strengthening integrity management of supply chain</li><li>Conduct supplier training</li></ul>
 Society	<ul style="list-style-type: none"><li>Promote people's well-being</li><li>Good social governance</li><li>Rural revitalization</li></ul>	<ul style="list-style-type: none"><li>Product and service system</li><li>Various key projects and plans</li><li>Charity projects</li></ul>	<ul style="list-style-type: none"><li>Implementation the national strategic requirements</li><li>Actively participate in social governance</li><li>Organize and carry out public welfare and charity activities</li></ul>
 Environment	<ul style="list-style-type: none"><li>Mitigate climate change</li><li>Green development</li></ul>	<ul style="list-style-type: none"><li>Green finance development system</li><li>Energy consumption management system</li><li>Environmental management system</li></ul>	<ul style="list-style-type: none"><li>Establish and improve the climate risk management and green finance development system</li><li>Manage environmental compliance well</li><li>Solidly promote low-carbon operations</li></ul>

Key Figures in 2024



Note1: Data based on the new Hong Kong caliber standard. To help investors understand the operating results of the divisions, the Company apportioned the insurance service income corresponding to the reinsurance business to each insurance type and simulated and calculated the insurance service income of each insurance type.

Contributions to SDGs

The United Nations 2030 *Agenda for Sustainable Development* outlines 17 Sustainable Development Goals (SDGs), calling on governments, enterprises, and non-governmental organizations around the world to take actions to advance economic prosperity while jointly promoting global sustainable development. Adhering to the original mission of "People's Insurance Serving the People", we align the needs of our stakeholders with our own capabilities, dedicating resources and leveraging our strengths in key focus areas. Through innovative and tailored practices, we actively contribute to the achievement of these sustainable development goals.



Goal 1:No poverty

In 2024, 20 innovative insurance products specifically for rural revitalization were developed, which have been implemented in 2,432 district and county branches, providing 77.97 billion yuan of social risk protection.

The "Huiminbao Insurance" inclusive health insurance was donated to the "third monitored groups" such as households at risk of falling back into poverty, households on the edge of poverty, and households experiencing sudden severe difficulties.

In 2024, we completed consumption assistance totaling 44.64 million yuan to promote the realization of common prosperity.



Goal 2:Zero Hunger

In 2024, the implementation scope of full-cost insurance and planting income insurance for the three main food crops covered 33 provincial branches, providing 312.3 billion yuan of risk protection for 29.95 million household/time farmers, serving to ensure national food security.

In 2024, we focused on key core technologies in germplasm resources protection, breeding and seed production, and seed sources, increased insurance supply and innovation. The crop seed production insurance provided a total of 4.52 billion yuan in risk protection for 33,000 household farmers.

We continued to optimize the ""Infectious Disease Catastrophe Model of PICC for Chinese Breeding Industry" and carried out research and application of whole-genome selection in aquaculture project to enhance the precise underwriting and risk reduction management capabilities of agricultural insurance.



Goal 3:Good health and well-being

We carried out health insurance such as critical illness insurance, Huimin Insurance and long-term nursing insurance, and provided critical illness protection for 440 million people by 2024.

We set up 887 "Medical Insurance Convenience Service Stations" to improve the convenience of medical treatment.

We launched the first national inclusive health insurance program, known as "HuiGongBao Health Insurance" focusing on addressing the high cost of special cancer drugs for the majority of workers' families and the inadequate health protection for workers in new employment form.



Goal 4:Quality Education

We increased investment in resourced to underdeveloped areas, encouraged employees to donate money and materials to to support education activities and to help students and others in need, improving education infrastructure in the assisted areas.

We carried out activities related to popularizing financial knowledge and created educational opportunities for local communities.



Goal 5:Gender equality

We have strictly complied with the requirements of relevant laws and regulations to promote fairness and justice throughout recruitment, training, salary and welfare, career growth, etc., and have effectively protected the rights and interests of employees.

We have provided maternity leave, maternity leave, breast-feeding leave and other leave for female employees so as to fully guarantee the welfare of female employees.



Goal 6:Clean water and sanitation

We maintained a fine water environment and ensured that the business premises enjoy safe drinking water and clean sanitation facilities.

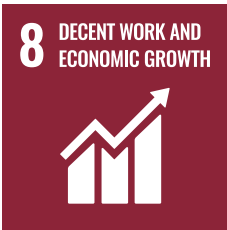
We continued to carry out comprehensive water management, vigorously advocated water conservation, washed all sanitary ware with reclaimed water, and discharged water after reaching the required standard.



Goal 7:Affordable and clean energy

We continued to expand the green insurance product system, increased the supply of insurance products in new energy fields such as offshore wind power, photovoltaic power generation, new energy storage, and hydrogen energy, and provided 4 trillion yuan of risk protection for clean energy.

We strongly supported the development of green industries such as new energy vehicles, and underwrote 11.59 million new energy vehicles in 2024.



Goal 8:Decent work and economic growth

We set up a broad development platform for employees by providing diversified development paths, rich training and exchange activities, and a joyful life, to enhance employee happiness.

We ensured fairness and justice in recruitment, training, compensation and welfare, career growth and others, effectively safeguarded employees' rights and interests, and provided a platform for employees' long-term development.





**Goal 9:Industry, innovation and infrastructure**

We developed a number of innovative intellectual property insurance products, such Overseas Trademark Layout Cost Loss Insurance and Patent Temporary Protection Period Insurance, and steadily advancing the construction of a national intellectual property insurance comprehensive service pilot platform.  
  
 We established the country's first Scientific Achievements and Intellectual Property Appraisal Center, injecting strong momentum into the transformation of scientific and technological achievements.



**Goal 10:Reduced inequalities**

We developed people's livelihood insurance to serve social governance and boost rural livability and narrow the gap between urban and rural areas.  
  
 With the main line of deepening the structural reform of the supply side of Inclusive Finance, and with the aim of meeting the financing needs of small and micro enterprises and individual businesses, we strengthened the innovation of products and services, and continued to enhance the level and ability of the financing credit insurance services in serving the Inclusive Finance.



**Goal 11:Sustainable cities and communities**

Focusing on key scenarios such as housing, employment and health, we continued to improve the supply of special "scenario + customer group" products for new citizens, meeting the insurance service needs of various groups including farmers, low-income urban residents, new business form, and new citizens.  
  
 We strongly developed safety production liability insurance, and deeply promoted risk identification of safety production liability insurance accidents and on-site services for hidden danger investigation.



**Goal 12:Responsible consumption and production**

We thoroughly carried out Net Promoter Score (NPS) investigations, implemented a standardized workflow for handling customer complaints, and thereby constantly improved customer satisfaction and the complaint management mechanism.  
  
 We protected customer information and privacy, expressed the purpose, method, and scope of information collection, and use to customers, obtained customer authorization, and used it in strict accordance with the authorized scope to effectively protect customer privacy and rights.  
  
 We regularly carried out online and offline publicity activities on public welfare financial knowledge to enhance consumers' ability to protect themselves and gain an awareness of rights protection.



**Goal 13:Climate Action**

We actively carried out the research on the climate change impact, accelerated the integration of green development concepts into the Company's development strategies and daily operation management, explored green financial practices, and actively responded to risks and opportunities brought by climate change.  
  
 On the basis of continuing to carry out forestry carbon sink insurance work, we continued to explore and develop wetland and cultivated land carbon sink insurance, and actively provided insurance protection for forests, grasslands, wetlands, oceans, soil and other targets that have carbon sequestration functions.



**Goal 14:Life Below Water**

We strongly developed fishery insurance, promoted the expansion, upgrading and increase of marine ranch insurance business, and provided risk protection of 41.24 billion yuan for 110,000 household farmers in marine aquaculture insurance by 2024.



**Goal 15:Life on Land**

We implemented forest biodiversity insurance to provide insurance protection for forest resources, rare species, wildlife, water sources, vegetation, human-animal conflicts, etc. within a geographical area through actions to protect, sustainably manage and restore natural and altered ecosystems.



**Goal 16:Peace, Justice and Strong Institutions**

We enhanced the Company's internal control and compliance management system, continuously advocated for and created a culture of compliance, and encouraged employees to consciously and spontaneously implement internal control and compliance management requirements, ensuring the healthy and stable operation of the Company.  
  
 We deepened anti-corruption work, strengthened clean government education, and integrated clean government culture into the whole process of Company management and development.



**Goal 17:Partnerships to achieve goals**

As the chair unit of the *Council of China's "Belt and Road" Reinsurance Community*, we actively promoted the modernization of Chinese insurance and contributed to the high-quality development of the *"Belt and Road"*.  
  
 We carried out the in-depth cooperation with various levels of government departments, State-owned enterprises, financial institutions and scientific research institutions, tracked the development trends and policy trends of the global insurance industry, and constantly boosted resources integration and advantage complementation with partners, thus contributing to the industry development.

About Us

Company Profile

PICC P&C is the largest property and casualty Company in mainland China. Its predecessor, the People's Insurance Company of China, was established in October 1949, with its headquarter in Beijing. PICC P&C is the core member and iconic main business of the People's Insurance Company (Group) of China Limited (PICC Group, ranked 158th on the 2024 Fortune Global 500 list). As a large state-owned property and casualty insurer with a long history, extensive business scale, and strong comprehensive capabilities, PICC P&C ranks among the top global property and casualty insurance markets in terms of premium volume. The Company was successfully listed on the main board of the Hong Kong Stock Exchange on November 6, 2003 (stock code 2328), becoming the first China's domestic financial Company to be listed overseas.

In January 2025, the National Financial Regulatory Administration (NFRA) released the annual asset liability management capability regulatory assessment results, rating PICC P&C in the top tier of the insurance industry. The company has consistently ranked in the first tier of the property and casualty insurance sector for six consecutive years and in the first tier of the overall insurance industry for four consecutive years.

Company Business

Property and Casualty Insurance, Liability Insurance, Credit Insurance, Accident and Health Insurance, Short-term Health Insurance, Surety Insurance, and other insurance businesses in RMB or foreign currencies; reinsurance business related to the above business; multiple types of property insurance, accident injury insurance, short-term health insurance and reinsurance services and consulting businesses; handling relevant business on behalf of insurance institutions; investment and capital utilization business permitted by national laws and regulations; other businesses stipulated by national laws and regulations or approved by national insurance regulatory agencies. the Company's networks and domestic business essentially cover all urban and rural areas in the country, while its overseas business covers 134 countries and regions.

Distribution of the Company's domestic networks

36 provincial branches

1 shipping insurance operation center

1 reinsurance operation center

352 central sub-branches

3,095 sub-branches

926 sales offices

8,021 marketing services departments

Total Insurance Service Revenue for 2024

485.223 billion yuan

Total Assets for 2024

7,782.44 100 million yuan

PICC P&C's MSCI ESG Rating Upgraded to

AA

Honors and Qualifications

\* Unless otherwise specified by the branch, the following are awards received by PICC P&C.

Safeguarding People's Livelihood and Well-being



Model Cases of Rural Revitalization

In January 2024, during the "2023 Excellent Cases of National Rural Revitalization" solicitation activity organized by Xinhuanet and the National Publicity and Education Center for Rural Revitalization , PICC P&C's case was selected as one of the "2023 Excellent Cases of Rural Revitalization"



Model Cases of Financial Support for Rural Revitalization

In February 2024, during the solicitation activity for "2023 Excellent Cases of Financial Support for Rural Revitalization" organized by The Financial Times, PICC P&C's case was selected as one of the "2023 Excellent Cases of Financial Support for Rural Revitalization"



First Prize of the National Smart Medical Insurance Competition

In November 2024, during the 2024 National Smart Medical Insurance Competition organized by the National Healthcare Security Administration, PICC P&C's project won the First Prize



4 Cases Selected as "2023 Outstanding Cases of Financial Consumer Protection and Service Innovations"

In March 2024, during the "2023 Outstanding Cases in Financial Consumer Protection and Service Innovation" collection activity organized by the China Banking and Insurance News, 4 cases from PICC P&C were selected for recognition

Safeguarding People's Livelihood and Well-being



Top 10 Call Centers (with more than 1000 seats) Outstanding Customer Experience Award

In September 2024, the "PICC 95518 Customer Service Center" won the "2024 Top 10 Call Centers (with more than 1000 seats) Outstanding Customer Experience Award"



Jinnuo · Financial Brand Annual Social Welfare Project

In May 2024, PICC P&C's case was selected as the "Jinnuo · Financial Brand Annual Social Welfare Project"



Selected as one of the "2024 Top 10 Financial Informatization Events" by Financial Computerizing

In February 2025, PICC P&C's case was selected as one of the "2024 Top 10 Financial Informatization Events" by Financial Computerizing. This is the first time that the Company's case has been selected

Digital Finance Engine



"Tech-Innovation China" Fintech Innovation Competition's the first prize and 3 project awards

In January 2024, at the "Sci-Tech Innovation China" FinTech Innovation Competition (2023), jointly organized by the Department of Innovation and Technology of the China Association for Science and Technology (CAST) and the China Institute of Communications (CIC), PICC P&C was awarded 1 first prize and 3 project awards



The Fintech Application Scenario Competition won the "Top Ten Applications Award" and "Exploration and Practice Award"

In October 2024, PICC P&C won awards for two projects at the 2024 FinTech Application Scenario Competition

Digital Finance Engine



"2023 Fintech Development Award" by the People's Bank of China

In November 2024, 3 projects from PICC P&C were awarded the "2023 FinTech Development Award" by the People's Bank of China (PBoC)



2 projects won the 2024 Excellent Financial Products and Services Innovation Award

In July 2024, at the 2024 China International Financial Exhibition hosted by China Financial Computerization Group Co., Ltd., PICC P&C won the 2024 "Golden Tripod Award" for Outstanding Financial Products and Services Innovation for 2 projects



2 projects won the first prize in the 18th "Revitalization Cup" National Youth Vocational Skills Competition

In November 2024, at the 18th "Zhenxing Cup" National Youth Vocational Skills Competition co-organized by the Central Committee of the Communist Youth League (CYLC Central Committee) and the Ministry of Human Resources and Social Security (MOHRSS), PICC P&C won awards for two projects



China Computing Power Conference Computing Power Foundation Pioneer Case Award

In September 2024, at the 2024 China Computing Power Conference jointly hosted by the News and Publicity Center of the Ministry of Industry and Information Technology and the China Academy of Information and Communications Technology, PICC P&C won the "2024 China Computing Power Conference Computing Power Foundation Pioneer Case Award"



Diamond Award and Bronze Award at the 4th China RPA+AI Developer Competition

In October 2024, at the 4th China RPA+AI Developer Competition hosted by "RPA China", PICC P&C won awards for two projects

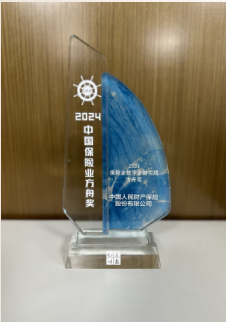


Digital Finance Engine



"Data Elements ×" Competition Beijing Division - Second Prize in Financial Services Track

In October 2024, PICC P&C won the second prize in the 2024 "Data Elements ×" Beijing Division-Financial Services Track



The Ark Award for Digital Finance Practice in the Insurance Industry

In November 2024, PICC P&C was awarded the "2024 Insurance Industry Digital Finance Practice Ark Award" by the Securities Times



Best Practice Cases of "Jinxintong" Fintech Innovation Application

In November 2024, in the 2024 "Jinxintong" Fintech Innovation Application Selection held by the China Academy of Information and Communications Technology, PICC P&C won awards for two projects



Top Ten Outstanding Projects of 2024" by Beijing Fintech Industry Alliance

In December 2024, PICC P&C's project won the "Top Ten Excellent Projects of 2024" by the Beijing Financial Technology Industry Alliance Innovation Application Committee, becoming the only award-winning project in the insurance industry

Green Finance Escort



The Most Influential Award for Insurance Industry Serving the Belt and Road Initiative

In April 2024, at the 9th Members' Conference of China's "Belt and Road" Reinsurance Community, PICC P&C was awarded the 2023 Most Influential Award for Insurance Industry Serving the "Belt and Road" Construction



Top 10 Innovative Models of Financial Support for Agriculture by the Ministry of Agriculture and Rural Affairs

In May 2024, the Ministry of Agriculture and Rural Affairs (MARA) announced the Top 10 Financial Innovation Models and Top 10 Typical Cases for Agricultural Support in 2023, with PICC P&C being recognized for having one of its cases selected as part of the 2023 Top 10 Financial Innovation Models for Agricultural Support by MARA



Several projects won the 2024 China Digital Inclusive Finance Outstanding Case Award

In June 2024, at the 6th China Digital Inclusive Finance Conference held during the National SME Service Month organized by the Ministry of Industry and Information Technology, our company received multiple accolades. PICC P&C's case was awarded the "Innovation Achievement Award." Additionally, 2 projects were both honored with the "Outstanding Case Award in Inclusive Finance"



Selected as one of CCTV's 2024 Economic and Financial Powerhouse Annual Case Studies

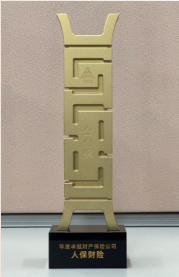
In November 2024, at the CCTV Economic and Financial Powerhouse Annual Ceremony 2024, PICC P&C's "Agricultural Germplasm Resources Protection Insurance" was named the CCTV Economic and Financial Powerhouse Annual Case 2024

Laying a solid foundation for development



"National May 1st Labor Award" and the honorary title of "National Worker Pioneer" by the All-China Federation of Trade Unions

In April 2024, PICC P&C Zhejiang Jiaxing Tongxiang Branch won the honorary title of "National May 1st Labor Award", Inner Mongolia Tongliao Naiman Banner Branch and Jiangsu Suzhou Taihu National Tourism Resort Branch won the honorary title of "National Worker Pioneer"



"Golden Tripod Award" Outstanding Property Insurance Company of the Year

In November 2024, the "National Business Daily" launched the 2024 "Financial Golden Tripod Award" selection, PICC P&C won the "Annual Outstanding Property Insurance Company" award



Honorary title of "Outstanding Corporate Model of Social Responsibility"

In December 2024, PICC P&C was awarded the honorary title of "Outstanding Corporate Model of Social Responsibility" at the 2024 Boao Forum for Entrepreneurs hosted by Xinhuanet and others



2024 "SSE · Jinlicai" Annual Insurance Protection Brand Award

In December 2024, the Shanghai Securities News announced the results of the "2024 SSE · Golden Finance" selection, PICC P&C won the 2024 "SSE · Jinlicai" annual insurance protection brand award



# Taking Green as the Brush, Pioneering a Beautiful Path to Carbon Neutrality

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Promoting green and harmonious development

PICC P&C is committed to advancing the goal of green and sustainable development by continuously improving its green finance working system, enriching green insurance products and services, refining green investment management systems and processes, enhancing the internal drive for green finance development, thereby injecting financial momentum into the green transformation of the economy and society.



Improving the work system

PICC P&C has thoroughly implemented the decisions and arrangements of the CPC Central Committee and the State Council on promoting the comprehensive green transformation of economic and social development. We are committed to excelling in Green Finance, comprehensively building the Company's green finance work system, continuously improving the green finance management organizational structure, clarifying the green finance management methods and phased work goals, formulating the green finance work plan, and continuously releasing the effectiveness of green finance. We promote and accelerate the construction of a green, low-carbon, circular development economic system, and serve to promote the comprehensive green transformation of economic and social development.

Optimizing the organizational structure of green finance

The Company actively improved the green finance management organizational structure. The green finance organizational structure consists of the Board of Directors, Management, Strategy Department, Relevant departments of the headquarters, Branches and Units. The Company has established a Green Finance Committee at the management level, with the Company's president as the director, and an office under it, which is responsible for the daily work of the Committee as a permanent office and coordinates the Company's green finance management work.

Board of Directors	It is the highest decision-making body for the Company's green finance work and is responsible for reviewing the Company's green finance development plan, major policies, systems and other documents, and evaluating the implementation of the strategy.
Executive leadership	A Green Finance Committee was established, with the Company's president as the director, other Company leadership team members and Company-level senior executives as deputy directors, and heads of various departments as members. The Green Finance Committee is responsible for reviewing the Company's green finance-related strategic goals and development plans and organizing the implementation of the strategy; reviewing the Company's key green finance tasks and evaluating green finance performance; organizing special research, identifying, evaluating, and managing green finance-related issues that may have a significant impact on the Company's development, and reviewing special reports on green finance; supervising the Company's annual sustainable development report preparation and related rating management work; organizing and promoting the Company's green finance management system construction, and reviewing the Company's important green finance management systems .
Strategy Department, relevant departments of the Company headquarters, branches and units	In accordance with the Company's annual green finance key work arrangements, each branch promotes the implementation of key work in green finance within the scope of its responsibilities and designates a person to be responsible for green finance work.

Improving the green finance system and mechanism

In response to the requirements of the superior departments and PICC Group, the Company formulated the "PICC P&C Green Finance Management Measures (Trial)" based on the "Guidelines for Establishing the Green Financial System" issued by the seven departments including the People's Bank of China, the "Guidelines on Green Finance for the Banking and Insurance Industries" and "Notice of Issuing the Statistical System for Green Insurance Business" by the former China Banking and Insurance Regulatory Commission, the "Environmental, Social and Governance Reporting Code" of the Stock Exchange of Hong Kong, the "Guiding Opinions on Further Strengthening Financial Support for Green and Low-Carbon Development" issued by the People's Bank of China and other departments, and the "Guiding Opinions on Promoting the High-Quality Development of Green Insurance" issued by the National Financial Regulatory Administration. The "Measures" promoted the Company's green finance development from a strategic level, clarified the main contents of the Company's green finance management from the three aspects of environment, society and governance, standardized the Company's green finance work process, and fully integrated green finance requirements into the Company's operational management; We formulated the "PICC P&C Green Finance Development Plan (2024-2027)", comprehensively built the Company's green finance work system, set the main goals by 2027 centering on important issues of sustainable development, clarified the overall requirements and key tasks, improved the Company's green finance-related actions and management, established and improved the green finance work layout, and effectively improved the Company's green finance performance; We also formulated the "Green Finance Committee Work System (Trial)" to adapt to the Company's strategic development needs and standardize the work of the Green Finance Committee.

Green Finance Management Measures (Trial)	<p><b>Main work aspects:</b></p> <ul style="list-style-type: none"><li>Establish and improve the Company's green finance and ESG management system, and form a closed-loop management process of planning, execution, inspection and processing.</li><li>Formulate annual key work arrangements and establish a green finance and ESG management indicator system.</li><li>Conduct focused ESG research and promote the application of research results.</li><li>Strengthen green finance and ESG supervision and assessment management, and gradually link green finance and ESG management with performance assessment.</li></ul>
Green Finance Development Plan (2024-2027)	<p><b>Main work objectives :</b></p> <ul style="list-style-type: none"><li>Comprehensively build the Company's green finance work system.</li><li>Improve the Company's environmental, social and governance performance.</li><li>Strengthen the Company's environmental, social and governance risk management.</li></ul>
Green Finance Committee Working System (Trial)	<p><b>Main workflow :</b></p> <ul style="list-style-type: none"><li>The Green Finance Committee holds regular and irregular meetings based on work needs. Regular meetings are held once a year in principle. Ad hoc meetings are convened upon the proposal of the Committee director or deputy directors.</li><li>The Green Finance Committee adheres to the principle of democratic centralism and implements a collective decision-making system.</li><li>The Committee office regularly tracks the implementation of committee meeting resolutions and promptly provides relevant information to the Committee.</li></ul>

Strengthening green finance assessment and incentives

The Company has established a top-down green development indicator assessment system, strengthened the supervision and evaluation of green finance, gradually incorporated green finance and ESG-related work and requirements into the Company's performance assessment. In 2024, the performance contracts of the Company's main responsible leaders and department heads included a "Serving the Broader Goals" indicator, encompassing assessment scores for serving ecological protection and green insurance, and ran through the business operations of each branch, implemented incentive and constraint mechanisms, strengthened work implementation, and promoted high-quality development of green finance.



Enriching green insurance

PICC P&C is committed to promoting the high-quality development of green insurance by clarifying its green insurance development strategy, optimizing the green insurance product and service system, enhancing green insurance coverage in key areas, improving the green insurance management framework, comprehensively empowering the capacity building for green insurance, and fully elevating the quality and efficiency of green insurance services in supporting the comprehensive green transformation of the economy and society.

Clarifying the development plan of green insurance

In order to thoroughly implement the spirit of the Central Financial Work Conference, promote the comprehensive green transformation of economic and social development during the "14th Five-Year Plan" period, conscientiously implement the relevant requirements of the "Guidelines on Green Finance for the Banking and Insurance Industries", the Company has formulated and issued the "PICC P&C Promotion Plan for the Development of Green Insurance Business (2023-2025)", which clarifies the three-year development goals, key areas and work initiatives for green insurance.

Main goals	Key work initiatives
To optimize green insurance products and service systems	<ul style="list-style-type: none"><li>• <b>Serving the energy transition:</b> to provide a package of risk protection for clean energy industries such as solar energy, wind energy, and hydropower, as well as upstream and downstream companies, to help with the clean energy transition.</li><li>• <b>Promoting low-carbon agriculture:</b> to encourage innovation of ecological and green insurance products, and promote emission reduction and carbon fixation in agriculture and rural areas.</li><li>• <b>Protecting low-carbon transportation:</b> to increase the supply of new energy vehicle insurance products and services, and assist in the construction of a green transportation system.</li><li>• <b>Serving low-carbon buildings:</b> to provide insurance protection for various risk points during the construction, renovation and operation of green buildings, and promoting green city construction.</li><li>• <b>Assisting in pollution prevention and control:</b> to explore new models of insurance services for urban environmental pollution risk management and defuse environmental damage risks.</li><li>• <b>Participating in climate governance:</b> to actively participate in national and local catastrophe insurance pilot projects and promote catastrophe risk solutions.</li><li>• <b>Enriching service supply:</b> to explore the "green insurance +" model, effectively connect various green entities and green financial products, and create a new model of green insurance services.</li></ul>
To improve the green insurance work system	<ul style="list-style-type: none"><li>• <b>Establishing and improving the evaluation mechanism:</b> to establish an effective green insurance business tracking and evaluation mechanism and implement incentive and constraint measures.</li><li>• <b>Strengthening technological empowerment and data governance:</b> to provide IT system support for green insurance business and improve the governance of green insurance data.</li><li>• <b>Improving the ESG risk assessment mechanism:</b> to implement classification management and dynamic assessment of customer ESG risks.</li><li>• <b>Conducting forward-looking research on green insurance:</b> to strengthen research on risk assessment and response strategies for climate change.</li></ul>

By 2024, green insurance provided

178.8 trillion yuan in risk protection

a year-on-year increase of

10.5%

Strengthening green insurance capacity building

In 2024, PICC Group officially signed the *Principles for Sustainable Insurance (PSI)* of the United Nations Environment Programme Finance Initiative (UNEP FI). As a core subsidiary of the PICC Group, PICC P&C will take this opportunity to further strengthen exchanges with UNEP FI, deepen cooperation in green insurance standard research, promote the wider adoption and implementation of the Principles for Sustainable Insurance.

Optimizing the green insurance premium mechanism	Carrying out green insurance related training	Carrying out industry exchanges and special research
The Company actively implemented the requirements of the "Opinions of the Central Committee of the Communist Party of China and the State Council on Accelerating the Comprehensive Green Transformation of Economic and Social Development", and issued the "Implementation Guidelines for Exploring the Establishment of a Green Insurance Premium Rate Adjustment Mechanism (Trial)", which determined the rate adjustment coefficients related to environmental, social, governance and other factors, and required that all newly developed products within the scope of application be subject to green insurance rate adjustment coefficients. We have initially established a differentiated rate adjustment mechanism for green insurance, and helped promote the comprehensive green transformation of the economy and society through insurance mechanisms.	In 2024, the Company carried out special training on green finance, sustainable development and ESG work practices for the planning lines of all branches in the system to enhance the professional ability of the Company's Strategic Planning line to serve green development and carry out green finance work. We organized 8 sessions of live training on green insurance such as new energy insurance, carbon insurance, and green infrastructure insurance, covering 23,000 people.	The Company participated in two projects of the China Insurance Association, "Guidelines for Insurance Risk Assessment of Electrochemical Energy Storage Power Stations" and "Guidelines for Insurance Risk Assessment of Pumped Storage Power Stations", and officially released the two guidelines in December 2024; facilitated innovative research and practical results of green insurance, "Energy Storage System Income Loss Insurance Series Product Cases" to be included in the 2024 "Green Finance Innovation Research Report" compiled under the guidance of the Green Finance Professional Committee of the China Society for Finance & Banking.

By 2024, green insurance provided 178.8 trillion yuan in risk protection, a year-on-year increase of 10.5%.

*\*For more details on green insurance practices, please refer to Chapter 2 of this report: Finance for the People, Warming Hearts with Compassion——Setting the benchmark in insurance protection——Remaining committed to the essence of insurance——Serving Green Development.*

Practicing responsible investment

The Company actively implemented the decisions and arrangements of the CPC Central Committee and the State Council on promoting green development, implemented the "Guidelines for Green Investment of PICC Group (Trial)", upheld the political imperative, people-centered nature of financial work, gave full play to the long-term investment advantages of insurance funds, actively promoted the construction of ESG investment system, and began to draft the "ESG Investment Management Measures of PICC P&C", incorporating three non-financial factors of environment, society and governance(ESG) into the investment decision-making process, established and improved the green investment management system, clarified the scope of green investment and responsible investment targets, focused on supporting the construction of clean and low-carbon energy systems, energy conservation, pollution reduction and promotion of key industries and fields, driving the comprehensive green transformation of economic and social development.

Building a green investment management system

Building an overall framework for green investment	Clarified green investment business objectives and key support areas
Establishing a green investment work system	Clarified green investment strategies (equity, bonds, etc.)
Establishing unified green investment statistical standards	Monitored stocks, bonds, non-standard products and equity shares on a monthly basis
Constructing a green investment work evaluation system	Promoted the inclusion of ESG risk assessment standards into corporate risk and credit rating management systems


Optimizing green investment process management

Pre-investment due diligence	Process Management	Post-investment management
Based on the characteristics of the industry and region in which the proposed investment is located, clarified the key points of ESG risk due diligence to ensure that the pre-investment assessment is comprehensive, in-depth and detailed.	Incorporated the ESG risk management status of the financing entity into all aspects of the investment process, including project approval decisions and contract signing.	Dynamically monitored the ESG risks of invested projects, issued risk warnings in a timely manner, and formulated and implemented targeted management measures.
In addition to traditional investment products such as "stocks, bonds, funds", the Company continued to expand its investments in non-standard products, equity, REITs and other fields, and showed a trend of shifting from a high concentration of infrastructure projects to diversified projects such as energy and manufacturing.		In 2024, the Company's green investment scale reached
		39.062 billion yuan
		Increase from the end of 2023
		321 million yuan

Case

PICC P&C invests in green buildings to achieve multi-win results for all parties

In 2024, the Company invested in PICC Asset Management-China Resources Land 2024 No.1 Asset-backed Plan, with the underlying asset being the Xiamen China Resources MixC, a One-Star Green Building. According to estimates, Xiamen China Resources MixC can save 8,860.40 tons of standard coal annually and reduce carbon dioxide emissions by 19,600 tons of carbon dioxide emissions per year. This asset-backed plan has achieved a multi-win situation for three parties: improving the overall green benefits of society, helping the industry to revitalize existing assets, and stabilizing investment returns.



▲ Xiamen China Resources MixC

Actively tackling climate change

PICC P&C actively responds to the challenges and opportunities brought about by climate change. Relying on the recommended framework of the Task Force on Climate-related Financial Disclosures (TCFD), we thoroughly identify, assess, monitor, analyze and manage climate risks and opportunities.



Governance

The Company integrated sustainable development into the corporate governance system and was committed to building an ESG management system with complete responsibilities and clear division of labor. the Company's decision-making level considered climate change-related risks, discussed and reviewed specific climate change issues, and made climate change mitigation and adaptation one of the work priorities of relevant business departments.

*\*For details, please refer to Chapter 3 of this report: Strengthening Governance, Driving Innovation——Improving corporate governance——Keeping up with the times to improve ESG governance*

Strategy

Based on the "PICC P&C Green Finance Management Measures (Trial)", "PICC P&C Green Finance Development Plan (2024-2027)", "PICC P&C Promotion Plan for the Development of Green Insurance Business (2023-2025)" and other institutional documents, combined with its own business characteristics, the Company identified and evaluated the risks and opportunities of climate change in the short, medium and long term. The Company dynamically adjusted its investment strategy and product strategy, and carried out relevant management actions in low-carbon operations and supporting the development of clean energy; actively participated in climate governance, carried out insurance protection business and service innovation in the fields of climate change, developed relevant risk management methods, technologies and tools, and attempted to use big data, stress testing and other means to quantitatively evaluate the negative impact of climate risks on investment portfolio samples and explore climate investment opportunities.

Risk Management

The Company incorporated climate risk management into its comprehensive risk management system, actively explored and carried out climate change and environmental risk scenario analysis and stress testing, continuously optimized risk modeling methods, comprehensively assessed and analyzed the impact of climate risks on the Company's operations and business development, and actively carried out relevant response practices from the aspects of pre-insurance risk identification, underwriting risk management, and post-disaster risk disposal to improve the effectiveness of climate risk management.

Climate-related risks

Physical risks

Extreme weather risk	Impact time range: short, medium and long term	Impact on the Company: High
Liability side	With the worsening of climate change, there has been a remarkable increase in the occurrence frequency of extreme weather and natural disaster events, which leads to a corresponding rise in the insured risks of insurance institutions in terms of motor vehicle insurance, non-motor vehicle insurance, agricultural insurance and others, and also brings new challenges to the capacity of risk-screening <sup>2</sup> .	
Assets side	Extreme weather events may trigger more remarkable impacts on insurance institutions' investment objects in infrastructure, real estate and other fields, thus affecting the value of invested portfolio assets.	
Operation side	Frequent extreme weather events may pose more threats to enterprises' operating locations and operational facilities, and employees' health and safety.	

Long-term risk	Impact time range: long term	Impact on the Company: Medium-High
Liability side	Climate change may bring about irreversible risks such as rising sea level, continuous rises in average temperature, frequent high-temperature heat waves, etc. Insured clients may be subjected to more complex climate impacts, and property damage insurance may face the risk of an increase in insurance compensations. Climate change can affect human health in numerous ways, including disruptions to food systems, zoonotic diseases, increases in foodborne, waterborne, and vector-borne diseases, as well as mental health issues, all of which contribute to higher mortality and morbidity rates.	
Asset side	The investment objects are also exposed to various loss risks arising from irreversible climate impacts, which may increase operating costs and therefore affect the value of the insurance institutions' investment portfolios.	

NOTE2:In 2024, affected by Typhoon Yagi and Typhoon Bebinca, as well as rain, snow, and freezing weather at the beginning of the year, the Company's disaster losses increased significantly, mainly in the fields of agricultural insurance, auto insurance, and corporate property insurance.

Transformation risks

Policy and legal risk	Impact time range: short, medium and long term	Impact on the Company: Medium
Liability side and asset side	Climate-related policies and legal requirements have become stricter and stricter, which is a big low-carbon transformation test for traditional industries. This may trigger an impact on some clients and investment objects of insurance institutions, and then transfer relevant risks to insurance institutions. For example, insured clients may face new potential risks in the low-carbon transformation, thus leading to a rise in the insurance compensation probability. If the insurance institution's investment holdings are mainly in high-carbon emission industries, this may lead to asset impairment in case of tighter carbon emission limitations.	
Operation side	China is promoting the development and construction of green buildings and green data centers, and insurance institutions is likely to face more low-carbon operation requirements in the future, leading to a rise in enterprises' management costs.	

Technology and market risk	Impact time frame: medium to long term	Impact on the Company: Medium-High
Liability side	The rapid development of clean energy technologies, rising energy consumption standards in various industries, and growing market demand for green products and services may speed up the phase-out of traditional technologies, which may pose a challenge on the accurate pricing for new technology underwriting.	
Asset side	Technological advancement and business structure adjustment may trigger an impact on the operating costs and competitiveness of some investment objects, or even lead to a failure in the transformation, which may contribute to the impairment risk of insured assets.	

Reputational risk	Impact time frame: short to medium term	Impact on the Company: Low
Tackling climate change has become one of the most concerned sustainable development issues at home and abroad. Corporate climate action has drawn attention of stakeholders, and the efforts and effectiveness of climate action have been included in the key assessment dimensions of the mainstream ESG rating system. Those enterprises that haven't actively engaged in climate action are more likely to be questioned by stakeholders, thus generating a negative impact on their brand image and reputation.		

Climate-related opportunities

Products, Services and Market Opportunities	Impact time range: short, medium and long term	Impact on the Company: High
Liability side	The low-carbon transformation of social development has spurred a series of green insurance and service needs. At the same time, insurance institutions can demonstrate their professional capabilities in risk management, help insured enterprises make climate risk assessment, monitoring and early warning, and provide climate risk reduction services.	
Asset side	Since the "Dual Carbon" goal was introduced, China's green finance market has embarked on the accelerated development track. There is a continuous rise in the demand for green financing, and a huge space for the increase in the green investment scale of insurance institutions.	

Resource efficiency and energy sourcing opportunities	Impact time frame: medium to long term	Impact on the Company: High
Operation side	Improving resources efficiency and enhancing the use of clean energy is one of important measures to reduce greenhouse gas emissions, which can help enterprises lower medium and long term operational costs and position themselves as leaders in climate change action.	

Response to climate risks

In order to effectively assess, judge and respond to climate change risks, the Company based on the origin of insurance, gradually established and improved the climate risk management system, strengthened climate risk monitoring, conducted climate risk assessment, built a climate risk analysis model, deepened the innovative application of new technologies such as artificial intelligence, IoT, 5G and remote sensing, continuously enriched the supply of climate risk-related insurance products, upgraded risk reduction service models, continuously improved climate risk management capabilities, and enhanced professional capabilities to respond to climate risks.

Climating risk management system construction

At present, the Company has incorporated climate-related risks into its daily monitoring and assessment work, improved the climate risk identification and assessment mechanism, and gradually incorporated climate risks into the comprehensive risk management system.

**Strengthening climate risk monitoring.** We conducted regular monthly research and analysis of the national natural disaster and climate risk situation and issued risk warnings, published monthly risk research briefs, and provided reference for risk management throughout the system. We continued to pay attention to climate indices such as the NINO Composite Zone Sea Surface Temperature Anomaly Index and the Southern Oscillation Index, and regularly conducted research and analysis on the impact of major disasters on the Company's operations and management based on climate change trends. We quantitatively analyzed the correlation between indices such as ENSO and the number of tropical cyclones and typhoons in the Northwest Pacific, and quantitatively evaluated the major disaster loss compensation ratio of various insurance categories based on the analysis of climate-related natural disasters and the economic losses they cause.

In risk appetite design, the Company incorporated climate change risks and their associated impacts, established climate risk-related risk limit indicators and conducted regular monitoring. It closely tracked the effects of climate change and natural disasters on businesses such as property insurance.

**Doing a good job in climate risk assessment.** The Company has established a climate risk research mechanism and a climate risk database, continuously increased its climate risk forecasting capabilities, fully considered climate-related risks in budget planning and reserve assessments, continuously improved actuarial assumptions and actuarial models, and dynamically assessed the impact of climate risks in insurance business. In budget preparation, we fully considered the impact of climate change on risks, reasonably added major disaster costs, and fully considered the expected impact of catastrophe risks on operating results. In terms of reserve assessment, we fully considered the progress of major disaster compensation, reasonably measured the impact of extreme weather on reserves, and the Company's various reserves were sufficient and reasonable.



**Promoting climate risk analysis.** The Company continued to build a more intelligent meteorological disaster risk analysis model to improve the understanding of the impact of different types and levels of meteorological disasters, identified potential risks in advance, continuously improved the risk level assessment capabilities and the risk resistance level of the target, and supported pre-insurance risk identification and underwriting risk management; upgraded and improved product pricing models, incorporated climate-related risk factors into the actuarial pricing process in combination with the characteristics of each type of insurance, adopted differentiated measurement methods for different types of catastrophe risks in risk pricing, and made separate additions for catastrophe losses, taking into account the catastrophe loss situation, catastrophe development trends, catastrophe model measurement results, and reinsurance costs; improved the catastrophe rate calculation model for corporate property insurance, upgraded the corporate property insurance risk premium pricing model, introduced risk survey data.

Case


PICC P&C successfully developed an ESG risk assessment model for corporate clients

In 2024, the Company studied and established an ESG risk assessment mechanism for corporate clients and successfully developed an ESG risk assessment model for corporate clients. By comprehensively evaluating the ESG performance of corporate clients, scoring ESG risks for clients, and strengthening the linkage between ESG risk rating and business underwriting/credit review, the Company encouraged the low-carbon transformation of related industries and clients, reduced risk exposure in high-carbon emission industries, and promoted low-carbon operations and sustainable development of corporate clients.

Case

PICC weather index insurance pricing model officially released

In order to thoroughly implement General Secretary Xi Jinping's instructions on a holistic approach to national security, actively promote the development of catastrophe insurance, more effectively assess meteorological catastrophe losses, and help accurately price meteorological catastrophe index insurance, PICC P&C has innovatively developed the "PICC Meteorological Index Insurance Pricing Model" and unveiled it at the 2024 China International Fair for Trade in Services. The model is highly scalable and can flexibly integrate external data sources such as meteorological data. By introducing external data into the model, it can be directly analyzed, thereby enhancing the timeliness and applicability of the model's predictions. The model can be applied to multiple aspects of the meteorological index insurance business, including loss assessment and pricing in the product design stage, extreme risk analysis, reinsurance strategy formulation, and risk reduction services.



Innovation of insurance products related to climate risks

The Company further increased the supply of insurance products in the field of new energy, such as offshore wind power engineering and operation period insurance, energy storage industry property insurance and other insurance products; improved the monitoring and prediction level of agricultural meteorological disaster risks, strengthened agricultural insurance meteorological services, improved the agricultural insurance product system, and developed and implemented more than 600 meteorological index insurance products for planting and breeding industries in accordance with local conditions, providing a scientific basis for insurance pricing and agricultural insurance services. In 2024, meteorological index insurance provided more than 28.8 billion yuan of risk protection for 390,000 household farmers.

Case

PICC P&C launched the first crop solar term insurance

Different crops face different major disasters and production input costs during different solar terms. Crop solar term insurance sets up differentiated protection at different stages, based on more comprehensive unit protection, more comprehensive compensation costs, and service risk reduction management, actively building a risk management chain of "insurance, prevention, rescue and compensation", improving the overall protection level, prompting timely payment in the event of a disaster and helping production entities to supplement the "secondary investment" costs "at the first time".

Upgrading the service model for climate risk reduction

The Company strengthened the application of technology, continued to build an intelligent service platform, and actively practiced the new business model of "insurance + risk reduction services + technology", upgrading insurance claims from traditional post-disaster compensation to a risk reduction service closed loop of "pre-disaster" prevention and loss reduction, "during-disaster" rescue and loss reduction, and "post-disaster" risk control.

**Strengthening risk early warning.** In response to major disaster risks, the Company continued to provide more timely and accurate dangerous weather warning information, expected impact and disposal suggestions, etc., and transformed from traditional disaster information reminders to intelligent disaster impact reminders for targets, reaching affected customers in a timely and accurate manner, and improving the effectiveness and guidance of services. In 2024, the Company sent more than 50 million warning messages in total, conducted nearly 100,000 pre-disaster risk inspections for non-auto insurance clients, deployed and used more than 24,000 technological equipment such as Flood IoT, organized the transfer of more than 40,000 dangerous vehicles, transferred and rectified more than 59,000 high-risk units, organized the rush harvest of more than 560,000 mu of planting targets, and rescued more than 15,000 breeding targets.



▲ Suzhou Branch of Jiangsu Province provided a safe production solution of "insurance + risk reduction service + technology" to a local industrial park



▲ Zhejiang Branch promptly repaired flooding equipment sensors to ensure timely and accurate transmission of disaster data and information



▲ Staff from the Pingxiang Branch in Jiangxi Province assisted farmers in reinforcing their greenhouses



▲ Shandong Dongying Branch staff visited communities vulnerable to heavy rainfall and proposed rectification suggestions for weak links in flood control

Case

Hunan Branch used disaster inspection and reminder functions to prevent losses from expanding before the disaster

Hunan Branch has realized the comprehensive application of new technologies such as Doppler radar, satellite remote sensing, flood warning IoT and big data analysis, and managed the entire process of real-time identification and warning of meteorological disasters, risk emergency dispatch, and emergency response feedback through the meteorological risk control service platform, so as to maximize the insurance risk reduction service level. For example, through the "disaster inspection function" of the mobile claims platform, after entering the license plate number/VIN code, the vehicle information is accurately located and a reminder SMS will be sent to the customer, reminding the customer to move the vehicle in advance to reduce the risk of vehicle flooding and avoid losses.

In 2024, the "Wanxiang Cloud" platform has gathered more than

99

million pieces of external risk data in 9 categories, and added

29

risk control application models in 5 categorie

Promoting the construction of the "Wanxiang Cloud" platform. The Company has formulated the "Wanxiang Cloud Risk - Reduction Service Platform Construction Plan (2024-2026)", comprehensively upgraded the "Wanxiang Cloud" risk reduction service platform, improved the digital application capabilities of risk control services, and enabled the Company's risk reduction services with technology. In 2024, the "Wanxiang Cloud" platform has gathered more than 99 million pieces of external risk data in 9 categories, and added 29 risk control application models in 5 categories, including risk assessment, risk identification, loss estimation, risk monitoring and simulation. We continued to launch more than 75 "Wanxiang" series of 9 categories of tool products, covering visual disaster risk map services, on-site risk assessment services, IoT and meteorological warning services, digital risk control reporting services and other risk reduction services.



▲ "Wanxiang Cloud" risk reduction service platform

Cooperating with meteorological departments. the Company actively promoted cooperation between local branches within the system and local meteorological administration, using big data, the IoT, artificial intelligence and other technologies to monitor and predict the potential impact of climate change, and developed and implemented more differentiated and professional "insurance + meteorology" integrated services. While helping the Company to accurately price risks, it also promoted the transformation of insurance from "post-disaster compensation" to "risk reduction."

Case

Beijing Branch and Beijing Meteorological Bureau jointly established the Beijing Weather Insurance Service Center

In 2024, the Company will promote the signing of a strategic cooperation agreement between the Beijing Branch and the Beijing Meteorological Service to establish the Beijing Service Center for Climate Insurance, strengthened cooperation in the development of climate insurance products, research on innovative topics combining insurance and meteorology, and exploration of meteorological disaster prevention and mitigation services, promoted the deep integration of meteorological services and insurance protection, and relied on the meteorological data and modeling technology of the Meteorological Service and the Company's underwriting and claims data and risk control service capabilities to create a PICC model for climate insurance risk reduction services.

Climate risk management arrangements

The Company continued to strengthen its collaboration with the government and customers, improved the speed and ability to deal with potential risks, combined the results of risk assessment and analysis, and made advanced risk management arrangements to achieve early deployment during insurance, rapid response before disasters, and precise handling during disasters, effectively reducing the extent of disaster losses and the possibility of secondary disasters.

The Company initiated the construction of a business continuity risk management system and issued the "Business Continuity Risk Management Measures of PICC P&C (Trial)" to establish an emergency response, recovery mechanism and management capability framework to improve its ability to respond to operational interruptions caused by natural disasters and other factors.

In 2024, the Company passed the ISO22301 Business Continuity Management System Certification.

Conducting climate-related training

In 2024, the Company organized more than 20 professional knowledge and skills training sessions on responding to climate risks and opportunities. The training content covered areas such as meteorological physical risk principles, catastrophe modeling methods, catastrophe insurance actuarial pricing, and meteorological index insurance pricing.



Indicators and targets

Greenhouse gas emission data

The Company continued to do a good job in carbon emission reporting, carbon emission data verification, carbon emissions trading and other work. Since 2016, the Company has carried out carbon verification related work, and hired a third-party agency every year to verify the carbon emission data of the Company's headquarters, issue a carbon verification report, and carried out carbon emission reduction work according to the report's recommendations. We gradually expanded the carbon verification boundary from the Company's headquarters workplace to the headquarters workplace and the four workplaces of the e-commerce center in Beijing, and the verification data came from the Company's energy ledger. In 2024, the Company completed the 2023 carbon emission report, data verification report, and carbon quota compliance work for the Company's headquarters and e-commerce workplaces in Beijing, and submitted monthly carbon emission reports to the Beijing Chaoyang District Ecology and Environment Bureau on a monthly basis. the Company plans to complete the carbon inventory of the entire system operation in 2025.

Carbon verification data of the Company's four workplaces in Beijing			
years	Scope 1 direct emissions (tCO <sub>2</sub> )	Scope 2 indirect emissions (tCO <sub>2</sub> )	Total emissions (tCO <sub>2</sub> )
2021	197.86	7,386.88	7,584.74
2022	159.67	7,188.41	7,348.08
2023 <sup>3</sup>	145.31	7,117.97	7,263.27

Note3: The statistical boundaries in 2023 are the headquarters office building workplace (including electricity consumption of tenant equipment), e-commerce Shuangjing workplace center, e-commerce center Beijing operation center, and e-commerce center northern operation center. The carbon emission data of PICC P&C's four workplaces in Beijing in 2024 will be announced in the next year after the third-party carbon



Action Goals for Carbon Peak and Carbon Neutrality

PICC P&C action goals for serving carbon peak and carbon neutrality	
By end-2025, a relatively solid foundation to support the achievement of the carbon peak target will be established	<ul style="list-style-type: none"><li>The Company makes significant progress in building green insurance products and service systems</li><li>Green use of insurance funds gradually increases</li><li>Gradually improves energy efficiency in own operations</li><li>Establishes the ability to serve the green and low-carbon development of the economy and society</li></ul>
By end-2030, PICC P&C will lead the insurance industry in supporting the achievement of China's carbon peak goals	<ul style="list-style-type: none"><li>The Company's green insurance products and service system reach a relatively complete level</li><li>Green use of insurance funds further strengthens</li><li>Achieves carbon peak in own operations, relatively high energy efficiency, and a large proportion of green energy use</li><li>Enhances the ability to serve the green and low-carbon development of the economy and society</li></ul>
By end-2060, PICC P&C will spearhead the insurance industry's efforts in supporting the realization of carbon neutrality goals	<ul style="list-style-type: none"><li>The concept of sustainable development is deeply integrated into all aspects, links and processes of the Company's operation and management</li><li>Green insurance product service system is complete</li><li>Green use of insurance funds is carried out in an all-round way</li><li>Achieves carbon neutrality in its own operations, and green energy is fully applied in the Company's operations</li><li>Enhanced ability to serve the green and low-carbon development of the economy and society</li></ul>

Practicing Green and Low-Carbon operations

PICC P&C has thoroughly implemented the concept of green development, further integrated the concept of green development into all aspects of the Company's operations, managed waste, energy and water resources, created green office spaces, continuously cultivated employees' environmental protection awareness, worked hard to reduce the impact of corporate operations on the environment, and deepened the Company's sustainable development. The Company was mainly engaged in insurance business and other financial services-related businesses, which will not have a significant impact on the environment and natural resources.



Promoting green office practices

The Company actively advocated the concept of simple and moderate green office philosophy, enhanced the awareness of saving, environmental protection and ecology responsibility, carried out green and low-carbon actions, encouraged saving water and electricity, encouraged green travel, promoted the "Clear Plate" Campaign, and strived to create a strong atmosphere of advocating ecological civilization.

**Waste management:** The Company strictly abided by the "Air Pollution Prevention and Control Law of the People's Republic of China", "Solid Waste Pollution Environment Prevention and Control Law of the People's Republic of China", as well as local regulations and relevant standards. We had set a goal to ensure that the growth rate of exhaust emissions and solid waste at its headquarters decreases year by year. The Company actively promoted paperless office practices, implemented the "Clean Plate" campaign in cafeterias to reduce domestic and kitchen waste emissions, and followed waste classification principles. It managed the classification of domestic waste, construction waste, and kitchen waste at the source, while entrusting qualified disposal units through property management companies for professional treatment at the backend, strictly complying with national and Beijing municipal environmental standards. In 2024, the company did not experience any major environmental incidents or significant administrative penalties related to waste disposal.

Indicator name	2022	2023	2024
Domestic waste (kg)	141,200	182,208	161,700
Food waste (kg)	17,000	43,326	81,575 <sup>4</sup>

In 2024, the Company headquarters continued to conduct quantitative statistics on domestic and kitchen waste, as well as monitoring of exhaust emissions from restaurant kitchens. Since the maintenance and renovation of the exhaust purification equipment in the headquarters' kitchen in 2022, annual environmental testing of exhaust emissions has been carried out, ensuring compliance with Beijing's standards for catering industry air pollutant emissions. According to the DB11/1488-2018 standards for catering industry air pollutant emissions, the concentrations of particulate matter, oil fumes, and non-methane total hydrocarbons detected behind the exhaust purifier in the staff cafeteria were 1.8/0.44/4.53 mg/m<sup>3</sup>, respectively, meeting Beijing's standards for catering industry air pollutant emissions.

**Energy management:** We established an energy conservation leadership group headed by the Company president to be responsible for energy management and energy conservation and emission reduction. We implemented relevant provisions such as the "Energy Conservation Law of the People's Republic of China" and the "Measures for Energy Conservation Management of Key Energy-consuming Entities", and studied and formulated relevant systems for the Company's energy management and energy conservation management. The Company formulated dual control targets for energy consumption from 2023 to 2025, planning to reduce the annual energy consumption of the Company's headquarters' output value (income) by 2.9% based on the energy consumption during the "13th Five-Year Plan" period<sup>5</sup>, and the total target for 2025 is 3,280 tons of standard coal.

Relying on the company's headquarters building automatic control system, the air conditioning system, elevator equipment, office area lighting system, and other public facilities in the headquarters office building had been scheduled based on operating hours, divided into weekday and holiday modes for scientific and efficient operation. The equipment had maintained good operating conditions over the long term, and energy-saving upgrades had been carried out in a planned manner. In 2024, to effectively address the issue of indoor cold and heat source loss in the company's headquarters workplace, we had implemented a structural adhesive construction renovation project for the headquarters office building's curtain wall. Upon completion, the sealing and thermal insulation of the curtain wall had been significantly improved. The heating heat metering from November to December 2024 had decreased by 52% compared to the same period in 2023.

The Company's headquarters staff restaurant actively carried out power-saving and gas-saving activities to reduce electricity and natural gas consumption as well as exhaust emissions.

Note4: Due to the significant increase in the number of people dining in the employee cafeteria in 2024, the total amount of food waste has increased  
Note5: The Company's energy consumption is mainly electricity, with less consumption of gasoline (vehicle consumption) and natural gas (canteen consumption). Basically, it does not directly use natural resources.

Indicator name	2022	2023	2024
Electricity consumption (purchased electricity, including chilled water consumption of air-conditioning equipment) (kWh)	5,972,730	6,250,342	6,513,752
Heat consumption (purchased heat) (GJ)	8,917	9,897	5,873
Natural gas (cubic meters)	62,879	63,603	69,262
Motor gasoline (liters)	9,323	14,567	14,664

Note: The above data is for the headquarters building

Indicator name	2022	2023	2024
Used batteries (pieces)	443	315	295
Waste lamps (section)	992	4,951	831

Note: The above data is for the headquarters building

**Water resource management:** The Company strictly abided by the "Water Pollution Prevention and Control Law of the People's Republic of China" and local water-saving management regulations to carry out water-saving work. All water faucets in public pantries, broom closets and toilets of the headquarters office building had water-saving labels to enhance the employees' water conservation awareness. We adjusted the water supply pressure of water supply equipment to reduce water output according to normal demand. All sanitary ware flushed with recycled water to reduce the use of tap water. the Company has set a goal of controlling the annual use of municipal water supply at the Company headquarters within 20,000 tons from 2025 to 2030 .

The Company's daily office and production and operation water mainly came from the municipal unified water supply, and the wastewater was discharged into the municipal pipe network after being treated by the building's supporting sewage treatment system and meeting the standards. There were no risks of water use, drainage and water resource. In 2024, the Company's domestic sewage discharge was approximately 14,985.6 tons<sup>6</sup>.

*Note6: the Company's domestic sewage discharge is estimated using the pollution coefficient method based on the "Handbook of Pollution Generation and Emission Coefficients for Domestic Pollution Sources" of the Ministry of Ecology and Environment.*

Indicator name	2022	2023	2024
Tap water consumption (tons)	15,967	18,076	18,732
Recycled water consumption (tons)	17,240	18,619	19,523

*Note: The above data is for the headquarters building*

Implementing Low-Carbon Initiatives

PICC P&C adhered to the principles of green development, including conservation, low-carbon practices and environmental protection, to promote green and low-carbon operations, and continuously reduce the environmental impact of corporate operations.


Carbon Neutrality Pilot

PICC P&C upholds the philosophy of people-oriented green development, actively carries out carbon neutrality pilot work, and continuously improves the environmentally friendly transformation of office spaces.

Case

The first "carbon neutral" insurance operation site in China was officially opened in Jimei, Xiamen

In 2024, the Xiamen Jimei branch successfully obtained the "Carbon Neutralization Certificate" through a series of measures such as energy-saving transformation, photovoltaic roofs, and carbon credit management, becoming the first "Carbon Neutral operation site" in the insurance industry. The Jimei branch installed 399.73 m<sup>2</sup> of photovoltaic panels on the roof of the office building to reduce carbon dioxide emissions and provide "green kinetic energy" for daily operations, and added Charging piles in the parking lot to provide constant energy for the "green travel". Since the construction of the Jimei branch operation site until the end of December 2024, 59,062 kWh of electricity had been generated, saving a total of 34,786.28 yuan in electricity bills.



▲ Carbon Neutralization Certificate of Xiamen Jimei Branch

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20,000 tons

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14,985.6 tons

Green travel

The Company actively promoted energy-saving and low-carbon transportation, strengthened the management of business vehicles, reduced the number of business vehicles, and phased out energy-intensive business vehicles in time. In 2024, the Company's headquarters purchased 4 pure electric new energy official vehicles to reduce gasoline consumption and exhaust emissions. In addition, we encouraged the staff to take bus and urban rail transit, and coordinated with the property management company to create convenience for parking bikes and installing charging piles, to promote green and low-carbon mobility among the employees.

Online underwriting reduces carbon emissions from policy issuance

We continued to develop online insurance tools and increased the promotion and application of electronic insurance policies, improved the online insurance process and page design to promote the optimization of insurance plans. Based on various Internet carriers such as APP, WeChat, and official website, we provided users with full-process online self-service underwriting services to reduce the travel frequency of customers and salesmen and reduce carbon footprint.

Indicator name	2022	2023	2024
Number of electronic insurance policies (10,000 pieces)	31,900.88	63,742.96	92,418.17 <sup>7</sup>

*Note7: The volume of electronic policy downloads in 2024 includes electronic policies from historical years that require batch downloads due to litigation, as well as the reissue of electronic policies for some of the previous year's business (within the insurance period).*

Promoting "digital claims" and "low-carbon repair" to reduce claims-related carbon emissions

Continuous online claims operation model	<ul style="list-style-type: none"><li>The Company continued to promote the centralized operation of online claims, improved the standardization, automation and intelligence of online claims, and comprehensively improved the online claims service experience and gave full play to the advantages of online processing efficiency through precise case diversion, unified performance management, and optimization of online tools.</li></ul>
Intelligent claims settlement and digital transformation	<ul style="list-style-type: none"><li>Agricultural insurance "Yunzhibao" had launched a standardized survey template for livestock Insurance, strengthening the standardization of online inspections for agricultural and livestock insurance.</li><li>Promoted intelligent medical review for injury cases and AI-Powered quality inspection of investigation videos.</li></ul>

By 2024, we provided 210,000 online mediation services for personal injuries; realized customer self-service with 20.23 million times of automated review services provided.

The Company promoted low-carbon repair of auto parts, encouraged the automotive repair industry to adopt low-emission part repair technologies and reduce the use of high-carbon-emission components. In 2024, the Company reduced the replacement of more than 2.56 million parts through low-carbon repair technology, and reduced greenhouse gas emissions caused by the production of a large number of auto parts.

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210,000

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Automated review services

20.23 million times



# Finance for the People, Warming Hearts with Compassion

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Setting the benchmark in insurance protection

PICC P&C had adhered to its original aspiration and mission of "People's Insurance, Serving the People", grounded in the essence of insurance. The Company had strived to safeguard the national economy and people's livelihoods, continuously enhanced customer service levels and quality, worked to better meet the people's needs for a better life.



Remaining committed to the essence of insurance

PICC P&C had adhered to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, thoroughly implemented the spirit of the Central Financial Work Conference, upheld the political and people-centered nature of financial work, and focused on doing a good job in the Five Target Areas of "technology finance, green finance, inclusive finance, ageing finance and digital finance". It effectively played the role of insurance as an economic damper and a social stabilizer, and solidly promoted the strategic requirments namely modernized industrial system, rural revitalization, building self-reliance and strength in science and technology, enhancement of people's livelihood and well-being, green development, safety development, regional development, and the "Belt and Road Initiative". We were committed to providing high-quality financial products and services and achieving new contributions for serving the achievement of Chinese-type modernization.

Serving the Construction of Modernized Industrial System

The Company has always kept in mind the "nation's paramount priorities", actively connected with major national strategies and industrial policies, focused on the risk management and security needs of various entities in the process of building a modern industrial system, comprehensively upgraded the Company's product supply and service models, supported the construction of a modern industrial system and the implementation of national industrial policies, facilitated the development of strategic emerging industries and the transformation and upgrading of traditional industries, and helped with the high-quality development of the real economy.

**Protecting "China's Critical Engineering":** We continued to increase professional research efforts in special insurance protection fields such as aviation, aerospace, navigation, energy development, etc., improved our underwriting capabilities and service levels, and provided sufficient and efficient risk protection for "China's Critical Engineering".

	<b>Aviation</b> <p>2024 marks the 50th anniversary of the Company's underwriting of the China Civil Aviation Joint Insurance Fleet. the Company's leading underwriting share has increased from 75% to 76%, actively safeguarding the high-quality development of China's civil aviation transportation. We has secured the agricultural machinery insurance business for DJI, achieving comprehensive coverage of DJI's consumer-grade, industrial-grade, and agricultural-grade drone insurance services.</p>
	<b>Aerospace</b> <p>The Company maintained its leading position in aerospace insurance and won bids for all aerospace insurance projects of central state-owned enterprise. It was the leading bidder for batch business, including the launch of the Pakistan satellite of China Aerospace Science and Technology Corporation, the launch of the four-dimensional remote sensing satellite, the Kuaizhou rocket of China Aerospace Science and Industry Corporation, and the third-party liability insurance of China Star Network.</p>
	<b>Navigation</b> <p>The Company exclusively underwrote the ship insurance business of the "Xinhongzhuan", the world's first intelligent research and training dual-purpose vessel integrating remote control, autonomous navigation and teaching training. Additionally, the Company serves as the lead underwriter for the marine and protection &amp; indemnity insurance of the "Oriental Spaceport," China's first specialized self-propelled offshore satellite launch engineering vessel.</p>
	<b>Energy</b> <p>The Company serves as the lead underwriter for the first-year operational insurance of the "Guohe One" demonstration power plant, a flagship project representing China's third-generation nuclear technology. Additionally, it is the lead underwriter for the first-year operational insurance of the "Hualong One" unit at the Zhangzhou Nuclear Power Plant.</p>

Case

Aerospace industry chain insurance realized a closed loop of industry chain insurance services

2024 , the Company won the bid for China's Hainan Commercial Space Launch Site and other businesses, achieving insurance coverage for the entire aerospace industry chain from spacecraft manufacturing, launch site towers, rocket launches, satellites in orbit, and ground station data reception and application, thus realizing a closed loop of insurance services for the aerospace industry chain.

**Supporting small, medium and micro enterprises(SMMEs):** The Company took the promotion of high-quality business development as the theme, deepening the structural reform of the supply side of inclusive finance as the main line, and meeting the risk protection and financing needs of small and micro enterprises and individual industrial and commercial households as the purpose, strengthened product and service innovation, and continuously improved the level and ability of financing credit insurance business to serve the Inclusive Finance. In 2024, the Company helped 68,000 SMMEs and and individual businesses secure loans or financing totaling 17.35 billion yuan through business models called "Government and Banking Insurance". The Company's "Intellectual Property Pledge Financing Project" and "Carbon Asset Pledge Financing Loan Guarantee Insurance Project" won the Outstanding Case Award at the Sixth China Digital Inclusive Finance Conference during the National Small and Medium-sized Enterprises Service Month of the Ministry of Industry and Information Technology in 2024. The Company actively safeguarded industrial park development, providing cumulative risk coverage of 29 trillion yuan to 160,000 clients through its industrial park insurance solutions—representing a 20.1% year-on-year growth.

the Company helped  
**68,000**  
SMMEs and and individual businesses secure loans or financing totaling  
**17.35**  
billion yuan through business models called "Government and Banking Insurance"

Case

PICC P&C innovated property and casualty insurance products specifically designed to serve small and micro enterprises

The Company remained committed to improve the quality of insurance services for small and micro enterprises and effectively enhancing the sense of insurance service acquisition of individual industrial and commercial households and entrepreneurial groups as the foothold and focus of its work. In 2024, the Company innovatively developed "Zhuweibao"(Micro-Enterprise Assistance Insurance), customized and promoted exclusive plans for small and micro enterprises, improved the adaptability of supply, mainly based on fixed-sum and first-loss compensation methods, and designed multiple protection levels to cover various risks faced by small and micro enterprises and individual industrial and commercial households in their daily operations.

**Serving the digital economy:** The Company innovated digital economy insurance products and launched the computing power industry chain insurance "Suanlianbao" combination product. Nine solutions including "Cloud Assurance" were selected into the Ministry of Industry and Information Technology's typical network security insurance service plan catalog. In 2024, the amount of network security insurance protection increased by 31.3% year-on-year. We actively escorted the development of industrial parks.

the amount of network security insurance protection increased by  
**31.3%**  
year-on-year





Case PICC P&C released "PICC P&C Industry Chain Insurance Products and New Products of 'Suanlianbao' "

In November 2024, at the 2nd China International Supply Chain Promotion Expo, the Company released PICC P&C industrial chain insurance products and the new product "Suanlianbao". This combination of products mainly covers areas such as network security, trade credit, product quality, product liability and cargo transportation, providing optional and customizable full-chain comprehensive risk protection for computing power industry chain companies. At the end of 2024, the first industrial chain insurance policy was implemented, taking a certain chain leader enterprise as the entry point, and issuing a freight insurance policy for its downstream enterprises to support downstream enterprises in transporting high value-added precision instruments.

Case PICC P&C released pricing model for network security insurance risk

In order to thoroughly implement the relevant requirements of the Party Central Committee on the development of network security, the Company jointly developed a network security insurance risk pricing model with professional network security risk management service institutions, and released it at the Annual Meeting of Financial Street Forum Beijing 2024 to help China's network security insurance market develop with high quality. The model used professional network security risk quantitative assessment tools and methods, and collected and used more than 100,000 global security event data sets and millions of security knowledge bases. By integrating classic actuarial modeling methods with machine learning technology and innovatively introducing dynamic adjustment factors for construction, the model can play an important role in multiple insurance operations such as underwriting pricing, loss assessment, and risk reduction services.

**Serving the modern circulation system:**the Company helped with the national "big logistics and big market construction", innovatively developed cross-border e-commerce insurance, logistics freight insurance, container international multimodal transport insurance, etc., formulated marine insurance solutions, and took the lead in establishing the Green Shipping Insurance Consortium in the industry to promote the smooth flow of goods and services and optimize the trade environment. In 2024, freight insurance provided a risk protection amount of 15.1 trillion yuan for the transportation of goods in the real economy. the Company provided claims services for more than 930,000 commercial truck drivers and more than 100 million risk warning services for heavy-duty trucks.

Freight insurance provided a risk protection amount of

15.1 trillion yuan

Case PICC P&C took the lead in establishing the Green Shipping Insurance Community

In December 2024, under the guidance of the National Financial Regulatory Administration and the People's Government of Pudong New Area, Shanghai, PICC P&C took the lead in co-initiating the establishment of the green ship insurance community (hereinafter referred to as the "Green Community") with major domestic direct insurance companies, reinsurance companies and insurance intermediaries and was elected as the first directorate unit of the Green Shipping Insurance Community. Representatives of the 9 member units of the Green Community signed a memorandum of cooperation with the People's Government of Shanghai Pudong New Area, and CSSC (Hong Kong) Shipping Co., Ltd. The Green Community aimed to help the green shipping industry to achieve breakthroughs in core technologies in key fields through the joint efforts of the insurance industry and establish an independent and controllable green ship ecosystem.

Serving Rural Revitalization

With the goal of helping build China into an agricultural power, the Company has vigorously innovated agricultural and rural insurance products, continuously improved the rural revitalization service system, and promoted high-quality and efficient agriculture, rural livability and suitability, and farmer prosperity. In 2024, agricultural insurance provided risk protection of 2.1 trillion yuan for approximately 55.42 million household farmers, and continued to contribute to agricultural production and farmers' income growth.

**Serving to ensure national food security:** The Company made every effort to ensure the improvement of food production capacity and steadily expand the coverage of agricultural product insurance that is related to national economy and people's livelihood and national food security. In 2024, we insured 420 million mu of three major food crops, and the full-cost insurance and planting income insurance of the three major food crops covered 33 provincial branches, providing 312.3 billion yuan of risk protection for 29.95 household/time insured farmers, and paying a total of 10.07 billion yuan in compensation. Serving the seed industry revitalization action, we took on the two cores of seeds and farmland, focusing on the protection of germplasm resources, breeding and seed production, and key core technology research of seed sources, and increasing insurance supply and innovation. In 2024, seed production insurance provided 4.52 billion yuan of risk protection for 33,000 farmers, and the insured varieties include the three major food crops, oil crops, potatoes, vegetables, fruits, etc.

agricultural insurance provided risk protection of

2.1 trillion yuan

Risk coverage provided by full cost insurance and planting income insurance for the 3 major food crops

312.3 billion yuan

Case PICC P&C launched the first batch of agricultural germplasm resources protection insurance in China

In order to help revitalize the seed industry and fill the risk protection gap at the source of seed breeding, the Company innovatively developed "Agricultural Germplasm Resources Protection Insurance". By 2024, it has provided 3.96 million yuan of risk protection to 11 agricultural germplasm resources protection units in 6 provinces, and insured crop germplasm resources such as Guangdong wild rice, lychee, Hainan Shanlan rice, durian, Dalian blueberry, etc., and livestock and poultry germplasm resources including Jiangsu Hu sheep, Fujian Xialin sheep, Tianjin breeding sheep live and embryos, etc. In the same year, the product was released at the 2024 China International Fair for Trade in Services and was selected as CCTV Finance's 2024 Financial Power Annual Case.



▲ During the spring ploughing season, the Hebei Cangzhou Huanghua Branch did a good job in underwriting dry-alkali-tolerant wheat



▲ Agricultural insurance staff of the Zhejiang Hangzhou Xiaoshan used drones to survey the affected rice fields



**Expanding the scope of agricultural insurance services:** The Company vigorously developed fishery insurance, promoted the expansion, upgrading and product addition of marine ranch insurance business, and built a multi-level, all-round and comprehensive insurance product system. In 2024, the Company's marine aquaculture insurance provided risk protection of 41.24 billion yuan for 110,000 household/time farmers, with the number of insured farmers increasing by 7.5% year-on-year and the degree of protection increasing by 23% year-on-year. We enriched the supply of meteorological index insurance products, realized the transformation and upgrading from traditional-cost insurance to full-cost insurance, income insurance and full life cycle insurance, effectively improving the level of protection. In 2024, the Company's three major food crop solar terms insurance provided risk protection of 5.12 billion yuan. Providing comprehensive risk protection for modern facility agriculture, in 2024, greenhouse and greenhouse crop insurance provided 24.22 billion yuan of risk protection for 185,000 household/time farmers.

The Company's marine aquaculture insurance provided risk protection of

41.24
billion yuan

for 110,000 household/time farmers

Three major food crop solar terms insurance provided risk protection of

5.12
billion yuan



Shandong Jining Qufu invested in multifunctional water sprinklers to effectively alleviate the drought in some farmlands in the region



Agricultural insurance staff of Sichuan Aba Prefecture Heishui Branch put electronic ear tags on local yaks

**Serving to support the construction of a livable rural areas:** the Company comprehensively promoted rural revitalization and formulated the "Innovation Plan of the Company's System and Mechanism for Serving Rural Revitalization". Provincial branches have established rural revitalization working committees, clarified the committee members and their work responsibilities, and provided institutional and mechanism guarantees for improving the effectiveness of rural revitalization work.

Exclusive products for rural revitalization have been implemented in

2,432

district and county branches

In 2024, the Company innovatively developed 20 exclusive insurance products for rural revitalization to serve new agricultural operators, agricultural germplasm resource protection, agricultural product processing, modern agricultural facilities, and rural sports risk protection, with a system of exclusive insurance products for rural revitalization initially formed to serve new agricultural operators, rural industries, and rural construction and governance. Exclusive products for rural revitalization have been implemented in 2,432 district and county branches, providing 77.97 billion yuan of social risk protection.

**Case**
**PICC P&C updated and upgraded the "Infectious Disease Catastrophe Model of PICC for Chinese Breeding Industry"**

The Company continued to optimize the "Infectious Disease Catastrophe Model of PICC for Chinese Breeding Industry". Based on the Company's breeding insurance underwriting and claims data from 2013 to 2022, the model's applicable target types were expanded from breeding sows and fattening pigs to including pigs, cattle, sheep, chickens, ducks and other poultry and livestock, and expanded the causes of disasters from infectious diseases to all disasters including diseases and meteorology. the Company also carried out whole-genome selection research and application projects in the breeding industry to enhance the precise underwriting and risk reduction management capabilities of agricultural insurance business, and facilitate rural revitalization and development.

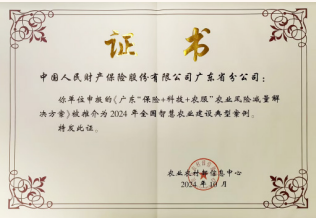


Guangdong Zhanjiang Branch carried out marine cage breeding insurance survey

**Innovating agricultural insurance service model:** The Company implemented the strategy of financial central state-owned enterprises serving the national food security, continuously strengthened the construction of an integrated service system of "insurance, prevention, rescue and compensation", and innovatively created a new business model of agricultural risk reduction of "insurance + technology + agricultural services". It embedded agricultural insurance disaster prevention and loss reduction services into agricultural production process management, and provided agricultural risk reduction services in accordance with the eight-element closed-loop management of "equipment investment - data collection - data analysis - intelligent early warning - expert diagnosis - agricultural affairs push - agricultural service execution - effect evaluation", thus achieving the "last mile" of actual agricultural disaster reduction.

**Case**
**The agricultural risk reduction case was selected as one of the "Typical Cases of Smart Agriculture Construction in 2024 by the Ministry of Agriculture and Rural Affairs"**

In October 2024, the Company's "Guangdong 'Insurance + Technology + Agricultural Services' Agricultural Risk Reduction Solution" was selected as one of the "Typical Cases of Smart Agriculture Construction in 2024 by the Ministry of Agriculture and Rural Affairs". The new business model of "Insurance + Technology + Agricultural Services" for agricultural risk reduction embedded agricultural insurance disaster prevention and loss reduction services into agricultural production process management, and provided agricultural risk reduction services in accordance with the eight-element closed-loop management. In 2024, the Company invested a total of 83.834 million yuan in special funds for agricultural insurance disaster prevention and loss reduction in Guangdong, focusing on the "Insurance + Technology + Agricultural Services" model, implemented 434 disaster prevention and loss reduction projects, achieved disaster prevention and loss reduction of more than 360 million yuan, and benefited 1.654 million farmer households.



**Serving rural construction**

Innovatively developed products such as comprehensive insurance for rural toilets, property insurance for rural public service facilities, and comprehensive insurance for damage to farmland facilities to serve rural infrastructure construction and improvement of human settlement environment, and provided a total of 12.16 billion yuan in related risk protection in 2024.



**Serving rural governance**

Innovatively developed rural garbage recycling liability insurance and Heilongjiang branch crop theft insurance products to serve the construction of safe villages and improve the level of rural governance. By 2024, we provided a total of 140 million yuan of related risk protection.



**Serving rural industries**

Innovatively developed comprehensive insurance for village collective enterprises, comprehensive insurance for rural social service organizations, and property loss insurance for agricultural product processing, injecting vitality into the development of rural industries. By 2024, we provided a total of 65.64 billion yuan of related risk protection.

Case PICC P&C promoted the implementation of the housing lifecycle risk management model

In areas with actual risk control needs, the Company has piloted an "Insurance + Risk reduction service + Technology" model as the basis, using "collapse risk" protection as the entry point, introducing a new model of "house insurance, house examination, and house monitoring" to establish a full lifecycle risk management model for houses, and comprehensively improve the safety of rural houses. Pilot projects have been implemented in Ningbo, Hebei, etc.

Using the "FangSaoSao" smart detection device to scan the house on site



Serving Self-reliance and Strength in Science and Technology

Centering on national security and the industry forefront needs, the Company continuously enriched the full lifecycle insurance system of science and technology insurance, assisted the development and growth of science and technology activity entities at different stages such as start-ups, growth stages, and mature stages, served scientific and technological self-reliance and strength, and did a good job in financial services for science and technology.

**Intellectual property risk protection service:** the Company has developed a number of innovative intellectual property insurance products, such as trademark overseas layout cost loss insurance and patent temporary protection period protection insurance, and promoted the implementation of innovative products in Guangzhou, Shanghai, Wuxi, Qingdao and other places, and steadily promoted the construction of the pilot platform in the industry for comprehensive intellectual property insurance services. In 2024, the Company's intellectual property insurance provided more than 27.2 billion yuan of risk protection for more than 5,800 patents, trademarks, geographical indications, new plant varieties and integrated circuit layout designs of more than 5,100 companies, with a year-on-year growth rate of 9.8%, covering the entire process of intellectual property creation, protection and application.

Intellectual property insurance provided risk protection for more than

5,100

companies

Case The first national scientific and technological achievements and intellectual property authentication and evaluation center was unveiled

In January ,2025, under the guidance of the Department of Science and Technology of Zhejiang Province, the Company unveiled the first national scientific and technological achievements and intellectual property authentication and evaluation center established by the Company. The establishment of this center aimed to serve the reform of the scientific and technological achievements transformation mechanism and assist in the construction of the national technology transfer system; provided risk reduction solutions covering the entire process of scientific and technological achievements transformation; transformed from the traditional model of focusing on cost loss compensation for scientific and technological achievement transformation to bridging, gathering industry, academia and research to promote transformation and seek success; played a good fulcrum role, promoted the linkage between insurance institutions and investment and lending institutions, and injected strong momentum into the transformation of scientific and technological achievements.

Case PICC P&C launches intellectual property overseas layout insurance and pilot comprehensive insurance

In September 2024, the Company launched intellectual property overseas layout insurance and pilot experiment comprehensive insurance at the China International Fair for Trade in Services, providing risk protection for Chinese companies to deploy intellectual property overseas and conduct pilot experiments.

The launch of intellectual property overseas layout insurance and pilot experiment comprehensive insurance



**Serving high-tech enterprises:**the Company deeply empowered the insurance business chain and value chain, provided full-chain and full-life cycle insurance services for technology-based enterprises, promoted the virtuous cycle of "technology-industry-finance", and helped to generate new industries, new models and new momentum. the Company innovatively developed three new technology insurance products, including pilot experiment comprehensive insurance, high-tech enterprise application cost loss insurance, and comprehensive insurance for major scientific and technological breakthroughs, and promoted the implementation of the first national orders of the above innovative products in Nanjing, Wuxi, Suzhou, Ordos and other places. In 2024, technology insurance provided risk protection of 31.1 trillion yuan, a growth rate of 21.6%; the Company provided financing protection of 3.1 billion yuan for 1,155 technology companies.

Provided financing guarantees for

1,155

technology enterprises totaling

3.1 billion yuan

Case The first comprehensive insurance for technology research, development and application in China

At the 26th China Hi-Tech Fair, Guangdong Branch launched the "Comprehensive Insurance for Technology Research, Development and Application in China", which is the first comprehensive insurance product in China to protect the entire chain and process of technology research and development and achievement transfer and transformation. The insurance liability of this type of insurance covers the entire cycle of technology research and development and achievement transformation and application from the laboratory to the production line. For the first time, "technology readiness level" was introduced in insurance products as a standard for evaluating scientific and technological activities. The insurance covered a wide range of insured areas, achieving extensive coverage of diversified scientific and technological innovation entities such as science and technology enterprises, research institutes, pilot experiment platforms and investors.



Case Implementing the first batch of comprehensive insurance for major scientific and technological breakthroughs in China

The Company has successively launched the first batch of comprehensive insurance for major scientific and technological breakthroughs in the country in places including Suzhou, Wuxi and Ordos, providing risk protection for major scientific and technological breakthroughs of enterprises settled in the pilot experiment platform of Suzhou SVG Tech Group Co., Ltd., Jiangsu Favored Nanotechnology Co., Ltd. and Ejin Horo Banner Science and Technology Innovation Talent Development Center Pilot Experiment Platform enterprises, injecting new impetus into scientific and technological self-reliance.

**Serving technological breakthroughs in key areas :**The Company launched the first low-altitude economic exclusive insurance product in China - "Low-altitude Insurance", providing risk protection of more than 150 million yuan for electric vertical take-off and landing aircraft (eVTOL, known as "flying cars"), safeguarding the new engine of economic growth; further improving the automotive chip insurance product system, and continuously expanding insurance protection to the entire automotive chip industry chain; by optimizing insurance underwriting plans and retention plans, actively promoting the sustainable development of China Integrated Circuit Coinsurance Union. In 2024, the Union provided 30 key integrated circuit customers with insurance protection of approximately 1.9 trillion yuan.



**Case**
PICC P&C launched an innovative low-altitude economic insurance product "Low-altitude Insurance"

To address the emerging risks in the low-altitude economy, which currently lacks specialized research and tailored insurance coverage, the Company innovatively launched the "Low-altitude Insurance", an exclusive insurance product for the low-altitude economy, to comprehensively protect the main risks such as property loss of low-altitude aircraft fuselages and ground supporting equipments, third-party liability, and liability of personnel on board, and to cover special risks such as loss of communication links, operational errors, and external impacts. Enterprises can choose to flexibly insure at their own discretion, providing risk protection for the increasingly diversified new consumption scenarios of innovative applications of the low-altitude economy. By the end of 2024, it has been implemented in many places such as Guangdong, Zhejiang, Anhui, and Hunan, providing risk protection of more than 150 million yuan to many clients.

**Case**
Shanghai Branch provided comprehensive risk protection for automotive chips

In February 2024, witnessed by Shanghai Economy and Information Technology Commission and relevant departments, Shanghai Branch signed a strategic agreement with Huada Semiconductor and issued the first Shanghai automotive chip insurance. Shanghai Branch provided domestic automotive electronic product safety liability insurance for Huada Semiconductor, with a policy liability limit of 5 million yuan. Automotive chip insurance focused on the main risks in the upstream and downstream of the automotive chip industry chain, and provided comprehensive risk protection for the design, production, and application of automotive chips.

**Serving Enhancement of People's Livelihood and Well-being**

The Company adheres to the people-centered approach, conscientiously implemented the national strategic deployment of comprehensively promoting the construction of a healthy China and actively responding to population aging, actively participated in the construction of a multi-level medical security system, expanded the scope of inclusive insurance services, and continuously improved the insurance protection supply for specific groups such as the elderly, the disabled, women, and children, to ensure people's health in an all-round and full-cycle manner.

**Participating in the construction of a multi-level medical security system**



**Critical illness insurance**

By 2024, the Company undertook a total of 276 critical disease insurance projects, covering 25 provinces and 205 prefecture-level cities, providing critical disease protection for 440 million people. The one-stop settlement rate of critical disease insurance projects reached more than 98%.



**Long-term nursing insurance**

In 2024, the Company undertook 119 projects, covering 18 provinces and 53 prefecture-level cities, with 61 million insured people, providing nursing care for 4.777 million people and paying out 1.7 billion yuan in compensation.



**Inclusive medical insurance**

In 2024, the Company underwrote 18 government-led Huimin Insurance, covering 8 provinces and 18 prefecture-level cities; and 133 commercial Huimin Insurance projects, covering 30 provinces and 288 prefecture-level cities. In 2024, Huimin Insurance projects provided risk protection for 73 million people, with 28.141 million claims and 4.42 billion yuan in compensation.



**Commercial health insurance**

Focusing on areas not covered by basic medical insurance and Huimin Insurance, we continued to develop and upgrade health insurance products for different groups, diseases and scenarios with the direction of "mid-to-high-end", upgrade and improve the offline health insurance and online health insurance product matrix system, and newly developed and launched offline health insurance products such as "HaiZhenAnKang", "JiaXiangAnKang" and "GuanAiAnKang", as well as online health insurance products such as "KanBingBao" and "ChangXiangAn". In 2024, 61.4 trillion yuan of risk protection was provided to 9.638 million customers.

By the end of 2024, the Company cooperated with the medical insurance department to build 2,825 joint office outlets and set up 887 "Medical Insurance Convenience Service Stations".



▲ Zhijiang Medical Insurance Service Station in Yichang, Hubei

the Company cooperated with the medical insurance department to build

2,825

joint office outlets and set up

887

"Medical Insurance Convenience Service Stations"

**Case**
Intelligent Q&A application solution for medical insurance knowledge based on large language model

The Company's "Intelligent Question and Answer Application Solution of Medical Insurance Knowledge Based on Large Language Model" won the first prize in the National Smart Medical Insurance Competition . The solution is based on the core principle of large model retrieval enhancement technology with hundreds of billions of parameters, focusing on three application scenarios: public consultation, extended service for agents, and improving regulatory efficiency. It provided detailed retrieval, accurate question and answer, and precise traceability of medical insurance knowledge. It was a new attempt by the Company to leverage the depth and strength of its digital intelligence to participate in the multi-level medical insurance system.



**Case**
PICC P&C implemented the "1+N" rural nursing service management model in Xingtai, Hebei

This model effectively enhanced nursing service provision in rural areas and promoted the extension of care services to grassroots communities. By assisting local governments in mobilizing and training village doctors, it strengthened the delivery of nursing care at the primary level. "1" refers to the Central Hospital of Qinghe County, which is the only home care service agency in the area; "N" refers to the 256 village doctors, forming a membership service model with Central Hospital of Qinghe County. As a service agency, the Company signed a service agreement with Qinghe County Central Hospital to manage and supervise the nursing services of village doctors and pay the fees.



**Expanding the scope of inclusive insurance services:**The Company had improved the inclusive insurance management mechanism, accelerated the high-quality development of inclusive insurance, issued the *"Work Plan for Promoting the High-quality Development of Inclusive Insurance"* and the *"Working System of the Inclusive Insurance Development Committee (Trial)"*, adhered to the basic principles of political guidance, connotation development, overall coordination, and controllable risks, and formed 23 key tasks in nine aspects for key groups and key areas of inclusive insurance. The Inclusive Insurance Development Committee was established, and the director of the committee is the Company's party secretary.



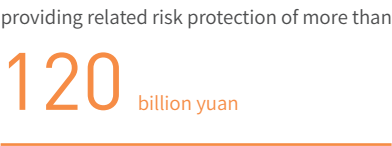
The Company issued the *"Special Promotion Work Plan for New Citizen Insurance (2024-2026)"*, regarded new citizen insurance services as an important field and breakthrough direction of "Serving Enhancement of People's Livelihood and Well-being", integrated the service into the annual business plan, and incorporated into the assessment plan. Focusing on key groups of new citizens with flexible employment, such as express deliverymen, online taxi drivers, domestic helpers, and construction workers, the Company continuously improved the supply of "scenario + customer group" exclusive products for new citizens around the three major themes of ensuring new citizens' "living in happiness, working in peace and staying healthy", developed a number of featured new products , gradually building an industry-leading, full-scenario, multi-tiered exclusive product system for new citizens. We expanded insurance varieties in accordance with the needs of new citizens in the fields of pension, vocational skills training, and childcare, and met the insurance service needs of various groups such as farmers, low-income urban residents, personnel of the new business format, and new citizens. Focusing on construction workers, we continued to optimize the two product solutions that serve the new citizen groups of construction workers, provided claims services to 220,000 new citizens with a claims amount of more than 400 million yuan, an increase of more than 30% year-on-year; the participation rate of national pilot cities for new-form occupational injury insurance exceeded 85%, and the number of people served reached 5.18 million.

Case

Creating the first national inclusive health insurance project "HuiGongBao Insurance"

Under the guidance of the All-China Federation of Trade Unions and the China Worker Development Foundation, the Company initiated and led the industry to launch the first national inclusive health insurance project, "HuiGongBao Insurance", for workers' families and workers in new employment forms, focusing on solving the practical problems of high cost of cancer specialty drugs for the majority of workers' families and insufficient health protection for workers in new employment forms. The "HuiGongBao Insurance" project was completed in 2024, with a total insured number of more than 2 million people, creating a new model of health risk protection for the majority of employees, workers in new employment forms and their family members.

**Preserving elderly care and childcare services:** The Company implemented the General Office of the State Council's *"Opinions on Developing the Silver Economy and Improving the Well-being of Older Person"* and *"Guiding Opinions on Promoting the Development of Care Services for Infants and Toddlers Under 3 Years Old"*, continued to enrich product supply, guaranteed a diverse and varied elderly care service system and infant care service system covering urban and rural areas, and continuously enhanced the coverage of liability insurance for nursing homes and childcare institutions, providing related risk protection of more than 120 billion yuan in 2024.



Case

Leded underwriting the project of Building a Management System for Elderly Health Services in Yunnan Province

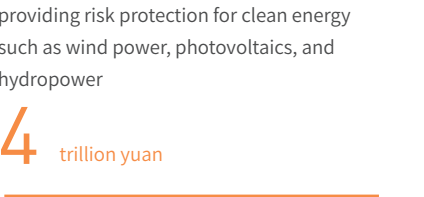
Yunnan Branch won the bid for the project of Building a Management System for Elderly Health Services in Yunnan Province, providing risk protection of 5 million yuan for each of the public elderly care institutions at all levels, including nursing homes, welfare homes, and rural nursing homes in Yunnan Province, as well as elderly care institutions legally opened by social forces. The comprehensive liability insurance for elderly care service institutions effectively resolved disputes and losses caused by accidents in the daily operations of elderly care service institutions by providing insurance protection for elderly care institutions, helped the elderly care service industry improve its risk prevention capabilities and service guarantee functions, protected the legitimate rights and interests of the elderly, and promoted the high-quality development of the elderly care service industry.

Serving Green Development

The Company actively integrated into China's "dual carbon" strategic layout, actively practiced the concept of green development, continuously enriched the green insurance product system, strengthened green insurance product innovation, and upgraded the supply of green insurance om clean energy, green transportation, green buildings, low-carbon technology and other fields to meet customers' multi-level and personalized green insurance needs, improved the level of green insurance services, and formed a green insurance and green service system that is compatible with green, low-carbon and circular development.

**Securing the development of clean energy :** We continued to expand the green insurance product system and increased the supply of insurance products in new energy fields including offshore wind power, photovoltaic power generation, new energy storage, hydrogen energy, etc., with examples of offshore wind power engineering and operation period insurance, energy storage industry property insurance, solar photovoltaic module long-term quality and power guarantee insurance and other insurance products, to provide more adequate protection for the national energy transformation and the development of new energy industries.

By 2024, the Company successively escorted the largest offshore wind farm project in China, Huarun Lianjiang Offshore Wind Farm Project, and the State Power Investment Group Binhai North H1 and H2 offshore wind power operation projects, providing risk protection of 4 trillion yuan for clean energy such as wind power, photovoltaics, and hydropower, an increase of 5.7% year-on-year.



Case

China's first energy storage system income loss insurance was implemented in Changzhou, Jiangsu

In April 2024, Jiangsu Branch provided energy storage system income loss insurance protection for the "lithium battery energy storage project" of a new energy management Company under a high-tech enterprise in its jurisdiction. It was the first energy storage system income loss insurance (user-side industrial and commercial version) implemented in the country. This product provided corresponding compensation for the insured's income loss during the compensation period if the equipment or related property used in the customer's lithium battery energy storage project is damaged due to natural disasters or accidents, resulting in the lithium battery energy storage project failing to achieve the project's design and operation goals.

**Helping reduce pollution and carbon emissions :** We improved the environmental pollution liability insurance product system, increased innovation in local environmental pollution liability insurance, established a comprehensive risk map for environmental liability insurance, and explored the establishment of an environmental risk monitoring and early warning mechanism. In 2024, we provided 19.7 billion yuan of environmental pollution liability risk protection for 10,000 companies, a growth rate of 10.3%. We served to resolve ship pollution risks, and provided 10.9 trillion yuan of risk protection in 2024.

The Company established a monitoring and early warning mechanism of "IoT equipment + manual service", launched a comprehensive risk map for environmental liability insurance, and carried out pilot projects in Ningbo and Wuxi. In 2024, it served more than 1,100 companies and assisted in the investigation of more than 3,600 environmental risk hazards.



Ningbo Branch provided on-site environmental liability insurance services

**Actively exploring carbon sequestration and carbon sink enhancement:**On the basis of continuing to carry out forestry carbon sink insurance, the Company explored and developed wetland and farmland carbon sink insurance. In 2024, carbon sink insurance provided risk protection of 160 million yuan, and actively provided insurance protection for forests, grasslands, wetlands, oceans, soils and other targets with carbon sequestration functions. In 2024, forest insurance provided 975.4 billion yuan of protection for the carbon storage and additional carbon sequestration capacity of about 1.1 billion mu of forests.

In 2024, carbon sink insurance provided risk protection of

160 million yuan

Case China's first freshwater wetland carbon sink value insurance policy was launched

Hunan Yueyang Branch issued the first freshwater wetland carbon sink value insurance policy with an insurance amount of 920,000 yuan, providing risk protection for 8,744 mu of wetland vegetation in the East Dongting Lake International Important Wetland Reserve. This insurance was based on the estimated annual issuance volume of wetland carbon sink projects, and was used to protect wetlands from natural disasters such as fire, lightning, storms, freezing disasters, floods, and droughts that caused the actual carbon sink volume of the insured wetlands to be lower than the agreed target carbon sink volume. The compensation can be used for post-disaster recovery and wetland carbon sink resource rescue, carbon sink trading compensation and other expenses.

In the carbon trading market with carbon emission rights as the underlying asset, the Company continued to promote product innovation, enrich service forms, and provide a package of risk reduction and loss protection insurance solutions to effectively protect against financing risks, credit risks, delivery risks, price risks, etc. in the carbon trading process.

Case The first blue carbon trading property insurance in China was launched in Xiamen

In April 2024, the Company launched China's first blue carbon trading property security insurance in Xiamen. Through the insurance model, it prevented the prepaid transaction property risks before the registration and transfer of carbon sink trading property rights, provided protection for energy technology companies to participate in the 2,000-ton blue carbon trading project, enhanced the confidence of both parties to the transaction, and supported the healthy development of the carbon sink trading market.

**Safeguarding the development of green industries :** the Company vigorously supported the development of green industries such as new energy vehicles. In 2024, it insured 11.59 million new energy vehicles, a year-on-year increase of 57.3%, and assumed insurance liability for new energy vehicles of 30.0 trillion yuan, a year-on-year increase of 69.6%. The underwriting supply capacity and insurance protection level have been greatly improved.

In 2024, underwriting new energy vehicles

11.59 million units

We have launched insurance products such as green building performance insurance and full house decoration insurance to help new buildings meet green building standards and save decoration resources. By 2024, we implemented green building performance insurance business in 8 branches, providing risk protection of 96.15 million yuan.

Case PICC P&C's new energy vehicle insurance project was successfully implemented in Hong Kong

In 2024, the Company intensified its strategic deployment in the new energy vehicle (NEV) sector, leveraging its competitive advantages in NEV insurance pricing, claims settlement, and business model innovation. Through partnerships, we co-created innovative business solutions to facilitate Chinese automakers' global expansion. In early 2025, these services were officially launched in Hong Kong, where enhanced NEV insurance offerings and comprehensive coverage solutions are effectively supporting local sales of Chinese NEV brands.



▲ Xiamen Branch New Energy Vehicle Customer Service Center

Serving Safety Development

The Company actively intervened in the full-process management of social risks, improved the catastrophe insurance management system, promoted liability insurance services for social management, widely used advanced technologies such as big data, artificial intelligence, satellite remote sensing, and the IoT, explored new models of risk reduction services, and gave full play to the positive role of insurance protection in improving society's ability to resist risks and reducing social risk costs.

**Supporting the construction of the national emergency management system:**The Company implemented the "Notice on Expanding the Coverage of Catastrophe Insurance for Urban and Rural Residential Housing and Further Improving the Catastrophe Insurance System" (Jingui [2024] No. 2), promoted the "upgrade and expansion" of the catastrophe insurance community, established a policy-based and commercial-based guarantee system that is synchronized between the national and local levels, and improved protection coverage. In 2024, the catastrophe insurance community provided 22.4 trillion yuan of catastrophe risk protection for 64.391 million households across the country. Focusing on the needs of local government departments, we designed the "one insurance plan per region" according to local conditions. The coverage of local catastrophe insurance has been expanded to 20 provinces and 118 cities, and the number of insured people has increased to 410 million.

provided risk protection for

64.391 million households

In 2024, the catastrophe insurance provided

22.4 trillion yuan

Case China's first comprehensive catastrophe insurance policy with all-hazards, wide coverage and long period was launched in Hebei

In February 2024, Hebei Province insured urban and rural residents in the province with comprehensive catastrophe insurance, marking the first comprehensive catastrophe insurance with all-hazards, wide coverage and long period in China. As the executive agency of the China Urban and Rural Residents' Residential Earthquake Catastrophe Insurance Union and the chief underwriter of Hebei Province's comprehensive catastrophe insurance, the Company signed an agreement with the Department of Emergency Management of Hebei Province.

Case China's first policy-based catastrophe insurance package reinsurance solution helpsd improve the national catastrophe insurance protection system

In October 2024, the Company and China Re P&C jointly launched China's first policy-based catastrophe insurance package reinsurance solution. The solution aggregated the advantages of both parties in terms of technology reserves, underwriting experience, and innovation capabilities to jointly create a comprehensive, three-dimensional, and multi-level risk dispersion system, further enriching the catastrophe insurance protection form.

Case PICC P&C developed the "PICC China Earthquake Catastrophe Model"

The Company innovatively developed the "PICC China Earthquake Catastrophe Model", which was the first earthquake catastrophe model independently developed by a Chinese property insurance Company. At the same time, the Company applied the research and development results and tools of the catastrophe model to assist more than 50 provincial and municipal branches in designing catastrophe insurance product solutions. In 2024, 13 catastrophe insurance projects were implemented, providing strong technical support for the high-quality development of catastrophe insurance business and risk reduction.

**Serving to improve the social security governance system:** The Company undertook the social governance function of liability insurance, and provided medical liability insurance, public liability insurance, school liability insurance, elevator liability insurance and other categories of liability insurance and related services by centering on safety production, food and drug safety, road traffic safety, medical disputes, construction quality, community safety, campus safety and other key areas. The safety guarantee liability payment exceeded 1 billion yuan in 2024, serving to build a safer China at a higher level.

Case

PICC P&C comprehensively improved safety production protection

The Company vigorously developed safety production liability insurance, and in 2024 it provided 302,000 customers with 11.2 trillion yuan in safety production liability risk protection.

In the field of safety production liability insurance, we further promoted the on-site services of accident risk identification and hidden danger investigation of safety production liability insurance. In 2024, we served 231,000 safety production liability insurance customers, completed 621,000 services, assisted customers in investigating 524,000 risks and hidden dangers, and increased the overall service coverage rate to 82.6%.



▲ Hunan Branch provided customers with accident prevention services for liability insurance

Serving Regional Development

The Company comprehensively built a work system to serve the national regional strategy. Focusing on continuously improving the insurance service capabilities to serve regional economic and social development, the Company continuously enhanced the breadth and depth of its services to the national regional strategy, promoted regional coordinated and collaborative development, and used the functions of insurance to help advance Chinese-style modernization.

**Serving the coordinated development of the Beijing-Tianjin-Hebei region:** Provided insurance support for the industrial transfer and industrial collaboration in Beijing-Tianjin-Hebei region, and improved the integrated handling mechanism of traffic accident handling and insurance business in Beijing-Tianjin-Hebei region.

**Serving the high-standard and high-quality construction of Xiong'an New Area:** Strengthened the construction of the Xiong'an New Area branch to provide strong support for serving the economic and social development of Xiong'an New Area, served the relocation of non-capital functions in Beijing, and took over the industrial transfer of Beijing-Tianjin-Hebei region.

**Serving the integration of the Yangtze River Delta:**Comprehensively strengthened the construction of the science and technology insurance center to provide technical support for the development of science and technology insurance; strengthened the construction of the aviation insurance center to support the independent and controllable shipping insurance in China; strengthened the construction of the reinsurance center to accelerate the innovative development of reinsurance.

**Serving the construction of the Guangdong-Hong Kong-Macao Greater Bay Area:** Focused on accelerating the development of advanced manufacturing, built a modern integrated transportation system, optimized and upgraded information infrastructure, accelerated the development of modern service industries, promoted ecological civilization construction, and innovated cross-border financial management, provided high-quality insurance supply and high-level service guarantees.

**Serving the ecological protection and high-quality development of the Yellow River Basin:** ensured the ecological security of the "Chinese Water Tower" in the Three-River-Source area, supported the Three-North Shelterbelt Forest Program, and continued to increase insurance protection for the construction of major Yellow River water conservancy projects.

**Serving the high-quality development of the Yangtze Economic Belt:** Focused on the areas of ecological priority, green development, protection and restoration of the Yangtze River's ecological environment, explored the establishment of an environmental risk monitoring and early warning mechanism to serve the ecological protection of the Yangtze Economic Belt.

**Serving the construction of Hainan Free Trade Port:** Actively developed insurance and risk solutions to serve Hainan's key industries such as tourism, modern agriculture, and marine industries. Accelerated the construction of a cross-border insurance product research center in Hainan, focused on fully supporting the customs closure operation of Hainan Free Trade Port, developed and promoted cross-border exclusive insurance products for all free trade pilot zones across the country, and supported high-level opening up.

**Serving the construction of the Chengdu-Chongqing economic zone:** Improved the insurance claims settlement and payment mechanism of Chengdu and Chongqing, developed technology insurance, green insurance, industrial insurance, and trade insurance, and served the construction of the Chengdu-Chongqing science and technology innovation center, ecological environmental governance, modern industrial system construction, and inland reform and opening-up highland construction.

Case

PICC P&C actively promoted the implementation of cross-border insurance products

The Company vigorously developed cross-border insurance products such as Guangdong-Hong Kong-Macao cross-border auto insurance and cross-border medical insurance. In 2024, it served nearly 64,000 Guangdong-Hong Kong-Macao cross-border vehicles and equivalent pre-recognized vehicles in Guangdong and Shenzhen, a year-on-year increase of 13.1% .

Serving the "Belt and Road Initiative"

In serving the Belt and Road Initiative, the Company firmly fulfilled the responsibilities of a central enterprise, gave full play to its professional advantages, innovated insurance products, improved its service system, and provided solid insurance protection for the joint construction of the Belt and Road Initiative. In 2024, the Company's overseas interests in China covered 143 countries and regions, including 116 countries involved in the joint construction of the Belt and Road Initiative.

**Escorting overseas Chinese-funded enterprises and major engineering projects :** The Company gave full play to the leading role of the "head goose" of centrally-managed financial enterprises, focused on overseas business of Chinese interests, continuously optimized the operation model, accelerated the shaping of an independent and controllable development model of Chinese overseas business of Chinese interests, and promoted the high-quality development of the joint construction of the "Belt and Road" to go deeper and more practical. In 2024, the Company actively insured the "Belt and Road" projects, serving 648 "Belt and Road" projects such as China Energy Construction's SK Hydropower Station in Pakistan, Zijin Mining's TIMOK Copper and Gold Mine in Serbia, and Shougang Group's San Nicolas New Terminal in Peru, providing risk protection of 1 trillion yuan.

the Company's overseas interests in China covered

143

countries and regions

including

116

countries involved in the joint construction of the Belt and Road Initiative

Case

PICC P&C provided comprehensive risk protection for the Senj wind power project in Croatia

The Senj Wind Power Project in Croatia is the largest wind power project in Croatia so far, and it is also the largest clean energy project invested by Chinese enterprises in Central and Eastern Europe. It is a model of green and low-carbon development cooperation actively advocated by China. The total investment of the project was 180 million euros, with a total installed capacity of 156 megawatts. After completion, it generated electricity for 3,400 hours per year and 530 million kWh per year. In March 2024 , the Company insured the Senj Wind Power Project in Croatia, providing comprehensive risk protection during the construction and operation period of the project. So far, the cumulative risk protection amount provided is 800 million euros, fully demonstrating the responsibility and commitment of PICC P&C in supporting the development of the "Belt and Road" .



**Improving the level of risk protection for foreign trade services:**The Company focused on the logistics and transportation industry, served high-level opening up and new forms of cross-border e-commerce, and continued to increase innovation in products and services such as trade credit insurance and import and export cargo insurance, and promoted the high-quality development of the foreign trade industry with high-quality risk protection and risk reduction services. In 2024, the cumulative number of customers served by trade credit insurance exceeded 13,000, with an insured amount of nearly 600 billion yuan, providing export credit risk protection for 10,000 small and medium-sized enterprises; the insured amount of import and export cargo insurance was 6.4 trillion yuan, and the cumulative number of customers served was 40,000.



Case  
PICC P&C issued the world's first multimodal transport "single bill" freight insurance plan

In June 2024, the Company underwrote the world's first multimodal container "one-order" cargo transportation insurance, which covered the entire process from packing in Hefei, Anhui, to trucks transporting to the station, to the railway station, to the Shanghai Port, and then from the Shanghai Port to Rotterdam, the Netherlands. The efficiency of issuing policies has been improved from "days" to "minutes", and the insurance premium was expected to be reduced by about 20% on average. This world's first multimodal "one-order" insurance integrated multiple insurance products and innovates them, solving the problem of enterprises' previous segmented insurance by sea, land, and railway, and providing more comprehensive and efficient risk protection for the global trade and logistics industry.



specifications, risk management of claims service and protection functions, updating the latest service standard requirements for each service interface and business link, and further enhancing the system's completeness and guidance. The Company increased the training and promotion of service standards, continuously expanded the team of trainers, and conducted 2,587 service standardization training sessions in 2024, with 213,400 participants. Continuously carried out inspections on the implementation of service standards, optimized the standards and mechanisms for effect assessment, quality supervision, correction and rectification of errors in the construction of the service standardization system, and highlighted the key points in the service evaluation, so as to promote improvement and excellence through inspection.

In 2024 conducted service standardization training sessions of

2,587 times

**Upgrading Customer Service.** The company continuously upgraded its service standards and customer experience, focusing on "key service points" and addressing "consumer concerns". In 2024, the company made ten major customer service commitments, including: 24/7 guarding, nationwide network accessibility, convenient and caring services, intelligent and efficient response, online one-stop claims, personal injury mediation service, travel protection and emergency assistance, fast auto insurance claims, consumer protection integrity protection, and "early compensation and quick compensation" for catastrophic disasters. These efforts further highlighted its commitment to "People's Insurance, Serving the People".

Case  
Serving with Heart and Soul, Escorting Holiday Needs

During the Spring Festival, May Day and National Day holidays in 2024, the Company continued to carry out the "Heart Service, New Service" holiday service campaign. Over 2,000 "Warm Stations" were set up, providing on-site assistance to nearly 300,000 customers. the Company offered minor and quick repair services for over 30,000 accident vehicles and facilitated "smooth travel" services for nearly 60,000 commercial truck drivers. Additionally, the "Warm Doctors," "Warm Police," "Warm Enterprises," and "Warm People" service initiatives collectively served nearly 50,000 individuals. Online holiday-themed activities attracted over 1.44 million participants, while the 95518 hotline provided uninterrupted 24/7 service to 3.13 million customers. the Company also continued its distinctive consumer protection education campaigns and offered diversified on-site services at its underwriting halls. Through these thoughtful and dedicated service measures, the Company ensured timely, convenient, high-quality, and warm online and offline support for customers traveling during the holidays.



Optimizing customer experience

PICC P&C Insurance adhered to provide the general public with safe, reliable, convenient, and comprehensive insurance protection and financial services, and to creating a "good claim" that is palpable and accessible to the customers. demonstrating the commitment of a central enterprise with practical actions, and making every effort to guard the people's good life.

Deepening customer service

The Company consistently adhered to the customer-oriented approach, carried out the spirit of the Central Financial Work Conference in depth, continued to promote the standardization of services and the construction of intelligence, continuously improved the effectiveness of services, pays attention to the needs of the elderly group, actively explored the "aging" service mode, continued to innovate the service mode, and further improves the satisfaction of customers. The Company provided customers with higher quality and warmer insurance services.

**Promote service standardization.** The Company actively improved its internal service standardization system to ensure the stability and continuous improvement of customer service quality. Upgrading the Company's service standardization system In 2024, the Company issued the "Series of Documents on Service Standards (2024 Edition)", focusing on consumer education and publicity, diversified services in the business halls, complaint handling



▲ Service standardization training was conducted in the morning and evening meetings of the Beijing branch

Ageing-friendly services

**5 major upgrades to online services**

PICC APP and official WeChat accounts of the headquarters and branches have launched the "caring version" of ageing-friendly services. 5 major upgrades have been realized with the introduction of voice broadcasting, magnifying glass function, remote manual assistance, one-click access to live customer service, achieving five major upgrades:

- Easier Access to Service Portals
- Multiple Versions + Magnifier for Customized Clarity
- Deeply Customized Interfaces for Enhanced Practicality
- Voice Broadcast for More Thoughtful Guidance
- Real-Time Human Assistance for Greater Assurance

These upgrades aim to address the pain points and challenges faced by elderly customers in online insurance services, such as difficulties in "listening," "reading," and "writing."



▲ Emergency response drill for elderly customers conducted by the Ningbo Branch

Optimizing traditional service delivery

- Promoting the upgrading of ageing-friendly facilities such as barrier-free access, drinking water equipment, caring chairs, presbyopia glasses and first-aid kits in business outlets, and actively building "caring stations".
- Opening exclusive service windows for the elderly, improved cash collection and payment services at windows, and promoted the exclusive service of "one-key access to manual service for the elderly" on the 95518 customer service hotline, so as to smooth the service channels for the elderly.

Case

Hunan Branch promoted "Care Through Accessibility".

The Hunan Branch established a sign language service counter at its Chenzhou Branch, leveraging the proximity to special education schools to train counter staff in sign language interpretation. This initiative ensures that individuals with disabilities can access insurance information and services seamlessly, conveying the warmth of insurance through their fingertips. Meanwhile, the Yueyang Branch implemented a volunteer-care system and equipped facilities with devices such as transfer machines. Volunteers regularly visit elderly and disabled individuals on a weekly basis, providing life-enhancing assistance and convenience.

Case

Zhejiang Branch vigorously promoted the construction of first aid system

The Zhejiang Branch equipped qualified outlets with Automated External Defibrillators (AEDs) to safeguard public safety. To enhance employees' practical capabilities in emergency situations, the branch has repeatedly invited professional hospital emergency teams to conduct on-site simulation exercises, training over 500 staff members. Currently, 15 business outlets have been equipped with AED devices. The main business hall of the Wenzhou Branch in Zhejiang Province has also been included in the local "AED Map" by the Wenzhou Emergency Center, helping the public gain more critical response time during emergencies.



▲ Wenzhou Branch conducted on-site training on the use of AED defibrillators.

**Customer Satisfaction Management.** The Company improved the customer satisfaction management system, formulated and issued the "Customer Satisfaction (NPS) Survey Promotion Work Plan", "Customer Satisfaction (NPS) Management Guidelines", "Customer Satisfaction (NPS) System Operation Guidelines" and other documents to standardize the process of following up on and dealing with service issues. 2024 Reconstructed the functions of the Company's customer satisfaction (NPS) survey system to proactively listen to customers' voices and carry out customer satisfaction surveys across multiple touch points such as insurance renewal and claims processing. Listen to customers' voices and conduct customer satisfaction surveys on various touch points, such as enrollment, renewal and claims. We will proactively and efficiently follow up on customer feedback issues, make return visits to those who have made derogatory comments, promptly appease and respond to customer dissatisfaction, improve service quality and optimize customer experience.

Enhancing the level of claims settlement

The Company resolutely implements the requirements of the central government, effectively accelerates insurance claims settlement, continuously improves the system of catastrophe claims settlement, improves the system and standards of catastrophe emergency response, forms a system of catastrophe claims settlement and quick-repayment system with the characteristics of PICC, and makes effort to do a good job in the catastrophe claims settlement service, so as to give full play to the political role of the financial work and the humanistic care with practical actions.



▲ Hunan Branch conducted a practical exercise for Catastrophe Emergency Response



Introducing a policy on catastrophe claims settlement

- The company issued a special policy on "19 items for accelerating insurance claims settlement," providing institutional support to resolutely expedite catastrophe insurance claims. These measures ensure the comprehensive implementation and effectiveness of rapid claims settlement practices as stipulated by the policies.
- Summarizing past experiences in rapid disaster claims, the company issued a series of documents, including the "30 Guidelines for Rapid Disaster Claims and Advance Payments" and the "Guidelines for Rapid Disaster Claims and Advance Payments", establishing a PICC - style disaster claims and rapid payment system.



Delivering Exceptional Catastrophe Emergency Services

- Launching the "Rainy Season" 100-Day Emergency Service Campaign, the company conducted emergency drills and established a daily monitoring and reporting mechanism for 95518 hotline data, including call handling, follow-ups, and complaints. This ensured uninterrupted service during major disasters such as Typhoons Yagi and Bebinca, as well as rain, snow, and freezing weather.
- In 2024, 95518 initiated 28 emergency responses to major disasters and 38 emergency call overflows, and the whole system received 340,000 overflow calls from customers in disaster-stricken areas, with the connection rate remaining above 98% on average, and there were no major complaints and public opinions.



Enhancement of Catastrophe Emergency Response Capability

- 2024 Organized 36 provincial-level catastrophe emergency response drills and more than 100 prefectural and municipal-level catastrophe emergency response practical drills and special skills training to effectively enhance the professional capability of catastrophe claims handling.

Case

Rapid Response to the 7.1-magnitude Earthquake in Wush County, Aksu Region, Xinjiang

In January 2024, a 7.1-magnitude earthquake occurred in Wush County, Aksu Region, Xinjiang. After the earthquake, the Company responded quickly, immediately activated the emergency plan for major natural disasters, quickly set up an emergency response team, insisted on putting people's life and property safety in the first place, and carried out a number of claims services in a fast and orderly manner, fully practicing the mission of "People's Insurance Serving the People", and contributing to the safeguarding of the lives and property safety of the people and the overall social situation. the Company is fully committed to the mission of "People's Insurance Serves the People" and plays an active role in maintaining the safety of people's lives and properties as well as social stability.

- Promptly launched emergency rescue services and urgently mobilizing rescue resources from neighboring areas to ensure 7\*24 hours rescue services.
- Comprehensively provided "7\*24 hours" insurance claims consulting services to ensure smooth channels for customers' claims consulting services.
- Rapidly provided multi-channel, 24-hour report acceptance services, open 95518 telephone report line, and smooth online report service channels.
- Immediately carried out underwriting investigation, focusing on government assistance, agricultural housing and other livelihood insurance underwriting, and timely grasp of disaster warning information for prevention and response.
- To fully protect people's livelihoods, the Company quickly opened a green channel for major disaster claims, collaborated with local government departments to carry out surveys, and standardized claims standards. Simplify claim procedures and provide door-to-door services.
- Medical advances will be provided and the restriction on designated hospitals will be abolished.



Case Super Typhoon "Yagi" ravaged regions, PICC P&C accelerated insurance claims settlement

In September 2024, the super typhoon "Yagi" made landfall in China. Following the disaster, the Company acted with high priority, resolutely implementing the central government's directive to "accelerate insurance claims settlement." Guided by the principle of "putting the people and their lives first," the Company mobilized its resources to expedite disaster-related claims, demonstrating efficiency and responsibility through swift action.

Prior to the typhoon's landfall, the Hainan branch anticipated the severity of the disaster and proactively advanced insurance payouts and claims services. It prepaid 1.58 million yuan in catastrophe funds to local emergency departments to support government rescue and relief efforts. Within 24 hours of the typhoon's landfall, the Guangdong branch efficiently disbursed 13.36 million yuan in advance payments for marine ranch insurance, aiding the rapid recovery of local agricultural production.

During Typhoon "Yagi", the largest advance payment exceeded 300 million yuan, while the fastest rural housing claim was settled within just six minutes from the customer's report to payment. Within 15 days of the disaster, over 80% of agricultural insurance claims had been processed.



▲ The Zhanjiang Branch in Guangdong Province conducted post-Typhoon "Yagi" damage assessment of sugarcane fields



▲ In January 2024, Pinglu County in Yuncheng City, Shanxi Province, experienced a heavy snowstorm, led to significant road accumulation, icy conditions, and frequent traffic accidents. The claims investigation team from the Yuncheng City branch in Shanxi Province promptly initiated on-site assessments.



▲ Since June 2024, provinces including Guangdong, Fujian, Guangxi, Anhui, and Hunan had been hit by torrential rains and severe flooding. The photo showed claims investigators from the Fujian branch conducting on-site assessments.



▲ In November 2024, Typhoon "Kong-rey" passed through Ningbo, causing flooding on Hengshan Road in Beilun District. The Ningbo Branch responded promptly, dispatching claims personnel to the scene to assess vehicle damage.

Strengthening Rights and Interests Protection

PICC P&C Insurance resolutely practiced the politics and people's nature of financial work, guided by the principle of excelling in the "Five Articles on Finance" as the working guideline to deepen the construction of the Company's "Great Consumer Protection" working pattern, and to do a good job of consumer rights and interests protection, focusing on improving working mechanisms, deepening financial education, and strengthening complaint management. Focusing on improving the working mechanism, deepening financial education, strengthening complaint management, etc., continuously improving professional capacity, making better and stronger service brands, and building a high-quality service system with PICC's characteristics.

Improvement of working mechanisms

PICC P&C attached great importance to the protection of consumer rights and interests, established a complete working mechanism for the protection of consumer rights and interests, accelerated the construction of a "big consumer protection" working pattern, and further strengthened the guidance and support of the "three chambers and one layer" to the work of consumer protection.

In terms of the top-level construction of consumer protection, the Company specified in its Articles of Association the authority of the Board of Directors to safeguard the legitimate rights and interests of financial consumers and other stakeholders. The Company formulated and issued the "System of Consumer Rights and Interests Protection Working Committee of PICC P&C", which improved the establishment of consumer rights and interests protection working committees at all levels, standardized the proceedings of the committees, and strengthened the functions of the committees.

In terms of the implementation of consumer protection work, the Company followed up on the implementation of the requirements of PICC Group's 2024 Consumer Protection Work Plan item by item, formulated and issued the Company's 2024 Consumer Protection Work Plan, clarified the work objectives, key initiatives, and division of responsibilities, and organized six meetings of the consumer protection working committees throughout the year, focusing on the deployment of consumer protection work and the rectification of auditing issues. The Company also set up an indicator of "consumer protection supervision and evaluation results" in the performance contract of the Company's leaders in charge of consumer protection work, linking the assessment results to the supervision and rating of consumer protection.

In order to further optimize the organizational structure and staffing of consumer protection, the Company set up consumer protection centers in the consumer protection customer service departments of provincial branches and local branches with premiums of more than 1.5 billion yuan, and established a national professional team for consumer protection, which undertook the protection of consumer rights and interests, such as complaint handling, dispute resolution, and publicity and education on consumer protection review, so as to effectively do practical things for consumers, solve problems, and enhance the sense of access, happiness, and security of consumers in financial services.





▲ The staff of Consumer Protection/Customer Service Center of Zhejiang Branch is guiding the processing of complaints



Financial education and awareness campaigns

The Company continued to deepen the breadth and depth of financial education and publicity, comprehensively built a long-term mechanism for consumer education and publicity, and steadily carried out regular financial education and publicity activities. In 2024, the Company formulated and issued the "2024 Education and Publicity Program for the Protection of the Rights and Interests of Insurance Consumers," which established and improved the education and publicity mechanism tailored to local conditions and integrated with balanced approaches.

	<b>Building "a center, three major guarantees, six tasks" education and publicity work system</b>	<ul style="list-style-type: none"><li>Centered on consumer needs.</li><li>"All-year round, all-staff participation,full-process coverage" as the 3 major guarantees.</li><li>"Business integration, network construction, platform expansion, internal education, campaign execution, special projects" as the 6 tasks.</li></ul>
	<b>Strengthen the whole process of consumer risk tips</b>	<ul style="list-style-type: none"><li>Innovative produced the "Consumer Rights and Interests Protection Card" and risk reminder leaflet, proactively provided risk reminder and information disclosure, and effectively enhance consumers' awareness of risk prevention.</li></ul>
	<b>Standardizing the integrated branch financial education model</b>	<ul style="list-style-type: none"><li>Promoted the creation of consumer protection zones in business outlets, formulated initiatives for the upgrading of consumer protection zones and ageing, uniformly set up "love stations" in outlets, explicitly set up Braille versions of service guides and barrier-free service facilities, and proactively explored the creation of "benchmark demonstration zones" in grass-roots outlets.</li></ul>
	<b>Create multi-scenario financial education and publicity features</b>	<ul style="list-style-type: none"><li>Organized and implemented the "3-15" financial consumer rights protection education and publicity activities in 2024, the "Financial Education and Publicity Month" activities, and organized the financial literacy team to carry out the "Consumer Protection County Tour" and the Five Insurance Outreach Initiatives campaign.</li><li>The Company had built a three-dimensional publicity position in an all-round way and made efforts to build a full-media communication matrix. During the period, the Company released original education and publicity texts for 1,776,600 times, with the number of clicks reaching 57,710,900, and was reported and publicized by the central and mainstream media for 2,451 times, which has reached a total of 420 million consumers, and has achieved good publicity effects.</li></ul>



The Gansu Branch created consumer protection zone



The Maoming City Branch, Guangdong Province created a communal love station

Case PICC's 16th Customer Day, Creating "New Service" with "Heart Service"

In 2024, PICC's 16th Customer Day came as promised. During the festival, PICC P&C carried out the "Heart Service New Service" Labor Day themed activity, the "518 Happy Homes Guarded by PICC" activity, the "One Old, One Young, One New" health care series, the "Children's Fun" live broadcast activity, and the "Children's Fun" series of health care activities. The "518 Happy Homes, Protected by CIB", "One Old, One Young, One New" Health Care Series, the "Live Broadcast", the "Children's Day", and 13 other customer day series of themed activities. The number of participants in these events exceeded 6.5 million throughout the year.

Case PICC P&C launched 2024 Financial Education and Publicity Month

In order to continuously enhance the penetration and influence of the education and publicity on consumer rights protection, PICC P&C branches have taken the theme of "New Chapter of Financial Services for the People, Protecting Rights and Interests and Preventing Risks" to widely popularize financial knowledge, improve the initiatives of financial benefits for the people, and enhance the quality and effectiveness of financial services. PICC's branches launched the 2024 Financial Education and Publicity Month under the theme of "Advancing Financial Services for the People, Safeguarding Rights and Preventing Risks". The campaign aimed to widely disseminate financial knowledge, improve financial initiatives for the benefit of the people, and enhance the quality and efficiency of financial services.



The Shenzhen branch carried out the "Mid-Autumn Festival Carnival of the Financial Education and Publicity Month in 2024" activities. The branch set up a consultation table, a publicity display area and a game interaction area, skillfully integrating important financial knowledge such as the eight basic rights of financial consumers, risk tips on fraud prevention and prevention of illegal activities, and the mechanism for diversified settlement of financial disputes, so as to educate people in a fun way. The program attracted nearly 8,000 participants



Focusing on the theme of "Finance for the People Disaster Prevention and Loss Reduction", the Fujian branch made presentations to the general public on disaster contingency planning, integration of disaster prevention resources, risk investigation and industry collaboration



Hubei Branch organized the launching ceremony of the 2024 Hubei Financial Education and Publicity Month and the promotion meeting of the "Doing Practical Things for the People" Warm Heart Project to educate and publicize the public on financial knowledge popularization, risk identification and prevention, etc., and to fully promote financial knowledge popularization and publicity work

Case Five Insurance Entries to Safeguard a Happy Home

PICC P&C branches around the world have carried out the "Five Insurance Entries" activity, entering schools, rural areas, communities, institutions and enterprises to popularize the concept of financial insurance face-to-face and provide warm and convenient services.



The Xiamen Branch popularized financial insurance knowledge at the 24th China International Fair for Investment and Trade



The Shanxi Branch organized the "Insurance Knowledge in Institutions" activity, communicating face-to-face with employees and popularizing insurance knowledge



Disaster prevention and mitigation live exposure

1.3457 million times

The company actively utilized new media channels to conduct disaster prevention and mitigation live-streams and short video campaigns, providing extreme weather warnings, risk alerts, and popularize knowledge of disaster prevention, and mitigation and guidelines for claims services. In 2024, the company conducted 60 live-streams on disaster prevention and mitigation, with 1.3457 million exposures and over 700,000 viewers. It also released 21 short videos on disaster prevention and mitigation topics, with over 200,000 views.

Strengthening Complaints Governance

The Company deepened the governance of consumer protection complaints, optimized the complaint supervision and traceability governance mechanism, and strengthened the closed-loop management of the whole process of "prevention beforehand, control during the process, and traceability after the process" and targeted centralized remediation; upgraded the functions of the consumer protection complaint system, further standardized the self-received complaint case closure and the complaint handling process, and improved the operational processing specifications of key service nodes such as complaint acceptance, first-day resolution and flow, and step-up management. Improve the operation and processing specifications of key service nodes such as complaint acceptance, first-day resolution and flow, and promotion management, so as to prevent the escalation of consumer complaints; carry out special governance actions, formulate the 2024 "Strong Consumer Protection and Reduction of Complaints" Special Governance Action Program, and promote the "Complaints Promotion + Complaints Meeting + Disputes + Mediation + Traceability and Rectification", promoting the implementation of the four-in-one complaint management mechanism; issuing the "Self-collected Complaints Code of Practice (2024 Edition)", organizing and carrying out training on practical operation, standardizing the operation of recording orders and the service process, optimizing the process of complaint handling, and strengthening the return visit of complaints, in 2024 the Company's self-collected complaints were settled within 15 days at a rate of 99.46%.

Customer Complaint Metrics (2020-2024)			
Year	Complaints per 100 Million Yuan in Premiums (cases/100 million yuan)	Industry Ranking	Industry Median (cases/100 million yuan)
2020	2.87	55	5.18
2021	4.12	55	7.01
2022	1.63	55	3.69
2023	1.84		4.95
2024	0.54		1.94

Note: A lower ranking indicates a relatively lower volume of complaints, meaning a better performance. The data for 2020-2022 is based on the fourth quarter (as full-year data was not disclosed by regulators), while the data for 2023 and 2024 represents the full-year figures released by regulators. Industry rankings for 2023 and 2024 were not disclosed.

Optimizing Consumer Protection Training

The Company promoted the optimization and upgrading of the consumer protection training system to enhance the awareness and practical ability of all employees in consumer protection. 2024, the Company formulated and issued the "2024 Consumer Rights and Interests Protection Internal Training Work Plan", which further clarified the objectives, targets and contents of training, and set out the training methods and requirements. Consolidated and sorted out the existing consumer protection course system, and actively created the "Strong Consumer Protection and Excellent Training" series of consumer protection training courses, organizing and carrying out a total of 10 periods of thematic training on consumer protection, with a 100% participation rate of employees and a 100% coverage rate of training.

Participation rate of employees in training on consumer protection topics and training coverage

100%

Strictly abiding by data security

PICC P&C attached great importance to information security, data security, and privacy protection, incorporated data security risks into the scope of the Company's overall risk management, continuously improved the security management system, perfected the security management system, regularly carried out data leakage prevention and inspection, and regularly conducted random inspections of outgoing emails with sensitive data. These efforts strengthened the capacity of data security and guarantee, and comprehensively improved the level of security governance.

Strengthening the management structure

Board of Directors

The Board of Directors takes the main responsibility for the Company's network security and data security work. The principal person in charge of the Company is the first person responsible for network security and data security, and the leadership team in charge of network security and data security is the directly responsible person. The Board of Directors is responsible for approving major information security matters and reviewing IT risk management reports.

Executive Leadership

The Company has set up a caber-security leading group, headed by the party secretary/president, with the Company leader in charge of science and technology operations as the deputy leader, and comprising company leaders in charge of the areas of synthesis, human resources, finance, business, risk, and legal compliance. It is responsible for implementing the regulatory requirements of relevant laws and regulations on network security, data security, personal information protection, intellectual property protection, critical information infrastructure protection and hierarchical protection.

Improving Management System

The company continuously strengthened its security management and privacy protection efforts, strictly complied with relevant laws and regulations such as the Cybersecurity Law of the People's Republic of China, the Data Security Law of the People's Republic of China, and the Personal Information Protection Law of the People's Republic of China, as well as regulatory requirements, and established a systematic management system framework.

The company developed a comprehensive system for personal information protection and security management, including the "Customer Information Management Measures", "Data Security Management Measures", "Implementation Rules for Personal Information Protection Impact Assessments", "Emergency Response Plan for Personal Information Security Incidents", "Personal Information Collection Management Standards", "Service Resource Supplier Management Standards", "Data Classification and Grading Management Standards", and "Data Lifecycle Security Management Standards". These regulations standardized the handling of personal information by employees in roles involving sales, underwriting, claims, and services, as well as by third-party partners involved in processing personal information. The company has obtained certifications for ISO 27001 Information Security Management System, Personal Financial Information Protection Capability, and Data Security in the Financial Industry.



In order to effectively respond to unexpected information security events, the Company issued the Emergency Management Provisions for Network Security Events and the Emergency Response Plan for Data Security Events to standardize the Company's emergency response process for information security events, improved the emergency response capability for responding to the events, and carried out emergency response drills every year to effectively consolidate the Company's information security emergency response capability. In 2024, the Company organized and carried out penetration of scientific and technological risks in the areas of network security, data security, etc. testing and inspection.

Implementation of management initiatives





**Strengthening privacy protection management.** With respect to the collection, use and management of customer information, the Company made strict provisions on the types of personal information held, the purposes for retaining personal information, the processes for collecting and using personal information, individuals' control over their data, and the management of personal information. the Company adhered to the principle of data minimization when handling personal information and disclosed its personal information processing rules through its privacy policy. Additionally, the privacy policy informed customers of their rights to manage their personal information, including access, correction, and deletion.

For the management of personal and sensitive data, the privacy policy clearly outlined the rules for processing sensitive personal information (including that of minors under 14 years old), explained the necessity of processing such information, and informed data subjects of potential impacts. Furthermore, the privacy policy provided detailed explanations on personal information protection and updates to the privacy policy.



For matters involving the provision of personal information to third parties, the Company conducted pre-assessments of the legality, legitimacy, necessity, and security impact of personal information processing in accordance with *the Personal Information Protection Law of the People's Republic of China*. This ensured that personal information processing is compliant with laws and regulations and was secure. For matters requiring separate customer consent, the Company prepared dedicated notification and authorization documents and provided personal information to third parties only after obtaining explicit customer consent.

In 2024, the Company launched a system-wide personal information protection campaign to strengthen management in terms of the construction of systems and processes related to personal information protection, legal compliance in the collection and use of personal information, security in the storage and transmission of personal information, and appropriateness in the handling of personal information, so as to continue to strengthen a solid line of defense for the protection of personal information. Throughout the year, the Company reported no incidents of customer privacy information leakage.

Enhancement of network security assurance capability

	<b>Advancing Information Technology Risk Assessment</b>	The Company carried out IT risk assessment and management, which covered ten major areas, including technology governance and risk management, digital transformation, and business continuity. A compliance risk issue ledger was established for the identified issues, and an IT risk library was set up to prepare the FY2024 IT Risk Management Report and submit it to the Company's Board of Directors for review.
	<b>Enhancing Data Security Levels</b>	Carried out data anti-leakage inspection, regularly spot-check sensitive data email outgoing events, and required the responsible party for the problem to rectify the situation within a certain period of time. Sorted out the status quo and security risks of data cooperation with the Company's third-party organizations, formulated a third-party cooperation data security governance program, and strengthened the data security guarantee capability.
	<b>Strictly Implementing Confidentiality Measures</b>	Published departmental confidentiality management system, organized all staff to participate in confidentiality education online training activities, and effectively improved the awareness of confidentiality of all staff. It has strengthened the security management of confidential personnel, enhanced the management of confidential documents, and carried out departmental confidentiality self-examination and self-assessment, so as to eliminate the hidden dangers of loss and leakage of confidentiality.
	<b>Conducting Training, Awareness Campaigns, and Phishing Drills</b>	Continuously carried out all-employee training, with a series of training courses online for four categories of people, including middle and senior management, business line personnel, new employees, and personnel in consumer protection positions, and more than 200,000 people participated in the training.  Organized the 2024 Cyber-security Awareness Week to promote cyber-security knowledge and enhance the Company's overall security protection level.

Information Security Audit

	<b>Internal Audit</b>	In accordance with the <i>Guidelines on Information System Security Management for Insurance Companies (Trial)</i> , <i>Guidelines on Disaster Recovery Management for Information Systems in the Insurance Industry</i> and other relevant requirements, the Company carried out an information system audit every two years. The Company proposed to implement an annual IT audit from 2025 onwards.
	<b>Third-party audit</b>	In 2024, the Company engaged a third-party organization to carry out a financial and internal control audit to review the general control of information technology and the content of application control review.

Cultivating Fertile Ground for Talent Development

PICC P&C prioritizes the development of a high-quality talent pool and focused on strengthening talent reserves. By implementing a professional and market-oriented talent development strategy and offering diverse empowerment pathways, the Company built a high-caliber team. Additionally, through deepening performance-based compensation incentives, providing multifaceted welfare and care, and enhancing two-way communication and feedback, the company improved its competitiveness and employee satisfaction.



Employee Team Building

PICC P&C attached great importance to the development of talents, and had always regarded talents as the most valuable resources and as the core driving force for the sustainable development of the enterprise. The Company has established a professional, market-oriented and diversified talent development strategy and was committed to building a team of high-quality and high-performance professionals. Through scientific recruitment mechanism, vigorously introducing outstanding talents that meet the Company's development needs; at the same time, focused on internal talent cultivation, establish a perfect training system, and provided employees with diversified learning and development opportunities to help them improve their professional skills and comprehensive quality.

Fair and efficient recruitment

**Equal Employment:** The Company strictly abide by the relevant national laws and regulations, strictly implemented the provisions of the *"Recruitment Management Measures of PICC Group"*, adhered to the recruitment principles of "fairness, equality, competition and selection of the best", provided equal employment opportunities to the employees, and ensured that the recruitment and career development of the employees are not affected by any factors such as race, faith, gender, religion, nationality, age, marital status, social status and so on, age, marital status, social status and other factors. The Company has implemented a recruitment audit system for personnel signing labor contracts, whereby the employing organization's parent unit and the headquarter audited the proposed recruits, prohibiting forced labor at the source and avoiding the use of child labor and other related behaviors. 2024, there were no disputes over child labor or forced labor within the Company, and there were no incidents of work stoppages or collective strikes by the employees during the past three years.

**Rejection of Discrimination and Harassment:** The Company adopted a zero-tolerance attitude toward any form of discrimination and strictly prohibited workplace harassment, set up clear reporting channels for discrimination and harassment, strongly protected the legitimate rights and interests of the whistleblowers, and will strictly took corrective or disciplinary measures once the above behaviors are found.

**Promote campus recruitment to improve quality and efficiency:** The Company focused on campus recruitment and continues to recruit outstanding fresh graduates to further optimize the academic and age structure of the Company's employees and enhance the influence of the Company's employer brand.

**Increase the absorption of professional talents:**The Company added 4,141 professionals in key areas, including financial technology, product actuarial, underwriting and claims, risk control, etc., to further strengthen the construction of the talent team.

Employee training construction

**Improvement of training system construction:** The Company issued documents such as *"PICC's Education and Training Plan for 2024-2027"*, *"PICC's Program for Learning, Publicizing and Implementing the Spirit of the Central Financial Work Conference"*, *"Notice on Strengthening the Management of Cadre and Employee Training and Examinations"*, etc., and, relying on the PICC Group's training system, formed a hierarchical and categorized implementation plan for training, and strengthened training management for the key persons in charge of the institutions and professional talent teams of all levels of the system and professional talents at all levels of the system, and standardize training management.



**Constructing a high-quality training resource system:** The Company has constructed a four-in-one training resource system of "base, platform, teachers and courses" to help build an integrated resource platform and promote the common construction and sharing of resources.

Optimize offline training bases	Continued to play the role of training supply and resource construction of PICC's training institute, and strengthened liaison and resource integration.
Build a good online training platform	Coordinated the operation of the e-learning platform and training management system of PICC, regularly optimized and updated the content configuration, improved the development of the platform's functional requirements, and provide service support for users.
Strengthen the construction of teachers	Comprehensively sorted out the resources of system trainers, and promoted the construction of teachers in accordance with the principles of political excellence, good quality, appropriate scale and reasonable structure.
Enriching course resources	Promoted the construction of the course system, carried out job learning mapping, and did a good job of course development and updating iteration, the online training platform now had more than 6,000 regular online courses for the whole system.

**Pre-employment training for new employees:** In 2024, the Company adopted the "online + offline" approach to organize one pre-employment training for new employees across the system to help them adapt to the work environment as soon as possible and enhance their recognition of the Company's culture and values. the Company held two new employee qualification examinations, set up a "new employee examination counseling" web column, and increased pre-test counseling.

**Encourage employees to improve their academic qualifications:**According to the "Interim Measures for Management of Cadre Education and Training (Revised)", relying on the cadre education network platform and training management system to establish personal learning files, cadres and employees to participate in various types of learning and training, including participation in academic education, after reviewing the education and training departments, registered in their learning files to confirm, and reflected in the corresponding learning points, and to encourage the relevant units and departments to participate in training voluntarily. Encourage relevant units and departments to participate in training voluntarily in light of the actual situation.

**Strengthening cooperation with training institutions:**The Company strengthened cooperation with training institutions, adopted cross-border schooling and training, and provided more diversified training and exchanging opportunities for employees, and continuously improved their professional knowledge and skills.

Case

Young Cadres Workshop (Peking University Class)

Young Cadres Workshop (Peking University Class) is a high-quality training program cooperated by the Company and the School of Continuing Education of Peking University, and it had been held for 25 consecutive times since 2000, providing a strong guarantee for the education and training of outstanding young and middle-aged cadres of the Company.

In 2024, the Company cooperated with Peking University to organize 2 training courses for young cadres (Peking University Class), 1 basic education course and 1 high-end training course; combining the actual situation and training needs of the trainees, the Company reasonably designed the course contents and training forms, and selected famous experts and teachers to ensure the actual effect.

Empowering Employee Growth

The Company clarified the career development path, set up four major grades of management, professional, skills and marketing in accordance with the unified human resources job grade system planned by PICC Group, strengthened the construction of professional talents in key areas such as underwriting, claims, actuarial, science and technology, expands the development channels and promotion space for talents, stimulates the enthusiasm of talents to start up their own business and promoted the construction of a high-quality and professional talent team continuously. At the same time, the Company selected and sent cadres to local government departments for postings, participated in targeted support, doctoral service missions, and centralized special support, etc., and actively assumed the political responsibility of a financial central enterprise, so as to broaden the scope of cadre exchanges and exercise and career development paths.

Promoting the construction of talents in key areas

Restructured the management system of claims professionals, built a system of professional positions in the claims sequence that is in line with the Company's job system, established a matching remuneration system, optimized the mechanism for assessing and recruiting professional positions in claims, and opened up career development paths for claims personnel; optimized the management system of underwriting professionals, improved the mechanism for assessing and recruiting professional positions in underwriting, and established a professional orientation.

Throughout the year, the Company had organized and carried out qualification examinations for underwriting and claims, and continuously improved the professional level of underwriting and claims talents by promoting learning through examinations.

Promoting cadres' training at the grassroots level

Took training at the grassroots level as an important way for cadres to grow and develop, encouraged cadres to go to the grassroots and remote areas to undergo training, and insisted on discovering, cultivating and selecting talents at the grassroots level.

Promoting the power of role models

Organized the selection and recommendation of "PICC Excellence" awards for the year 2023-2024, and six groups of the Company's system were awarded the Collective Contribution Award, nine individuals were awarded the Individual Contribution Award, and the "People's Insurance" business development program was awarded the Special Contribution Award. The "Beneficial Insurance" business expansion program won the Special Contribution Award, and more than 12,000 people won the Loyalty Service Award.

Organized and carried out the selection and recommendation of PICC Group's May Day Labor Award. 11 collectives in the Company system were awarded PICC Group's May Day Labor Certificate and 30 individuals were awarded PICC Group's May Day Labor Medal.

Protection of Employees' Rights and Interests

PICC P&C strengthened its employee performance and compensation incentive mechanisms, continuously improves its talent evaluation system, and ensured that employee contributions were accurately measured and fairly rewarded. Simultaneously, the Company deepened employee care through comprehensive welfare benefits, initiatives to support physical and mental well-being, exclusive care programs for female employees, and assistance for employees facing difficulties. PICC P&C emphasized two-way feedback, leveraged diverse democratic communication channels to continuously optimize the protection of employee rights and steadily enhanced employee satisfaction and well-being.

Optimizing of Compensation and Performance

**Compensation Management:** The Company implemented a job wage system, with compensation linked to performance, efficiency prioritized and fairness taken into account, to achieve the organic unity of effective incentives and internal fairness and to ensure that the level of compensation has a certain degree of competitiveness. *The Notice on Further Strengthening the Management of Total Wages, Allowances and Benefits* was issued to further standardize the order of income distribution. Carried out scientific salary management in conjunction with employee performance appraisal, and considered factors such as social responsibility, ESG, and sustainable development in the management of performance indicators, so as to promote the common development and growth of employees and the Company.

**Improve the performance assessment and feedback mechanism:**Formulated the *Implementing Rules for Performance Management of the Headquarters of PICC P&C*, and feedback the results of performance assessment to the departments and personnel in an appropriate form, with the results of performance assessment served as an important basis for selection and appointment, training and education, management and supervision, incentives and constraints, and accountability and recrimination.

Deepening Welfare Care

**Employee Welfare Protection:** The Company provided employees with five insurance policies and enterprise annuity contributions in strict accordance with the requirements of relevant laws and regulations. the Company has formulated and strictly enforced the *"Measures for the Administration of Vacation Leave at the Headquarters of PICC P&C"* to safeguard the legitimate rights and interests of employees, which include annual leave, casual leave, sick leave, leave for work-related injuries, family visit leave, marriage leave, bereavement leave, maternity leave, maternity check-up leave, paternity leave, breastfeeding leave, parental leave, nursing care leave for a single child, and leave of absence for transfers, and other leaves. the Company also provided employees with optional welfare programs such as supplementary medical care and health checkups, and strive to provide employees with perfect welfare protection.

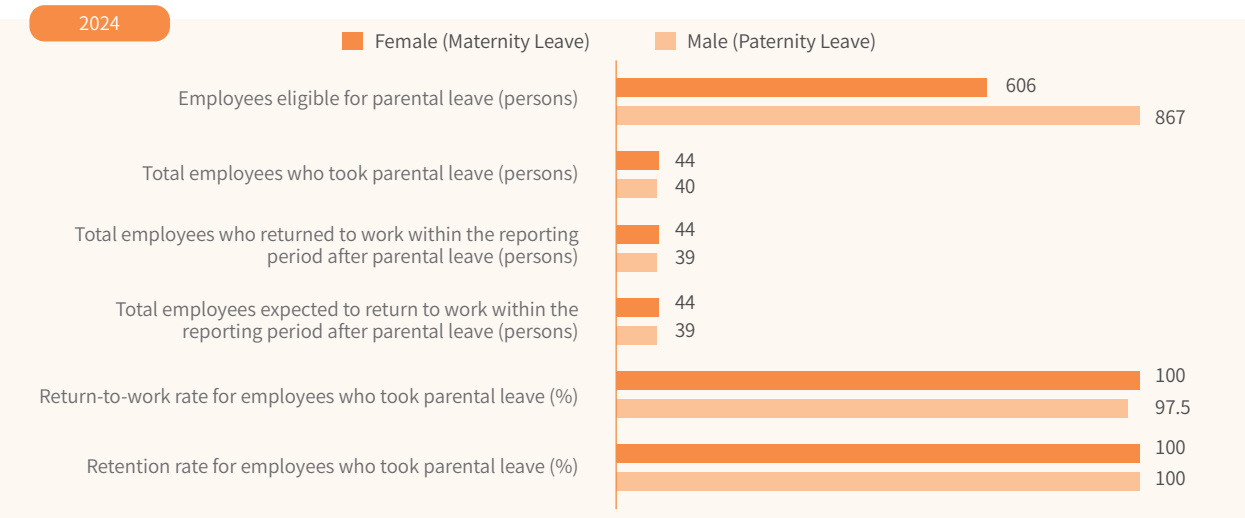
**Care for Female Employees:** The Company fully protected the welfare of female employees, abided by the *Law on the Protection of Women's Rights and Interests, the Special Provisions on Labor Protection for Female Employees* and other laws and regulations, and granted female employees maternity leave, maternity check-up leave, breastfeeding leave, and other leaves. The system widely carried out colorful activities on the theme of March 8 Women's Day to enhance the happiness and sense of achievement of female employees. In 2024, the Company launched a campaign to establish "Care Rooms for Female Employees", with eight grass-roots trade unions building "Care Rooms for Female Employees" with the China Financial Services Union, and nine grass-roots trade unions building "Care Rooms for Female Employees" with the trade unions of the PICC Group. "Eight grass-roots trade unions have built care rooms for female workers with the China Finance Union, and nine grass-roots trade unions have built care rooms for female workers with the PICC Group Union.



▲ Eight grass-roots labor unions and the China Financial Services Union (CFSU) jointly built a "Care Room for Female Workers".



▲ The Hunan Branch holds Women's Day celebration



**Caring for employees' health:**Regularly arranged physical examinations for employees, selects high-quality physical examination units and developed diversified packages to timely detect and prevent potential health problems of employees. Organized on-site first-aid skills training for all headquarters staff on automated external defibrillator (AED). Promoted through the OA medical health garden, staff dining room, and elevator cars by circulating the video, and organized 47 AED hands-on training sessions. The Company took out supplemental medical insurance for its employees, as well as employer's liability insurance to provide insurance protection for staff health and safety. The percentage of staff who can enjoy non-compensation benefits was 100%.

**Deepening inclusive services:**The Company's head office promoted the construction of intelligent labor union, continuously optimized the service platform, distributed holiday souvenirs and birthday cake coupons, movie coupons and other benefits to head office staff in a timely manner, and carried out caring and sympathetic work such as marriage sympathy, maternity sympathy, and retirement and departure from work sympathy. the Company has provided special care and condolences to 4 sick and needy employees, and distributed 254,000 yuan of condolence money to 155 headquarter employees.

**Constructing happy "Staff Home":** The Company prioritized the establishment of "Workers' Home" initiatives, including reading rooms and activity centers. The labor union of Beijing Branch was awarded the national model staff home, and the labor union of Daqing Branch in Heilongjiang Province was awarded the "Staff Home" of China Financial Labor Union for the year of 2024. In 2024, the Company actively organized the June 1 Children's Day Carnival, the "Concentrate on the Soul and Follow the Party, Unite and Strive for a New Journey" Headquarters Golden Autumn Walk, the Headquarters Badminton Match, and the Table Tennis Match. The Company also organized activities such as "Rose Book Fragrance" and "Enjoy Reading" to enrich the cultural life of employees.



▲ The Beijing Branch was awarded the title of "National Model Employee Home."

▲ The Daqing Branch of Heilongjiang Province was awarded 2024 China Financial Union to build a "workers' Home"

▲ The Shenzhen Branch organized a mountain climbing and hiking activity for its staff

▲ The Gansu Branch Organized the Provincial System Staff Games

▲ The Ningxia Branch held a choir competition to celebrate National Day and the company anniversary

**Carrying out precise assistance:** Organized the "two sections" of the 2024 New Year's Day and Spring Festival to send warmth activities, 2.844 million yuan of sympathy and care funds were allocated or distributed to 606 needy employees and cadres in the whole system; Organized the "PICC Employee Love Day" donation activity, 165,000 employees donated more than 2.58 million yuan; Solid implementation of staff heat prevention and cooling work and "trade union to send cool heat prevention and health protection" activities, guiding the system to send cool condolences to frontline staff working under harsh conditions such as high temperature.

**Employee Satisfaction Survey:** In order to open communication channels, understand the voices of employees, continuously improve service quality and meet the diversified needs of employees, the Company conducted an employee satisfaction survey on employee welfare platform and other supplier services in 2024. A total of 724 employees at headquarters participated in the survey, accounting for 34.6% of the total number of employees on duty at headquarters.

Promoting democratic communication

**Strengthening democratic management:** The company regarded the Employee Representative Congress as an effective platform for safeguarding employee rights. Organized the seventh session of the third Employee Representative Congress, during which reports on the performance of employee supervisors and the *"Resolution of the Seventh Session of the Third Employee Representative Congress"* were reviewed and approved. This ensures employees' effective participation in corporate governance and promotes the mutual development of the company and its employees.

**Building harmonious labor relations:** The Company guided and promoted the signing of collective contracts by all provincial branches, and all 36 provincial branches of the system completed the signing of such contracts. In 2024, the number of employees signing collective bargaining agreements was 145,051; the number of female employees signing collective bargaining agreements was 67,962; and the number of women employees signing female workers' protection agreements was 67,962. In 2024, the number of female employees signing collective bargaining agreements was 145,051; and the number of female employees signing female workers' protection agreements was 67,962.



Multi-party cooperation and win-win situation

PICC P&C actively explored multi-party cooperation and win-win models, optimized supply chain management, continuously payed attention to the dynamics of the global insurance industry, and deepened resource integration and synergy with its partners to promote mutual benefits and common development.



Strengthening Supply Chain Management

The Company strictly abided by the *Bidding and Tendering Law of the People's Republic of China*, the *Interim Provisions on Centralized Procurement Management of State-owned Financial Enterprises* and other relevant national laws and regulations, and strictly implements the provisions of the *Centralized Procurement Management Measures*, *Decentralized Procurement Management Measures*, *Supplier Management Measures*, and *Online Shopping Mall Procurement Management Measures (for Trial Implementation)* for the selection, management and assessment of suppliers in its procurement work. The Company complied with the requirements of supplier supervision and management; improved the standardized operating procedures such as the "Code of Practice for Bidding Agencies" and strengthened the system construction of supplier management; we formulated and actively promoted the signing of the "*Supplier Code of Conduct Commitment*", "*Supplier Integrity Commitment*", and the "*Integrity Agreement*" by the suppliers, so as to guard against risks of irregularities in the procurement process of the suppliers. Among them, the "*Supplier Code of Conduct Commitment*" stipulated that suppliers should adhere to the principle of fair competition, comply with local laws and regulations related to environmental protection, and human rights protection, etc., and requires suppliers participating in procurement projects to sign the commitment.

The Company actively practiced green procurement and fully promoted the use of PICC Group's e-procurement management platform and e-procurement mall system. 2024 has achieved online approval and management of all decentralized procurement projects, and the e-procurement mall has achieved online quotations from all suppliers, which has brought about enhancement of the implementation efficiency of the procurement projects, information security, energy saving and carbon reduction. the Company undertook and practiced corporate social responsibilities and obligations together with its suppliers, and wrote sustainable development requirements into the Supplier Code of Conduct Commitment, which is a requirement for suppliers to participate in procurement projects.

Win-Win Industry Cooperation

PICC P&C actively responded to government initiatives and implements policy requirements, maintaining close collaboration with government departments. The Company had established channels for communication and cooperation with enterprises to achieve resource sharing. Additionally, strengthening cooperation and exchanges with industry associations, leveraging complementary strengths to form synergies.

Cooperation with the Government

In 2024, the Company deepened its cooperation with the Price Department of the National Development and Reform Commission (NDRC), further strengthened the data foundation of agricultural insurance, and organically combined the data of agricultural product cost surveys with the protection of farmers' incomes, and built 548 new joint survey stations on agricultural product costs, covering 825 counties with large grain-producing counties. Provincial branches in Hebei, Hunan, Sichuan, Shandong (including Qingdao), Qinghai and Shaanxi, in conjunction with the provincial development and reform commissions, have organized and carried out training on the topic of "agricultural cost + agricultural insurance" to enhance the professionalism of the joint survey staff of the two sides and of the new survey households.

In October 2024, the Company and the People's Government of Mentougou District, Beijing co-hosted a parallel forum on catastrophe insurance for the 2024 Financial Street Forum Annual Meeting.



In January 2024, Ningbo Municipal Development and Reform Commission (NDRC), Ningbo Agriculture and Rural Affairs Bureau (NARAB), and Ningbo Branch inaugurated the Ningbo Agricultural Products Cost Joint Survey Station.

Collaboration with Corporations

2024 In May, the Company and China Enterprise Confederation, Henan Xin'anli Safety Science and Technology Co., Ltd. jointly organized the 2024 China Entrepreneurs Annual Meeting Safety Production Liability Insurance Thematic Forum.

Cooperation with Associations

In July 2024, the Company co-hosted the 4th National Forum on Disaster Governance and Risk Protection with the China Association for Disaster Prevention (CADP).

In December 2024, the Company joined the Critical Information Infrastructure Security Protection Specialized Committee of China Cyberspace Security Association.

Case

Holding the Industry Cooperation Promotion Meeting of "Serving the Real Economy and Assisting the Trade-in"

In June 2024, the Company held the Industry Cooperation Promotion Meeting of "Serving the Real Economy Assisting the Trade-in" in Beijing, joining hands with the main bodies of the insurance industry and the automobile industry. We actively responded to the implementation of the old-for-new policy.

As the inviting party of this event, the Company issued the *Initiative of Insurance Industry to Help Auto Consumption "Trade-in"* to the main bodies of the property and casualty insurance industry, calling on all industry colleagues to focus on the functional positioning of the insurance industry as an economic shock absorber and social stabilizer, deepen the cooperation with the automobile industry, further enhance the quality and efficiency of the insurance service, and help release the potential of auto consumption, deepen the risk reduction service content, and deepen the risk reduction service content. It also calls on all colleagues in the industry to deepen cooperation with the automobile industry to further improve the quality and efficiency of insurance services, help release the potential of automobile consumption, deepen the content of risk reduction services, serve the society and people's livelihood, and further enhance the people's sense of access to insurance and happiness.

Case

PICC P&C gathered Industry Strength to Support the Development of "Belt and Road" Green Insurance

In November 2024, PICC P&C as the chairman of the Board of Directors of China's Belt and Road Reinsurance Community (BRIC), held the 10th General Meeting of the BRIC and the 10th Meeting of the Board of Directors of the BRIC. "In November 2024, the Company, as the chairman of China's Belt and Road Reinsurance Community, jointly held the 10th General Meeting of Members and the 10th Meeting of the Board of Directors of China's Belt and Road Reinsurance Community, after which the Company formally released the "Belt and Road" Green Insurance Principles, which clearly define the principles of integrating the concept of green development into the organization's governance, identifying and evaluating the environmental risks of projects, and formulating The Principles of "Belt and Road" Green Insurance clearly incorporate the concept of green development into organizational governance, identify and assess environmental risks of projects, and formulate differentiated underwriting plans, etc., to fully support the construction of "Belt and Road" green infrastructure, green energy, green transportation and other key areas.

Warmth Gives Back to the Community

PICC P&C Insurance adhered to the original heart and mission of "People's Insurance, Serving the People", and took the concern for the people's livelihood and the promotion of people's well-being as a conscious action. It carried out rich and diversified activities such as targeted assistance, public welfare and charity, and volunteer services, actively fulfills its corporate social responsibility and shared the fruits of development with the society.



Deepening Rural Revitalization Help

PICC P&C attached great importance to the assistance work, and had formulated the "2024 Twinning Assistance Work Plan", "2024 Targeted Assistance Work Plan " and "Consumption Assistance Work Plan" to provide a package of assistance and protection to meet the practical needs of the key counties for rural infrastructure construction, agricultural industry development and improvement of farmers' living standards.

The Company targeted five counties, namely, Huachuan County in Heilongjiang Province, Liuba County in Shaanxi Province, Ji'an County in Jiangxi Province, Le'an County in Jiangxi Province, and Hongyuan County in Sichuan Province, and has donated to a total of 6,647 "three categories of people" monitoring objects such as unstable households that have been set up in five counties to get rid of poverty, households that are prone to marginal poverty, and households that are facing sudden and serious difficulties, the totaling coverage over 75 million yuan. In 2024, 24 research and guidance groups conducted in-depth research in the targeted counties, with 140 participants, and implemented the initiatives of the People's Bank of China, the Development and Reform Commission, and the Insurance Association on consumer support work. In 2024, the company provided 44.64 million yuan in consumption-based poverty alleviation support, achieving 175% of its annual target. The effectiveness of the targeted assistance was remarkable, and the Company was awarded the highest grade in the assessment of the central unit's targeted assistance work for six consecutive years.

provided comprehensive insurance coverage for 5 assisted counties

more than 75 million yuan

Case Empowering Hongyuan County's E-commerce Operation Capability Promoting the Development of Rural Consumption Industry

Hongyuan County is located in the central part of Aba Prefecture in Sichuan Province, which is a purely animal husbandry county in the region, with yak breeding as the mainstay of the local industry. According to the current situation of the local industry, PICC's support team uses the enterprise consumption support platform as a medium to empower local farmers and herdsmen in Hongyuan County in the whole process, effectively supporting the local specialty industry and improving the local e-commerce operation capability.

In 2024, through PICC's consumption help, 1,045 farmers and herdsmen will be driven by radiation to increase their incomes, and each farmer and herdsman will be driven to increase their incomes by CNY 6,023 on average. Through e-commerce channels, it helped 7 local leading enterprises, 2 cooperatives and production workshops to sell a total of 34,257 products, with the sales amount accounting for 51.76% of the total amount of consumer help in Hongyuan County.

Promoting public welfare and charity

Public Welfare Donation

In 2024, PICC P&C's public welfare investment and external cash donations amounted to 17 million yuan, and the donated insurance provided coverage of 169.55 billion yuan.

Case PICC P&C escorted Guizhou provincial forest rangers for 8 consecutive years

In November 2024, the Guizhou branch donated accidental injury insurance and righteousness and courage insurance for 96,512 ecological forest rangers and Tianbao rangers of poverty-stricken populations in Guizhou province, providing risk protection amounting to 51.151 billion yuan, of which the maximum risk protection for each ranger is 530,000 yuan. Guizhou Branch has consecutively provided free accident insurance and "Good Samaritan" insurance to forest rangers in Guizhou Province for eight years, solidifying its commitment to ecological civilization development.

Case Zhumadian Branch in Henan Province donated artificial rain enhancement rockets

Since June 2024, Zhumadian City in Henan Province experienced below-average rainfall, affecting summer planting and crop growth. The Zhumadian Branch of PICC P&C coordinated with several county-level branches under its jurisdiction to donate artificial rain enhancement rockets, assisting the local meteorological bureau in timely conducting "artificial rain enhancement" operations to alleviate drought conditions. This initiative effectively implemented insurance risk reduction services.



Volunteer Services

The company actively organized volunteer service activities, primarily through its Youth Volunteer Service Team, to engage with communities via campus, neighborhood, and rural outreach programs, conduct face-to-face communication with those being served. This allowed them to understand their actual needs and carry out targeted service work. Through providing the public with financial and insurance knowledge propaganda, donating age-appropriate reading materials to hope elementary school, and taking advantage of holidays to carry out regular warm medical and police escort actions, the company also maintained long-term contact with the service recipients, dynamically grasped the changes in their needs, and carried out relevant services in a timely manner, so as to convey the temperature of the people's insurance.



Case PICC P&C cared for the children of new citizens

In December 2024, PICC P&C organized young employee representatives from various departments at its headquarters to carry out the theme group day activity of "Practicing Volunteer Service and Demonstrating Youthful Commitment" at the Hope School of Love in Beijing's Daxing District, donating 12 boxes of 1,645 age-appropriate books to the students to bring warmth and warmth to the children of the new citizens. The group donated 12 boxes and 1,645 age-appropriate books to the students, sending warmth to the children of new citizens.



Case PICC P&C opened "exclusive channel" for medical insurance reimbursement for special people

The Youth League Committee of the Anhui branch set up a professional service team consisting of 130 young people, set up a special window for special people in the office hall, opened a green reimbursement channel, and promoted the reimbursement of residents' medical insurance service, and was awarded the title of "Demonstration Point of the Provincial Medical Insurance Service Window".



Case PICC P&C Youth League Committees in many branches planted greens and added color to light the road to ecological civilization

Beijing, Inner Mongolia, Hubei, Chongqing, Yunnan, Dalian and other branches of PICC have organized voluntary tree-planting activities, actively practicing the development concept of "green mountains are golden mountains", and continuously enhancing the sense of responsibility and mission to protect the ecological environment and build a green home. The company has been actively practicing the development concept of "green mountains are golden mountains", continuously enhancing its sense of responsibility and mission to protect the ecological environment and build a green home, and contributing to the construction of ecological civilization.



▲ The Inner Mongolia Alxa League Branch held a voluntary tree-planting activity for party and group construction



▲ Young employees of the Lincang Branch in Yunnan Province participated in the voluntary tree-planting activity organized by the Lincang Municipal Financial Youth League Committee

Category	Unit	2022	2023	2024
Volunteer Service Hours	Hours	563,578.4	78,348.2	36,778.5
Number of Volunteer Participants	Persons	15,767	19,052	20,452
Primary Service Recipients and Beneficiaries	Persons	1,206,551	723,234	443,287



▲ Xinjiang Branch "PICC-Yacun 'Clothing Passes on Love' Clothing Giving Activity"



▲ Ledu Branch in Haidong City, Qinghai Province, carried out the "Civilized Travel, Volunteering Together" Traffic Civilized Advice Volunteer Service Activity in Haidong City, Qinghai Province



▲ Chongzhou Branch in Chongzhou City, Sichuan Province, helped farmers harvest a bumper crop of rice



▲ Shanghai Branch carried out activities on the theme of Learning from Lei Feng



# Strengthening Governance, Driving Innovation

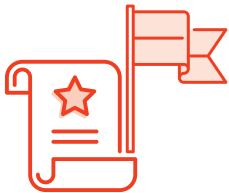
- 80 Improving corporate governance
- 86 Implementing risk-based internal controls
- 90 Building Integrity and Compliance





Improving corporate governance

PICC P&C upheld and strengthened the comprehensive leadership of the Party, demonstrating its commitment to responsibility through in-depth learning, meticulous understanding, and diligent implementation. The Company had established a standardized governance structure characterized by mutual coordination and checks and balances, emphasizing the diversification of the board of directors and continuously enhancing its capabilities in sustainable governance. PICC P&C placed a strong emphasis on improving information disclosure and maintained stable communication with investors. Additionally, the Company reinforced intellectual property protection, driving development through innovation.



High-quality party building leads high-quality development

In 2024, the Party Committee of PICC P&C adhered to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, comprehensively implemented the spirit of the 20th CPC National Congress and the 2nd and 3rd Plenary Sessions of the 20th CPC Central Committee, firmly implemented the deployment and requirements of the Party Committee of PICC Group, insisted on the management of the Party with the spirit of reform and stringent standards, and led the high-quality development by high-quality Party construction.

Continuous deepening of theoretical armament

The Company deepened theoretical armament, focused on the theme and main line, organized central groups study sessions and solidly carried out party discipline learning and education, through reading classes, thematic study, thematic party classes, warning education, training to help learning and other forms, to further strengthen the party members and cadres sense of discipline, awareness of the rules, and enhance the political strength, discipline, moral strength, resistance to corruption, in order to promote the Company's high-quality development to provide a strong disciplinary guarantee.

Strengthening Grass-roots Party building work

The Company implemented PICC Group's "five major actions" to strengthen grass-roots Party building work, promoted the implementation of political unity action, heart-centered soul-casting action, foundation-strengthening action, supervisory and governance action, and integration and enhancement action, focused on the key links, highlights the problem orientation, insists on the correctness and innovation, and makes efforts to consolidate the foundation, raise the short board, and strengthen the weak points. Advantages, made up for shortcomings, and strengthened weaknesses, and strived to build advanced grassroots party organizations with strong political functions, strong teams, strong party members, and strong roles.

**Deepening the integration of Party building and business.**The Company vigorously promoted the implementation of the contact point system for grassroots Party building, focused on grassroots governance, practiced the "Four Grassroots" approach, and increased research and guidance for weak Party branches. It set up 2,712 contact points for Party building in the Party committees of three-level organizations at the head office, provincial, and local levels, conducting 5,678 in-depth research and guidance sessions at the grassroots level. These efforts focused on issues such as the needs of development, the urgency of reform, and the expectations of the grassroots, solving practical difficulties and problems at the grassroots level, and promoting the enhancement and optimization of grassroots Party organizations in terms of ideology, methodology, capacity, and mechanisms. This facilitated the improvement of grassroots Party building work by taking the grassroots as a whole.The Company promoted grassroots Party organizations to carry out in-depth joint learning and joint construction of Party building, handling 4,189 heart-warming practical matters and forming a joint construction mechanism of "Party building leading and business synergy". The Company set up 2,695 Party members' commando teams, which played an exemplary role in urgent and dangerous tasks such as the Meidai Expressway collapse disaster, torrential rains in Hubei and Shaanxi, and rescue and relief work following Typhoons Gomez and Capricorn, practicing the responsibility of People's Insurance through practical actions.

Party committees at three levels (head quarters, provincial, local levels) had established

2,712

Party-building liaison units

In-depth research and guidance sessions at the grassroots level for

5,678 times



▲ Party members of Chenzhou Branch in Hunan Province helped the public to pick the flat burden



▲ The Party branch of Duyun Branch in Guizhou Province joined hands with the branch committee of Wenfeng Village, Pinglang Town, Duyun City to carry out a theme party day activity to help villagers plant rice seedlings

Case Study and Implement the Spirit of the Third Plenary Session of the 20th CPC Central Committee

The Third Plenary Session of the 20th CPC Central Committee has made a strategic plans for further comprehensively deepening reforms in the new era and advancing Chinese modernization. The Company issued the "Work Plan for Learning, Publicizing and Implementing the Spirit of the Third Plenary Session of the 20th CPC Central Committee", and urged and guided provincial-level organizations to formulate detailed work plans in accordance with their actual practices. the Company also carried out learning at different levels and classifications through the theoretical central groups of Party committees, "three meetings and one lesson" of Party branches, and thematic trainings to promote the spirit of the Plenary Session at the grassroots level, The spirit of the Plenary Session has been promoted to rapidly enter the grassroots and penetrate the front line.



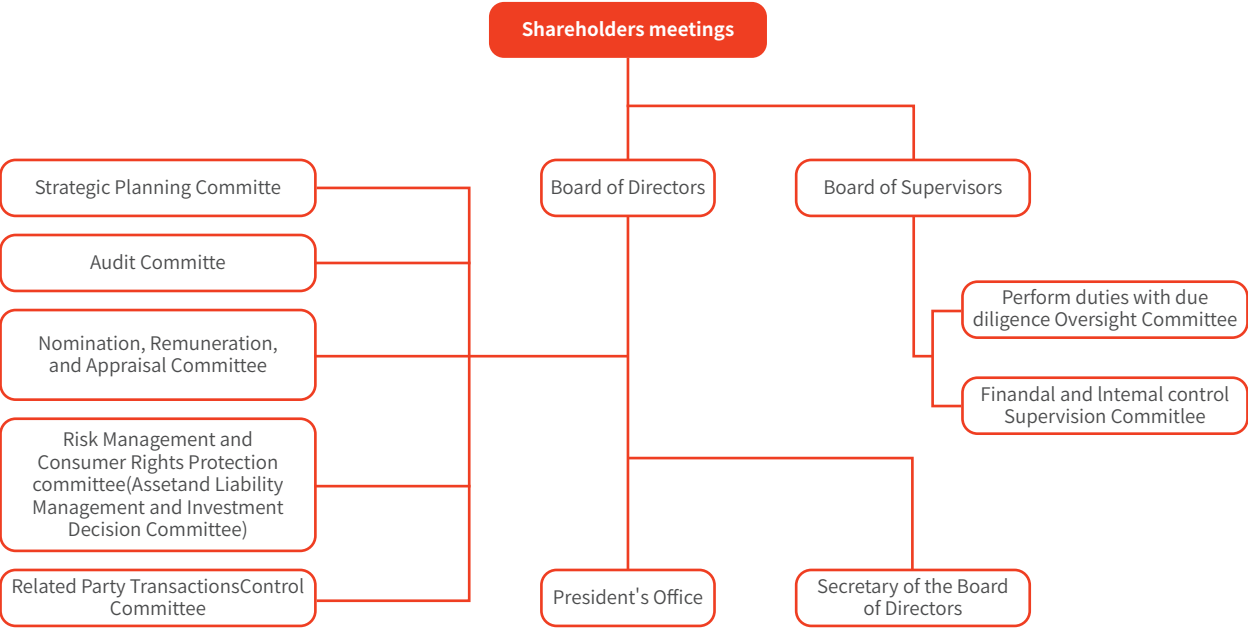
▲ The Theoretical Study Center Group of the Party Committee of the Company conducted the sixth collective study in 2024, focusing on studying the spirit of the Third Plenary Session of the 20th CPC Central Committee.

Exploring modern corporate governance best practices

PICC P&C strictly complied with the requirements of the Insurance Law of the People's Republic of China, the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China, and other relevant laws and regulations. It regulated corporate governance in accordance with the Code on Corporate Governance in Appendix 14 of the Listing Rules of the Stock Exchange of Hong Kong. The Company formulated the "Measures for the Administration of Connected Transactions of PICC P&C" "Rules of Practice for the Connected Transactions Control Committee of the Board of Directors of PICC P&C" and other rules and regulations, continuously improving corporate governance.

In accordance with the *Articles of Association*, the respective authorities, rules of procedure, and operational protocols of the Shareholders' General Meeting, the Board of Directors and its Executive Committee, and the Board of Supervisors have been clearly defined. It established a management structure in which the power, decision-making, supervisory, and executive bodies coordinated and cooperated with each other while supervising and balancing each other. This ensured that the operation of power was standardized, decision-making was scientific and reasonable, supervision was comprehensive and effective, and execution was highly efficient and effective, continuously enhancing the scientific, robust, and effective nature of the Company's governance.

Corporate Governance Structure






The Company emphasizes the independence and diversity of its Board of Directors to ensure objective and comprehensive decision-making. As at the end of 2024, the Company has a total of 10 directors, including 4 executive directors, 1 non-executive director and 5 independent directors, to ensure that the independent directors participate in the Company's decision-making in an objective manner, with strong checks and balances in supervision, matching of powers and responsibilities, optimization of functions, and in-depth participation in the Company's high-quality development. To ensure diversity in the composition of the Board of Directors and the expression of views, the diversified composition of the Board of Directors is measured in terms of gender, age, region, cultural and educational background, professional experience and skills to ensure comprehensive decision-making. There are two female directors on the Board of Directors, accounting for 20% of the total. The Board members have extensive experience in the fields of economics, finance, insurance, accounting and law, etc. During the year 2024, the Company held 9 meetings of the Board of Directors, at which 118 motions were considered, reviewed or heard and passed, and 7 meetings of the Supervisory Board, at which 53 motions were considered, reviewed or heard.

The Company has optimized and improved the Implementation Measures for Performance Evaluation of Directors and Supervisors of the Company, putting forward 41 specific provisions in five aspects, including performance evaluation system, performance procedures and methods, performance evaluation contents, performance evaluation results and application, etc., so as to improve and perfect the supervisory and evaluation mechanism for Directors and Supervisors. the Company has formulated and issued the "Working System for Independent Directors of the Company", which puts forward 40 specific provisions in terms of the conditions of service, nomination, election and replacement, duties, rights and obligations, and performance guarantee, etc., to clarify the duties of independent directors, ensure the standardized operation, and enhance the level of governance and competitive strength.

Keeping up with the times to improve ESG governance

PICC P&C integrated sustainable development into its corporate governance system and formulated the "PICC P&C 2024 Sustainable Development (ESG) Key Work Program", which specified the key ESG initiatives for 2024, defined the division of responsibilities and work requirements, and promoted sustainable development. Through the establishment of a sound ESG management work system, PICC P&C ensured the orderly development of ESG management work in terms of organizational structure, institutional norms, comprehensive indicators, deliberation processes, supervision, and evaluation.

	<b>Board of Directors</b>	As the highest decision-making body for ESG work, it considers and adopts ESG reports, strategic plans, major policies and systems, such as the "PICC P&C 2023 Annual Sustainability Report", "PICC P&C of China's Green Finance Development Plan (2024-2027)" and "PICC P&C of China's Green Finance Management Measures (Trial)", among other documents.
	<b>Establishment of Green Finance Committee under the management</b>	Responsible for reviewing the Company's green finance and ESG related strategic objectives and development plans, making recommendations, organizing and promoting the implementation of the strategies, considering the Company's green finance/ESG annual key work, evaluating the performance of green finance and ESG, identifying, evaluating, and managing the issues that may have a significant impact on the Company's development, considering the green finance/ESG related thematic reports, and organizing and promoting the construction of the Company's green finance and ESG management system. construction of the Company's green finance and ESG management system, and consider important management systems for sustainable development.
	<b>Office under the Green Finance Committee</b>	As a permanent office, it is responsible for the daily work of the Green Finance Committee.

The Company focuses on the enhancement of directors' ESG capabilities, and all directors regularly receive documents and training materials on business operations, regulatory governance, laws and regulations, etc. In 2024, all directors received training in a number of key areas, including business professionalism, directors' continuous responsibility obligations, corporate compliance governance, anti-money laundering and anti-terrorist financing, and information disclosure, and built up a systematic understanding of ESG in terms of the concept of governance, the governance mechanism and organizational structure, and information disclosure. The training provided a systematic understanding of ESG in terms of governance concepts, governance mechanisms and organizational structure, and information disclosure. Some of the directors participated in the online courses of China Cadre Network Institute on "Enhancing the Capability of Enterprise Leaders in Ruling and Developing Enterprises", "Improving the Mechanism of Science and Technology Innovation of Enterprises" and "Cases of Reform of State-owned Enterprises". Nine directors participated in the "Online Training Course on Experience Sharing of Anti-Money Laundering and Counter-Terrorist Financing Capabilities of Financial Institutions at Various Levels of Management in the Context of the Fifth Round of FATF Mutual Evaluation in 2024" organized by China Financial Times, and five independent directors participated in the "Online Training Course on the New Company Law" organized by China Financial Times, and five independent directors participated






in the "Online Training Course on the New Company Law" organized by China Financial Times. Five independent directors participated in the "Online Classroom on Risks and Countermeasures for Directors and Supervisors in Performing Their Duties under the new *Company Law*" to enhance the ability to improve internal control processes, strengthen the knowledge of their own risks in performing their duties, and improve their risk management and crisis handling abilities.

The Company had established a sound remuneration management system for directors and senior management, with the Nomination, Remuneration and Evaluation Committee regularly evaluating the structure and composition of the Board of Directors, formulating the remuneration policy and structure of directors and senior management, formulating and conducting annual evaluations of evaluation criteria covering various dimensions such as financial indicators, non-financial indicators, fulfillment of strategic objectives and corporate governance compliance, and making reasonable recommendations on the remuneration packages of directors and senior management to the Board of Directors. the Company utilizes performance evaluation as the basis for evaluating the remuneration of directors and senior management. the Company uses performance evaluation as an important basis for assessing the remuneration and other incentives for directors and senior management, of which the variable fees of independent directors and external supervisors are linked to the results of the annual performance evaluation, in addition to the fixed fees.

The Company follows the principle of fair market transactions in respect of connected transactions, ensures fair and reasonable pricing in accordance with the *Measures for the Administration of Connected Transactions of PICC P&C*, fulfills the necessary decision-making procedures and information disclosure obligations, and does not take advantage of connected transactions to jeopardize the interests of shareholders. the Company has set up a connected transaction control committee responsible for reviewing the Company's connected transaction management system and its implementation, coordinating and managing the identification, review and maintenance of connected parties, and reviewing, filing, risk control, special rectification and other management of connected transactions.

Enhancing information disclosure and investor communication

PICC P&C Insurance strictly complies with the regulatory requirements on information disclosure of the places where the securities are listed and the State Administration of Financial Supervision and ensures their effective implementation. It has formulated the "*PICC P&C Administrative Provisions on Information Disclosure*", optimized the working mechanism for information disclosure, set up the workflow for information disclosure, organized and carried out the training on information disclosure, and ensured that the compilation and disclosure of all regular and interim reports are timely, truthful, accurate and complete, complete. At the same time, the Company has implemented a number of optimization initiatives at various levels to fully demonstrate the Company's achievements in operation and development as well as its social performance to investors and stakeholders, and to further improve the level of information disclosure work on a continuous basis.

	<b>Enhanced disclosure management</b>	Actively connect with the standards and policy requirements of regulatory bodies, closely follow up the promotion of sustainability disclosure guidelines, grasp the sustainability development trend, and timely publicize and disclose the Company's sustainability development.
	<b>Expansion of Information Channels</b>	Closely following the mainstream trends and hotspots of sustainable development at home and abroad, relying on the Company's official website, official public number, mainstream media and other information disclosure channels, we have strengthened the publicity of information related to sustainable development, released relevant policies and practices, statements, reports, highlights of achievements and other information in a timely manner, demonstrated the results of the Company's work on sustainable development in multiple ways, and enhanced the level of external reach of the Company's information on sustainable development.
	<b>Enriching information readability</b>	Taking into account the information needs of different stakeholders, PICC P&C released "PICC P&C Releases 2024 Interim Results", "PICC P&C 2024 Claims Service Report", and "A Chart to Understand PICC P&C Annual Results for 2023" through its public website, enhancing the readability of the periodic reports with illustrations and text, and responding to the concerns of stakeholders with visualization of the key information.

The Company emphasizes on maintaining good investor relations and discloses information on its development strategy, financial position, operating results, major events and handling of claims to investors and the public in a timely manner. All information that should be disclosed is published on the Company's website, the website of the Hong Kong Stock Exchange or the website of the Insurance Association to ensure information transparency. Through multi-channel communication methods and platforms, the Company actively, enthusiastically and efficiently provides services to domestic and overseas institutional and individual investors, and deepens communication and understanding with investors. 2024, the Company further strengthened

its communication with investors, and communicated with more than 600 times of investors in total through regular results releases and roadshows, on-site receptions, on-line communication, participation in investment banking conferences, branch surveys, and unsolicited visits. Through regular performance release and roadshow, on-site reception, online communication, participation in investment banking meetings, branch research, active visits and other forms, the Company has communicated with more than 600 investors to enhance investors' recognition of the Company's investment value. At the same time, we attach great importance to the issues of concern and suggestions made by investors, and use them to improve internal processes and system construction, and further enhance the level of management and corporate governance.

Case

Investor Open Day on the theme of "Exploration and Practice of High-Quality Development of New Energy Auto Insurance"

In November 2024, PICC Group and the company jointly hosted an Investor Open Day in Beijing under the theme of "Exploration and Practice of High-Quality Development in New Energy Vehicle Insurance". The event aimed to communicate the company's exploration, practices, and achievements in new energy vehicle insurance to the capital market, receiving widespread acclaim from the capital market.

Continuously deepening the intellectual property protection system

PICC P&C strictly complied with laws and regulations such as the *Anti-Unfair Competition Law of the People's Republic of China, the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China, and the Copyright Law of the People's Republic of China. It revised and issued the "Measures for the Administration of Patents and Software Copyrights of PICC P&C (2024 Edition)"* and other specialized regulations, strengthening the creation, utilization, protection, management, and service of patents and software copyrights. This solidified the institutional foundation for the company's intellectual property protection and established an intellectual property protection work system coordinated by the head office and supervised by branch offices at all levels.

The Company built and continuously improved the protection of intellectual property rights, set up specialized institutions or equips professional post staff, and was full-time responsible for the management, protection, transformation and application of patents and software copyrights. Strict examination procedures were set up to standardize the working mechanism and process of each stage of the patent life cycle, and to strengthen the management of patent protection, software copyright registration and trademark registration. Meanwhile, the Company encouraged inventions and creations and protected innovation inputs and achievements through the creation, utilization and protection of patents, so as to enhance the capability of independent innovation, promote technological progress, strengthened the protection of technological innovation and R&D achievements, and improved the capability of creation and utilization of intellectual property rights.

By the end of 2024, the Company had applied for 921 patents, including 597 invention patents; granted 267 patents, including 68 invention patents; and registered 1,118 software copyrights. 2024, the Company applied for 291 new patents, including 209 invention patents; granted 73 patents, including 19 invention patents; and newly registered 346 software copyrights. Organized 2 trainings related to intellectual property protection to enhance the awareness and ability of intellectual property protection of the Company's employees. (Note: The cumulative registered software copyrights include the part not counted in 2023)

Conducted investor communication with over

600

participant engagements

Filed

921

patent applications(cumulative)

granted

267

patents(cumulative)

Registered

1,118

software copyrights(cumulative)

## Implementing risk-based internal controls

PICC P&C had established and improved risk management mechanisms, comprehensively implementing risk management measures. The Company adhered to compliant operations, fostered a culture of compliance, and actively conducted anti-money laundering supervision and management. These efforts enhanced its risk management capabilities and operational compliance, safeguarding financial security and promoted the Company's steady and sustainable development.



## Building barriers to risk prevention and control

PICC P&C Insurance had thoroughly implemented the spirit of the Central Financial Work Conference, comprehensively strengthened the awareness of risk prevention and control in the whole system, improved the quality and efficiency of risk identification, optimized and upgraded the comprehensive risk management system, and continuously enhanced the Company's risk management capability and the effectiveness of risk prevention and control, so as to provide a strong guarantee for the Company's sound operation and high-quality development.

### Risk management mechanisms

The Board of Directors is the highest decision-making body for the Company's comprehensive risk management and is responsible for formulating the Company's capital planning, as well as the Company's risk tolerance and risk management, and bears the ultimate responsibility for comprehensive risk management. The Risk Management and Consumer Protection Committee (Asset and Liability Management and Investment Decision-making Committee) under the Board of Directors is responsible for considering risk management related matters, such as the Company's overall risk management objectives, risk appetite and risk tolerance, risk management policies, risk management organization setups and responsibilities, as well as assessing the risks of the Company's major operation and management matters to ensure the effectiveness of the operation of the risk management system.

In addition, relevant functional departments and organizations worked closely together, and the Audit Department carried out independent audit supervision covering all major business areas of the Company.

### Risk management initiatives

The Company deeply implemented the requirements of the CPC Central Committee to prevent and resolve major financial risks, adhered to the overall risk management objectives of "operational compliance, asset safety, capital adequacy and value creation", adhered to the bottom-line thinking on risk and the concept of prevention as the main focus, emphasized more on comprehensive risk management and risk prevention and control in key areas, and continued to strengthen the "key prevention and control, source prevention and control, technology prevention and control, and system prevention and control". The Company will continue to strengthen "key prevention and control, source prevention and control, science and technology prevention and control, and system prevention and control", and continue to enhance our risk management capability and risk prevention and control effect.

The Company revised and improved various systems of risk management, and revised and issued relevant systems such as *Measures for Capital Management of PICC P&C*, *Measures for Operational Risk Management of PICC P&C*, *Measures for Business Continuity Risk Management of PICC P&C (Trial)*, *Measures for the Management of Operational Risk Loss Data of PICC P&C*, and so on. Establishing a sound risk management system and improving the normalized operation mechanism of the Risk Compliance Committee. Regularly identifying and assessing the risks of the Company as a whole and in key areas, strengthening risk monitoring of key businesses and areas, conducting regular risk assessment and analysis, and reporting to the Board of Directors and senior management of the Company. Strengthen the identification and prevention of hidden risks, enhance cultural publicity and training, improve risk management capability and risk control effect, and promote business development to high quality. We accelerated the construction of the risk management information system, optimized and improved the functions of the risk management system, and continuously enhanced the digital and intelligent level of risk management. We have continued to implement the second phase of C-ROSS II rules, strengthened the construction of the capital restraint mechanism, and given full play to the role of capital management in our operations, so as to better meet the regulatory requirements on solvency.

In 2024, the Company's solvency was adequate and both the risk composite rating and the solvency risk management capability assessment were maintained at favorable levels.

## Serious implementation of compliance internal control

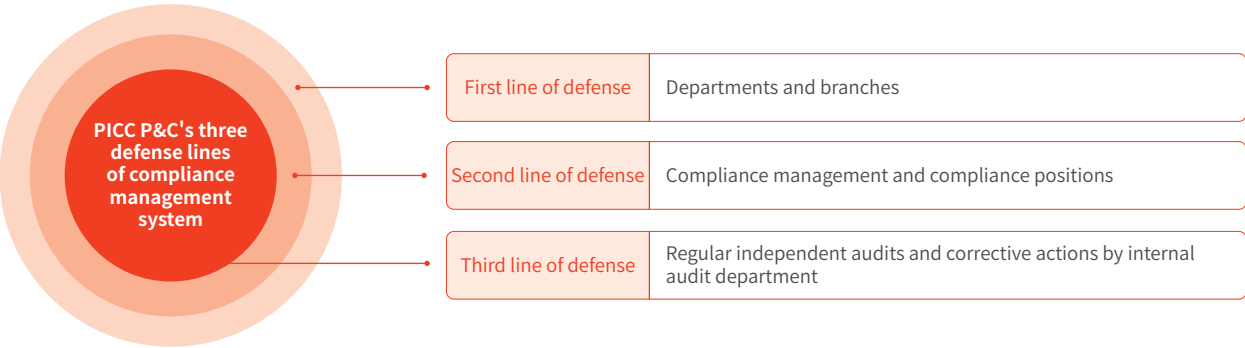
PICC P&C attached importance to compliance management, builds up a risk bottom line, implements compliance management mechanism, improves compliance management system, and promotes compliance culture, so as to ensure the Company's sound operation and guard the bottom line of no systemic risk.

In the process of continuously deepening compliance management, the Company is committed to transmitting the red line and bottom line requirements of compliance to all levels, business lines and posts of the whole system, and comprehensively optimizing and improving the basic system of compliance management. With regulatory concerns and risk issues highlighted in the business field as the core points of investigation, the Company has clarified and solidified the responsibilities of each level in risk prevention, control and compliance management to ensure the effective fulfillment of responsibilities and the formation of a tight risk prevention and control network.

### Compliance management mechanism

The Board of Directors of the Company and its specialized committees actively perform compliance management duties and strive to consolidate the main responsibility of the Board of Directors for compliance management and control, and consider related motions such as the annual internal control assessment report, the risk assessment report and other important motions on the Company's compliance management and management, which involve such key boards as financial accounting, internal auditing, connected transactions, anti-money laundering mechanism, information disclosure and other key boards.

The Company has established a three-line-of-defense compliance management mechanism to ensure that each of the three lines of defense performs its own duties, coordinates and cooperates with each other to form a synergy of compliance management. Among them, each business department and branch of the Company performs the duties of the first line of defense for compliance management and has the primary responsibility for compliance management within its scope of responsibility; the Company's compliance management department and compliance positions perform the duties of the second line of defense for compliance management and fulfill the duties of professional supervision and guidance; and the Company's internal audit department, as the third line of defense, conducts independent audits of the Company's compliance management on a regular basis, so as to ensure that the compliance system operates efficiently and effectively. the Company's internal audit department as the third line of defense regularly conducts independent audits on the Company's compliance management to ensure the effective operation of the compliance system.



In 2024, the Company disclosed information on eight cases of administrative penalties imposed on general and provincial companies by financial regulators in accordance with the Measures for the Administration of Information Disclosure of Insurance Companies.



Shaping a Culture of Compliance

The Company conducted a series of compliance awareness trainings for the year 2024, including training on the "Compliance Red Line Manual (2024 Edition)", operational practices of external regulatory information reporting and anti-money laundering system, to fulfill the responsibilities of the internal departments and branches of the insurance company in the prevention and control of case risks. Conducted training on policies and regulations, corporate culture, integrity culture, compliance and risk control for all employees in the "Prevention of Illegal Fund Raising Awareness Month" and the "National Anti-Fraud Action Month" to continuously enhance employees' awareness of operating in accordance with the law and ensure that the Company's various disciplines and systems are put in place and deeply rooted in people's minds, and to facilitate the implementation of the Company's policies and systems. In 2024, the coverage rate of compliance training for the whole system of the Company will reach 100%.



the coverage rate of compliance training for the whole system of the Company reached

100%

2024 Legal and Compliance Training Program Final Exam for Xinjiang Branch

Dedicated to guarding the financial net

PICC P&C is committed to maintaining financial security and stability, establishing a sound anti-money laundering organizational structure, effectively forming anti-money laundering synergies, continuing to carry out routine audits, special audits and other project investigations, and deepening the supervision and management of employees' behavior and business ethics, in order to provide a strong safeguard for promoting the Company's sound operation.

Anti-Money Laundering Mechanisms

The Company strictly complies with the laws and regulations related to anti-money laundering, anti-terrorist financing and sanction compliance, and has established an anti-money laundering system system covering anti-money laundering organizational structure, large-value transaction and suspicious transaction reporting, customer identification, retention of customer identification information and transaction records, information security protection and self-assessment with anti-money laundering management measures as the core, and has formed a "Panorama of anti-money laundering control and implementation" based on anti-money laundering system by combing the system control and implementation. Based on the anti-money laundering system, the Company has organized and formed the Panorama of Anti-Money Laundering Control.

The Company and its provincial branches have set up anti-money laundering and counter-terrorist financing leading groups, headed by the main person in charge of the organization, and designated the legal compliance department to take the lead in anti-money laundering management, so as to effectively implement the obligations of anti-money laundering.2024 With the dynamic changes in the anti-money laundering regulatory environment and the deepening of the Company's own risk management and control responsibilities, the Company has comprehensively sorted out, clarified, refined and adjusted the duties and responsibilities of member departments and related departments of the anti-money laundering and counter-terrorist financing leading group. the Company has comprehensively sorted out, clearly detailed, adjusted and completed the division of responsibilities among the member departments of the Anti-Money Laundering and Counter-Terrorist Financing Leading Group and the relevant departments, so as to effectively strengthen the organization, leadership and coordination of the work on anti-money laundering and counter-terrorist financing.

In 2024, the Company formulated and issued the Measures for the Administration of Money Laundering Risk Assessment of Products (Businesses), revised the Measures for the Administration of Reporting of Large-value and Suspicious Transactions, the Measures for the Administration of Anti-Money Laundering and Counter-Terrorist Financing Monitoring Lists and other systematic documents, strengthened the whole-process management of customer identification, reporting of large-value and suspicious transactions, and risk rating of customers, and further clarified the triggering scenarios, work requirements, and measures and tools for fulfilling the obligations of anti-money laundering for all business segments and all levels. It has further clarified the triggering scenarios, work requirements, and measures and tools for fulfilling AML obligations at various business links and levels, and strengthened the integration of AML requirements with business processes. At the same time, we have optimized the product (business) money laundering risk assessment index model, suspicious transaction monitoring index model, anti-money laundering list monitoring rules and other index models to continuously improve the accuracy of real-time monitoring and effectively prevent money laundering risks.

The Company attaches great importance to anti-money laundering training, and carries out targeted training for employees of different lines, positions and levels on a regular basis, so as to continuously strengthen the foundation and environment for internal control of anti-money laundering.2024, the Company invited external experts to carry out anti-money laundering training, and emphasized on anti-money laundering and anti-terrorist financing training for directors and supervisors, so as to strengthen the ability of the directors and supervisors to perform their duties in a compliant manner. In 2024, the Company conducted more than 10 AML trainings covering new employees, employees of regulatory lines and managers of district and county branch offices, focusing on the latest situation of AML regulation and requirements for performance of duties, and continuously improving the coverage and application of AML knowledge of employees.

Case

FATF 2024 Online Training Course on Experience Sharing in Fulfillment of Competencies for Managers of Financial Institutions at All Levels of Anti-Money Laundering and Counter-Terrorism Financing

From June to December 2024, a total of 1,641 persons in AML specialties and positions at head offices and subsidiaries participated in the online training course on "Sharing of Experiences on the Fulfillment of Functional Capabilities of Financial Institutions' Managers at Various Levels in the Context of the Fifth Round of Mutual Evaluation of the FATF in 2024", with a view to improving the management capabilities and operational qualities of AML and Counter-terrorist Financing.

The Company attaches importance to regular anti-money laundering publicity work, and organizes anti-money laundering publicity every year. 2024, the Company carried out multi-level, multi-channel and diversified education and publicity activities to popularize financial insurance and risk prevention knowledge, enhance the public's understanding of anti-money laundering laws and regulations, improve the ability to identify and prevent illegal financial activities, and guide financial consumers to look at the anti-money laundering requirements in a rational manner. At the same time, through the "anti-money laundering column" on the Company's official website, the Company reproduces anti-money laundering developments and authoritative policies and regulations, and distributes and publishes financial consumer protection and integrity cases, cultural slogans and educational brochures in communities and campuses, so as to expand the coverage of anti-money laundering publicity and improve the quality and effectiveness of anti-money laundering publicity.

Case

Shanxi Branch Fulfills Anti-Money Laundering Obligations and Proactively Prevents Money Laundering Risks

In 2024, the Shanxi branch identified the integrity of customer identification in the province and rectified the situation on schedule, with the integrity rate of customer identification in the province at 99.69%. Actively carried out anti-money laundering series of publicity through online and offline anti-money laundering training 96 times, involving 2,770 employees, organized the entire jurisdiction to participate in online training courses for financial institutions on anti-money laundering and anti-terrorist financing for all levels of management personnel to perform their duties and share their experience, and the heads of the departments of the provincial and municipal anti-money laundering leading group members and the relevant anti-money laundering post personnel, totaling 178 people, participated in the online learning.

Business ethics audits

The Company adheres to the risk-oriented approach in accordance with the regulatory and internal management requirements of the Company, etc., and continuously organizes and carries out regular audits, special audits and other projects for investigation. the Company mainly conducted a special audit on anti-money laundering laws and regulations in the fourth quarter of 2012, covering key risk areas stipulated by the regulatory requirements such as the establishment of sound internal operating procedures for customer identification, customer identification data and transaction record keeping, dedicated personnel responsible for anti-money laundering and counter-terrorist financing compliance management, and reasonable design of business processes and operating standards. In accordance with regulatory requirements, special anti-money laundering audits are conducted annually for the head office and branches that request for audits, and in 2024, special anti-money laundering audits were actually conducted for the Company's head office and 19 provincial branches, including Anhui, Henan and Hunan, with the aim of facilitating the Company's and its employees' compliance with the relevant laws, regulations, supervisory provisions and internal control norms, and continuously strengthening the supervision and management of employees' behaviors and business ethics. Supervision and management.

Building Integrity and Compliance

PICC P&C upholds strict standards to advance the construction of a clean and honest Party conduct. the Company integrates integrity education into daily supervision, standardizes internal complaint and reporting mechanisms, deepens self-discipline in anti-corruption and integrity advocacy, and promotes clean practices in commercial partnerships. Additionally, PICC P&C conducts regular anti-monopoly oversight, leading the way in standardizing market order.



Promoting righteousness and purity

PICC P&C has strengthened the strict atmosphere, established and improved the policies, systems, mechanisms and processes of integrity risk prevention and control, promoted the scientific, systematic and standardized work of the Company's integrity risk prevention and control and corruption prevention work to achieve significant results, and continuously enhanced the ability and level of promoting as a whole the ability and level of not daring to rot, not being able to rot, and not wanting to rot, so as to provide important support for resolutely winning the battle against corruption and fighting the protracted battle in the overall war.

Efforts to improve Party conduct

The Company strictly adheres to the requirements of intra-Party regulations, including the *Constitution of the Communist Party of China*, the *Guidelines for Integrity and Self-Discipline of the Communist Party of China*, the *Several Guidelines on Intra-Party Political Life Under the New Circumstances*, the *Regulations on Disciplinary Actions of the Communist Party of China*, and the *Several Provisions on Integrity in Professional Conduct for Leaders of State-Owned Enterprises*. the Company deeply understands the Central Committee's scientific assessment that the anti-corruption struggle remains severe and complex, fully grasps the strategic intent behind the Central Committee's consistent focus on the financial sector as a key area for anti-corruption efforts over the years, and thoroughly comprehends the Central Committee's major requirements for eradicating the conditions that breed corruption to deepen the anti-corruption campaign. the Company continuously advances the construction of a clean and honest Party conduct and the fight against corruption, upholding the spirit of reform and strict standards to govern the Party with rigor. It intensifies efforts to integrate the mechanisms of "detering corruption, preventing corruption, and eliminating the desire to corrupt" into a cohesive system.

Eradicating the conditions of corruption and deepening anti-corruption initiatives

	<b>Resolutely "Clearing Existing Backlogs"</b>	Formulating the <i>"Norms for the Disposal of Clues on Suspected Functional Crimes (for Trial Implementation)"</i> , deepened internal and external synergies and joint handling of cases at the general and provincial levels, and enhanced its ability to efficiently and orderly investigate and handle cases of serious disciplinary infractions and functional crimes.
	<b>Resolutely "Curbing New Increases"</b>	The Company has formulated the <i>Work Standards for Promoting Reform and Governance Through Case Studies</i> , establishing an integrated mechanism for promoting reform and governance through case analysis. This mechanism operates under the principle of "unified leadership by the Party Committee, primary responsibility by departments, supervisory oversight by the Discipline Inspection Commission, focused implementation by units involved in cases, and systemic learning across the organization." It drives all levels of the Company to delve into the institutional flaws, management weaknesses, and process vulnerabilities revealed by individual cases, continuously improving the systems and mechanisms that regulate the exercise of power.
	<b>Resolutely "Preventing Variables"</b>	The Company has strengthened the development of a culture of integrity in the new era, promoting a series of themed activities focused on family values, education and family ethos. It organized Party members and cadres across the system to watch integrity and warning education documentaries produced by the Central Commission for Discipline Inspection and the National Supervisory Commission. By using cases as mirrors and warnings, the Company conducted a total of 889 warning education sessions throughout the year at all levels, ensuring that the alarm bells ring constantly and the deterrent effect remains ever-present.

Deepening anti-corruption management

The Company continuously improves the whole process management of business conduct compliance, and implements and fine-tunes the construction of employees' and suppliers' cleanliness. Through case warnings, online short courses and other forms of anti-corruption and code of business conduct training, the Company strengthens employees' awareness of anti-corruption and compliance. At the same time, we fully conveyed the Company's anti-corruption and integrity policy requirements to suppliers to prevent business moral risks. For cooperative suppliers suspected of violating the Code of Business Conduct, the Company promotes the system to terminate cooperation with them from the top down, and improves the anti-corruption working mechanism for suppliers.

	<b>Daily norms Regular supervision</b>	<p>The Company has focused on a specialized campaign to address "improper dining and entertainment practices," facilitating public reporting and incorporating this issue into the key areas of inspection and financial oversight to uncover problems in depth.</p> <p>The Company has strengthened holiday inspection arrangements, consistently issuing integrity reminders during important holidays such as New Year's Day, Spring Festival, May Day, Dragon Boat Festival, Mid-Autumn Festival, and National Day. the Company maintains a continuous flow of centralized, specialized, and targeted notifications to ensure sustained vigilance.</p>
	<b>Improve the mechanism Rapid investigation</b>	The Company has enhanced the coordination and collaboration between specialized supervision and functional departments. Discipline inspection commissions at all levels have established mechanisms with relevant departments, creating ledgers to track problem clues from key special campaigns and setting up task forces to ensure rapid investigation and resolution.
	<b>Focusing on key aspects Implementing risk management and control</b>	The Company has strengthened risk control over critical areas such as abnormal employee behavior and access to key systems, while intensifying case risk investigations. It has promoted the improvement of systems and the standardization of authority in key processes such as underwriting, claims, expenses, and personnel selection, continuously deepening governance effectiveness.
	<b>Alert Education Alarm bells ringing</b>	The Company has done a good job of integrity publicity and warning education to strengthen the great consciousness of all staff to comply with the rules and regulations. Continuously carry out integrity training through publicity videos and the Company's training system to raise practitioners' awareness of integrity and enhance their professional skills.



The Company strictly implements the relevant provisions of the *Work Rules for Handling Reports and Complaints by Discipline Inspection and Supervision Authorities*, advancing the standardization of internal complaint and reporting mechanisms. It has formulated specialized regulations, including the *Interim Provisions on the Management of Discipline Inspection and Supervision Complaints and Reports at PICC P&C*, the *Measures to Encourage Real-Name Reporting of Complaints at PICC P&C (Trial)*, the *Complaint Handling Measures of PICC P&C*, the Implementation Rules for Complaint Handling at Headquarters, and the *Emergency Response Plan for Complaints at Headquarters*. These regulations standardize the processes for handling complaints and reports, emergency response mechanisms, and the protection of the legitimate rights and interests of whistleblowers. the Company has actively opened multiple reporting channels, including physical mailboxes, email addresses, and a supervision and reporting mailbox on the Party-building cloud platform.

Furthermore, the Company rigorously adheres to confidentiality requirements in complaint and report management. *The Measures to Encourage Real-Name Reporting of Complaints at PICC P&C (Trial)* propose the establishment of a whistleblower protection mechanism, outlining key tasks for the specialized protection of whistleblowers. Corresponding accountability measures are in place for violations of whistleblower protection policies, ensuring that whistleblowers are safeguarded from retaliation.

In order to strengthen employees' awareness of risk compliance, enhance employees' management of integrity, and improve job competence, the Company carries out integrity education for new employees in a timely manner, and conducts the "first lesson" on integrity; adheres to the combination of self-discipline and self-discipline, and the combination of positive guidance and warning education, guides the employees to establish a correct outlook on wealth and values, and carries out regular business ethics-related training for all employees every year. the Company conducts regular business ethics training for all employees every year, and carries out integrity requirements through daily education, management and supervision, with specific training contents including policies and regulations, corporate culture, integrity culture, compliance and risk control, etc., so as to guide the employees to further improve their morality.



▲ Shenzhen Branch holds a typical case briefing warning and disciplinary education meeting



▲ Hebei Branch holds warning education conference

Adherence to the Laws of the Market

PICC P&C complies with the *Anti-Monopoly Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China* and other laws and regulations, and has included anti-monopoly, anti-unfair competition and other compliance management work in the scope of responsibilities of the compliance management department, and has perfected a comprehensive compliance risk management mechanism, such as the tracking of laws and regulations, the construction of a compliance system system, and the assessment, review and training of risks.

Strengthening fair competition

The Company has formulated and issued compliance management systems, such as the *Red Line Handbook for Compliance Operations*, to address anti-monopoly and anti-unfair competition practices. In light of the newly enacted *Fair Competition Review Regulations* in 2024, the Company has urged business departments to pay attention to the new rules and the overall trend of stricter anti-monopoly supervision. It has conducted compliance training for management personnel, actively guiding employees to maintain good business practices and uphold fair competition within the industry. the Company has also developed and distributed the *Supplier Code of Conduct Commitment*, clearly communicating the principle of fair competition to suppliers within the procurement management scope. Suppliers are prohibited from engaging in unfair competition or evading supervision and are required to comply with all applicable anti-corruption laws and regulations in their operating

locations and countries. Any acts of bribery, corruption, collusion, fraud, or other misconduct that harm the Company's interests are strictly prohibited. In line with the PICC Group's anti-monopoly initiatives, the Company has specified requirements for the legal review of co-insurance agreements across its branches. Contracts are reviewed for compliance from the perspectives of fair competition and mutual benefit, ensuring that all relevant business activities undergo compliance assessments and are reported in accordance with legal requirements.

Regulating the market order

The Company pays attention to potential monopoly risks in emerging fields and markets, and actively provides anti-monopoly regulatory advice to standardize the market order. Regarding the possible monopolization of the contracting and underwriting mechanism for new energy vehicles, the Company participated in a special meeting of the General Administration of Financial Supervision and put forward legal risk prevention and control proposals in conjunction with its peers. In relation to the alleged monopolization of auto insurance quotes, the Company sent relevant professionals to provide legal analysis on the monopolization risks and countermeasures taken.

ESG Performance

Name of Indicator	2024	2023	2022
Economic Performance			
Total assets (RMB 100 million)	7,782.44	7,036.23	6,724.62
Total insurance revenue (RMB 100 million)	4,852.23	4,572.03	4,243.55
Net profit (RMB 100 million)	321.61	245.66	291.08
Environmental Performance			
Total direct GHG emissions (Scope 1)			
Greenhouse gas emissions from natural gas combustion (tCO <sub>2</sub> e)	149.76	137.52	135.96
Gasoline consumption and emissions (tCO <sub>2</sub> e)	32.57	31.92	20.42
Total indirect GHG emissions (Scope 2)			
Greenhouse gas emissions from electricity (tCO <sub>2</sub> e)	3,934.31	3,775.21	3,607.53
Greenhouse gas emissions from purchased heat (tCO <sub>2</sub> e)	646.03	1,088.67	980.87
Total other indirect GHG emissions(Scope 3)			
Employee travel (air and train) emissions (tCO <sub>2</sub> e)	1,286.38	953.48	-
Total GHG emissions (tCO <sub>2</sub> e)			
Total GHG emissions (tCO <sub>2</sub> e)	6,049.05	5,986.80	4,744.78
Per capita greenhouse gas emission intensity (tCO <sub>2</sub> e/ person)	1.60	2.23	1.45
Non-hazardous wastes discharged			
Total domestic wastes discharged (tons)	162	182	141
Per capita domestic wastes discharged (tons/person)	0.04	0.07	0.04
Hazardous wastes discharged			
Lamps consumed (nos)	831	4,951	992
Per capita lamps consumed (pcs/person)	0.34	3.37	0.57
Consumption of batteries (pieces)	295	315	443
Per capita batteries consumed (pcs/person)	0.12	0.21	0.25
Direct energy use			
Natural gas consumption (GJ)	2,696.44	2,476.13	2,447.94
Per capita natural gas consumption (GJ/person)	0.71	0.92	0.75
Motor gasoline (GJ)	479.57	469.87	300.72
Indirect energy use			
Electricity consumption (GJ)	23,449.32	22,501.23	21,501.83
Electricity consumption per capita (GJ/person)	9.70	8.39	6.57
Purchased heat (GJ)	5,873	9,897	8,917
Use of water			
Total tap water consumption (tons)	18,732	18,076	15,967
Per capita tap water consumption (tons/person)	4.96	6.73	4.88
Reclaimed water consumption (tons)	19,523	18,619	17,240
Social Performance			
Employees hired			
Number of on-the-job employees (persons)	149,218	150,391	153,003
Number of employees dispatched (persons)	13,422	14,072	13,124
Number of male employees (persons)	78,824	79,433	81,491

Name of Indicator	2024	2023	2022
Number of female employees (persons)	70,394	70,958	71,512
Number of employees under the age of 31 (persons)	20,275	22,034	25,969
Number of employees aged 50-31 (persons)	109,724	109,070	107,226
Number of employees above the age of 50 (persons)	19,219	19,287	19,808
Total number of employees in North China (persons)	25,964	26,288	27,266
Total number of employees in Northeast China (persons)	10,820	11,026	11,376
Total number of employees in East China (persons)	36,530	36,540	37,234
Total number of employees in Central China (persons)	22,838	23,118	23,246
Total number of employees in South China (persons)	20,201	20,474	20,636
Total number of employees in Southwest China (persons)	18,656	18,621	18,795
Total number of employees in Northwest China (persons)	14,209	14,324	14,450
Number of employees with doctor's degree (persons)	113	109	109
Number of employees with master's degree (persons)	8,117	7,279	6,775
Number of employees with bachelor's degree (persons)	101,373	100,379	98,547
Number of employees with associate degree (persons)	33,397	36,822	40,247
Number of employees with other academic qualifications (persons)	6,218	5,802	7,325
Mobility of employees			
Number of new employees (persons)	5,558	5,680	1,901
Number of new male employees (persons)	3,013	2,660	1,011
Number of new female employees (persons)	2,545	3,020	890
Number of new employees under the age of 31 (persons)	4,903	3,690	1,615
Number of new employees aged 50-31 (persons)	615	1,985	286
Number of new employees above the age of 50 (persons)	40	5	0
Number of new employees in North China (persons)	775	754	289
Number of new employees in Northeast China (persons)	205	221	57
Number of new employees in East China (persons)	1,550	1,127	434
Number of new employees in Central China (persons)	687	1,138	231
Number of new employees in South China (persons)	925	1,045	386
Number of new employees in Southwest China (persons)	849	727	307
Number of new employees in Northwest China (persons)	567	668	197
Hiring of employees (%)	3.72	3.78	1.24
Hiring of male employees (%)	3.82	3.35	1.24
Hiring of female employees (%)	3.62	4.26	1.24
Hiring of employees under the age of 31 (%)	24.18	16.75	6.22
Hiring of employees aged 50-31 (%)	0.56	1.82	0.27
Hiring of employees above the age of 50 (%)	0.21	0.03	0.00
Hiring of employees in North China (%)	2.98	2.87	1.06
Hiring of employees in Northeast China (%)	1.89	2.00	0.50
Hiring of employees in East China (%)	4.24	3.08	1.17
Hiring of employees in Central China (%)	3.01	4.92	0.99
Hiring of employees in South China (%)	4.58	5.10	1.87
Hiring of employees in Southwest China (%)	4.55	3.90	1.63
Hiring of employees in Northwest China (%)	3.99	4.66	1.36



Name of Indicator	2024	2023	2022
Number of employees departing (persons)	6,690	7,839	7,506
Number of male employees departing (persons)	3,741	4,419	4,208
Number of female employees departing (persons)	2,949	3,420	3,298
Number of departing employees under the age of 31 (persons)	1,231	870	1,454
Number of departing employees aged 50-31 (persons)	2,555	3,470	3,499
Number of departing employees above the age of 50 (persons)	2,904	3,499	2,553
Number of departing employees in North China (persons)	939	1,586	1,424
Number of departing employees in Northeast Chinas (persons)	398	543	469
Number of departing employees in East China (persons)	1,588	1,778	1,812
Number of departing employees in Central China (persons)	973	1,184	1,053
Number of departing employees in South China (persons)	1,232	1,206	1,136
Number of departing employees in Southwest China (persons)	867	880	907
Number of departing employees in Northwest China (persons)	693	761	705
Turnover of employees (%)	4.48	5.21	4.91
Turnover of male employees (%)	4.75	5.56	5.16
Turnover of female employees (%)	4.19	4.82	4.61
Turnover of employees under the age of 31 (%)	6.07	3.95	5.60
Turnover of employees aged 50-31 (%)	2.33	3.18	3.26
Turnover of employees above the age of 50 (%)	15.11	18.14	12.89
Turnover of employees in North China (%)	3.62	6.03	5.22
Turnover of employees in Northeast China (%)	3.68	4.92	4.12
Turnover of employees in East China (%)	4.35	4.87	4.87
Turnover of employees in Central China (%)	4.26	5.12	4.53
Turnover of employees in South China (%)	6.10	5.89	5.50
Turnover of employees in Southwest China (%)	4.65	4.73	4.83
Turnover of employees in Northwest China (%)	4.88	5.31	4.88
Health and Safety			
Number of work-related deaths	3	7	5
Rate of deaths due to work-related injuries (%)	0.002	0.0043	0.003
Number of work-related injuries (excluding deaths) (persons)	278	242	153
Number of working days lost due to work-related injuries	9,723	8,393	8,470
Employee development and training			
Proportion of female employees participating in training (%)	96.30	87.30	91.94
Proportion of male employees participating in training (%)	96.50	85.58	92.32
Proportion of the Company's leaders participating in training (%)	100.00	92.31	92.86
Proportion of department-level managers (including professional level) participating in training (%)	98.11	77.57	95.84
Proportion of division-level managers (including professional level) (%)	97.07	89.19	88.60
Proportion of basic job level personnel participating in training (%)	96.34	86.32	92.24
Average training time for female employees (hours)	212.34	156.49	147.41
Average training time for male employees (hours)	218.12	151.03	144.34
Average training time for the Company's leaders (hours)	182.28	180.77	147.75

Name of Indicator	2024	2023	2022
Average training time for department-level managers (including professional level) participating in training (hours)	134.07	110.98	165.94
Average training time for division-level managers (including professional level) (hours)	187.07	160.03	155.34
Average training time for basic job level personnel (hours)	216.66	153.48	145.44
Diversity of employees			
Number of Han employees (person)	136,753	138,041	140,721
Number of minority employees (person)	12,465	12,350	12,282
Customer service			
Complaints per RMB100 million Premiums (Case/RMB100 million)	0.54	1.84	1.63
Number of complaints forwarded by the regulators (Cases/10,000 policies)	0	0	0
Anti-corruption			
Number of directors receiving anti-corruption training (person)	10	4	3
Proportion of directors receiving anti-corruption training (%)	100	100	100
Proportion of employees receiving anti-corruption training (%)	100	100	100
Number of suppliers by region (nos)			
Anhui	346	279	173
Beijing	2,982	2,514	2,705
Fujian	604	387	458
Gansu	212	203	100
Guangdong	1,448	757	870
Guangxi	190	152	110
Guizhou	142	119	93
Hainan	80	58	57
Hebei	608	314	323
Henan	280	212	163
Heilongjiang	63	51	32
Hubei	466	327	285
Hunan	453	365	276
Jilin	149	122	68
Jiangsu	428	269	165
Jiangxi	231	211	139
Liaoning	360	235	234
Inner Mongolia	222	177	182
Ningxia	243	217	180
Qinghai	53	52	44
Shandong	942	633	590
Shanxi	240	105	176
Shaanxi	491	335	225
Shanghai	846	578	773
Sichuan	543	420	242

Name of Indicator	2024	2023	2022
Tianjin	234	198	206
Tibet	49	16	30
Xinjiang	192	151	94
Yunnan	141	128	84
Zhejiang	557	321	217
Chongqing	304	285	287
Hong Kong	0	1	3
Macao	0	0	0
Taiwan	0	0	0
Overseas	13	3	7

Notes:

1. The scope of environmental performance indicator statistics is the Company's headquarters.
2. The operational boundary of the Company's greenhouse gas (GHG) emissions includes direct emissions (Scope 1), indirect emissions from energy consumption (Scope 2), and employee travel emissions (Scope 3). Other indirect emissions are not included in the GHG disclosure scope of this report.
3. GHG calculations refer to the Beijing Enterprise (Unit) Carbon Dioxide Accounting and Reporting Guidelines.
4. The electricity emission factor calculation refers to Requirements for Carbon Dioxide Emission Accounting and Reporting in the Service Industry (DB11/T 1785—2020), with an emission factor of 0.604tCO<sub>2</sub>/MWh.
5. The GHG calculation for purchased heat refers to the Guidelines for Greenhouse Gas Emission Accounting and Reporting for Public Building Operation Enterprises (Trial), with an emission factor of 0.11 tCO<sub>2</sub>/GJ. In 2024, the Company's headquarters implemented a curtain wall structural adhesive renovation project, which effectively improved the sealing and insulation performance of the curtain wall, reducing indoor heat loss in the office building. Combined with the higher average winter temperatures in 2024, the GHG emissions from purchased heat decreased significantly compared to 2023.
6. The calculation method for Scope 3 employee travel (air and rail) GHG emissions refers to: [www.kailaimei.com/carbonfootprint\\_cbeex.html](http://www.kailaimei.com/carbonfootprint_cbeex.html). The increase in employee travel GHG emissions in 2024 compared to 2023 is due to an increase in travel mileage.
7. The per capita GHG emission intensity (tCO<sub>2</sub>e/person) is calculated based on the total number of employees, including those in leased areas and dispatched personnel.
8. Per capita domestic waste emissions = total domestic waste emissions / (number of headquarters employees + property management employees + leased area employees).
9. Per capita lighting consumption = lighting consumption / (number of headquarters employees + property management employees).
10. Per capita battery consumption = battery consumption / (number of headquarters employees + property management employees).
11. the Company's natural gas consumption is primarily for the cafeteria. Per capita natural gas usage = (number of employee meals / total annual meals in the employee cafeteria) × natural gas consumption / number of headquarters employees.
12. Natural gas consumption, tap water usage, and reclaimed water usage include the usage by tenants in the headquarters building. Electricity consumption refers to the energy consumption of all electrical equipment in the headquarters building, excluding tenant office areas. Gasoline consumption refers to the fuel consumption of official vehicles at the headquarters. Purchased heat refers to the heating consumption of the headquarters building.
13. The original data units for natural gas, gasoline, and electricity are cubic meters, liters, and kilowatt-hours, respectively. Energy conversion factors are based on the coefficients determined by the PICC Group's carbon inventory, with natural gas at 38,931 kJ/m<sup>3</sup> and gasoline at 44,800 kJ/kg. According to the Non-Industrial Unit Energy Consumption Table from the Beijing Municipal Bureau of Statistics and the Guidelines for Greenhouse Gas Emission Accounting and Reporting for Public Building Operation Enterprises (Trial), the gasoline density for 2024 is 0.73 kg/L, while the density for 2022-2023 follows historical data at 0.72 kg/L. Electricity is calculated at 3.6×10<sup>6</sup>J/kwh.

14. Per capita electricity consumption = electricity consumption / (number of headquarters employees + property management employees).

15. Per capita tap water usage = tap water usage / (number of headquarters employees + property management employees + leased area employees).

16. The employee count is based on the data as of December 31 of the reporting year, averaged over the reporting period.

17. Company-level leaders = company executives + senior management.

18. Turnover personnel = voluntary resignations + terminations + retirements + other contract terminations.

19. Employee turnover rate = turnover personnel / number of on-duty employees.

20. Hiring rate = number of new hires / number of on-duty employees.

21. Complaints per 100 million yuan in premiums and complaints per 10,000 policies are based on data reported by regulatory authorities, retaining two decimal places as per regulatory reporting. For 2021-2022, the regulatory authorities reported quarterly complaint data, with the data for 2021-2022 being from the fourth quarter. Starting in 2023, the regulatory authorities switched to cumulative quarterly complaint reports, with 2023 and 2024 data representing the full year.

22. The number of directors receiving anti-corruption training includes all directors.



External Assurance



Assurance Statement: 2024 Sustainability Report of PICC P&C

### Independent Assurance Statement for the 2024 Sustainability Report of PICC Property and Casualty Company Limited

To the management team and stakeholders of PICC P&C,

SynTao Green Finance Co., Ltd. (hereinafter referred to as “SynTao GF”) was commissioned by PICC Property and Casualty Company Limited (hereinafter referred to as “PICC P&C”) to conduct an independent third-party assurance of the relevant information disclosed in its 2024 Sustainability Report of PICC P&C (hereinafter referred to as “Sustainability Report”). The assurance conducted by SynTao GF is outlined as follows:

#### Scope of Assurance

**1. Timeframe**

The assurance was limited to the information disclosed in the Sustainability Report for the period from January 1, 2024, to December 31, 2024. Any relevant information outside this reporting period were not within the scope of this assurance.

**2. Information and Data Scope**

The scope of this assurance was limited to the information concerning PICC P&C covered in the Sustainability Report and did not include information from third parties such as PICC P&C's suppliers. Information disclosed in the Sustainability Report that had already been audited or verified by independent third-party organisations were not re-verified in this process.

**3. Assurance Scope**

The assurance scope aimed to assess: 1) whether the Sustainability Report complied with the Inclusivity, Materiality, Responsiveness, and Impact principles outlined in AA1000AP (2018), and 2) the reliability and quality of certain sustainability indicators, including:

- Carbon verification data of the Company's four workplaces in Beijing (2023)
- Electricity consumption
- Use of water
- Risk protection scale and client number of “Government and Banking Insurance”
- Risk protection scale and client number of agricultural insurance

- Risk protection scale and client number of intellectual property insurance
- Insurance liability and number coverage of new energy vehicles
- Insured coverage by forest biodiversity insurance and forest size
- Risk protection scale and client number of catastrophe insurance
- Complaints per 100 million Yuan in premiums


#### Responsibilities

The responsibility of PICC P&C was to ensure the integrity and accuracy of the content of the Sustainability Report and the information provided to SynTao GF, with no significant misrepresentations.

The responsibility of SynTao GF was to issue an independent assurance statement based on the information provided by PICC P&C under AA1000 Assurance Standard v3 (AA1000AS v3).

#### Standards

SynTao GF utilized AA1000AS v3 as the reference standard for assurance services. AA1000AS v3 refers to the assurance standard created by AccountAbility. The type and depth of assurance conducted in this instance were categorized as “Type 2, Moderate Assurance”.



Assurance Statement: 2024 Sustainability Report of PICC P&C

The assurance statement was prepared by SynTao GF following the SynTao GF Non-Financial Report Assurance Method.

In addition to AA1000AS v3, the standards, principles, and initiatives referenced by SynTao GF included: Global Reporting Initiative GRI Standards / Hong Kong Exchanges and Clearing Limited ESG Reporting Code / Task Force on Climate-related Financial Disclosures TCFD Framework / International Sustainability Standards Board (ISSB) IFRS S1 - General Requirements for Disclosures of Sustainability-related Financial Information and IFRS S2 Climate-related Disclosures / European Union Corporate Sustainability Reporting Directive (CSRD) / Greenhouse Gas Protocol (GHG Protocol), among others.

#### Assurance Methodology

**1. Assurance Plan**

SynTao GF recorded key resource requirements, evidence to be collected, tasks, activities, deliverables, and timelines in the schedule, forming a plan.

**2. Information Collection**

Following principles of clarity, balance, completeness, and timeliness, SynTao GF assessed the quality of the collected information.

**3. Conducting Assurance**

- Conducting interviews with sustainability management, including responsible employee of Comprehensive Department, Strategy Management Department, Vehicle Insurance Department, Group Service Department, Agricultural Insurance Department, Financing Credit Department, Customer Protection Department and Risk Analysis Centre.
- Verifying relevant documents, data, and other materials provided by PICC P&C.
- Assessing whether the information and data in the Sustainability Report comply with the inclusivity, materiality, responsiveness, and impact principles outlined in AA1000AP (2018).
- Assessing the reliability and quality of selected sustainability indicators in the Sustainability Report.
- Assessing if the report follows Global Reporting Initiative GRI Standards and Hong Kong Exchanges and Clearing Limited ESG Reporting Code.

**4. Any other necessary work deemed by SynTao GF**

#### Independence and Capability


**1. Independence**

SynTao GF declares that, SynTao GF and PICC P&C are entirely independent entities. SynTao GF is free from bias or conflict of interest with PICC P&C.

**2. Capability**

SynTao GF specializes in providing professional consulting, research, and training services in sustainable finance, including environmental, social, and corporate governance (ESG) ratings, green finance strategy, Environmental and Social Risk Management (ESRM), green finance product innovation, research on green finance and responsible investment, green bond assurance, as well as green credit and responsible investment capacity building.

SynTao GF is a licensed assurance provider of AA1000AS v3. This license authorizes SynTao GF to use and comply with AccountAbility's AA1000AS v3, as well as the use of the AA1000AS v3 markings related to sustainability assurance services.



Assurance Statement: 2024 Sustainability Report of PICC P&C

Members of SynTao GF's assurance team hold qualifications in AA 1000 Certified Sustainability Assurance Practitioner (CSAP), ISO14001 internal auditing, CFA ESG, EFFAS Certified ESG Analyst, GRI training certification, carbon asset management, and other qualifications in the field of sustainable development. The team consists of professionals with extensive experience in the field of sustainable development and a comprehensive understanding of the AA1000AS v3 standard.

### Limitations

SynTao GF relied entirely on the information provided by PICC P&C required in the assurance of this *Sustainability Report* and did not collect information from other external sources. Interviews also did not involve external stakeholders.

### Content for Assurance

#### 1. AA1000 Accountability Principles (2018)

**Inclusivity:** PICC P&C identified the group's key stakeholders, it communicated with them continuously through various ways, and publicly disclosed the communication outcomes. PICC P&C provides necessary capacity building for stakeholder engagement.

**Materiality:** PICC P&C collected opinions from key stakeholders, established an analysis process for material issues, identified the ESG issues that are highly relevant to the company, and disclosed the evaluation results of material issues in its *Sustainability Report*.

**Responsiveness:** PICC P&C has responded to the material issues of concern to its key stakeholders and reviewed its performance of relevant targets, and has invested in relevant capacity building.


**Impact:** PICC P&C has established a process for measuring, evaluating, and managing the company's impacts, and has integrated some of these impacts into the company's material issues and strategic objectives.

#### 2. Assessment of Selected Sustainability Indicators

By means of sampling, SynTao GF has verified the ten sustainability indicators in the *Sustainability Report*.

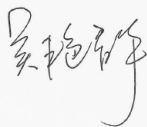
### Conclusion

- SynTao GF did not identify any non-compliance with the Inclusivity, Materiality, Responsiveness, and Impact principles outlined in AA1000AP (2018) in the *2024 Sustainability Report of PICC P&C*.
- SynTao GF did not identify any situation that undermines the reliability and quality of the ten sustainability indicators in the *2024 Sustainability Report of PICC P&C*. Stakeholders can take the ten sustainability indicators as reference.
- The *2024 Sustainability Report of PICC P&C* was not found to have been prepared without reference to the Global Reporting Initiative *GRI Standards* or Hong Kong Exchanges and Clearing Limited *ESG Reporting Code*.



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Assurance Provider: SynTao Green Finance Co., Ltd.  
Assurance Team Lead: WU, Yanjing



March 20, 2025

## Index

### Hong Kong Stock Exchange *the Environmental, Social, and Governance Reporting Code Index*

Scope	Aspect	General Disclosures and KPIs	Disclosure chapters
Environmental	A1:Emissions	General Disclosure:Relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste: the policies; and compliance with relevant laws and regulation that have a significant impact on the issuer.	Promoting green office practices
		A1.1 The types of emissions and respective emissions data.	Promoting green office practices
		A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	ESG Performance
		A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Promoting green office practices; ESG Performance
		A1.5 Description of emissions target(s) set and steps taken to achieve them.	Promoting green office practices
		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.	Promoting green office practices
	A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	Promoting green office practices
		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).	Promoting green office practices; ESG Performance
		A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Promoting green office practices; ESG Performance
		A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Promoting green office practices
		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.	Promoting green office practices
		A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The Company's main products include motor vehicle insurance, enterprise property insurance, and other types of insurance, and it actively promotes the use of electronic policies. Therefore, this indicator is not applicable.
	A3:The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	Promoting green office practices
		A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Promoting green office practices

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Scope	Aspect	General Disclosures and KPIs	Disclosure chapters
Social	B1:Employment	General Disclosure: Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Fair and efficient recruitment; Empowering Employee Growth; Optimizing of Compensation and Performance; Deepening Welfare Care
		B1.1 Total workforce by gender, employment type (for example, full-or parttime), age group and geographical region.	ESG Performance
		B1.2 Employee turnover rate by gender, age group and geographical region.	ESG Performance
	B2:Health and Safety	General Disclosure: Relating to providing a safe working environment and protecting employees from occupational hazards: the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer.	Deepening Welfare Care
		B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	ESG Performance
		B2.2 Lost days due to work injury.	ESG Performance
		B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Deepening Welfare Care
	B3:Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Employee training construction
		B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Employee training construction; ESG Performance
		B3.2 The average training hours completed per employee by gender and employee category.	Employee training construction; ESG Performance
	B4:Labour Standards	General Disclosure: Relating to preventing child and forced labour: the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer.	Fair and efficient recruitment
		B4.1 Description of measures to review employment practices to avoid child and forced labour.	Fair and efficient recruitment
		B4.2 Description of steps taken to eliminate such practices when discovered.	Fair and efficient recruitment
	B5:Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	Strengthening Supply Chain Management
		B5.1 Number of suppliers by geographical region.	ESG Performance
		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.	Strengthening Supply Chain Management
		B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Strengthening Supply Chain Management
		B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Strengthening Supply Chain Management

Scope	Aspect	General Disclosures and KPIs	Disclosure chapters
Social	B6:Product Responsibility	General Disclosure: Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress: the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer.	Strengthening Rights and Interests Protection; Strictly abiding by data security
		B6.1Percentage of total products sold or shipped subject to recalls for safety and health reasons.	The products provided by the Company do not cause personal injury or health damage to consumers. Therefore, this indicator is not applicable
		B6.2 Number of products and service related complaints received and how they are dealt with.	Strengthening Complaints Governance
		B6.3 Description of practices relating to observing and protecting intellectual property rights.	Continuously deepening the intellectual property protection system
		B6.4 Description of quality assurance process and recall procedures.	The Company's main products include motor vehicle insurance, enterprise property insurance, and other types of insurance, which do not involve product recalls due to quality issues. Therefore, this indicator is not applicable
	B7:Anti-corruption	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Strictly abiding by data security
		General Disclosure:Relating to bribery, extortion, fraud and money laundering: the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer.	Anti-Money Laundering Mechanisms; Promoting righteousness and purity; Adherence to the Laws of the Market
		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.	Deepening anti-corruption management
		B7.2Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Deepening anti-corruption management
		B7.3 Description of anti-corruption training provided to directors and staff.	Deepening anti-corruption management
	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.	Deepening Rural Revitalization Help; Promoting public welfare and charity
		B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Deepening Rural Revitalization Help; Promoting public welfare and charity Serving Rural Revitalization
		B8.2 Resources contributed (e.g. money or time) to the focus area.	Deepening Rural Revitalization Help; Promoting public welfare and charity Serving Rural Revitalization

Scope	Aspect	General Disclosures and KPIs	Disclosure chapters
Part D: Climate-related Disclosures	Governance	The governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climate related risks and opportunities.	Actively tackling climate change—— Governance
		Management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities.	Actively tackling climate change—— Governance
	Strategy	Climate-related risks and opportunities.	Actively tackling climate change—— Climate-related risks
		Business model and value chain.	Actively tackling climate change—— Climate-related risks & Climate-related opportunities
		Strategy and decision-making.	Actively tackling climate change—— Response to climate risks
		Financial position, financial performance and cash flows (including Current financial effect and Anticipated financial effect).	Actively tackling climate change—— Response to climate risks
		Climate resilience.	The company plans to conduct "Climate-related scenario analysis" in the future to provide stakeholders with effective information for assessing the company's climate resilience
	Risk Management	The processes and related policies it uses to identify, assess, prioritise and monitor climate-related risks.	Actively tackling climate change——Climate-related risks & Response to climate risks
		The processes the issuer uses to identify, assess, prioritise and monitor climate-related opportunities.	Actively tackling climate change—— Climate-related opportunities & Response to climate risks
		The approaches, methodologies, and extent to integrate the processes of identifying, assessing, prioritizing, and monitoring climate-related risks and opportunities into the Company's overall risk management framework.	Actively tackling climate change—— Risk Management

Scope	Aspect	General Disclosures and KPIs	Disclosure chapters
Part D: Climate-related Disclosures	Metrics and Targets	<b>Greenhouse gas emissions:</b> absolute gross greenhouse gas emissions generated, expressed as metric tons of CO <sup>2</sup> equivalent, and the approach it uses to measure its greenhouse gas emissions.	Actively tackling climate change——Greenhouse gas emission data
		<b>Climate-related transition risks:</b> the amount and percentage of assets or business activities vulnerable to climate-related transition risks.	The company plans to conduct Climate-related transition risk impact analysis in the future to provide stakeholders with effective information for assessing the company's climate resilience.
		<b>Climate-related physical risks:</b> the amount and percentage of assets or business activities vulnerable to climate-related physical risks.	The company plans to conduct physical risk impact analysis based on assets and operations in the future
		<b>Climate-related opportunities:</b> the amount and percentage of assets or business activities aligned with climate-related opportunities.	The company plans to conduct opportunity impact analysis based on assets and operations in the future.
		<b>Capital deployment:</b> the amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities.	The company has not yet disclosed this information
		<b>Internal carbon prices:</b> approaches to applying carbon pricing in decision-making and the price of each metric tonne of greenhouse gas emissions the issuer uses to assess the costs of its greenhouse gas emissions.	The company has not yet applied carbon pricing.
		<b>Remuneration:</b> climate-related considerations and the approaches for integrating them into remuneration policies.	Strengthening green finance assessment and incentives
		<b>Industry-based metrics:</b> industry-based metrics that are associated with business models, and activities.	Actively tackling climate change——Action Goals for Carbon Peak and Carbon Neutrality
		<b>Climate-related targets:</b> the qualitative and quantitative climate-related targets the issuer has set to monitor progress towards achieving its strategic goals; any targets the issuer is required to meet by law or regulation, including any greenhouse gas emissions targets.	Actively tackling climate change——Action Goals for Carbon Peak and Carbon Neutrality



GRI Index

GRI standard	Disclosure	Disclosure chapters
GRI 2: General Disclosures 2021	2-1 Organizational details	About Us
	2-2 Entities included in the organization's sustainability reporting	Report Preparation Notes
	2-3 Reporting period, frequency and contact point	Report Preparation Notes
	2-4 Restatements of information	N/A
	2-5 External assurance	External Assurance
	2-6 Activities, value chain, and other business relationships	About Us; Multi-party cooperation and win-win situation
	2-7 Employees	Cultivating Fertile Ground for Talent Development
	2-8 Workers who are not employees	Cultivating Fertile Ground for Talent Development
	2-9Governance Structure and Composition	Keeping up with the times to improve ESG governance ; Explore modern corporate governance best practices
	2-10 Nomination and selection of the highest governance body	Keeping up with the times to improve ESG governance ; Explore modern corporate governance best practices
	2-12 Role of the highest governance body in overseeing the management of impacts	Keeping up with the times to improve ESG governance ; Explore modern corporate governance best practices; Statement from the Board of Directors
	2-13 Delegation of responsibility for managing impacts	Promoting green and harmonious development; Improving corporate governance
	2-14 Role of the highest governance body in sustainability reporting	Statement from the Board of Directors; Promoting green and harmonious development; Promoting sustainable development management; Actively tackling climate change; Improving corporate governance
	2-16 Communication of critical concerns	Promoting sustainable development management; Keeping up with the times to improve ESG governance ; Explore modern corporate governance best practices
	2-19 Remuneration Policy	Keeping up with the times to improve ESG governance ; Protection of Employees' Rights and Interests
	2-20 Process to determine remuneration	Keeping up with the times to improve ESG governance ; Protection of Employees' Rights and Interests
	2-22 Statement on sustainable development strategy	Message from the Company Leadership
	2-23 Policy commitments	Compliance management mechanism; Employee Team Building; Protection of Employees' Rights and Interests
	2-24 Embedding policy commitments	Explore modern corporate governance best practices; Keeping up with the times to improve ESG governance ; Compliance management mechanism; Employee Team Building
	2-27 Compliance with laws and regulations	Promoting righteousness and purity
	2-28 Membership associations	Win-Win Industry Cooperation
	2-29 Approach to stakeholder engagement	Stakeholder Communication
	2-30 Collective bargaining agreements	Protection of Employees' Rights and Interests

GRI standard	Disclosure	Disclosure chapters
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Identification of material issues
	3-2 List of material topics	Identification of material issues
	3-3 Material topics management	Identification of material issues
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	Key Figures in 2024; ESG Performance
	201-2 Financial implications and other risks and opportunities due to climate change	Actively tackling climate change——Risk Management
	201-3 Benefit Plan Obligations and Other Retirement Plans	Protection of Employees' Rights and Interests
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	Remaining committed to the essence of insurance ; Practicing responsible investment
	203-2 Significant indirect economic impacts	Remaining committed to the essence of insurance ; Practicing responsible investment ; Warmth Gives Back to the Community
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Anti-Money Laundering Mechanisms; Efforts to improve Party conduct
	205-3 Confirmed incidents of corruption and actions taken	Promoting righteousness and purity
GRI 207: Tax 2019	207-1 Tax Management Method	Compliance management mechanism
	207-2 Tax governance, Control, and Risk Management	Compliance management mechanism
	207-3 Stakeholder involvement and management related to tax concerns	Stakeholder Communication
	207-4Country-by-country reporting	N/A
GRI 301: Materials 2016	301-1 Materials used by weight or volume	N/A
	301-2 Recycled materials used	N/A
	301-3 Recycled Products and Their Packaging Materials	N/A
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Practicing Green and Low-Carbon operations; ESG Performance
	302-3 Energy intensity	Practicing Green and Low-Carbon operations; ESG Performance
	302-4 Reduction of Energy Consumption	Practicing Green and Low-Carbon operations; ESG Performance
	302-5 Decrease Energy Needs of Products and Services	Practicing Green and Low-Carbon operations
GRI 303: Water and effluents 2018	303-2 Management of water discharge-related impacts	Promoting green office practices
	303-3 Water withdrawal	Promoting green office practices; ESG Performance
	303-4 Water discharge	Promoting green office practices; ESG Performance
	303-5 Water consumption	Promoting green office practices; ESG Performance

GRI standard	Disclosure	Disclosure chapters
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products, and services on biodiversity	Contributions to SDGs
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	ESG Performance
	305-2 Energy indirect (Scope 2) GHG emissions	ESG Performance
	305-3 0ther indirect GHG emissions(Scope 3)	ESG Performance
	305-4 GHG emissions intensity	ESG Performance
	305-5 Reduction of GHG emissions	ESG Performance
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Promoting green office practices;
	306-2 Management of significant waste-related impacts	Promoting green office practices;
	306-3 Waste generated	Promoting green office practices;
GRI 401: Employment 2016	401-1 New employee and employee turnover	ESG Performance
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Deepening Welfare Care
	401-3 Parental leave	Deepening Welfare Care
GRI 403: Occupational Health and Safety 2018	403-3 Occupational health services	Deepening Welfare Care
	403-5 Worker training on occupational health and safety	Deepening Welfare Care
	403-6 Promotion of worker health	Deepening Welfare Care
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by commercial relationships	Deepening Welfare Care
	403-9 Work-related injuries	ESG Performance
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	Employee training construction; ESG Performance
	404-2 Programs for upgrading employee skills and transition assistance programs	Employee training construction
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	Protection of Employees' Rights and Interests; Exploring modern corporate governance best practices; ESG Performance
GRI 406: Non-discrimination 2016	406-1 Discrimination incidents and corrective actions taken	Fair and efficient recruitment
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Promoting democratic communication
GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Fair and efficient recruitment

GRI standard	Disclosure	Disclosure chapters
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Fair and efficient recruitment
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Serving Rural Revitalization; Serving Enhancement of People's Livelihood and Well-being; Warmth Gives Back to the Community
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Strengthening Rights and Interests Protection
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Strictly abiding by data security



# Reader Feedback

Hello Dear Reader!

Thank you for reading the 2024 Sustainability Report of PICC P&C. We take your opinions very seriously and look forward to hearing your feedback on our environmental, social, and governance (ESG) initiatives, as well as this Report. Your comments and suggestions are essential to our continuous improvement in sustainability disclosure and advancing ESG management and practices. You can fill in the form below and send it back to us by post, email or fax. We express our sincere gratitude and thanks for your valuable comments!

Name: \_\_\_\_\_ Enterprise: \_\_\_\_\_ Mobile: \_\_\_\_\_ E-mail: \_\_\_\_\_

1. What is your overall evaluation of how PICC P&C has performed its sustainabilty performance?

Very good ☐    Good ☐    OK ☐    Poor ☐

2. What is your overall evaluation of this Report?

Very good ☐    Good ☐    OK ☐    Poor ☐

3. How do you feel PICC P&C has performed in terms of communications with stakeholders?

Very good ☐    Good ☐    OK ☐    Poor ☐

4. How do you feel PICC P&C has performed in fulfilling its economic responsibilities?

Very good ☐    Good ☐    OK ☐    Poor ☐

5. How do you feel PICC P&C has performed in fulfilling its environmental responsibilities?

Very good ☐    Good ☐    OK ☐    Poor ☐

6. How do you feel PICC P&C has performed in fulfilling its social responsibilities?

Very good ☐    Good ☐    OK ☐    Poor ☐

7. Do you think the content contained in this Report and its layout are designed in a way that is easy to read?

Yes ☐    No ☐

8. Please tell us your suggestions for the 2024 Sustainability Report of PICC P&C:

\_\_\_\_\_

9 Please tell us your suggestions for PICC P&C to enhance its sustainability practices:

\_\_\_\_\_

After filling out this form, you can mail it to: Floor 27, Building 2, Courtyard 2, Jianguomenwai Avenue, Chaoyang District, Beijing, China

Or email it to: [esg-pc@picc.com.cn](mailto:esg-pc@picc.com.cn)

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