

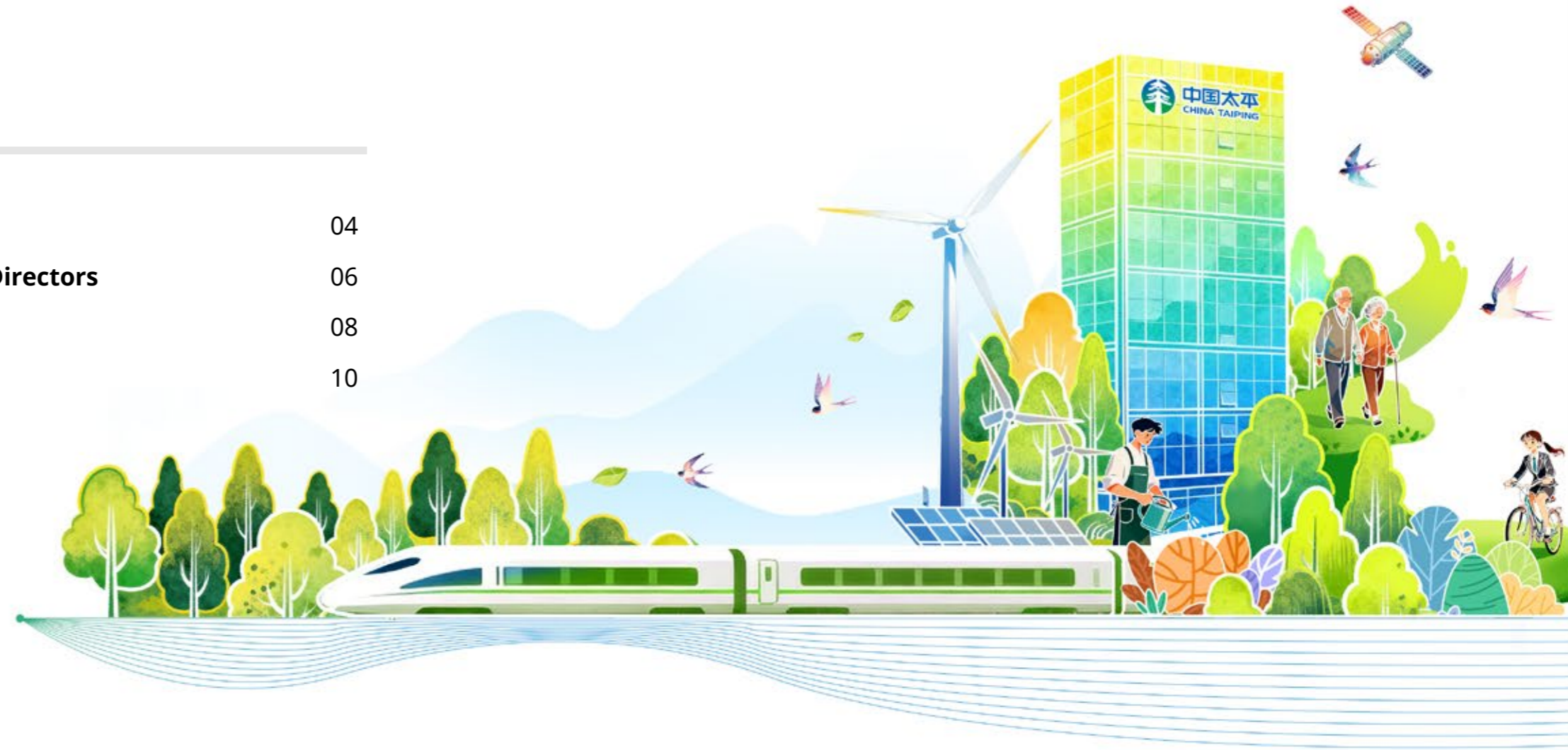
# Environmental, Social and Governance (ESG) & Corporate Social Responsibility Report

China Taiping Insurance Holdings Company Limited



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## About This Report

This Report is the 10th Environmental, Social and Governance (ESG) & Corporate Social Responsibility Report issued by China Taiping Insurance Holdings Company Limited and its members, outlining our environmental, social and governance (ESG) performance in 2025. We are looking forward to communicating our management approaches, actions taken, and achievements when fulfilling our social responsibilities with stakeholders.

### Reporting Guidelines

This Report has been prepared in accordance with the ESG Reporting Code, and complies with the provisions on mandatory disclosure and “comply or explain”. This Report has also been prepared by referring to the Guidance for Climate Disclosures published by the Stock Exchange, the GRI Sustainability Reporting Standards of 2021 (GRI Standards) issued by Global Reporting Initiative, the suggested disclosure by the Task Force on Climate-Related Financial Disclosure (TCFD), and the Guide to Environmental, Corporate Sustainability Disclosure Standards - Basic Principles issued by the Ministry of Finance, and the Environmental, Social and Governance Disclosure for Insurance Organizations issued by Insurance Association of China.

### Reporting Scope

This Report covers the period from January 1, 2025 to December 31, 2025. In order to enhance comparability, part of the content is appropriately traced back to past years. Unless otherwise specified, the environmental KPIs, materials, policies, statements, and data in this Report cover China Taiping Insurance Holdings Company Limited and its members. Unless otherwise specified, the types and amounts of currencies referred to in this Report are all denominated in RMB.

### Reporting Principles

This Report applies the four principles of materiality, quantitative, consistency and balance.

#### Materiality

The Group identified material stakeholders and material ESG topics from this year that served as the basis for determining the disclosure focus of this Report by conducting stakeholder engagement and materiality assessment.

#### Quantitative

All data disclosed in this Report were collected from relevant statistical reports and internal documents. Relevant standards and methodologies used in the calculation of KPIs are disclosed as well. Financial data stated in this Report were extracted from the Group's 2025 Annual Report.

#### Consistency

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

#### Balance

This Report fully covers the indicators required to be disclosed in the ESG Reporting Code, including both positive and negative indicators.

## Confirmation and Endorsement of This Report

There are no false records, misleading statements, or material omissions of information disclosed in this Report. This Report was reviewed and approved by the Board of Directors of the Group in April, 2026.

## Access And Feedback to This Report

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

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

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# ESG Governance Statement by the Board of Directors

Based on the Group's unwavering commitment to sustainable development, the Board of Directors remains attuned to global ESG trends while rigorously integrating sector-specific regulatory requirements with the Group's long-term strategic objectives. We steadfastly implement a high-quality development strategy, continually refining our ESG governance framework and reinforcing the Board's strategic leadership in ESG. This governance approach drives high-quality business evolution, comprehensively enhancing sustainable development capabilities and fostering enduring value-creation momentum. The Board and all Directors hereby confirm that this Report contains no false statements, misleading representations, or material omissions. Regarding the Board's ESG oversight and management responsibilities, we hereby state the following:

This report provides comprehensive disclosure of the aforementioned initiatives, alongside other ESG practices and outcomes undertaken by the Group, all of which were reviewed and approved by the Board in April 2026.

## Role of the Board of Directors

As the ultimate decision-making body for the Group's ESG work, the Board of Directors bears final responsibility for ESG strategy, performance, and reporting. It determines the overall objectives, policies, and strategic direction for ESG management. The Board oversees the execution of stakeholder engagement exercises, identifies and manages ESG-related opportunities and risks, assesses annual major ESG issues, and reviews and approves the annual ESG report alongside other major related matters. In 2025, guided by domestic and international sustainability standards and regulatory requirements, and in alignment with the Group's operational realities, 22 major ESG issues were selected and formalized. This process clarified the year's focus direction for ESG initiatives, ensuring deep integration of ESG management with the Group's strategic priorities.

## Management Approach

The Group attaches great importance to ESG management practices. In light of its reform development, operational realities and key stakeholder concerns, it has established a three-tiered ESG governance structure of "Board - Green Finance and ESG Management Committee - Committee Office". This framework comprehensively incorporates ESG considerations into internal controls, risk management, and strategic planning. Major subsidiaries have established dedicated green finance and ESG committees or leading groups. These entities formulate corresponding governance rules and management procedures to embed ESG principles within decision-making processes, system processes and business operations. The Group has also implemented ESG performance evaluation and incentive mechanisms. Key metrics including the growth rate of green insurance premium income and the scale of green investment allocations are incorporated into executive performance-linked compensation assessments. This is reinforced through deferred compensation arrangements and enforceable clawback mechanisms.

## Objective Review

The Board is committed to the implementation of ESG objectives and capability building, driving the integration of ESG into the Group's business development chain and daily operational processes. It regularly reviews progress against ESG targets across the Group and its subsidiaries. By 2025, the Group had achieved significant progress in key areas including green insurance, green investment, and green operations. The Board continues to monitor the implementation of these targets and has dynamically refined its strategies to ensure effective ESG goal attainment.





# Chairman's Statement



2025 brought the successful culmination of China's 14th Five-Year Plan and represented a pivotal period for China Taiping's pursuit of high-quality growth. As an insurer with deep historical roots, we have fully adopted the new development paradigm, and in doing so, we are writing an extraordinary new chapter—driving national strategies forward, empowering the real economy, and elevating social welfare across society.

**This year, grounded in our core mission and aligned with national strategic priorities, we demonstrated the responsibilities inherent to a central state-owned enterprise (SOE).**

Serving as both an economic stabilizer and a social anchor, we achieved substantial progress across the Five Major Areas of Finance, extending risk coverage totaling 176.2 trillion while settling claims worth 91.13 billion. During the year, we deepened engagement within the Guangdong-Hong Kong-Macau Greater Bay Area to reinforce Hong Kong's role as a global financial hub. Maintaining our leadership in cross-border motor vehicle insurance, we underwrote the inaugural insurance policy for the "Southbound Travel for Guangdong Vehicles" scheme, providing coverage for the first Guangdong-registered vehicle entering Hong Kong and marking a historic milestone. We advanced the "China Taiping Solution for Hong Kong Residents' Retirement Care in Greater Bay Area" and became the exclusive operator of the Hong Kong SAR government's Residential Care Services Scheme in Guangdong - Pilot Medical Subsidy Arrangement. Meanwhile, our commitment to the Belt and Road Initiative yielded steady premium growth and expanded risk protection along key economic corridors.

**This year, we pursued a green path and accelerated our comprehensive transition toward sustainable practices.**

With a focus on the Dual Carbon goals, we integrated climate considerations into strategic decision-making and enterprise-wide risk management, cultivating distinctive green competitive advantages. Our efforts included enriching offerings such as new energy vehicle insurance and catastrophe insurance. This generated 5.738 billion in green insurance premiums and a green investment portfolio of 66.608 billion—demonstrating how high-caliber financial services can propel the economy's green transformation. Furthermore, we relentlessly advanced green offices, sustainable procurement, eco-conscious buildings, and digital operations. By leveraging digital platforms that champion environmental principles, we significantly enhanced our operational resilience and promoted enduring sustainability.

**This year, we focused on people's livelihoods, with a view to bringing warmth to every household and actively addressing societal concerns.**

Upholding Taiping's vision of shared prosperity, we collaborated with stakeholders to nurture a sustainable ecosystem. The self-operated wellness community saw improved operational quality, which led to a growing number of senior residents and consistently rising customer satisfaction ratings. We not only sponsored public sporting events but also organized environmental events, supported community development projects, and carried out diversified charitable activities. We proactively engaged in disaster prevention,

mitigation, and relief efforts, including providing full support for recovery operations following the Tai Po fire in Hong Kong. Employee rights and welfare protections were enhanced while we actively fostered harmonious labour relations. Finally, our sustained commitment to comprehensive rural revitalization and unwavering dedication to the development of "agriculture, rural areas, and farmers" were reaffirmed through our targeted poverty alleviation program—which earned the highest commendation of "Excellence" for the fourth consecutive year.

**This year, we sharpened our focus on governance and compliance, delivering new momentum for quality development.**

Building on this foundation, we elevated our ESG governance framework, systematically weaving ESG principles throughout our management processes and institutionalizing ESG-related decision-making, strategy execution, and information disclosure. Prioritizing risk prevention above all, we resolved legacy exposures, fortified comprehensive risk management, and strengthened internal controls—further cementing the principle that "Compliance Creates Value." Meanwhile, focused reforms in our core insurance business drove transformative progress, laying a solid foundation for sustained, high-quality growth.

As 2026 marks the beginning of the 15th Five-Year Plan, China Taiping is embarking on a new chapter. As we start this new journey in the new era, China Taiping remains steadfast in its founding mission: rooted in Hong Kong, dedicated to national priorities, and committed to serving the public through finance. Anchored in our core mandate and dedicated to insurance, we will strive relentlessly to build a top-class international insurance conglomerate. In this pursuit, China Taiping will actively contribute to China's modernization journey with unwavering resolve.

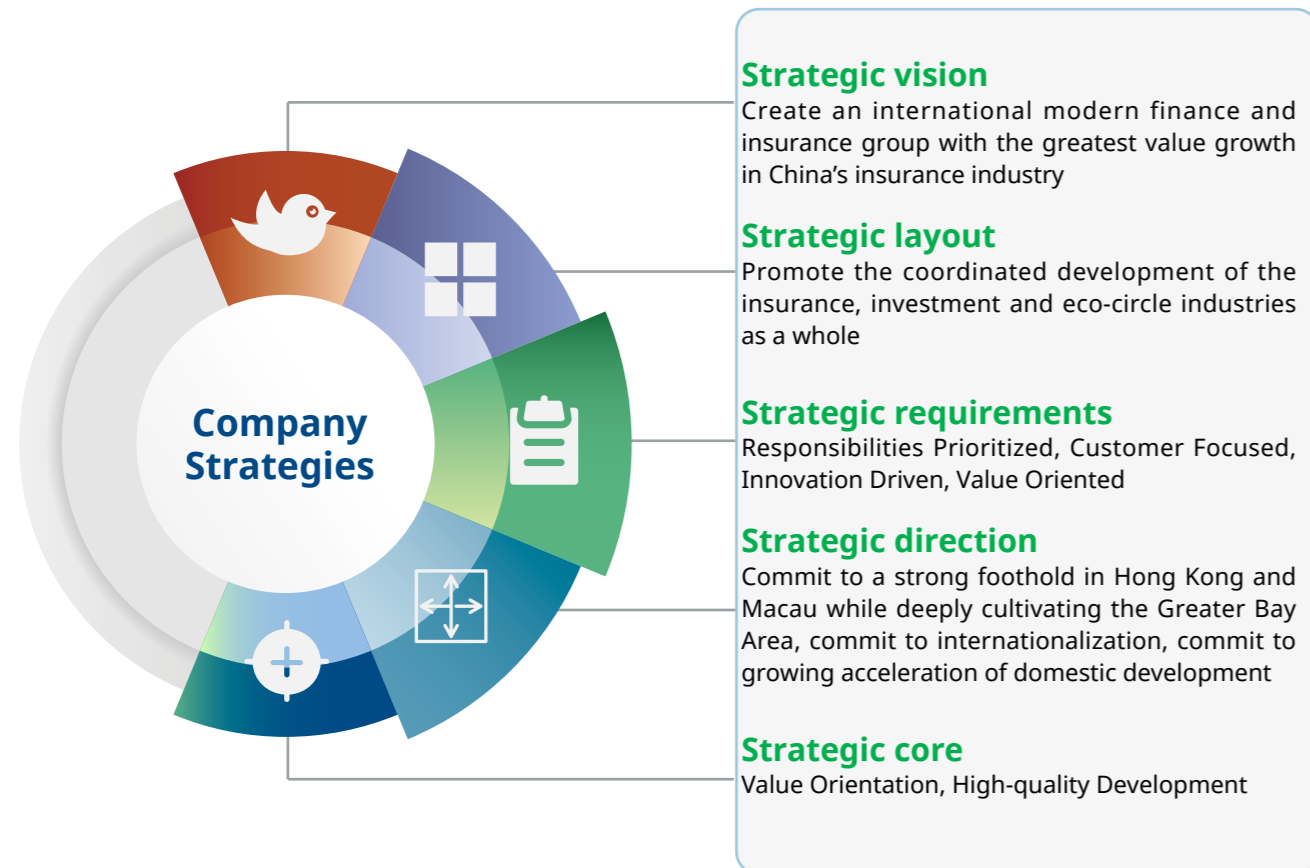
China Taiping Insurance Holdings Company Limited  
Chairman YIN Zhaojun

# About Us

## Group Profile

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

China Taiping is embedded in the three national brands of Taiping Insurance, China Insurance and Minan Insurance. Founded in Shanghai in 1929, China Taiping is one of the oldest existing national insurance brands in China and also the only state-owned financial enterprise that has its management headquarters overseas. China Taiping Insurance Holdings Company Limited (CTIH) is a Hong Kong based company with extensive transnational operations and worldwide services. With its long-term development strategy and market expansion capabilities, China Taiping is a large multinational financial insurance group with 24 major members and about 2,000 branches at all levels. Its business scope covers in Mainland, Hong Kong and Macau of China, Europe, Oceania, Africa, Middle East, East Asia, Southeast Asia and other regions. Its business covers life insurance, property insurance, pension insurance, reinsurance, insurance intermediary services, asset management, financial leasing, real estate investment, the pension medical and health industry, and other fields.



## Organizational structure



## Corporate Culture

The Group attaches great importance to the construction of corporate culture, vigorously carrying forward the excellent traditional Chinese culture, actively cultivating a financial culture with Chinese characteristics, establishing and improving the Group's corporate culture system, and continuously improving the development concept of "Enjoying Taiping". Meanwhile, we endeavor to share the growth of our corporate value with our customers, shareholders, employees, and society, and adhere to "Responsibilities Prioritized, Customer Focused, Innovation Driven, Value Oriented". Also, we advocate the principles of "Full Commitment, Love Taiping, Stay Truthful, Shoulder Responsibility". We are committed to making good use of the valuable experience of comprehensively deepening reform in the new era, staying firm towards the goal of building a nation with a strong financial sector, and practicing high-quality development, based on the great power gathered by more than 90 years of struggle, while striving to build "an international modern finance and insurance group with the greatest value growth in China's insurance industry".

- **Developmental Philosophy** | Enjoying Taiping
- **Mission** | Create a safe, healthy and prosperous life
- **Vision** | Build an international modern finance and insurance group with the greatest value growth in China's insurance industry
- **Values** | Integrity, professionalism, innovation, performance
- **Enterprise Spirit** | Responsible, practical, collaborative, devoted

### Case:

#### China Taiping Upgrading the Corporate Heritage Centre in Multiple Locations

Throughout 2025, China Taiping continued to advance the development of its heritage centers in Hong Kong, Beijing, Shanghai, and other locations. These activities embody China Taiping's enduring commitment to honoring its revolutionary legacy and championing homegrown brands. They epitomize the profound historical depth and vibrant modern corporate ethos of the enterprise, thereby establishing these venues as resonant windows showcasing the Group's distinguished identity.



Image: China Taiping Corporate Heritage Center

### Case:

#### The Group Actively Advances the Chinese Financial Cultural Ethos

Through its official WeChat account and China Taiping Magazine, the Group showcased a thematic series promoting the Chinese financial cultural ethos. By delving into historical narratives and curating contemporary exemplars, it ensures the "Five Dos and Five Don'ts" take root in the collective consciousness.



Case: The Group advances the Chinese financial cultural ethos

### Case:

#### "Love in Action: Taiping's Rural Embrace" - The 5th "China Taiping Day" Event Launched in Yu'an, Anhui

On November 20, 2025, the Group hosted its fifth "China Taiping Day" event in Yu'an, Anhui, under the theme "Love in Action: Taiping's Rural Embrace." This event combined the Group's commemorative joy with tangible rural revitalization practices. It showcased the local cultural tourism industry while deepening industrial support initiatives. Throughout the 15th Five-Year Plan period, the Group will continue to intensify industrial assistance, enhance financial empowerment, and strengthen safeguards aimed at preventing local residents from falling back into poverty.



Image: The "China Taiping Day"

# 2025 Performance Highlights

## Environmental Performance

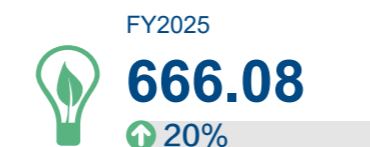
Green insurance premium income (100 million)



Total direct energy consumption (MWh)



Green investment (100 million)

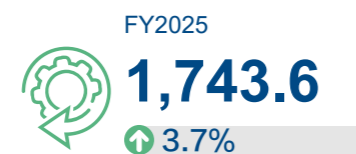


## Social Performance

Agricultural insurance premium income (100 million)



Premium income from social security-type insurance (100 million)

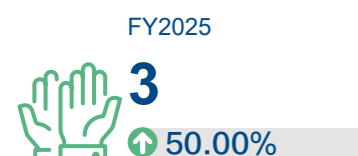


Targeted assistance (100 million)



## Governance Performance

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



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



Number of patents held



# Honors and Awards

## Group ESG Awards and Honors

## Group Annual Honors

China Taiping has been selected as one of the "Top 100 Global Most Valuable Insurance Brands" for eleven consecutive years, ranking 61st.

**Brand Finance**

Selected for the "2025 China's Valuable Brands Top 500", positioned at #140

**Brand Finance**

Listed in the "2025 China's Most Valuable Brands Top 500", securing #173 position

**GYBrand Institute**



Invited as a participant to the 2025 High-Quality Brand Globalization Forum Featured in the "2025 Sustainable Brand Globalization Case Studies"



Awarded 2025 China Financial Media Excellence in "Four Competencies" Brand Building



Awarded the "Social Impact Award" in Securities Star's 3rd ESG New Benchmark Enterprises Recognition

# ESG Strategy and Management

## ESG Strategy

Led by the "14th Five-Year Plan" and the high-quality development strategy, the Group stations on the new stage of development, implements the new development concept, serves to build a new development pattern, and practices the development concept of "Enjoying Taiping" according to the strategic requirements of "Responsibilities Prioritized, Customer Focused, Innovation Driven, Value Oriented". Meanwhile, the Group integrates ESG into the Group's strategic plan, promotes the Group's "14th Five-Year Plan" sustainable development goals, tasks and initiatives, continuously improves ESG governance, enhances the ESG system, integrates ESG into the business development chain and daily operation processes, and strives to build "an international modern finance and insurance group with the greatest value growth in China's insurance industry".

## Sustainable Development Goals

### Growth rate of green insurance premiums:

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

### Carbon emissions in operational activities:

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



### Carbon emissions in the investment portfolio:

Carbon emissions are to be reduced year by year with the Group reaching net zero emissions in the investment portfolio by 2060.

### Premium growth in serving rural revitalization:

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

Field	ESG topic	ESG actions	Response to SDGs
Environment	Green finance	Developing green insurance to boost the green transformation of the industry economy. Carrying out green investment and broaden financing channels for the green economy. Strengthening green financial risk prevention and strictly guarding the bottom line of risk.	13 CLIMATE ACTION
	Green operations	Improving the green operations management system and enhancing the efficiency of resource use. Strengthening ecological civilization publicity and education, and enhancing green and low-carbon awareness. Continuously exploring the application of green technologies and promoting green building certification. Highlighting the green operations management evaluation and enhancing asset utilization efficiency.	3 GOOD HEALTH AND WELL-BEING 13 CLIMATE ACTION
	Tackle climate change	Strengthening the top-level design of climate governance and increasing the disclosure of climate information. Enhancing the use of digital technology to strengthen the climate risk response capacity.	7 AFFORDABLE AND CLEAN ENERGY 13 CLIMATE ACTION

## Fields

## ESG topics

## ESG actions

## Response to SDGs

## Society

### Inclusive finance

Innovating inclusive financial products and services to address emerging social risks.  
Promoting financial health and enhancing the quality of inclusive financial services.  
Strengthening the use of digital technology to empower inclusive financial high quality development.



### Human development and security

Further advancing the talent management mechanism and building harmonious and stable labour relations.  
Optimizing the staff training system and enriching the reserve of high-quality talents.  
Optimizing the agent team to forge the agent's professional ability.  
Refining the welfare and care system to safeguard the physical and mental health of talent.



### Consumer rights protection and information security

Protecting the legitimate rights and interests of consumers and optimizing the financial development environment.  
Optimizing information management mechanisms and building a strong data security barrier.



### Public welfare and social development

Fulfilling the social responsibility of central enterprises and helping to realize common prosperity.  
Carrying out social charitable assistance and engaging in voluntary public welfare activities.



## Governance

### Sustainable supply chains

Improving supplier risk management to build sustainable supply chains.  
Strengthening green procurement behaviors and practicing the philosophy of green and low-carbon.



### Corporate governance and business ethics

Advancing risk management and strengthening the internal control system.  
Regulating business behavior and strictly abiding by the bottom line of integrity.



## ESG Management

The Group has established a three-tiered ESG governance structure of “Board – Green Finance and ESG Management Committee – Committee Office”. It has also set up a green finance and ESG implementation system in which all subsidiaries and functional departments can fully participate and promote the implementation of ESG strategy from top to bottom. The Group’s main subsidiaries, such as TPL, TPI, TPP, TPAM, TPCA, TSFL, TPre (China), TPre, etc., have all set up green finance and ESG committees or leading groups, and formulated relevant rules of procedure and management practices.

Furthermore, executive performance-based compensation at the Group is linked to ESG-related performance metrics, including the growth rate of green insurance premium income and investments in green sectors. Additionally, the Group has established relevant performance metrics for executives of subsidiaries involved in ESG initiatives. This framework incorporates deferred compensation arrangements and clawback provisions.

### ESG governance structure and responsibilities

#### Board of Directors of the Group

- As the highest decision-making body for the Group’s ESG work, the Board of Directors assumes the responsibilities for the Group’s ESG strategy, performance, and reporting.
- It defines the overall ESG management goals, management strategies, and management guidelines, reviews the annual ESG report and other relevant material issues, and ensures the establishment of an effective ESG risk management and internal monitoring system.

#### Green Finance and ESG Management Committee (the “Committee”)

- The Green Finance and ESG Management Committee, established under the management level which coordinates the Group’s ESG work, is the management organization for the Group’s ESG work. The General Manager of the Group is the committee chairman, and the Group management team and the secretary of the Board of Directors are vice-chairmen.
- It is mainly responsible for providing professional advice for the Group’s Management to make decisions on ESG-related matters; making decisions on the Group’s ESG-related matters under the authorization of the Group’s Management; guiding and supervising ESG work; reviewing relevant management systems, working mechanisms, and major issues; researching on relevant regulatory policies and development trends, etc.

#### Green Finance and ESG Management Committee Office (the “ESG Office”)

- The ESG Office is responsible for the daily work of the Green Finance and ESG Management Committee and assists the committee in holding committee meetings. It takes the lead in formulating the Group’s ESG annual work plan and conducts the Group’s ESG work supervision. It promotes the statistics, monitoring and evaluation of Group’s ESG-related indicators, as well as other tasks assigned by the committee.

#### Green Finance and ESG Working Group (the “Working Group”)

- The Working Group was set up to promote and implement the Group’s ESG work. The Working Group is mainly responsible for managing and guiding green financial business; promoting the implementation of an ESG indicator system; compiling Group ESG reports; managing and coordinating external service agencies for the Group’s ESG matters; organizing ESG-related research and training; and completing other tasks assigned by the Committee.

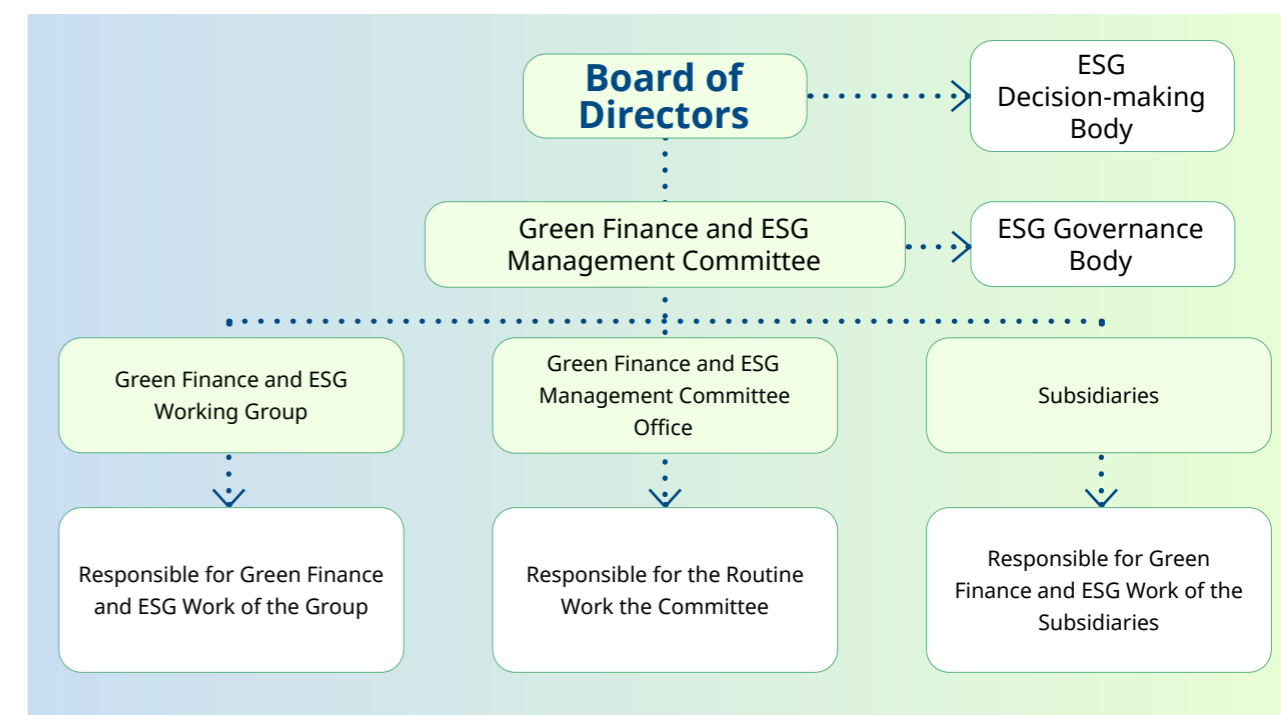


Image: China Taiping ESG governance structure

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



#### China Taiping ESG Policies (partial)

- Implementation Opinions on Supporting Green Development of the Group
- Rules of Procedure of Green Finance and ESG Management Committee of the Group
- Working System and Implementation Rules of Green Finance and ESG of the Group
- Environmental, Social and Regulation (ESG) Work Guidelines of the Group
- ESG Indicator System of the Group
- Implementation Opinions on Promoting Inclusive Finance Work of the Group
- Action Plan on Vigorously Developing Green Finance of the Group
- ESG Investment Rating System Construction Plan of the Group
- Implementation Rules for the Review of Alternative Investment Projects of the Group
- Guidelines on ESG Investment of the Group
- Guidelines on Green Insurance Development of the Group
- The Group’s Action Plan for Helping Build a National Catastrophe Insurance Guarantee System
- Notice on “Green Office and Low-carbon Life” of the Group
- Notice of the Group on Standardizing Statistical Caliber for Investment Services Supporting National Strategy
- Group Circular on Advancing Implementation of the Operational Guidelines for High-Quality Development of Green Finance in Banking and Insurance Sectors

## ESG Work System

The Group diligently develops a comprehensive, full-process ESG work system comprising strategy, governance, planning, practice, performance, communication, and capacity building. This integrated framework provides actionable guidance for systematically advancing ESG-related initiatives and strengthening ESG management oversight. Therefore, it effectively elevates the Group's ESG performance trajectory.

### Organization & Responsibilities

- Define the ESG governance structure and establish a centralized coordination mechanism.
- Clarify the primary responsibilities of relevant stakeholders for ESG initiatives across the Group and its subsidiaries.

### Indicator System

- Incorporate the ESG indicator framework into the Group's regular data reporting system, building robust long-term mechanisms for consistent internal data collection/analysis and timely accurate external disclosure.
- Strengthen the organic linkage between the ESG indicator system and existing statistical reporting system as well as performance management system.

### Communication, Cooperation & Publicity

- Develop distinctive practical programs centered on core ESG themes and aligned with business development priorities, thereby advancing cross-border collaboration in green finance and ESG practices.
- Encourage subsidiaries to independently compile and publish ESG reports that reflect their ESG implementation progress.

### Workflow

- Integrate ESG considerations into management decision-making systems, institutional processes, and daily business operations, thereby establishing a vertically cohesive, horizontally coordinated, and efficiently functioning closed-loop workflow.
- Standardize requirements for annual ESG core topics, management objectives, strategic initiatives, monitoring and evaluation frameworks, information disclosures, and support mechanisms.

### Assessment & Oversight

- Gradually incorporate ESG performance metrics into the evaluation system, routinely tracking target attainment and implementing incentive measures based on assessment outcomes.
- Systematically integrate ESG compliance requirements into internal audit scopes, enforcing accountability measures for identified violations in accordance with established regulations.
- Mandate the ESG Office to intensify supervision over initiative execution, ensuring accurate and comprehensive reporting of enforcement progress to the Committee.

## ESG Risk Management

The Group is progressively integrating ESG factors into its comprehensive risk management framework. We encourage all departments and subsidiaries to thoroughly consider ESG considerations across business operations, embedding these factors within the risk appetite framework. This enables the Group to proactively leverage risk appetite in guiding business activities.



### TPI ESG Risk Management Integrated into the Risk Appetite Framework

#### Environmental Dimension

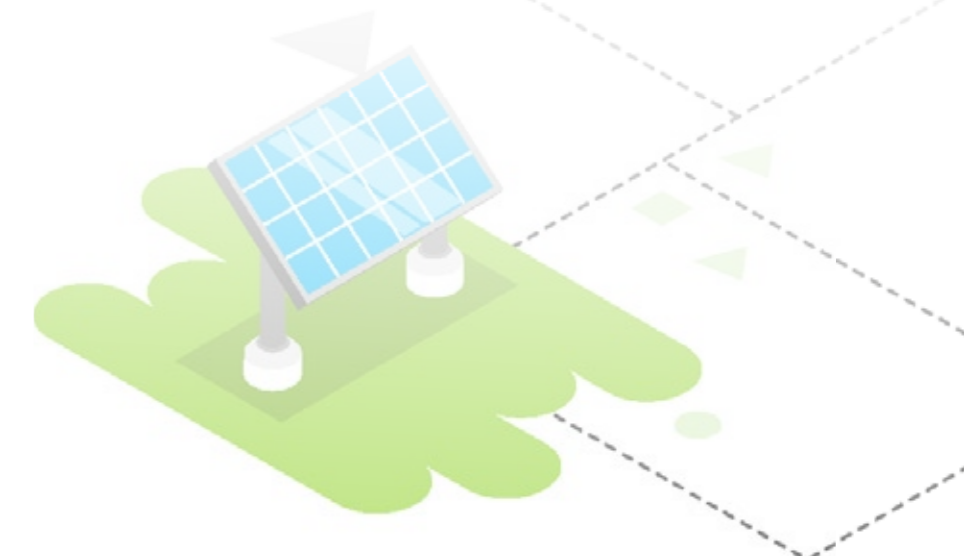
Strategic risk indicator "Growth Rate of Green Insurance Premium Income" and catastrophe risk indicator "Net Retained Exposure for Single Risk Event Relative to Prior Year-End Net Assets" have been established. These complementary dual dimensions serve to demonstrate the Group's commitment to fulfilling its social responsibility in ecological and environmental protection. Also, the net retained exposure ratio serves to monitor and mitigate the potential impact of climate risk on the Group's claims losses.

#### Social Dimension

Reputational risk indicators including "Major Mass Incidents" and "Regulatory Complaint Ratio per Billion in Premium Income" have been set. Operational risk indicators encompass "Consumer Inquiry/Service Request Answer Rate," "Consumer Protection Review Coverage Ratio," "Back-Office Staff Turnover Rate," and "Branch Management Turnover Rate." These metrics provide a comprehensive assessment of the Group's coordination with stakeholders, thoroughly covering areas such as employee rights and consumer protection.

#### Governance Dimension

Risk indicators including "Corporate Governance Evaluation Score," "Significant Administrative Penalty Incidents," "Major Risk Events and Major Criminal Cases," "Composite Risk Rating," and "Solvency Assessment and Risk Management Requirements Assessment (SARMRA) Regulatory Score" have been implemented. These indicators facilitate a systematic evaluation of the Group's governance performance across multiple dimensions, including case prevention, regulatory assessment results, and administrative penalties.



## ESG Capacity Building

The Group places a high priority on ESG capacity building. It regularly convenes meetings of its Green Finance and ESG Management Committee and compiles and publishes a quarterly Green Finance and ESG Newsletter. Progress in green insurance, green investment, and ESG-related businesses is systematically tracked, while ESG policy developments are monitored and industry best practices are shared.

Furthermore, the Group proactively discloses ESG and climate-related information and conducts specialized training sessions on green finance policy interpretation. These trainings strengthen organization-wide awareness of green development and ESG management, enhancing its capabilities to address climate change and further solidify its commitment to fulfilling social responsibilities. Targeted training on emerging ESG climate regulations and green finance policy interpretations is organized for the Group's Board Directors, members of its Green Finance and ESG Management Committee, and relevant managers and staff. This further heightens the Group's collective ESG management awareness and climate risk management capabilities. Additionally, the Group coordinated participation across departments and subsidiaries in the "Enhancing ESG Performance and Strengthening Sustainable Information Disclosure for Insurance Institutions" pro bono training hosted by the Insurance Association of China (IAC). A dedicated thematic meeting on catastrophe insurance operations was convened to thoroughly examine strategies for diversifying the Group's catastrophe insurance offerings and to review business development progress within its subsidiaries.

The Group also prioritizes ESG research and industry exchange activities to expand its ESG influence. At the same time, it actively encourages and supports subsidiaries in engaging with sector-wide ESG dialogues and advancing ESG-related research initiatives.

### TPAM



Attended the "ESG Investment Seminar for Insurance Institutions" co-convened by the Insurance Asset Management Association of China and the Asian Development Bank; hosted an exchange forum with representatives from the Principles for Responsible Investment (PRI) organization.

Conducted thematic ESG research analyzing the impact of ESG factors on asset pricing and the effectiveness of ESG investment strategies, while implementing empirical studies on ESG integration across bonds, equities, and fund investments.

### TP Fund



Expanded ESG research capabilities, producing five in-depth analytical reports on listed companies within the green and low-carbon sector.

### TPRe (China)



Secured a patent from the China National Intellectual Property Administration for its self-developed innovation: "Method, System, Device, and Medium for Calculating and Rendering Typhoon Wind Fields."

### CTPI (HK)



Advanced research on underwriting policies for green industries, proactively driving initiatives to develop ESG products serving the public good. Meanwhile, intensified efforts to increase the proportion of green insurance premiums within the Hong Kong market.



Image: Patent Certificate for "Typhoon Wind Field Computing and Rendering Method, System, Device & Storage Medium"

## Materiality Analysis

To comprehend stakeholder ESG priorities concerning the Group, improve the caliber and pertinence of disclosures, and establish strategic alignment for ESG programs, we have advanced our materiality assessment process this year.

### Identify potential topics

Based on the macroeconomic landscape and evolving internal/external dynamics, the Group has continuously updated and refined its materiality topics pool for the current year. Incorporating local and international sustainability standards, regulatory requirements, industry trends, leading practices, and the Group's operational characteristics, we have identified 22 potential ESG topics.



### Conduct an assessment survey

Key stakeholder groups were identified, and comprehensive internal and external stakeholder surveys were conducted. External ESG expert consultants were engaged to assess the materiality of these 22 potential ESG topics and to solicit recommendations for the Group's ESG work.



### Analyze survey results

The consolidated assessment results were analyzed across two dimensions: significance to stakeholders and significance to China Taiping. A materiality matrix was constructed based on topic evaluations, yielding a prioritized ranking of topics according to their materiality levels.

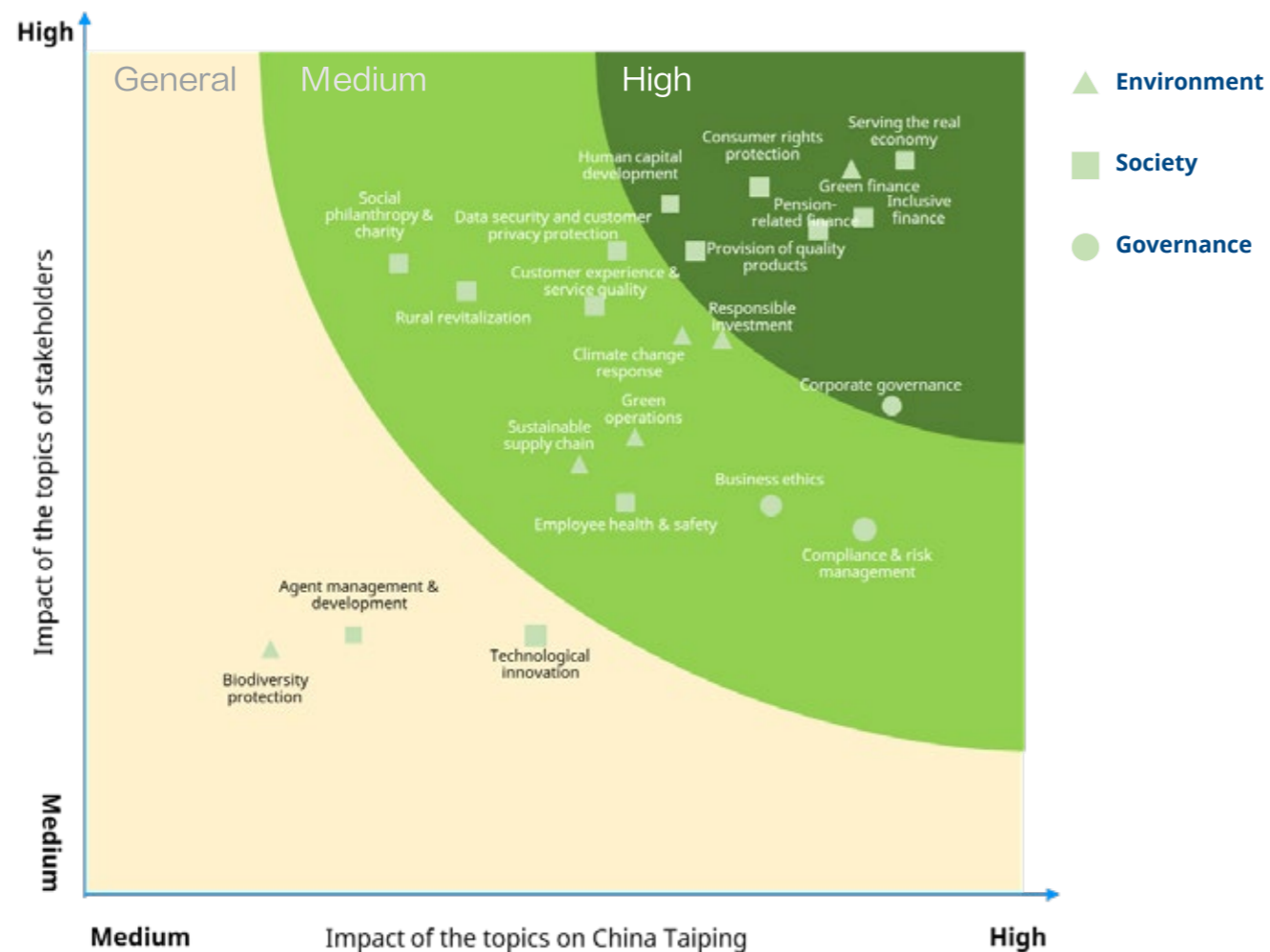


### Validate assessment results

The Group's Board of Directors holds the responsibility for reviewing the materiality assessment results of each ESG topic. Adjustments and final validation were made in alignment with the Group's practical context, culminating in the definitive materiality assessment. Topics of heightened materiality are accorded prominent disclosure within this report.



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



High materiality topics	Medium materiality topics	General materiality topics
Serving the real economy	Customer experience & service quality	Technological innovation
Green finance	Compliance & risk management	Agent management & development
Climate change response	Business ethics	Biodiversity protection
Inclusive finance	Rural revitalization	
Pension-related finance	Sustainable supply chain	
Responsible investment	Employee health & safety	
Provision of quality products	Green operations	
Consumer rights protection	Social philanthropy & charity	
Data security and customer privacy protection		
Corporate governance		
Human capital development		

## Stakeholder Communications

The Group has institutionalized routine engagement mechanisms with stakeholders across all processes of its daily operations and service delivery. Through diversified communication channels and multifaceted interactive activities, we proactively gather and assimilate stakeholder recommendations and feedback. This enables a comprehensive understanding of their expectations and concerns, to which we actively respond—thereby cultivating harmonious and stable stakeholder relationships. During the reporting period, we primarily employed the following channels to understand stakeholder concerns and expectations regarding the Group.

Stakeholder	Means of communication and engagement		Concerns and expectations	
<b>Governments and regulators</b>	Conferences Compliance reports	Written responses to public consultation	Corporate governance Compliant operation Business ethics Risk management	Consumer rights protection Response to national strategies Serve the real economy Social philanthropy & charity
<b>Investors/ shareholders</b>	Shareholder general meetings Performance announcements	Meeting interviews Investors' emails	Corporate governance Risk management Stakeholder engagement	Responsible investment ESG KPI performance
<b>Customers</b>	Customer service centers Customer advisory panels Customer satisfaction surveys	Daily operations and communications Online service platform communications	Provision of quality products Customer experience & service quality Consumer rights protection	Technological innovation Data security and customer privacy protection Sustainable supply chain
<b>Employees</b>	Employee opinion surveys Meeting interviews Staff communication assemblies Special consultative committees Staff training	Performance appraisals Employee publications Employee intranet portal Volunteer activities	Talent attraction and retention Employee rights protection Human capital development	Employee health & safety Employee Care and Benefits
<b>Strategic partners</b>	Reporting Conferences	Forums	Cross-industry knowledge exchange	Advancement of cross-sector collaboration
<b>Agents</b>	Training activities	Conferences	Agent management & development	Enhance training mechanisms
<b>Suppliers</b>	Conferences Supplier/contractor assessment systems	On-site inspections	Sustainable supply chain Fair procurement	Business ethics
<b>Community/non-governmental organizations</b>	Volunteer activities Community investment programs Seminars/lectures/workshops	Donations Community Activities Public benefit activity for environmental protection	Climate change response Public education on financial knowledge Rural revitalization support	Public welfare and social development Charitable donation facilitation



## Chapter 1

# ANCHORED IN CORE FUNCTIONS TO SERVE THE REAL ECONOMY

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China Taiping consistently regards serving the nation's strategic imperatives as its central mission. The Group actively leverages insurance's dual role as an economic shock absorber and social stabilizer, deeply integrating itself into the modernization of the economic infrastructure. By enhancing cross-border service capabilities, it strengthens the resilience and security of industrial and supply chains. The Group further drives coordinated urban-rural and regional development, maintaining an unwavering commitment to the fundamental principle of channeling financial resources toward the real economy, thereby contributing to the broader national development agenda.



# Supporting the Development of the Guangdong-Hong Kong-Macau Greater Bay Area (GBA)

Steadfastly upholding its strategic direction of “Anchoring in Hong Kong and Macau while deepening roots in the GBA,” the Group strives to establish the region as a strategic stronghold for its high-quality development. As a central state-owned financial enterprise, the Group actively serves national strategies by seamlessly integrating its growth into the GBA blueprint. Through concrete actions, it has imparted financial vitality to the region’s progress, achieving tangible results in supporting its development.

In 2025, the Group iteratively revised the *China Taiping Three-Year Action Plan for Participation in the Guangdong-Hong Kong-Macau Greater Bay Area (2024–2026)*, further optimizing its key project portfolio to include 12 priority projects. Also, it released the *China Taiping White Paper on Participation in the Construction of the Guangdong-Hong Kong-Macau Greater Bay Area (2025 Edition)*. Throughout the year, the Group’s business operations in the GBA demonstrated steady growth: premium income reached 51.286 billion, and its investment portfolio size stood at 100.685 billion, a 26.60% increase from the beginning of the year.



## Innovative development of GBA-dedicated life insurance products

GBA-dedicated life insurance products generated annual premium income of 72.04 million. In March 2025, the Group launched the Taiping Fulu Yuexi Guangdong-Hong Kong-Macau Greater Bay Area Lifetime Critical Illness Insurance, further enriching its dedicated GBA product portfolio.

## Innovative cross-border motor vehicle insurance project

In 2025, the Group insured 41,000 cross-border vehicles in the Guangdong-Hong Kong-Macau region, representing a 5.6% year-on-year increase. It pioneered the implementation of the “Southbound Travel for Guangdong Vehicles” insurance scheme, securing the industry’s first policy and facilitating the first insured vehicle’s entry into Hong Kong. CTPI (HK) introduced the Taiping Guangdong Connect Insurance, extending “Northbound Travel for Hong Kong Vehicles” coverage to all Hong Kong private car owners with single-plate registration. TP Macau rolled out an upgraded commercial insurance product for “Northbound Travel for Macau Vehicles.” The cross-border vehicle platform enhanced data-sharing capabilities, enabling real-time synchronization of the latest claims and quotation information across the Group’s entities in all three jurisdictions.

## Innovative agricultural insurance services for GBA rural revitalization

The Group recorded GBA agricultural insurance premiums of 43.96 million in 2025, providing 1.11 billion in risk coverage. Eleven new products were developed, including: Guangdong soybean full-cost insurance; broiler chicken, fattening pig, and aquatic seedling breeding insurance; tilapia farming cost-price insurance; Guangdong fruit cultivation insurance; public welfare forest, commercial forest, and ancient/famous tree insurance (Guangdong); greenhouse facility insurance (Shenzhen) and tea cultivation insurance.

## GBA “insurance + elderly care” ecosystem development

Deepening its “Hong Kong Residents’ GBA Retirement – Taiping Solution,” the Group added 844 senior community eligibility quotas during the year, driving first-year premiums of 360 million. TPL (HK) innovated exclusive pension products, iteratively upgraded its Golden Life Savings Insurance Plan series three times to align with market demand, and enhanced ancillary services through partnerships with GBA healthcare groups. Collaborating with China Construction Bank (Asia), it launched the “Hong Kong Residents’ Greater Bay Area Pension Solution”. Agreements signed with six self-operated “Enjoy Homes (颐康)” senior living communities established seamless payment linkages between policy benefits and accommodation fees. The Group became the sole insurer under the Hong Kong SAR Government’s “The Residential Care Services Scheme in Guangdong – The Pilot Medical Subsidy Arrangement.” Mumian Home refined its Hong Kong/Macau-compatible services, constructing dedicated residence towers and implementing the Mumian Home Hong Kong Residents’ Medical Care Protocol. 2025 revenue reached 12.7 million, with occupancy rates rising to 40.17%.

## Hetao Sub-Fund investment operations under Taiping Medical Health Fund

By end-2025, the Taiping Medical Health Fund’s Hetao Sub-Fund had accumulated nearly 200 pipeline projects. Four new GBA projects were approved for investment in 2025.

## Deepening strategic client expansion in the GBA

GBA client development progressed steadily, translating engagements into tangible collaborations. Enhanced reciprocal visits with relevant government bodies and strategic clients yielded a GBA Key Client Map (2025–2026) comprising 35 entities. Client outreach achieved 90%, with a 76% contract execution rate.

## China Taiping Innovation Institute Development

In 2025, the Group researched and drafted the China Taiping Innovation Institute Establishment Plan and finalized the *Group Innovation Institute Development Framework*. This outlined short-term (2025–2026), medium-term (2027–2029), and long-term (2030+) objectives and initiatives. *The China Taiping Innovation Institute Governance Rules* were preliminarily formulated.

## Establishment of Taiping Private Securities Investment Fund

2025 witnessed the registration of Taiping (Shenzhen) Private Securities Investment Fund Management Co., Ltd. Its inaugural fund – the Taiping Zhuoyue No. 1 Private Securities Investment Fund, a contractual fund product with 10 billion in assets, completed regulatory filing and marked its debut on November 10, commencing formal trading operations.



### Case ● Successful launch of “Southbound Travel for Guangdong Vehicles” insurance products

In October 2025, the Guangdong and Hong Kong governments officially unveiled their implementation plan for the “Southbound Travel for Guangdong Vehicles” initiative. Also, CTPI (HK) launched two innovative insurance products—Taiping Easy Park Cover and Taiping Hong Kong EasyPass—delivering specialized and efficient coverage to southbound travelers. CTPI (HK) secured the first policy in the cross-border insurance domain for this scheme, underwriting the first two vehicles approved by the Guangdong authorities.

The Southbound Travel initiative adopts a phased approach: Park & Fly arrangements utilizing the automated parking facility at the Hong Kong Port of the Hong Kong-Zhuhai-Macau Bridge (HZMB); and subsequent “Entry into the Urban Area” quotas permitting eligible vehicles to enter Hong Kong’s urban area.

- Taiping Easy Park Cover caters to the Park & Fly scenario, providing short-term cross-border coverage for vehicle owners traveling via the HZMB to Hong Kong International Airport. Through the Airport Authority Hong Kong’s official portal, customers seamlessly complete parking reservations and policy purchases in one step. With accessible premiums as low as 18 (non-overnight) or 36 (overnight), clients obtain cost-effective motor insurance.
- Taiping Hong Kong EasyPass addresses the “Entry into the Urban Area” needs, offering tailored short-term cross-border vehicle coverage for Guangdong vehicles entering urban Hong Kong. Featuring flexible policy periods and premiums starting at 324, it delivers comprehensive professional protection.

To enhance service capacity, CTPI (HK) established a 24-hour dedicated hotline for southbound travelers, ensuring real-time response to inquiries and elevating customer experience through round-the-clock support.



### Case ● High-quality development of the Hengqin Traditional Chinese Medicine Science and Technology Industrial Park of Co-operation between Guangdong and Macau

The Group proactively took the initiative and demonstrating leadership to drive the high-quality development of the Hengqin Traditional Chinese Medicine Science and Technology Industrial Park of Co-operation between Guangdong and Macau. It has successfully accomplished the Phase I objectives of “gathering industries, establishing benchmarks, and attracting leading enterprises,” thereby contributing to the appropriately diversified economic development of Macau. By the end of 2025, the industrial park achieved an occupancy rate of 82.46%. Industrial clusters continue to develop robustly; within the year, the Group secured 40 project lease agreements and executed 12 cooperation agreements, including a collective procurement agreement for anti-malaria drugs with the Government of Mozambique. The park now hosts 240 tenant enterprises.



Image: Inauguration ceremony of the Traditional Chinese Medicine Cultural Experience Hall



Image: Establishment ceremony of the Genuine Medicinal Materials Testing and Certification Alliance



Image: Internally Developed Formulations from Foshan Hospital of Traditional Chinese Medicine Dispatched to Kiang Wu Hospital, Macau



### Case ● Launch of the “reciprocal coverage” new product under Northbound Travel for Hong Kong Vehicles

To further refine the nature of the “reciprocal coverage” product and remove its constraints as an add-on coverage, CTPI (HK) formally unveiled its upgraded cross-border motor insurance solution—Taiping Guangdong Connect Insurance—in March 2025. This “reciprocal coverage 2.0” iteration represents a major enhancement over its 1.0 predecessor, permitting Hong Kong vehicle owners to incorporate “reciprocal coverage” when purchasing primary motor damage insurance, thereby delivering greater underwriting flexibility. Concurrently, CTPI (HK) deployed a synchronized online underwriting system, enabling clients to procure this product directly through its official B2C insurance platform, ensuring rapid and seamless transactions.

Irrespective of a client’s existing status as CTPI (HK) motor policyholders, they may all directly acquire the “reciprocal coverage” product. This pioneering approach not only bolsters the product’s market competitiveness but also significantly enhances the insurance experience for Hong Kong vehicle owners through streamlined underwriting procedures and enriched protection options.

## Supporting Hong Kong to Consolidate and Enhance Its Status as an International Financial Hub



The Group, as the sole centrally-administered financial institution headquartered in Hong Kong, China, continuously leverages its strategic location to proactively expand operations within the jurisdiction. By issuing and implementing the *China Taiping Action Plan for Supporting Hong Kong in Consolidating and Enhancing Its Status as an International Financial Hub*, the Group contributes to fostering diversified economic development in Hong Kong while bolstering the city’s position as an international financial hub; thereby fortifying and elevating its global standing.



### Case ● Taiping Hong Kong Insurance Innovation and Technology Venture Fund operations

As of the end of 2025, the Taiping Hong Kong Insurance Innovation and Technology Venture Fund had engaged with over 260 reserve projects in its pipeline and deployed approximately 41 million in invested capital. The Fund continued to connect with incubation projects from institutions including the University of Hong Kong, the Chinese University of Hong Kong, the Hong Kong University of Science and Technology, the City University of Hong Kong, Hong Kong Baptist University, as well as Hong Kong Science Park and Cyberport. Its investment sectors spanned healthcare, biotechnology, semiconductors, artificial intelligence, advanced manufacturing, fintech, new energy, and enterprise services. Simultaneously, to support Hong Kong’s development as an international innovation and technology hub, the Fund submitted an application for the Innovation and Technology Venture Fund (ITVF) manager qualification and advanced to the final selection stage, while co-hosting the HK Tech 300 x China Taiping Startup Expo with the City University of Hong Kong. Additionally, the Fund actively participated in activities organized and initiated by the HKSAR Government to support the development of the Northern Metropolis, maintaining communication with the Liaison Office of the Central People’s Government in the HKSAR, Legislative Council members, relevant HKSAR government departments, and mainland-funded peer institutions, with a focus on exploring business opportunities within the Northern Metropolis.



### Case ● TPRE's active participation in Hong Kong's catastrophe insurance innovation and research

In 2024, TPRE collaborated with Hong Kong universities to develop a flood catastrophe model for Hong Kong, a project supported by the Innovation and Technology Fund under the Innovation and Technology Commission (ITC). By year-end, TPRE successfully issued Asia's inaugural catastrophe bond featuring a dual-peril, dual-trigger mechanism, providing valuable experience for diversifying catastrophe risk transfer mechanisms within China's insurance sector.

In October 2025, TPRE's Catastrophe Risk Solution was honored as a Top Three Finalist for the "Outstanding Reinsurance Scheme Award" at the Hong Kong Insurance Awards 2025, hosted by the Hong Kong Federation of Insurers.



### Case ● TPI actively supports aerospace development

TPI actively supported China's aerospace initiatives in 2025. TPI participated in underwriting 59 satellite insurance projects, including coverage for the launch, in-orbit operations, and third-party liability of the FY-3H and FY-4C satellites, providing risk protection totaling 230 million. Concurrently, TPI joined the Beijing Commercial Aerospace Insurance Co-insurance Body to safeguard small private commercial satellite projects and serve the real economy.

Among these, the FY-3H satellite—the 22nd in the Fengyun series—is equipped with nine remote sensing instruments. It represents the world's first achievement of high-precision global greenhouse gas detection across a 100-kilometer swath, with its comprehensive capabilities reaching internationally advanced levels. When integrated into the satellite constellation network, the FY-3H enables full global observational coverage, thereby enhancing China's core capabilities in weather forecasting, climate response, and disaster prevention/mitigation.

## Advancing the Cultivation of New Productive Forces



The Group actively develops technology-focused finance by providing comprehensive risk coverage across the entire lifecycle for emerging strategic industries, including artificial intelligence, new energy, low-altitude economy, and aerospace. This integrated approach strengthens the innovation ecosystem while ultimately advancing China's pursuit of technological self-reliance and global competitiveness. Through its financial strength, the Group serves the national strategy of building a technology powerhouse and contributes to achieving high-level technological self-reliance. In 2025, the Group achieved technology-related insurance premium income of 1.71 billion, representing a 17.2% growth. Its existing investment scale in the technology sector exceeded 100 billion, marked a 39% increase from the beginning of the year.

During 2025, the Group convened a thematic conference on low-altitude economy insurance and hosted the fourth session of its Insurance Product Knowledge Series. It facilitated communication between CTPI (HK) and TPI regarding low-altitude economy insurance products and business development, advancing CTPI (HK)'s development and launch of drone hull insurance and third-party liability coverage for bodily injury and property damage.



### Case ● TPSTI actively promotes the implementation of the government-bank-insurance model, broadening application scenarios for technology insurance

Guided by government support policies, TPSTI collaborates closely with banks to establish a closed-loop service system characterized by "policy support + financial linkage + insurance protection." The government fully leverages the policy guidance and fiscal subsidies, while insurance companies provide specialized insurance services for technology enterprises. Banks enhance financing support based on insurance coverage. These three parties collaborate closely, forming an effective synergy.

- In Xiaoshan: Customized a technology insurance solution for "Anxinbao" and implemented premium subsidies. Innovated a "develop first, pay later" service model, coordinating multiple stakeholders to build a new ecosystem for achievement commercialization. TPSTI implemented 10 projects covering the low-altitude economy, biomedicine, and other fields.
- In the West Hangzhou Science and Technology Innovation Corridor: Participated in the "Innovation Insurance" project and implemented premium subsidies. Executed the first "AI+" achievement commercialization cost-loss insurance policy. Coordinated with banks to launch sci-tech innovation credit, implementing 9 projects serving AI, new materials, and related fields.
- In Jinhua: Collaborated with economic and information technology departments and suppliers to introduce a risk protection scheme. Executed the first technology insurance policy for a digital transformation project, addressing enterprise concerns over transformation cost losses and expanding technology insurance application scenarios.

## Continuously safeguarding and improving people's livelihoods



The Group consistently upholds a people-centered development philosophy, diligently advancing financial services support people's livelihoods. We are committed to implementing more initiatives that benefit people and warm their hearts. Focusing on inclusive finance and pension finance, we strive to build a comprehensive, precisely targeted, and highly efficient livelihood financial protection system. This system aims to help address the pressing concerns and urgent needs of the public. By continuously optimizing the supply of financial products and services, we enhance service accessibility and convenience. This tangibly strengthens people's sense of gain, happiness, and security, contributing financial strength to the sustained improvement of people's livelihoods.

### » Inclusive finance: Enhancing people's livelihoods

Responding actively to the "Healthy China" strategy, the Group comprehensively drives the development of inclusive insurance services. We vigorously expand offerings such as supplementary medical insurance, critical illness insurance, medical insurance, long-term care insurance (LTCI), inclusive accident & health insurance, and inclusive home property insurance. This fosters a diversified, inclusive insurance product system. Simultaneously, we develop specialized products—including student accident insurance, female-specific disease insurance, and construction engineering insurance—tailored to the specific risk protection needs of groups such as students, ride-hailing drivers, flexible workers, and women. These efforts extend insurance services to the grassroots level and broaden coverage for key demographics, strengthening the social insurance net. Inclusive Finance: The Group's critical illness insurance covered over 39.16 million urban and rural residents. The supplementary medical insurance reached more than 30.86 million individuals, while LTCI covered over 14 million individuals. The agricultural insurance premium income reached 1.1 billion, representing growth of 17.7%. The Group provided risk protection exceeding 5.4 trillion for micro and small enterprises. The Group maintained an existing investment portfolio of 2.4 billion within inclusive finance sectors, while the investment scale of the Rural Revitalization Fund steadily increased.

The Group's critical illness insurance covered over

**39.16** million individuals

The supplementary medical insurance reached more than

**30.86** million individuals

The LTCI covered over

**14** million individuals





The agricultural insurance premium income reached 1.1 billion, representing growth of 17.7%.

Provided risk protection exceeding **5.4** trillion

Maintained an existing investment portfolio of **2.4** billion



### Case ● TPL serves people's livelihoods, actively writing a new chapter in inclusive finance

TPL has deepened its presence in the livelihood sector and actively expanded inclusive finance operations. In 2025, its financial service measures for small and micro enterprises were commended by the Financial Inclusion Department of the National Financial Regulatory Administration. Individual inclusive insurance premiums reached 40.29 billion for the year, marking a year-on-year increase of 12%. Group inclusive insurance business transferred in September generated premiums of 100 million by year-end.

Regarding product innovation, TPL established the "Warmth Series" inclusive brand targeting key demographics. Five new products were developed in 2025, bringing the cumulative number of launched products to seven. Additionally, it introduced eleven individual pension products and three tax-advantaged health insurance policies. For group clients, it developed student accident insurance and female-specific critical illness coverage, while launching group nursing care insurance to align with government-backed long-term care programs. The "Compassion Series" products provide diversified risk protection—including coverage for accidents, illnesses and medical expenses—serving key inclusive groups such as seniors and children as well as newcomers and frontier populations. As of end-2025, these seven products had extended insurance coverage amounting to 8.6 billion for these priority inclusive groups.



### Case ● TPI actively advances the Healthy China Initiative, develops inclusive finance

In 2025, TPI's inclusive insurance business recorded gross premiums of 8.35 billion, representing a 12.4% year-on-year increase and providing 6.26 trillion in risk coverage. Within this segment: Agricultural insurance gross premiums reached 800 million (+21.6% YoY), serving 620,000 farming households with 33.5 billion in risk protection. Micro and small enterprise insurance gross premiums totaled 5.12 billion (+7.4% YoY), covering 5.4 trillion in risks. Critical illness insurance, supplementary medical insurance, and LTCL collectively covered 77.54 million individuals.

- Serving people's livelihoods: TPI focused on special customer groups including new urban residents and the elderly, prioritizing inclusive accident and health insurance products such as province-specific policies for new citizens and the "Taiping Auspicious Elderly Accident Insurance." These strengthened foundational protection for residents. In 2025, inclusive accident and health insurance generated premium income of 210 million. For ride-hailing drivers, TPI continuously upgraded five product offerings comprising 20 coverage items for personal safety and income loss. Nationwide, these products served over 36.75 million driver exposures (one policy per driver), generating premium income of 58.24 million (+550% YoY) and settling more than 3 million claims. For flexible workers, the Group provided 62.2 billion in coverage to over 110,000 individuals, achieving premium income of 5.09 million. The "New Employment Ride-hailing Driver Insurance Project" received Third Prize in the Shenzhen Financial Innovation Awards.
- Implementing the "Healthy China" Strategy: TPI innovated personal health insurance products and distribution models, creating the "E-Family Health Series + Hospitalization Protection" bundled solution. This was promoted alongside accident and personal property insurance. In 2025, personal health insurance premiums reached 940 million, including internet-based health insurance premiums of 405 million, providing 5.4 trillion in risk coverage to 1.93 million users.
- Inclusive Home Property Insurance: Adopting an "insurance + services" model, TPI implemented 20 inclusive home property insurance projects across multiple regions, offering over 208.1 billion in risk protection to more than 240,000 households.

## » Pension finance: Conveying the human touch of finance

The Group actively responds to the national strategy of addressing population aging, positioning pension finance as a key focus in serving people's livelihoods. By deepening the age-friendly adaptation of pension

financial product offerings and services, we strive to enhance the accessibility, convenience, and security of pension financial services. This commitment addresses gaps in elderly care security and bolsters the healthy development of the silver economy. Moving forward, the Group will persistently drive deep integration of pension finance with healthcare, wellness, and community services. This will provide robust support for improving the quality of life of the elderly, fostering intergenerational harmony, and promoting long-term social stability. For pension finance, the Group's defined-benefit corporate annuity assets under management (second pillar) reached a historic high of 691.84 billion. Premium income from individual pension insurance policies under the third pillar amounted to 760 million, growing by 41.5% year-on-year. Commercial pension assets under management totaled 18.5 billion at period-end, with cumulative accounts opened exceeding 480,000. Existing investments in the pension sector amounted to 10.4 billion. The Group expanded its network to 71 senior care communities through both self-operated and partner-based facilities, which collectively issued 26,800 new eligibility rights and generated premium revenues of 12.42 billion. Concurrently, operational efficiency improved across self-operated elderly-care communities, where the year-end occupancy reached 2,877 senior residents—marking a 57.6% increase compared to the beginning of the year.



### Case ● TPL (HK) implements the "Residential Care Services Scheme in Guangdong – the Pilot Medical Subsidy Arrangement"

In December 2025, TPL (HK) implemented the "Residential Care Services Scheme in Guangdong – The Pilot Medical Subsidy Arrangement" launched by the Social Welfare Department of the Hong Kong SAR Government. The initiative will provide eligible elderly individuals with comprehensive medical expense categorization management and support streamlined dual-currency settlement claims services. For this Pilot Arrangement, TPL (HK) has established three online claims service platforms, including a WeChat service account and a dedicated webpage on its official website, as well as a specialized portal for residential care facilities. The latter enables the submission of claims applications on behalf of hospitalized members.

This Pilot Arrangement represents one of the Hong Kong Government's key measures to implement the "Enhance Elderly Care Arrangements in the Greater Bay Area" initiative outlined in the 2025 Policy Address. With the primary objective of providing enhanced medical support through subsidies, it assists Hong Kong elderly residents participating in the Residential Care Services Scheme in Guangdong during their stay in the province, thereby facilitating their healthcare needs.



Image: The Residential Care Services Scheme in Guangdong – the Pilot Medical Subsidy Arrangement



### Case ● TPL (HK) focuses precision efforts on cross-border pension finance

TPL (HK) deepened collaboration with Hong Kong-based Chinese-funded banks, implementing multiple model initiatives which yielded significant outcomes.

- Jointly organized a pension finance and product symposium with CCB Asia, precisely conveying the core value of offerings. The co-developed "Hong Kong Residents' Greater Bay Area Pension Solution" garnered the "Best Partnership Project Award" from the Hong Kong Federation of Insurers. Leveraging this partnership, CCB Asia's first client successfully took residence at the China Taiping • Mumian Home retirement community, achieving seamless integration and tangible implementation of financial products within physical retirement scenarios.
- Facilitated on-site visits to retirement communities and thematic pension finance sharing sessions for members of the Chinese Banking Association of Hong Kong, effectively strengthening industry synergy and mutual learning through the innovative "immersive experience + professional interpretation" model.
- Partnered with Bank of Communications (Hong Kong) to launch a trial residency program in northbound retirement communities for Hong Kong residents. This initiative transformed cross-border retirement services from conceptual frameworks into lived experiences, substantially enhancing the accessibility and perceptibility of services.



### Case ● TPP hosts seminar on pension finance cooperation with urban and rural commercial banks

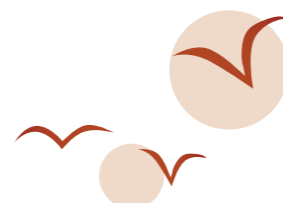
In May 2025, TPP convened a seminar on cooperation with urban and rural commercial banks at the Traditional Chinese Medicine Science and Technology Industrial Park of Co-operation between Guangdong and Macau. Centered on the theme “Co-building a Pension Finance Ecosystem to Enable Innovative Development Pathways,” the event brought together over 100 participants, including pension finance experts and representatives from 40 urban and rural commercial banks nationwide.

The seminar focused on national policy directions, exploring development opportunities for urban and rural commercial banks in the pension finance sector and synergistic development strategies for healthcare and elderly care. Attendees engaged in in-depth exchanges on industry hotspots while sharing innovative approaches and practical insights. This seminar has provided fresh perspectives for collaboration between TPP and urban/rural commercial banks, injecting new momentum into their integration into the silver economy.



Image: LPP hosts seminar on pension finance cooperation with urban and rural commercial banks

## Serving High-Level Opening-Up



In 2025, the Group adhered to its international development strategy, and proactively integrating into the national strategy of opening-up. It enhanced its comprehensive global financial service capabilities to support Chinese enterprises in “Going Global” and facilitate international clients in “Entering the Chinese Market.” By delivering integrated financial solutions worldwide, the Group fosters cross-border exchanges between high-quality domestic enterprises and international investors.

In compliance with the China Taiping Work Plan for Serving High-Quality Joint Construction of the Belt and Road Initiative (2025) and related documents, the Group strengthened the implementation of Belt and Road Initiative (BRI) insurance business management. It established and refined a joint conference mechanism for BRI business development, convening meetings with relevant departments and subsidiaries to coordinate operations, resource integration, and product services. The Group generated 900 million in premium income from BRI-related business, representing a 15.3% year-on-year increase, while providing 877.75 billion in risk coverage, up 5.3% year-on-year. Both the key client list and strategic project list for “Going Global” initiatives expanded. The BRI Disaster and Risk Platform (“All the Way North”) received the “2025 Insurance Innovation Ark Award,” with registered companies exceeding 70.



### Case ● TP Indonesia’s BRI insurance project risk reduction practice

In March 2025, torrential rainfall triggered flooding in Central Sulawesi Province, Indonesia, causing damage to local factory projects and halting production. Following the disaster, TP Indonesia promptly initiated its response by immediately contacting the client, notifying relevant parties, and dispatching a specialized survey team to the site to assist with loss assessment. Simultaneously, TPI activated its emergency response plan, establishing a dedicated claims settlement channel with 24/7 customer service and expedited claim processing mechanisms. Within one month, the Group completed loss assessment and advanced partial compensation payments to alleviate clients’ financial strain, thereby supporting their resumption of operations and safeguarding the interests of both policyholders and investors. This efficient claims handling demonstrated TP Indonesia’s localized service strengths and efficient coordination capabilities, earning high commendation from clients.



### Case ● TP Singapore provided multiple insurance coverage for Sinopec Fifth Construction Co., Ltd.’s BRI projects

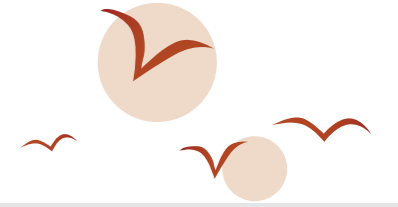
In 2020, Sinopec Fifth Construction Co., Ltd. secured the Jurong Island CRISP Refining and Chemical Integration Electromechanical Installation Project in Singapore. This critical green transition project in Southeast Asia carried a contract value of 22.6167 million. TP Singapore delivered comprehensive insurance advisory services from the project’s preparatory phase, subsequently underwriting the following policies for three consecutive years: Project Comprehensive Liability Insurance, Foreign Workers’ Medical and Work Injury Insurance, labour Guarantee Bonds, and All Risks Property Insurance. At the peak of construction, the total insured value reached 1.256 billion, with annual premiums exceeding SGD 11.46 million. The project achieved high-standard mechanical completion in April 2025, receiving strong recognition from both the project owner and the main contractor.

This project propelled the growth of TP Singapore’s engineering and labour insurance businesses while enhancing its brand presence across Southeast Asian markets. Simultaneously, it contributed to Singapore’s green economic development by reducing carbon emissions and bolstering the positive international reputation of Chinese enterprises operating overseas.



### Case ● CTPI (HK) actively shared BRI business expertise

In 2025, CTPI (HK) was repeatedly invited to participate in key BRI-related events to share its business expertise. In April, as a co-organizer and the sole commercial insurer at the China International Contracting Conference & Development Forum, it showcased tangible outcomes in serving the BRI and supporting the globalization of Chinese enterprises. In August, as the only insurance institution at the Belt and Road Medical Assistance Conference, it contributed insights on Hong Kong’s healthcare insurance and health management practices. In September, making an appearance as the only Chinese-funded insurer at the Thailand-China Cooperation Expo, it actively explored new synergies in the financial and insurance sectors between Thailand and China.



# Supporting Comprehensive Rural Revitalization

In 2025, the Group thoroughly implemented the directives on designated assistance work issued by the State Council. Aligned with the objective of consolidating and expanding achievements in poverty alleviation while effectively linking these efforts to rural revitalization, we concentrated our resources on industrial development, talent cultivation, cultural enrichment, ecological conservation, and organizational enhancement. Leveraging the institutional strengths of a central state-owned enterprise, the Group diligently advanced all designated assistance initiatives, achieving substantial outcomes. During the year, the Group directly allocated 34.37 million in assistance funding and implemented 36 aid projects. These projects collectively benefited 330,000 residents in assisted regions, propelling local economic and social development.

In 2025,  
the Group directly allocated

**34.37** million  
in assistance funding

Implemented

**36** aid projects

Benefited

**330,000**  
residents in assisted regions

## Strengthening Organizational Leadership and Consolidating Support Efforts



### Upholding high-level leadership

The Group consistently prioritizes its designated assistance programs. Through key meetings such as its Party Committee meetings and Board meetings held throughout the year, the Group has planned and executed support efforts to ensure the orderly progress of all initiatives. Senior leadership has provided directives, and multiple executives have conducted field visits to the assisted regions, strengthening ties with partner localities and enhancing the quality and effectiveness of the assistance programs.



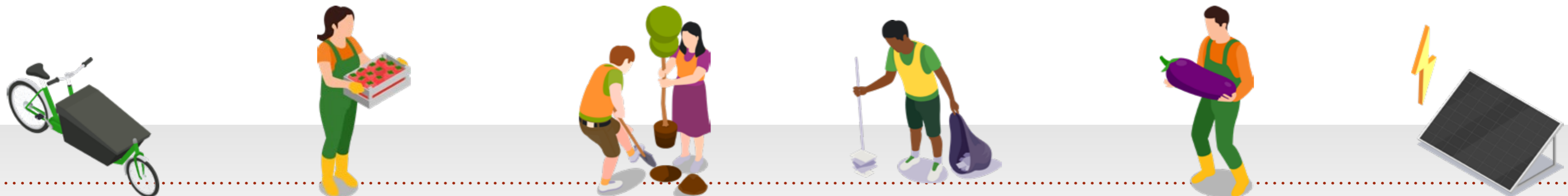
### Enhancing operational mechanisms

To enhance operational mechanisms, the Group has instituted a dedicated committee meeting framework for rural revitalization initiatives. By regularly convening these leadership sessions to strategize and deploy targeted support measures, we ensure all critical tasks advance in an orderly manner.



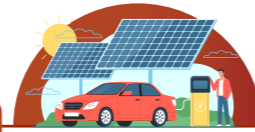
### Effectively managing seconded officials

The Group rotated four officials whose terms had concluded by selecting and dispatching qualified replacements, while ensuring their routine support. It also intensified oversight of conduct and discipline to ensure these officials positively contribute to assistance work. These officials have significantly contributed to project coordination and fund acquisition, earning high recognition from local cadres and communities in assisted regions.



## Focusing on Key Areas to Advance Rural Development

### Deepening industrial cultivation to enhance industrial revitalization



Based on the resource advantages of the assisted regions, the Group focuses on fostering the growth of distinctive local industries such as the cultivation and production of Liangdang honey, pepper, and mushrooms, as well as Yu'an Lu'an Guopian tea, West Anhui white geese, and rice. The Group assisted the local area in attracting leading enterprises, selecting projects for investment and construction, actively promoting policy-based agricultural insurance, and safeguard industrial development. The Group actively established integrated production-marketing platforms, promoted premium agricultural products on JD Industrial Procurement (JD Huicai), and organized six agricultural product expos at the Taiiping Financial Tower and wellness communities in Chengdu, Shanghai, Suzhou, and Hangzhou. Additionally, it hosted three live-streaming events and recommended participation in three external trade fairs. These events enabled core enterprises to establish partnerships with seven commercial/residential complexes, one wellness community canteen, and one e-commerce platform, thereby expanding agricultural sales channels. Annual procurement and sales volumes reached record highs, significantly enhancing the market competitiveness of agricultural products from assisted regions. To extend industrial chains, the Group supported the establishment of one local agricultural sales enterprise, elevating product value-added and increasing farmer incomes.

### Strengthening talent development to advance talent revitalization



The Group allocated funds to train over 670 grassroots officials and rural revitalization leaders across Liangdang and Yu'an regions through five specialized programs, elevating professional competencies. Also, it pioneered employment assistance by establishing life and property insurance branches in assisted regions. This created platforms for local talent development.

### Promoting cultural excellence to support cultural revitalization



The Group funded community service projects, including five community cultural squares, thereby enriching public cultural life. Educational support in rural areas was also intensified. Subsidiaries including TPFSC and TPRE invested 100,000 to upgrade school facilities, purchasing books, computers, and other educational equipment. TPIM sustained the impact of its Qiushi Charity Scholarship Fund, expanding financial assistance for outstanding students to incentivize academic excellence. TPL partnered with wellness communities to host charity sales of handmade crafts by resident seniors, with proceeds supporting children's education in Yu'an District.

### Building harmonious communities to facilitate ecological revitalization



The Group continued to fund demonstration villages for rural revitalization and participated in constructing aesthetically integrated rural communities. In Liangdang County, it established the Yunping Honey Pastry Intangible Cultural Heritage Experience Workshop and financed potable water system upgrades for Shimaping Village. In Yu'an District, it supported road improvements, irrigation canal repairs, sluice gate projects, and ecological governance initiatives to enhance the rural environment.

## Demonstrating Commitment to Service Responsibilities and Consolidating Assistance Outcomes

### Demonstrating commitment to rural revitalization



Subsidiaries of the Group actively responded to national calls by deploying 31 cadres as first secretaries or village work team members in 16 regions, including the "Three Regions and Three Prefectures" areas (Xinjiang, Sichuan, Yunnan) as well as Inner Mongolia, Jiangxi, and Hubei. Through targeted fund donations, they contributed to consolidating poverty alleviation achievements and facilitating effective linkage with rural revitalization.

### Consolidating outcomes of the "Two Assurances and Three Guarantees"



Breakthroughs were achieved in medical assistance. The Group prioritized addressing deficiencies in Liangdang County's healthcare system by leveraging the special donation marking the 25th anniversary of its partnership with Ageas Insurance. A donation from Ageas Insurance was utilized to procure medical equipment for Liangdang County Maternal and Child Health Hospital, specifically addressing the critical needs for prenatal examinations and postpartum rehabilitation among local women, thereby enhancing healthcare accessibility. Intellectual support was also extended to the Liangdang Health and Elderly Care Center. The county-level government officials led separate delegations to study operational expertise at the Group's senior care communities, while the Group established a research team to conduct on-site assessments of the center, subsequently providing a professional report with actionable recommendations.



### Case ● Taiping Rural Revitalization Fund practices ESG principles, precisely empowering rural revitalization

The Taiping Rural Revitalization Fund, anchored in China's national rural revitalization strategy and ESG investment philosophy, strategically invests in policy priority sectors including the modern seed industry, deep processing of agricultural products, and agricultural technology equipment. Its investments in Vector Agr and Huier Zhilian bolster agricultural productivity and support internationally aligned high-standard farmland construction. The initiative equally prioritizes investment and assistance, pioneering innovative support models in Liangdang County in Gansu and Yu'an District in Anhui. In Liangdang County, the Taiping agricultural assistance project drives increased corporate procurement of local agricultural products, with an incremental procurement value of approximately 6.6 million expected by 2025 to raise farmers' incomes. Additionally, four sessions of Chinese honeybee breeding techniques training were conducted to enhance farmers' skills and solidify the industry foundation, delivering significant social benefits and tangible rural revitalization outcomes.



### Case ● TPL innovates a sustainable medical consortium assistance model

TPL proactively responds to the "Healthy China" and rural revitalization strategies by innovatively creating a sustainable medical consortium assistance model. Through resource coordination and targeted investment, the model effectively improves grassroots healthcare accessibility. Partnering with shareholder Ageas Insurance, TPL focuses on Yu'an District of Anhui and Liangdang County of Gansu to channel high-quality medical resources to underserved areas. In Yu'an, the "Medical Journey Together" public welfare series has been continuously implemented, featuring expert free clinics, teaching ward rounds, and specialized training sessions that transfer Class III Grade A hospital expertise to local institutions. In Liangdang, the donation of advanced equipment—including integrated dental units and dental X-ray machines—supports the establishment of a standardized dental department at Chengguan Township Health Center. This activity addresses the difficulty in accessing dental care and achieves the goal of retaining patients with minor illnesses within local communities.



## Chapter 2

# GREEN DEVELOPMENT, SAFEGUARDING THE ECOLOGICAL FUTURE

Anchored to China's national "Carbon Peaking and Carbon Neutrality ('Dual Carbon')" strategic deployment, China Taiping has deeply integrated green development principles into its entire management chain. The Group continuously refines its climate risk governance framework, incorporates climate factors into strategic decision-making and comprehensive risk management, and establishes an end-to-end management mechanism covering identification, assessment, control, and disclosure. It advances green insurance and responsible investment, enriches its portfolio of green products, and enhances its ESG investment evaluation system—leveraging financial strength to support the green industry transition. Through green office operations, procurement, construction, and digital

initiatives—including energy conservation, emissions reductions, and technology empowerment—the Group practices low-carbon development, synergistically enhancing both environmental benefits and operational efficiency, thereby fulfilling its corporate responsibility to safeguard the ecological future.

# Proactive Climate Action

Guided by sustainable development principles, the Group rigorously implements China's "Dual Carbon" strategy, proactively addresses climate-related challenges, vigorously develops green insurance businesses, practices responsible investment, and advances green and low-carbon operational models. It steadfastly upholds its corporate mission, collaborating with stakeholders to build a sustainable future.

## Governance

The Group actively fulfills its primary responsibility in addressing climate change by comprehensively integrating climate-related factors into strategic decision-making, business operations, and end-to-end risk management processes. Under the institutional framework established by documents such as the *China Taiping Insurance Group Fundamental Comprehensive Risk Management Policy*, the Group has implemented a comprehensive risk management organizational structure. This framework features Board decision-making accountability, specialized committee support, executive management execution, full employee participation, and auditor oversight. In addition, climate and environmental risks are incorporated into the comprehensive risk management system. A multi-tiered ESG governance structure and dedicated climate governance framework have been established to drive the implementation of climate-related strategies from the top down. The Group remains committed to mitigating the impacts of climate change while continuously enhancing its own climate resilience.

### Board of Directors' involvement in climate change governance



- Determines overall climate change-related objectives, management strategies, and policies, ensuring the establishment of effective climate change risk management and internal control systems; reviews, approves, and oversees climate-related information disclosure and other significant matters.
- Fully recognizes the significant impact of climate change on the Group's operational performance, incorporating climate-related risks and opportunities into operations; oversees the formulation and implementation of climate-related strategic objectives.
- Links the Group CEO's compensation to the Group's operational performance to drive climate change risk governance and the capture of climate change opportunities.
- Conducts specialized training on climate risk, covering climate disclosure, ESG and green finance policy interpretation, ensuring the Board masters national policies and international best practices and keeps abreast of the latest trends in climate-related risks and opportunities.

### Management's involvement in climate change governance



- The Group has established a Green Finance and ESG Management Committee, with an office established under it. This office is responsible for establishing and refining the management framework, systems, and tools; participates in climate-related research and decision-making; spearheads the formulation of work plans; and coordinates, drives, and oversees the execution of significant climate-related initiatives.
- Management at subsidiaries enhances awareness and capabilities in addressing climate change, establishing specialized committees or designating dedicated personnel for management. This reinforces management accountability and enables decision-making and oversight roles in formulating climate change strategies, risk management, and target and performance management.
- The Group and its subsidiaries develop climate-related indicators and targets tailored to their management and operational characteristics. They conduct climate change assessments to comprehensively identify and manage climate-related risks and opportunities across all operational and management activities.

## Strategies

The Group continues to implement the *Outline of the Group's Development Plan for 2021-2025, the Implementation Opinions on Supporting Green Development of the Group, and the Action Plan on Vigorously Developing Green Finance of the Group*. We are cultivating a climate-friendly business philosophy by factoring climate change considerations into our strategic planning and corporate vision. This includes establishing emissions reduction targets and implementation pathways responsive to evolving conditions.

During the year, the Group formulated and issued the *Circular on Advancing Implementation of the Operational Guidelines for High-Quality Development of Green Finance in Banking and Insurance Sectors*. This circular introduced six key measures: vigorously developing green insurance; actively expanding green investment; continuously deepening green operations; effectively addressing climate risks; improving internal management mechanisms; and strengthening communication, promotion, and outreach. The Group further specified the targets and tasks while clarifying responsible departments to continuously advance its green finance development for greater tangible results.

## Risk Management

The Group integrates climate risk management with its ESG governance framework in a comprehensive manner. By 2025, leveraging its centralized risk management model, it systematically facilitates the identification, assessment, and control of climate-related risks while strengthening first-line-of-defense management for catastrophe risks. The Group will also deepen the institutionalization of climate risk management mechanisms and continuously expand the practical application of risk management in areas such as green finance and the development of the national catastrophe protection framework.

The Group incorporates climate-related risks and opportunities into its comprehensive risk management system. Climate and environmental risks are explicitly defined as those potentially leading to unexpected losses for the Group, resulting from: (1) acute physical events stemming from adverse climate change; (2) long-term financial impacts arising from shifting climate patterns; and (3) transition risks associated with policy, legal, technological, market, and reputational factors during the shift toward a low-carbon economy. Specific requirements governing relevant control procedures have been established.

**Climate-related risks and opportunities management system development**

Climate-related risks and opportunities have been integrated into the Group's comprehensive risk management framework, with ongoing optimization of management mechanisms in accordance with regulatory requirements and the Group's specific circumstances.

**Climate-related risk management system enhancement**

The *China Taiping Insurance Group Fundamental Comprehensive Risk Management Policy* details requirements for risk identification, measurement, assessment, monitoring, mitigation, and reporting processes. For specific risk category management, the Group has established robust climate risk management mechanisms through supplementary policies such as the Reinsurance Management Measures and the China Taiping Insurance Group Concentration Risk Management Measures.

**Climate risk control**

The Group has implemented a management mechanism via the China Taiping Insurance Group Risk Appetite Framework Management Policy to issue risk alert letters for consecutively breached indicators. Where a risk appetite indicator is breached twice in succession, the responsible department is required to analyze the root cause and specify mitigation measures.

By identifying climate risk exposures, climate-related metrics have been incorporated into the risk appetite indicator system, with regular monitoring of performance against targets.

The Group continuously strengthens ESG risk assessment within its performance evaluation system. Progress on national strategic priorities—such as achieving premium income targets for green insurance and inclusive insurance—is now integrated into the performance evaluations of subsidiaries.

**Climate-related information disclosure**

Drawing on the *Implementation Guidance for Climate Disclosures under HKEX ESG Reporting Framework*, the Group is progressively enhancing climate-related disclosures. This includes disclosing to stakeholders the Group's climate risk governance, strategy, risk management practices, metrics, and targets.

The Group continues to advance risk mitigation management, requiring all subsidiary companies to enhance monitoring of insured subjects and control the impact of climate factors such as natural disasters on claims settlements. TPI's risk mitigation management system was deployed and implemented, focusing on the group commercial property insurance segment for risk mitigation services. This system supports clients in conducting flood and fire prevention inspections, with a dedicated focus on loss prevention for key clients.



**Process for the identification, assessment, management, and oversight of climate-related risks and opportunities**

**Identification of climate risks and opportunities**

By following the climate change framework recommendations proposed by the TCFD, the HKEX's ESG Code, and the Implementation Guidance for Climate Disclosures under HKEX ESG Reporting Framework, referencing peer practices in climate risk and opportunity management, and tailoring these to our specific operations, the Group has identified five climate-related risks and three climate-related opportunities.

**Assessment of climate risks and opportunities**

Using the Group and its subsidiaries' operations as the foundation, and incorporating insights from consulting firms and industry experts, we conduct reviews and assessments to assess the scope of impact, likelihood of occurrence, severity of consequences, financial implications, and other dimensions of identified climate risks and opportunities.

**Formulation of climate risk and opportunity strategies**

Based on review and assessment results, we analyze relevant risk factors and implement appropriate preventative management measures. This includes establishing corresponding management mechanisms and procedures, while strategically integrating climate-related opportunities into corporate planning.

**Reporting on climate risks and opportunities**

The Group executes regular reporting on climate risks and opportunities to ensure timely updates for the Board and senior management regarding objectives, plans, implementation status, and progress. This enhances the effectiveness of climate risk and opportunity management. Quarterly Comprehensive Risk Management Reports incorporate monitoring of relevant risk indicators, analysis of extreme weather incidents, and related content.

**Identification of climate-related risks**

Climate-related risks	Climate risk factors	Risk classification	Examples	Time horizon	Scope	Potential financial impact	Impact severity
Physical risks	Major climate disasters	Operational risk	Increased frequency of extreme weather events may amplify claims payouts and other expenses, adversely impacting the Group's cash flows. Heightened extreme weather exposure could impair the Group's financial performance and capital structure, weakening its credit profile, resulting reduced financing capacity and elevated funding costs.	Short, medium, and long term	Group-wide	Fixed assets ↓	High
	Climate change	Credit risk	Irreversible risks such as sea-level rise caused by climate change may trigger business losses for certain clients. To address escalating climate risks, the Group may need to maintain adequate liquidity reserves to mitigate potential losses.	Medium to long term	Group-wide	Operating costs ↑	Medium

Climate-related risks	Climate risk factors	Risk classification	Examples	Time horizon	Scope	Potential financial impact	Impact severity
	Economic-related factors	Policy and legal risk	Increasingly stringent global climate policies and regulations exert decarbonization pressure on traditional industries, potentially affecting certain insurance client segments and investment targets. Resulting risks may be passed on to enterprises, threatening operations and financial conditions.	Short, medium, and long term	Asset management, etc.	Operating costs ↑	Medium
Transition risks	Emerging low-carbon technologies	Technical risk	Advances in clean energy technologies elevate energy efficiency standards, while sustained market demand for eco-friendly products and services accelerates the obsolescence of conventional technologies.	Medium to long term	Asset management, etc.	Operating costs ↑	Medium
	Investor focus	Reputational risk	Growing societal emphasis on climate issues heightens stakeholder scrutiny. How enterprises address climate change significantly influences investor decisions and ESG ratings. Entities failing proactive climate action may face reputational challenges, damaging brand equity.	Short to medium term	Group-wide	Operating income ↓	Low

### Identification of climate-related opportunities

Climate-related opportunity factors	Examples	Time horizon	Scope	Potential financial impact	Impact severity
Products & services	The national "Dual Carbon" strategy drives green finance development, creating broad growth potential for insurance institutions in sustainable insurance and sustainable investment. Institutions can develop financial products and services addressing climate risks based on market demand. Revenue from selling ESG-compliant insurance products (e.g., sustainable insurance) and investment returns from ESG-compliant assets may qualify for relevant tax incentives.	Short, medium, and long term	Group-wide	Better meet market demand for products and services. expand revenue sources. reduce cash outflows. enhance corporate image.	Medium
Resource efficiency	Increasing clean energy usage and enhancing resource efficiency constitute critical emission-reduction strategies. These help institutions lower long-term operational costs and establish industry leadership in climate action.	Medium-term	Group-wide	Reduce operational costs.	Medium
Market opportunity	Provides institutions opportunities to expand into new green finance and sustainability business lines and innovate product and service offerings, strengthening their competitiveness and brand value in responsible investing. Incorporating ESG policy-linked terms into loan agreements or bond issuance documentation may lead to more favorable financing costs.	Medium-term	Group-wide	New markets drive diversification of financial products, enhancing the depth and breadth of green finance offerings; more favorable loan or bond issuance terms.	Medium



### Case Taiping Group enhances catastrophe insurance presence and optimizes reinsurance management to strengthen risk defenses

The Group maintains sustained focus on catastrophe risks arising from climate change, reinforcing first-line-of-defense management. Each insurance subsidiary has established a catastrophe management system tailored to its business profile, while intensifying research and development of catastrophe modeling capabilities to advance related insurance product design.

Regarding catastrophe insurance, TPI and TPre (China) have expanded their catastrophe insurance business scope and strengthen public-private partnerships. TP Macau and TPre have been assisting the Macau SAR Government in implementing the catastrophe insurance program for SMEs for seven consecutive years. The Group convened its 2025 Reinsurance Management Work Conference in September 2025, urging all subsidiaries to enhance catastrophe risk analysis, optimize reinsurance arrangements, and execute the 2026 reinsurance treaty renewal process.

### Indicators and Objectives

The Group has established a climate-related target framework under the overarching structure of the Outline of the Group's Development Plan for 2021-2025 and the *Action Plan on Vigorously Developing Green Finance of the Group*, enforcing oversight responsibilities for decision-making at subsidiary management levels. Quantitative targets were set across three core domains—green insurance, green investment, and green operations—while target design was refined across dimensions including greenhouse gas emissions, transition risks, and physical risks, guided by potential areas for climate-related target setting. This approach drives subsequent implementation and quantifiable management of outcomes.

Regarding indicator monitoring, the Group has brought climate factors such as typhoons and earthquakes within the scope of concentration risk management, continuously optimizing indicator thresholds to enhance the scientific rigor and effectiveness of climate risk monitoring. Focusing on serving national strategies and fulfilling key financial mandates, the Group incorporates the attainment of green insurance and inclusive insurance targets into its risk monitoring indicator framework.

In 2025, the Group formulated seven insurance data tracking and statistical plans, including one for green insurance, directing subsidiaries to intensify product innovation and business expansion. It issued the *Notice on Standardizing Statistical Metrics for Investment Services Aligned with National Strategies*, further standardizing statistical methodologies for green investment data.



**Green insurance.** The annual growth rate of green insurance premiums in the Group was higher than the overall premium growth rate.



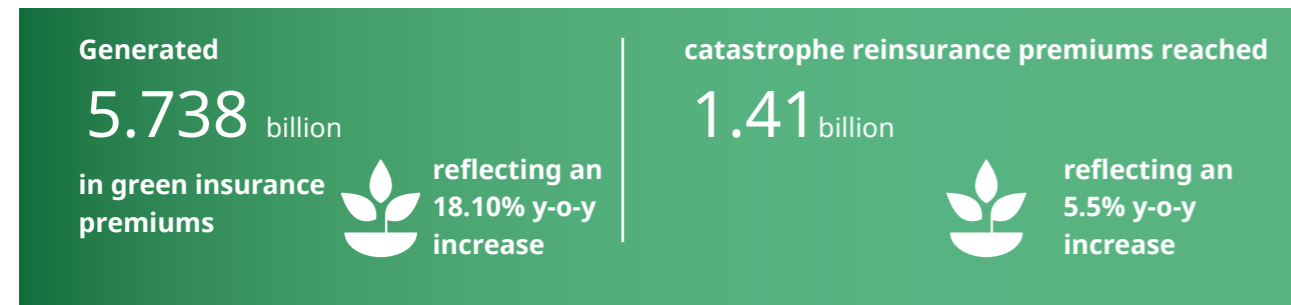
**Green investment.** Carbon emissions within the portfolio are declining year on year, with the investment portfolio to achieve net-zero emissions by 2060; the Group's green investment scale maintains an annual growth rate of no less than 5%.



**Green operation.** Coverage and penetration of green operations continue to expand, while online processing rates for underwriting, policy servicing, and claims settlement steadily increase. Carbon emissions from operational activities are decreasing annually, with the yearly reduction exceeding 1,000 tonnes; the Power Usage Effectiveness (PUE) of all data centers remains at or below 1.435; the Group will achieve carbon neutrality in its business operations by 2030.

## Committed to Green Insurance

The Group is advancing its strategic initiatives in green insurance by expanding its portfolio of green insurance products, innovating risk mitigation solutions, and conducting specialized research and product development in green finance to drive the diversification of green insurance offerings. Key projects such as Taiping Property's carbon sink forestry insurance are being actively developed, while initiatives including research into new energy vehicle insurance and catastrophe insurance innovations are being implemented. These efforts represent a significant breakthrough for the Group's green insurance business in 2025 and have further strengthened its competitive edge in the green finance sector. During the reporting period, the Group generated 5.738 billion in green insurance premiums, reflecting an 18.10% year-over-year increase, while catastrophe reinsurance premiums reached 1.41 billion, up 5.5% from the previous year.



Area	Metric	Unit	2025
Green insurance	Number of policies	10,000 pcs	244.5
	Premium income	100 million	57.38
	Insured amount	100 million	49,760.5

**Case** ● **China Taiping deepens its study on new energy vehicle insurance and shares core results**

The Group prepared the China Taiping New Energy Vehicle Insurance Pricing Research Report, systematically analyzing and synthesized the risk characteristics, pricing methodologies, underwriting standards, and pricing strategies of new energy vehicle insurance. In November 2025, the Group hosted a group insurance product lecture to disseminate and discuss the research findings, fostering knowledge sharing and collaboration across TPI subsidiaries.

**Case** ● **TPI participated in the construction of all risks insurance for Shanghai Lingang offshore photovoltaic project**

In 2025, TPI led the construction of all risks insurance for the Shanghai Lingang offshore photovoltaic project. With an installed capacity of 499,500 kilowatts, the project stands as one of the first offshore wind-solar hybrid photovoltaic projects in Shanghai. This initiative offers a replicable "maritime economy" development model for coastal cities.

**Case** ● **TPI provided catastrophe insurance for Liangdang County, Gansu Province, innovatively building a full-chain risk prevention and control mechanism**

In 2025, TPI provided catastrophe insurance coverage for Liangdang County, Gansu Province, marking a significant breakthrough in the local disaster prevention, mitigation, and response system's financial innovation. This insurance program was collaboratively developed by the Emergency Management Bureau of Liangdang County and TPI. After nearly two years of research and refinement, both parties successfully launched the catastrophe index insurance project, aiming to establish a comprehensive, full-chain risk prevention and control mechanism encompassing pre-disaster prevention, disaster response, and rapid post-disaster recovery. The insurance is triggered by objective meteorological data, achieving a transformative shift from the traditional "post-disaster assistance" model to a proactive "pre-disaster insurance and immediate compensation" approach. This innovation will significantly enhance the government's ability to mobilize emergency funds during disaster response and strengthen the defense line protecting the safety of people's lives and property. This collaborative catastrophe insurance initiative serves as a pioneering model for the development of disaster prevention, mitigation, and response systems across the province.





## Case ● The Group's first batch of overseas ESG concept insurance products were launched in Hong Kong and Macau

In 2025, TPL(HK) and TPL(Macau) introduced the "Xiyu Savings Insurance Plan" and "Xiyue Lifetime Savings Insurance Plan" in the Hong Kong and Macau Special Administrative Regions, respectively. These initiatives demonstrate the companies' commitment to integrating ESG principles into their investment strategies, aligning with their goal of creating shared value and fostering a win-win scenario for business, environmental sustainability, and community well-being. By prioritizing assets with high ESG ratings and relatively low carbon intensity, TPL(HK) and TPL(Macau) enable sustainable development while driving financial growth. These investments not only enhance the resilience of their portfolios but also contribute to building a healthier environment and community.



喜裕儲蓄保險計劃

Image: Xiyu Savings Insurance Plan



喜悅人生  
終身儲蓄保險計劃

Image: Xiyue Lifetime Savings Insurance Plan

## Practicing Responsible Investment

The Group continues to reinforce its strategic framework for green investment, leveraging the unique advantages of insurance funds as long-term, patient capital. By embedding the principles of responsible investment and progressively refining its ESG investment system, the Group ensures a comprehensive evaluation of environmental, social, and governance risks and management levels across all investment projects. ESG ratings are conducted to consolidate the data foundation of green finance and enhance risk management. The Group further refines ESG investment standards, deepens its understanding of green and sustainable finance, and guides subsidiaries to strengthen their ESG investment frameworks, implement ESG strategies, mitigate risks, and enhance green investment efforts. In accordance with the Action Plan on Vigorously Developing Green Finance of the Group, the Group aims for an average annual growth rate of no less than 5% in green investments. As of the end of 2025, the Group's cumulative green investment reached 66.608 billion<sup>1</sup>, representing a 20% year-on-year increase.

<sup>1</sup>Calculated according to the Notice on Standardizing the Statistical Criteria of National Strategic Data for Investment Services

## Improving the Construction of ESG Investment System

To continuously enhance the strategic framework of the Group's green investments, it has progressively built and refined its ESG investment system. This initiative aims to deepen the understanding of green and sustainable finance within the Group and its investment institutions. Consequently, the Group has developed and issued the ESG Investment Evaluation System Construction Plan, aligning with national policies and guidelines, as well as the *Guidelines on ESG Investment of the Group*.

### Scope of application

- This investment framework is applicable to all types of investment businesses conducted by investment institutions under the Group. Insurance companies with relevant investment management capabilities also follow it for implementation.

### Clarifying the green investment scope

- The National Development and Reform Commission's Green Industry Guidance Catalogue serves as the overall criteria for the Group to carry out green investment, focusing on actively supporting the construction of a clean and low-carbon energy system.

### Develop investment criteria

- Based on the Green Industry Guidance Catalogue issued by the National Development and Reform Commission, in conjunction with the Classification Guidelines for Green Insurance (2023 Edition) released by the Insurance Association of China and the characteristics of the Group's investment business, investment criteria have been established for various categories of domestic and international investment assets.
- To strengthen guidance on the comprehensive implementation of new development concepts across the Group's investment business, the Group is systematically advancing its responsible and sustainable investment initiatives. It has developed and issued the ESG Investment Evaluation System Construction Plan, adopting the principle of "unified framework with incremental refinement". The evaluation system has been integrated into the decision-making and approval processes for alternative investments.
- In accordance with the Implementation Rules for the Review of Alternative Investment Projects of China Taiping Insurance Group, the Group incorporates ESG factors of investment projects into the review and approval process, with a particular focus on their ESG performance and associated risks.

The Group appoints a dedicated individual to monitor policy developments in green finance, ESG investment, and other related areas on a regular basis. Through specialized research, the Group guides subsidiaries in progressively establishing an ESG investment organizational framework, implementing ESG investment strategies, mitigating ESG-related risks, and strengthening their green investment initiatives. Additionally, the Group ensures the effective dissemination of its green investment and responsible investment policy framework and work requirements throughout its organizations, fostering alignment and compliance across all levels.

## Responsible Investment Practice

The Group leads the development of supporting rules by its various asset management subsidiaries to further enhance the ESG investment evaluation system. In line with the work arrangements outlined in the *Group's ESG Investment Evaluation System Construction Plan*, each asset management subsidiary has successfully developed or updated its respective supporting rules. These updates have significantly enhanced the construction of the ESG investment evaluation system by refining the evaluation metrics and establishing relevant operational guidelines. Currently, the ESG investment evaluation system has been integrated into the evaluation process of alternative investment projects. Investment projects are now rated based on ESG criteria, enabling a comprehensive assessment of their environmental, social, and governance risks, as well as the management capabilities of the investment entities.

### TPFH

- Issued the Green Finance and ESG Investment Risk Management Measures of TPFH, which clarify the ESG work management mechanism, deliberation body, and decision-making process. The measures incorporate risk management clauses, track the carbon emissions of invested enterprises, and further strengthen the risk management of the company's green finance and ESG investments. To assess the carbon emissions risk of existing holdings, the company procures Bloomberg's system integration services to evaluate relevant indicators. Additionally, the company regularly tests and discloses data on carbon emissions indicators in accordance with the requirements of the Hong Kong SFC Circular.
- In terms of alternative investment projects, based on the actual situation and project category, the project is rated in three aspects of ESG during the review stage. The rating covers various factors in environment, social, and corporate governance, and comprehensively covers the indicators that are currently of great concern in the investment field.

### TPIM

- In terms of project screening, priority is given to assets that have obtained green building certifications of two stars or higher, or LEED Gold or higher, for investment purposes. Comprehensive assessment and evaluation of the buildings are conducted, focusing on key aspects such as the project integration process, site selection and transportation, indoor environmental quality, innovation, and regional priority.
- In terms of project review, the investment review report is required to disclose the analysis content related to green energy conservation. This includes introducing the measures and achievements of the proposed project in green energy conservation, as well as comprehensively considering environmental, social, and governance issues. The goal is to promote the implementation of ESG concept projects while ensuring commercial feasibility.

### TP Fund

- ESG factors have been incorporated into the credit rating model and embedded within the credit rating system, ensuring their seamless integration into credit rating processes.

### TSFL

- In terms of pricing management, in 2025, the benchmark prices was revised. For lease projects where the primary business or financing objective aligns with the Green Finance Statistical System Instruction and the *Catalogue of Green Finance Supported Projects*, adjustments to pricing, including reductions or the application of higher debt ratings, were permitted. These measures are designed to further promote the growth of green leasing operations.
- In terms of assessment and incentives, the company has refined its assessment metrics to better support national strategies. Additional points are allocated to initiatives that advance the 'dual carbon goals' and contribute to the 'rural revitalization' efforts, thereby encouraging alignment with these strategic objectives.



## Case TPCA provides financial funding to multiple green projects

In 2025, TPCA prioritizes green development and the "dual carbon" strategy. By diversifying its green investment portfolio, the company supports infrastructure critical to public welfare, such as rail transit. Additionally, TPCA actively engages in the growth of green industries, including new energy and solid waste management sectors. Through these efforts, the company provides financial support to numerous green and infrastructure projects, fostering sustainable development.

- Zhengzhou Metro Infrastructure Debt Investment Plan: With an investment amount of 700 million, this plan focuses on supporting the construction of rail transit infrastructure in the Zhengzhou region. Funds are allocated to key projects, including Zhengzhou Metro Line 3 Phase II, Line 6 Phase I, and Line 14 Phase I.
- SE Environment's Capital Increase Project, with an investment amount of 500 million, involves capital injections into the shares of Shenzhen Energy Environment Co., Ltd. The company specializes in comprehensive solid waste treatment, integrated sanitation services, hazardous waste management, and industrial wastewater treatment. As a leading enterprise in China's solid waste treatment sector, SE Environment aims to leverage this capital increase to attract strategically aligned shareholders, optimize its financial structure, expand its core business, and drive research and technological innovation. These efforts align with the national "dual carbon" strategy, contributing to the advancement of environmentally friendly practices.



## Case TPAM's strategic deployment in renewable energy infrastructure

In April 2025, TPAM participated in the SPIC-Shandong Energy Infrastructure Investment Blue Carbon Neutrality Asset-backed Special Plan with an investment scale of 450 million. The underlying assets of this plan are the offshore wind power and its supporting energy storage project of SPIC in Shandong, which is one of the first offshore wind power demonstration projects in Shandong Province. In November 2025, the company further participated in the Guangdong Electric Power Development Co., Ltd.-Binhai Bay Energy Infrastructure Investment Asset-backed Special Plan with a total investment of 398 million. This product is the first quasi-REITs project in China to use LNG power plants as underlying assets, characterized by clean and efficient energy production, flexible start-stop capabilities, and strong adaptability.



## Case TSFL supports the green supply chain operation project

TSFL supports a resource recycling enterprise in Shanghai operating a green supply chain project via lease agreements. The lessee operates across three core sectors: recovery and reuse, circular logistics, and intelligent equipment. By recycling industrial and consumer waste plastics, the lessee maximizes resource utilization and fosters an ecological closed-loop system of "production → cycle leases → reuse" through recycled and shared packaging.

# Practicing Green and Low-Carbon Operations

In 2025, we deepened green and low-carbon operational practices, implementing multi-dimensional measures across green offices, procurement, buildings and technology. Through related measures (such as material recycling, promotion of new energy sources, cost reduction and carbon mitigation via digitalized office operations, and securing LEED Platinum certification for multiple financial buildings), the conduction of environmental public welfare activities as well as the utilization of digital platforms on the promotion of green awareness, we achieved dual improvements in green operational effectiveness and social influence.

## Green Offices

The Group issued the Reminder on Vigorously Promoting Green Office Practices and the Notice on Matters Relating to "Green Offices and Low-Carbon Life" to actively foster a green workplace. All subsidiaries actively responded to the Group's call and implemented the requirements for green office practices.

### Strengthening waste management

- The Group has implemented the classified collection of office waste such as waste toner cartridges, waste light tubes, obsolete computers, etc.
- Qualified third parties are engaged by the Group for proper disposal. During the recycling process, toner cartridges, batteries and similar items are securely wrapped before disposal. Certain recyclables require special treatment, such as light tubes, which must be placed in dedicated recycling bins.
- Domestic waste is uniformly collected and transported by the property management company and subsequently handled by the municipal sanitation authority.

### Resolutely stopping the behavior of food waste

- The Group strictly enforce catering standards for meetings, training sessions, business hospitality, and business travel, promoting simple and standardized meals to eliminate extravagance and waste.
- The Group guides all staff to cherish every meal and save every grain of food, practicing the "Empty Plate Campaign", and fostering a culture in which waste is discouraged and frugality is upheld as a virtue.

### Enhancing the efficiency of resource utilization comprehensively

- The Group promotes comprehensive conservation, efficient utilization and recycling of resources, leveraging synergies between resource conservation and carbon reduction.
- The Group scientifically plans existing workplaces, enhances utilization efficiency, optimizes resources allocation, and avoids idleness, waste, and redundant procurement.

### Controlling water and electricity usage, reducing energy consumption

- The Group controls the use of water and electricity in the workplace to reduce energy consumption; reminders are posted in prominent workplace locations regarding water conservation, equipment power-saving, switching off lights when leaving, and appropriate air conditioning temperature settings. During non-office hours, power supplies to lighting, air-conditioning, computers, printers, water dispensers, and other office equipment are switched off. For overtime work, centralized office arrangements are encouraged to minimize the use of lighting and air-conditioning. Measures have been implemented to avoid continuous running water in workplace and to strictly prevent the water wastage caused by leakage, spillage, dripping or seepage.
- Measures have been implemented to avoid prolonged standby of office equipment, such as computers, printers, and shredders, in order to prevent resource waste. The use of high-power electrical appliances in the workplace without prior approval is strictly prohibited. The IT department conducts workplace inspections and configures all computers with default settings for black-and-white as well as double-sided printing to conserve office paper and consumables.
- Video conferencing is promoted, and video conferencing systems are promptly switched off after meetings to reduce energy consumption from prolonged standby.
- Routine office supplies are centrally procured, with priority given to the purchase of high-efficiency and energy-saving products.

### Further tightening of vehicle controls

- The Group has strengthened vehicle allocation management and actively promotes the adoption of new energy vehicles.
- For newly purchased or leased vehicles, priority is given to new energy vehicles, with strict dual controls applied based on the purchase price and engine displacement.
- The Group advocates "green travel" as a guiding principle, promoting the judicious use of official vehicles, and advancing low-carbon business travel.

### Advancing the utilization of renewable energy

- The Group purchased 10,000 kWh of renewable energy during the year.



Image: The 2025 Renewable Energy Certificate



China Taiping has won the 2024 Water Conservation Commendation Award



China Taiping won the 2025 ESG Advocator Award

## Green Procurement

The Group adheres to green procurement principles, fully considering environmental factors in procurement activities and giving priority to the procurement of environmentally friendly products and services that are energy-efficient, low-pollution, recyclable, and reusable. Subsidiaries, including TPI, TPCA and TPFT have established robust supplier management systems, incorporating the Group's requirements for green procurement - including prioritizing energy-efficient and environmentally friendly products.

### Strengthening green procurement practices



- The Group has integrated green and low-carbon concepts into its procurement strategy throughout the entire process of product and service procurement. Suppliers demonstrating stronger ESG performance in areas such as environmental protection, energy conservation and emission reduction are awarded additional evaluation points, giving priority to their products or services under equivalent conditions.
- The Group has formulated and implemented green procurement programs, has established green procurement targets, and has specified green procurement standards.
- The Group utilizes online procurement platforms to carry out procurement implementation and management, effectively reducing resource consumption across the upstream and downstream supply chain.

### Improving green procurement standards



- The Group gives preference to suppliers offering environmentally friendly products and holding relevant environmental certifications as one of the technical evaluation criteria for suppliers.
- The Group encourages suppliers to reduce the consumption of raw and auxiliary materials or substitute such materials with more environmentally friendly alternatives through technological innovation and other improvement measures.
- The Group requires supplier products to comply with green packaging standards, prohibiting the use of packaging materials containing toxic or hazardous substances, and utilizing packaging materials that are recyclable, biodegradable, or capable of harmless disposal.



### Case ● TPFT Advances the Implementation of Green Procurement and Fully Supports the Rollout of Online Electronic Procurement

As at the end of 2025, China Taiping's new unified procurement platform had been launched and rolled out to 43 institutions, enabling 814 projects to be completed through fully electronic processes and reducing paper consumption by nearly 300,000 sheets. The proportion of TPFT's online electronic procurement projects has reached 98.74%, representing a year-on-year increase of 7 percentage points. This approach effectively shortens bidding cycles and enhances procurement efficiency. By leveraging full process traceability and transparent operations, the Company has reduced compliance risks and achieved paperless archival storage through overall digitalization.

## Green Buildings

The Group advocates that office buildings and medical health & elder care communities in various regions adhere to the principle of adapting measures to local conditions, actively promoting green building certification for new buildings. As at the end of 2025, the Group had a total of 13 green investment, construction and operations projects, with an aggregate investment amount of approximately 22.88 billion and a total planned gross floor area of approximately 1,733,000 sq. m.<sup>2</sup>, of which a total of 10 projects had obtained LEED Gold or Platinum certification

<sup>2</sup>According to the Notice on Standardizing Statistical Caliber for Investment Services Supporting National Strategy.

### Strengthening the construction of mechanisms

- The Group has developed the Green Building Implementation Guidelines, clarifying that green building investments prioritize projects in line with ESG concepts. We have compiled documents such as the Daily Management Specification for Office Environment Standards and the Energy Conservation Management Guidelines for Key Public Facilities and Equipment to provide comprehensive guidance to institutions on the implementation of green operations.
- Medical health & elder care communities have formulated detailed energy consumption management measures and strengthened control over high energy-consuming systems, such as air-conditioning and lighting.
- To implement cost reduction and efficiency enhancement requirements for medical health & elder care institutions, the Group has strengthened the refined management, broking down barriers to resource sharing among institutions, improving resource utilization efficiency, and reducing the costs associated with idle assets. The Operations Department of TPIM has coordinated the establishment of an asset-sharing mechanism among managed medical health & elder care institutions to enhance asset utilization efficiency.

### Promoting energy-saving retrofits

- TPIM cooperates with TSFL in exploring the adoption of operating leases, with plans to install rooftop photovoltaic power generation equipment on rooftops of the Haitang Home Medical Health & Elder Care Community that meet the necessary installation conditions. The photovoltaic power generation solution can alleviate the funding pressure for green technological upgrades of the community. The electricity generated can partially meet the community's self-consumption needs and reduce overall energy consumption, thereby supporting the development of a green medical health, and elder care community.

### Enhancing summary training

- TPIM convenes quarterly energy management review meetings, conducts technical training on energy management, and carries out process analysis and supervision to strengthen the energy conservation awareness;
- Institutions regularly optimize energy-saving operational management plans and continuously explore effective management models and strategies tailored to their specific projects to achieve energy conservation and consumption reduction.



### Case ● TPIM Introduces Autonomous Logistics Vehicles

The Haitang Home Medical Health & Elder Care Community of TPIM has continuously explored the introduction and upgrading of intelligent technologies to enhance the community's intelligent management, with the aim of creating a safe, comfortable, and convenient living environment for residents. In addition to smart wearable devices and smart monitoring mattresses, the community has taken the lead in piloting the introduction of autonomous logistics vehicles to handle the transportation of goods between the East and West residential zones, as well as between apartments and low-rise hotels. This initiative has reduced labour hours associated with manual transportation and lowered energy consumption from conventional transport vehicles, while enhancing overall delivery efficiency. Since being put into operation on 13 February 2025, the autonomous logistics vehicle has recorded a cumulative mileage of 467.2 kilometers and an operating time of 3,272 minutes, performing smoothly, maintaining a zero-accident record.



The China Taiping Finance Tower in Hangzhou Received the International LEED Platinum Certification for Green Operation in 2025



The China Taiping Finance Tower in Tianjin Received the International LEED Platinum Certification in 2025

## Green Operations

The Group continuously strengthens the application of digital technologies across its business operations, intensifying the promotion and utilization of electronic documents, and expanding the scope of paperless operations in both office operations and customer services.

### TPFT

- TPFT has launched the electronic signature system, completing its rollout for individual non-auto insurance and 8 branches for the auto insurance business line. A total of approximately 592,000 policies have been signed through the system, achieving a signature recognition rate of 99.3%. The digital electronic invoicing platform has been fully implemented across the headquarters and all branches of TPL and TPI. The proportion of digital electronic invoices has increased significantly, with a cumulative total of 5.23 million invoices issued. The short link conversion service has been promoted and applied across over 100 business scenarios, including amendments to short-term life insurance policies, application and underwriting processes in auto insurance and property insurance, and policy authenticity verification for the “Enjoying Taiping” pension service platform, achieving cost savings of approximately 2.1 million.

### TPFSC

- TPFSC collaborates with subsidiaries, including TPL and TPP, to jointly advance mobile claims processing and policy servicing, electronic policies, and outsourced printing management, thereby promoting energy conservation and emissions reductions. In 2025, the mobile utilization rate for life insurance policy servicing reached 95.86%, and the mobile utilization rate for life insurance claims processing reached 89.18%. The electronic policy adoption rate for TPP's group insurance business reached 42.69%, reducing printing and postal fees by 325,000. The material loss rate for outsourced printing of valuable documents was 0.15%.

### TPL (HK)

- TPL (HK) has launched the standalone eDDA function to accelerate policy application processing and eliminate the use of paper-based application forms. TPL (HK) has also implemented the SMILE Club membership management and the correspondence automation project, eliminating manual membership registration and correspondence preparation processes.

### TSFL

- TSFL vigorously promotes the electronic seal system, reducing material consumption and labour costs associated with printing and seal usage.
- TSFL has achieved digitalized archive management, reducing the deterioration and consumption of paper-based records. In addition, systematic management enhances convenience and reliability while lowering operational costs.

### TPI

- The digital electronic invoicing system has fully replaced paper invoices. As of 31 December 2025, a total of 2.4718 million digital electronic invoices had been issued, involving an aggregate invoicing amount exceeding 17.753 billion.

## Advancing Biodiversity Conservation

Committed to its role as an ecological steward, the Group actively dedicates itself to biodiversity conservation. By leveraging its resources and technological strengths, the Group drives stakeholder participation in ecological protection initiatives. Through joint efforts with employees, customers, and non-governmental organizations (NGOs), it has undertaken multiple environmental initiatives, including marine ranches conservation and cleanup campaigns, collectively contributing to biodiversity preservation and environmental protection.



### Case Taiping Group empowers the “Dual Carbon” strategy through green finance practices

During the year, the Group, in collaboration with TPI, compiled and released the *Blue Book on High-Quality Development of Marine Pasture Insurance*. Building on this initiative, the Group and the Yantai Municipal Government of Shandong Province jointly hosted the launch ceremony and partnership signing for the Marine Pasture Insurance Project.

TPI achieved significant recognition at the “Green Finance Skills Competition of the Guangdong-Hong Kong-Macau Greater Bay Area.” Specifically, TPI secured third place in the team category, earned an individual excellence award, and ranked first among insurers in the case presentation segment.



Image: Awarded the “Social Impact Award” in the 3rd ESG New Benchmark Enterprises Recognition



### Case TPP launches environmental video series on its “Enjoying Taiping” platform to advance ecological civilization principles

TPP leveraged its “Enjoying Taiping” technology platform to craft and release digital videos themed on ecological conservation for Earth Hour (March 22) and World Earth Day (April 22). Titled “Turn off the Lights, Turn on Hope: Contributing TPP's Strength to Building a ‘Beautiful China’” and “Building a Beautiful China for a Better World,” these campaigns urged public engagement on climate change while promoting ecological civilization concepts. The Group's initiative propelled efforts toward establishing a Beautiful China and co-creating a harmonious Earth where humanity and nature thrive together. The videos achieved extensive reach and generated positive resonance.



## Chapter 3

# WORKING TOGETHER TO JOINTLY BUILD A BETTER SOCIETY

China Taiping focuses on its corporate social responsibility by adhering to a “people-oriented” approach. It protects employees’ interests and rights through improved employment management, compensation and benefits, and democratic management mechanisms. Additionally, it builds a tiered and categorized training system to support career growth and deepens employee care to solidify the foundation of talent. By embracing a customer-first philosophy, China Taiping upgrades service channels, optimizes service processes, and strengthens consumer rights protection, so as to enhance service quality and customer satisfaction through various measures. China Taiping leverages digital and intelligent transformation to enhance its technological governance structure,

promote the deep integration of intelligent technology with business scenarios, and strengthen information and data security. By practicing comprehensive social responsibility, it mobilizes multiple stakeholders to jointly promote high-quality social development.

## Growing Together with Employees

The Group strictly adheres to domestic and international labour laws and regulations, and has established a comprehensive employee rights protection system that covers recruitment, compensation, promotion, and democratic management. The Group upholds the principle of fair, merit-based and market-oriented selection, implements a diversified employment mechanism, and prohibits employment discrimination. We have established a scientific compensation and benefits system, which includes performance evaluations, as well as enhanced welfare programs such as leave, pensions, and health insurance, to ensure a work-life balance for employees. We have also implemented a system of staff congresses, set up employee communication channels, promoted transparency in company affairs, and genuinely safeguarded employees' rights to be informed, participate, and supervise, thereby creating an inclusive, equal, and stable workplace environment.

### Protecting Rights and Interests of Employees

The Group respects and protects the rights and interests of employees, and monitors the diversity of our talent pool. We strictly prohibit disrespect or discrimination based on ethnicity, race, gender, religious beliefs, or other factors, and we are dedicated to creating an inclusive and equal working environment.

### Standardizing employment management

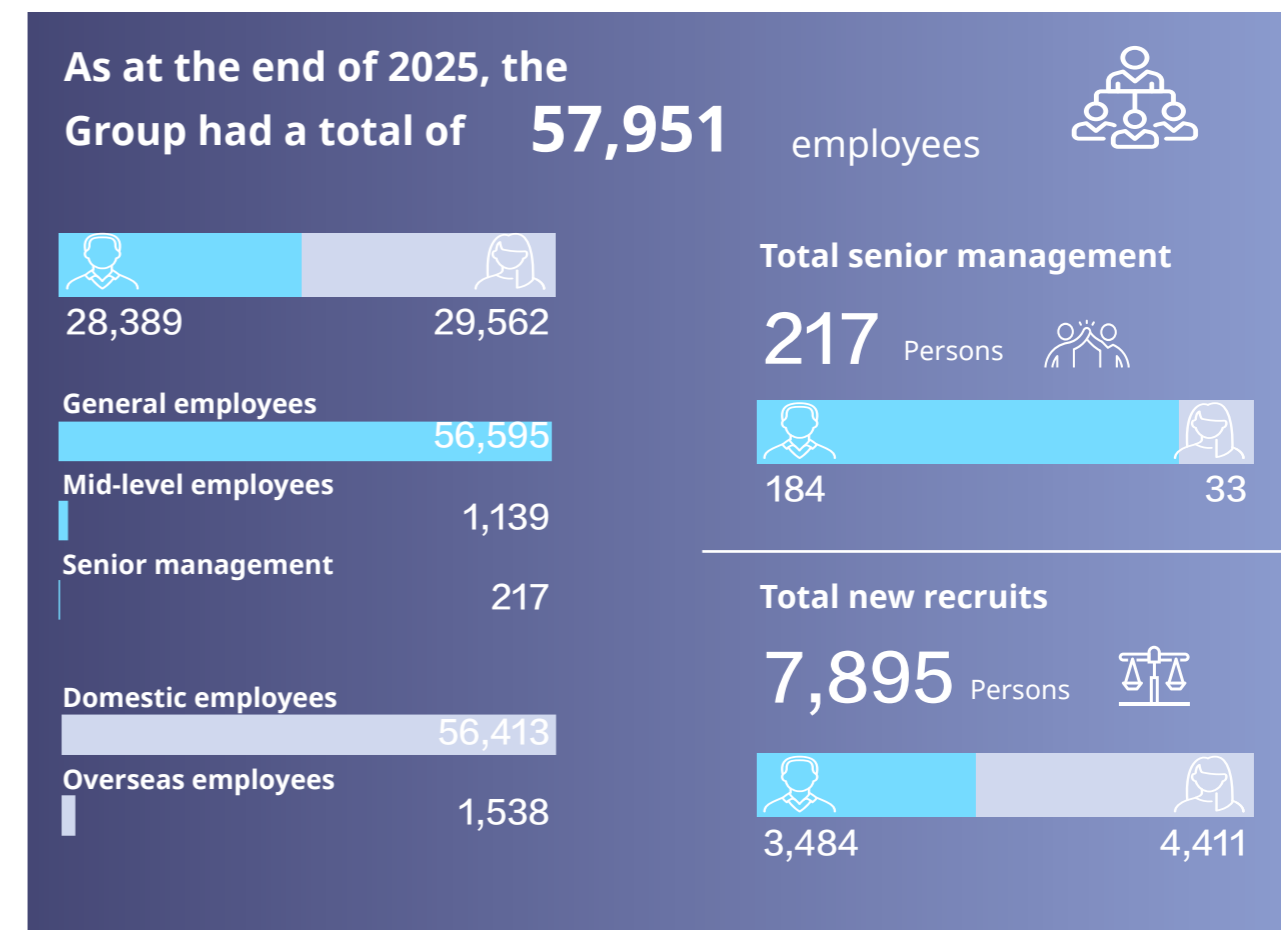
The Group strictly complies with the labour Law of the PRC, the *labour Contract Law of the PRC*, the *Employment Ordinance of Hong Kong*, and other laws and regulations in the countries and regions where we operate. Labour management is regulated in accordance with these laws and regulations. We have promulgated rules and measures such as the *Employee Recruitment Management Measures*, the *Management Regulations on the Introduction of Headquarters Personnel*, and *Management Measures for Posts and Ranks*, and we have established a labour management system that includes labour contract management, staff recruitment, promotion, leave, education and training. We have also established the *Position Qualification Standards System of China Taiping Insurance Group* to create a qualification standards system that meets the needs of Taiping and reflects its unique characteristics, covering both "hard conditions" and "soft skills." This system is applied to all aspects of talent management, including selection, utilization, development, and retention.

The Group has formulated the *Interim Measures for Employee Recruitment Management of China Taiping Insurance Group*, clearly stipulating that recruitment should follow a market-oriented approach based on equality and merit-based competition. We continuously optimize our unified recruitment platform to enhance efficiency and conduct recruitment using various methods, including social recruitment, campus recruitment, and internal referrals.

The Group pursues fairness, justice, and openness in employment. We are committed to promoting equal and diverse opportunities in employment, and resolutely prevent and prohibit the use of child labour and forced labour. We conduct background checks during the recruitment process to avoid hiring violations related to age and to ensure compliance with legal regulations. The Group has built a fair and efficient recruitment system that complies with laws and regulations, and we continuously strengthen supervision to regulate recruitment behaviors. If illegal employment occurs, the individuals involved will be dealt with in accordance with relevant labour laws and regulations, as well as our internal Measures for *Handling Illegal Behaviors of Group Employees*.



The Group proactively promotes the development of high-quality employment and attaches great importance to recruitment activities for fresh university graduates and other persons, attracting outstanding talents from all parties and promoting social employment. As at the end of 2025, the Group had a total of 57,951 employees and 7,895 of these were new recruits.



### Case **CTPI (HK) helps deepen youth exchanges and cooperation between Shanghai and Hong Kong**

CTPI (HK) strongly supported the “Million Youth Tour of China — Shanghai-Hong Kong United Internship Program 2025,” hosted by the Hong Kong-Shanghai Youth Association. This program offers risk protection for young Hong Kong interns in Shanghai. Our support helped deepen exchanges and cooperation between young people in both cities and ensure a safe and secure internship experience.

#### » Remuneration and benefits management

The Group continues to improve its remuneration and benefits management system. The Group adopts a science-based salary strategy aimed at attracting, retaining, and incentivizing excellent professionals. This strategy is based on the principle of performance orientation, with a strong focus on incentives and internal fairness. The principle of gender equality is also adopted in our compensation and welfare system. We regularly coordinate and carry out salary surveys, and review and adjust employee compensation levels to maintain our competitiveness in terms of employee compensation. We optimize rights and benefits protection programs for all employees, and we have set up an enterprise annuity scheme to protect employees after retirement. We also provide parental leave and nursing leave for employees who need to take care of young children or accompany the elderly.

The Group has established attendance and leave management systems, including the *Attendance and Leave Management Regulations of China Taiping Insurance Group for Headquarters Employees Working in Hong Kong and the Attendance and Leave Management Regulations of China Taiping Insurance Group for Employees Working on the Chinese Mainland*. These regulations are regularly revised and optimized based on actual needs. The systems cover all Group personnel and clearly define various types of leave, including annual leave, sick leave, maternity leave, paid personal leave, and bereavement leave, ensuring that employees can maintain a balance between their work and family life.

#### Employee rights improvement and benefits protection

- We regularly coordinate and carry out salary surveys, and review and adjust employee compensation levels to maintain our competitiveness in terms of employee compensation.
- In addition to social insurance, housing provident fund and other statutory benefits, the Group also provides employees with a more comprehensive internal welfare system, including an enterprise annuity, internal welfare insurance (accident, medical, life, critical illness, etc.), paid leave, holiday allowances, heating and cooling allowances, work uniform benefits, annual health check-ups, meal allowances, birthday benefits, comfort funds for marriages and childbirths, and other benefits.
- In addition, we implement national fertility policies, and continue to provide regular salary and benefits for female employees during maternity leave, with a focus on protecting the rights of female employees.

Following the principles of fairness and impartiality, the Group has formulated performance appraisal management, job grade management, honor and incentive management, and other related systems. Additionally, the Group implements rigorous performance evaluations, clearly defines the requirements and processes for promotions and advancements, and recognizes outstanding employees using various honors and incentives.

#### Conducting regular performance appraisal

The Group conducts annual employee performance management assessments, evaluating employee performance comprehensively based on performance reviews and overall assessments. In 2025, 100% of employees met the conditions for the annual assessment and underwent the evaluation.

#### Performance appraisal feedback

After the performance appraisal, department heads conduct face-to-face meetings with the employees being evaluated to provide feedback on the assessment results, and discuss the characteristics of their work, achievements, and areas that need improvement.

#### Establishing an appeal and review mechanism

We have established a performance appeal and review mechanism. Employees who have objections to their performance results can file an appeal with the Human Resources Department for a review before feedback on the review results is provided to employees.

#### Establishing an honor incentive mechanism

According to the honor and incentive management system already in place, teams and individual contributors who have made outstanding contributions to the Group's development are commended. This encourages employees to strive for excellence, pursue innovation, and continuously reach for higher goals. In 2025, following the principle of “choosing the best from the good,” collective and individual contributors with excellent assessment results and outstanding contributions to the Group's major projects and tasks were recognized and honored.

#### » Democratic management

The Group has established a democratic management system with the Workers' Congress as its fundamental form, with a view to promoting transparency in company affairs and ensuring employees' rights to be informed, participate, express opinions, and supervise. The system upholds and improves the employee director and employee supervisor systems. A chairman's mailbox has been set up to solicit employees' suggestions and opinions. Meanwhile, we conduct systematic employee satisfaction surveys, focusing on areas such as employee care, training and development, and performance evaluation. The Group encourages employee representatives to deeply engage in corporate governance and actively fosters harmonious labour relations.

#### Supporting Employee Development

The Group has formulated and implemented normative documents such as the *Management Measures for Group Employee Education and Training Work*, the *Hierarchical and Categorized Education and Training Plan of China Taiping Insurance Group (Trial)*, and the *Management Measures for Encouraging Employees to Participate in Professional Qualification Examinations at the Group Headquarters*. We continuously optimize the staff training system and harness various internal and external training resources in order to improve the comprehensive quality and business capabilities of our staff. We are committed to creating a comprehensive career development platform for employees and cultivating our people's professional knowledge and management skills. We have established a training system for managers and professionals, and provide diverse career development pathways to support employee growth.

#### Enhancing online and in-person training channels

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

#### Strengthening the cultivation of professional knowledge and management skills

On a regular basis, we organize various specialized training courses for cadres and provide specialized training and e-learning programs for both cadres and new employees.

#### Enhancing employees' professional certifications

We encourage employees to take professional qualification examinations that are recognized domestically and internationally or within the industry. We offer rewards and reimbursements for examination fees, providing diversified support for employees' career development.

Area	Key metrics	Unit	2025
Training duration of employees	Average training time of employees	Hour/person	156.37
	- Male	Hour/person	159.06
	- Female	Hour/person	153.67
	- General employees	Hour/person	155.63
	- Middle management	Hour/person	187.73
	- Senior management	Hour/person	203.18

**Case** ● **China Taiping strengthens school-enterprise cooperation to cultivate talent**

- China Taiping signed a strategic cooperation agreement with Peking University to deepen collaboration in talent development. We have jointly organized five sessions of the China Taiping-Peking University Young Cadre Training Program. In 2025, 50 outstanding young cadres from the Group's headquarters and subsidiaries participated in this training. The program combines classroom instruction, on-site teaching, and practical discussions, leveraging Peking University's rich cultural heritage and high-quality resources. The curriculum covers multiple fields, including politics, humanities, science and technology, and management, with the aim of enhancing political capabilities and promoting ideological refinement and spiritual growth. This helps participants improve their overall competence and job performance skills.
- China Taiping collaborates with leading national cadre training institutions such as Fudan University, Zhejiang University, and Xi'an Jiaotong University to customize specialized training programs in areas such as technology, investment management, and risk management, empowering key talent development. For example, in September 2025, Zhejiang University was commissioned to host specialized training programs for individuals who are skilled in technology and risk management, focusing on enhancing the application of digital technology and comprehensive risk control capabilities. Additionally, in September, Xi'an Jiaotong University was commissioned to host a specialized training program for individuals with investment skills, systematically improving their professional decision-making and risk prediction capabilities.

**Case** ● **China Taiping holds the "Taiping Rising Star" training program for the sixth consecutive year**

From October 14 to 18, 2025, China Taiping hosted the 2025 "Taiping Rising Star" training program for newly recruited graduates at its retirement community Furong Home. A total of 202 new employees from 10 subsidiaries in the Chinese Mainland and Hong Kong/Macau attended this training session. Through collaborative efforts with subsidiaries, the program offered enriched course content and innovative activities to help participants smoothly transition into their new roles as "Taiping People." The training aims to enable them to actively contribute to the Group's high-quality development initiatives, delivering new momentum for the Group's growth.

## Caring for Employees' Well-Being

### Employee health and safety

The Group prioritizes employees' health and safety and strictly enforces laws and regulations on labour protection and occupational health and safety in the countries and regions where we operate. We have established the Administrative Measures for Safety Emergencies of China Taiping Insurance Group and the Overall Response Plan for Safety Emergencies of China Taiping Insurance Group. Member companies have formulated and implemented workplace safety systems for major emergencies, extreme weather, and public health incidents. We regularly organize employees to participate in safety drills and safety training, focusing on improving the safety awareness of all employees. In accordance with regulatory requirements, we regularly replace labour protection equipment and promptly inspect safety protection facilities, ensuring the effective implementation of health and safety policies to maintain normal work operations.

### Employee care

The Group pays close attention to employees' work-life balance and actively organizes various leisure activities for employees, with a view to ensuring they are content and have a sense of belonging.

### Employee concern

The Group attaches great importance to employee care and supports employees who are facing practical difficulties. During the 2025 New Year and Spring Festival holidays, the Group's trade union visited 457 frontline employees in need and distributed consolation funds amounting to 1.728 million.

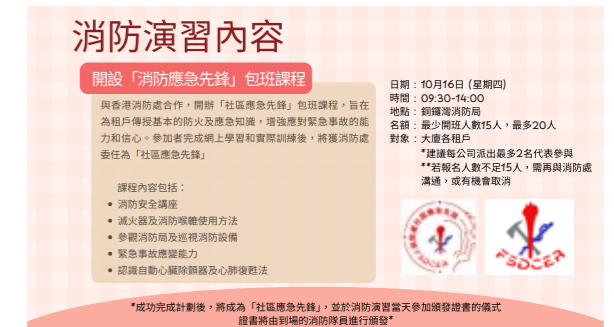


Image: Notification of fire drills

## Offering Premium Services

The Group always adheres to a "customer-centric" development philosophy, and continuously optimizes its service channels. By improving our product service system, focusing on enhancing customer experience, strengthening consumer rights protection, and deepening responsible marketing practices, we are committed to providing convenient, efficient, safe, professional, flexible, and easy-to-understand financial services to consumers. We aim to comprehensively enhance customer satisfaction and customers' sense of gain.

## Enhancing Service System

The Company places strong emphasis on the service needs of its customers and continues to optimize and upgrade its “5+1” customer service system. By enhancing digital and intelligent applications, the Company aims to provide customers with richer, more convenient, efficient, and thoughtful service experiences.

### Enhancing the “One Line” services

We continue to deepen digital and intelligent applications for our customer service line 95589. Moreover, the intelligent voice reporting service for auto insurance has been upgraded, and the claim reporting success rate has continued to improve.

### Carrying out “One Festival” activities

We successfully held the 6th “Lucky Elephant Festival · China Taiping Customer Festival.” This year’s Customer Festival focused on diversity, inclusiveness, and accessibility. Domestic and international companies actively participated, and they engaged in a wide range of multi-dimensional activities, fostering a positive atmosphere. A total of approximately 7,500 events were held, with around 7.8 million participants. For the first time, the “Hengqin Health and Wellness Theme Event” was organized to support the development of the GBA and the Hengqin Traditional Chinese Medicine Science and Technology Industrial Park of Co-operation.

### Strengthening the “One Network” to improve quality and efficiency

The Group continues to strengthen its insurance service functions, with ongoing improvements in the usage of insurance services. For example, the “Taiping Tong” App has seen steady growth in its user base. By the end of 2025, the cumulative number of registered users exceeded 30.62 million, and average monthly active users reached 1.73 million, with more than 47.36 million annual uses of insurance services. The improved version of the Group’s WeChat service account “China Taiping 95589” has also been launched. It unifies the service entry point on the WeChat platform and integrates with the service accounts of TPL, TPI, TPP and TPL (HK). In these ways, we have been striving to improve the “China Taiping 95589” service account.

### Optimising customer experience (NPS) management

We conducted annual relational NPS competitive research, adding dimensions such as compliance and complaint hotspots, brand awareness, and product fit. We also continuously monitored the operation of 14 key customer touchpoints for TPL, TPI and TPP. 83.1% of negative feedback was addressed, and 83.3% of suggestions were adopted.

## Improving Customer Service Experience

The Group always adheres to the original intention of insurance protection, continuously integrating internal and external resources to fully leverage synergies across various business segments. We continue to strengthen our service awareness, optimize our service processes, and enhance service quality, aiming to ensure that customers can enjoy high-quality financial services with peace of mind. We strive to improve customer satisfaction, trust, and a sense of fulfillment.

### » Providing convenient services

From the perspective of facilitating and benefiting people, the Group continues to enrich its supply of multilevel insurance products, broaden the scope of service coverage and enhance the effectiveness of service delivery. By anchoring to the diverse needs of customers, we precisely meet the public’s aspirations for a better life while also pursuing high-quality development.



## TPI deepens its customer service value chains and continuously optimizes the “TPI Good Service” mini program and platform.

- The “TPI Good Service” mini program creates an “Insurance + Life” service ecosystem, offering over 270 categories of physical goods and 23 types of lifestyle vouchers. This provides policyholders with online self-service discounts and exclusive services, expanding the platform’s operational scope. By integrating insurance with daily life services, the platform offers a comprehensive service ecosystem covering home life, travel, and health management. This enhances customer loyalty and service experience through partnerships with high-quality merchants.
- The “TPI Good Service” platform now includes live biometric recognition, which strengthens the security of identity verification from the start. This improves both the accuracy and security of user identity checks. Users are informed about the specific biometric data collected and how it is processed, ensuring their right to know and consent. The platform also continues to optimize and standardize its value-added services, improving process efficiency and institutional autonomy. This ensures both service standardization and operational flexibility.



## TPP has built the “Enjoying Taiping” mini program and “Enjoying Taiping” App to enhance its digitalized operations and services.

- With the goal of “end-to-end efficient connectivity,” TPP aims to build a dual-line service portal for both the personal and enterprise ends of “Enjoying Taiping”. Through measures such as reconstructing the underlying architecture for efficiency, integrating front-end services, optimizing online processes, and expanding customer touchpoints, TPP is comprehensively reshaping the customer service experience.
- TPP has also deepened its “dormant policy” services. In 2025, TPP focused on reducing existing dormant policies and controlling new ones by launching reminder services for dormant policies, developing systems to track and clean up dormant policies, and creating a dedicated section for dormant policies on the “Enjoying Taiping” App. These efforts provided customers with convenient tools to manage their dormant policies.



## Case ● TPP’s warm claims service selected as a “2025 Outstanding Case of Financial Consumer Protection and Service Innovation”

In 2025, TPP’s claims service team provided comprehensive guidance on document collection and investigation assistance to clients. They also offered door-to-door services and care to patients with critical illnesses and strictly fulfilled their insurance protection responsibilities. In the “2025 Outstanding Cases of Financial Consumer Protection and Service Innovation” selection released by China Financial Media Company Limited (CFMC), TPP’s insurance claims service case was successfully selected as an “Outstanding Case of Financial Consumer Dispute Resolution” for the professionalism, efficiency and human touch reflected during the case handling process.

## ▶ Promoting elderly-friendly modifications

The Group pays close attention to the needs of elderly customers, optimizes their experience, and fully considers their diverse requirements. We actively develop age-appropriate products and services based on business conditions, and we strive to optimize and improve every service touchpoint and process to provide elderly users with comprehensive, thoughtful, and direct convenient services.

The “China Taiping 95589” hotline accurately identifies elderly customers through inbound call numbers and other information, providing one-click transfer, one-click connection to customer service, and access to dedicated menus for the elderly. In 2025, the hotline received 385,000 calls from elderly customers.

### TPFSC

TPFSC conducted research and surveys on the application of audio policies. Using the “Taiping Life 95589” WeChat service account as a platform, TPFSC adopts a “policy voice summary” model, under which a clear and natural voice is used to broadcast key information in the policy. After its launch, it has been used by 4,000 people per month, with an average service time of 48 seconds and a service completion rate of 86%, effectively assisting elderly customers in obtaining policy information.

### TPP

The official customer service platforms of Taiping Pension (TPP), including the “Enjoying Taiping” App and mini program, have all been updated to be more age-friendly. These platforms offer a caring model that features a simple interface and enlarged fonts, along with links to common processes and customer service phone numbers. Additionally, through the “Enjoying Taiping” platform, technology is leveraged to provide an age-friendly experience, including in respect of online services that are directly accessed by elderly customers, internal system functions that protect the elderly, dedicated telephone channels and anti-fraud publicity, ensuring a smooth and secure service experience for the elderly.

## ▶ Processing claims for major disasters

The Group continues to improve the construction of our risk reduction management system, focusing on enhancing our ability to handle major disasters. We are building a comprehensive closed-loop management mechanism that includes pre-disaster warnings, mid-disaster responses, and post-disaster support. By leveraging disaster information analysis conducted by authoritative institutions, we proactively deploy emergency service resources and provide professional and efficient claims services to safeguard the rights of affected groups, strengthening disaster prevention, mitigation, and relief efforts across society.



### Case ● The Group initiated emergency support for the fire incident at Wang Fuk Court in Tai Po

The Group resolutely implemented the instructions of President Xi Jinping and took multiple measures to offer support in the aftermath of the fire. One of its subsidiaries, CTPI (HK), underwrites insurance related to Wang Fuk Court. The Group fully supported CTPI (HK) in quickly mobilizing investigation and loss assessment resources, actively coordinating with reinsurers, and establishing a rapid claims and advance payment mechanism to help affected residents resume their normal lives as soon as possible. The Group, along with the China Taiping Charity Foundation, donated HKD 10 million to the “Tai Po Wang Fuk Court Relief Fund” established by the Hong Kong SAR government to provide assistance to affected residents. Additionally, the Group’s health and wellness community, “China Taiping·Mumian Home,” has urgently allocated 60 housing units (130 beds) to offer free accommodation to affected residents for three months.



### Case ● TPP's response to multiple emergencies in 2025

TPP has established mechanisms and emergency plans for responding to sudden events, continuously enhancing its ability to handle emergencies and provide related financial services. Every year, TPP conducts emergency drills to strengthen its risk management capabilities in key areas such as consumer complaints. It proactively responds to natural disasters and other major accidents to ensure the safety and continuity of basic financial services. In 2025, we carried out three emergency drills to effectively enhance emergency response capabilities, promote the improvement of the risk control system, and ensure the safe operation and long-term stable development of financial services.

When natural disasters or major accidents occur, TPP promptly initiates emergency work according to relevant plans. It has established WeChat communication groups between headquarters and branches, with responsible units reporting real-time updates. The headquarters’ operations department, office, and other relevant departments provide timely guidance, implement quick claims processing, and efficiently handle sudden incidents. In 2025, TPP proactively responded to 59 natural disasters and unexpected accidents, including the mountain landslide disaster in Yibin, Sichuan; the fire at a nursing home in Longhua County, Chengde City, Hebei Province; the fire at a restaurant in Baota District, Liaoyang City, Liaoning Province; the capsizing of a cruise ship in Bijie, Guizhou; a traffic accident in Tengzhou, Shandong resulting in casualties; and a 5.0 magnitude earthquake in Eryuan County, Dali Prefecture, Yunnan Province; as well as the heavy rainstorm in the Beijing-Tianjin-Hebei region on July 25. TPP also activated emergency plans and opened green claims channels for two people involved in accident cases with a total payout of 60,100.

## ▶ Strengthening customer communication

The Group listens to customer opinions, provides high-quality services, and engages in positive interactions with customers to build trust. We also offer customized services based on different customer needs to enhance customer satisfaction.



### Case ● TPL (HK) conducts diversified customer engagement activities

In August 2025, TPL (HK) actively responded to the China Taiping Customer Festival promotional effort, adhering to the philosophy of “A Better Life, Always with Taiping.” A series of activities were specially planned to publicize the diverse services and customer-centric approach of TPL (HK), and opportunities were created for various channels to engage with customers, with a view to showing that a better life is within reach.

- TPL (HK) officially released the Hong Kong VIP customer system and launched China Taiping’s elderly care community experience services and business travel car services. It set up a dedicated VIP customer service page on the official website to effectively communicate service information to the public. A special VIP customer service booklet was also compiled to consolidate practical information such as grading standards and service content.
- TPL (HK) hosted its “Taiping MagicShow Carnival,” featuring performances meticulously curated around the theme of magic. Designed as a “magical encounter” with clients, the event strengthened connections between TPL (HK) and its customers. Beyond interactive magic shows, the venue offered gourmet snack stations, a bounce house, children’s face painting, claw machines, and small animal photo opportunities. These engagements allowed clients and their families to enjoy memorable experiences with TPL (HK), fostering deeper interaction while embodying the spirit of “Together Towards Better Living”—all reinforcing TPL (HK)’s bond with its customers.

## Protecting Consumer Rights

The Group adheres to a "customer-centric" service philosophy and deeply embeds the "customer first" principle across its entire business management process. By establishing robust mechanisms for consumer rights protection, building professional consumer protection management systems, and conducting diversified financial education activities, we aim to comprehensively enhance the effectiveness of our consumer protection efforts and genuinely safeguard the legitimate rights and interests of financial consumers.

### Improving consumer protection system

The Group has continuously strengthened its ability to protect consumers' rights and interests, establishing a comprehensive consumer protection framework characterized by "overall planning at the Group level, primary responsibility of each subsidiary, and cross-line and cross-departmental coordination." This has fostered a work atmosphere that prioritizes customers and ensures consumer protection for all, laying a solid foundation for high-quality customer service.

#### Strengthening the construction of the consumer protection system and mechanism

- The Group formulates and continuously improves various consumer protection systems, forming a consumer protection system with the *Management Measures for the Protection of Consumers' Rights and Interests* as the core and various special work systems as guarantees. Based on the comprehensive protection of the eight major rights and interests of consumers and guided by regulatory evaluations, we promote the deep implementation of 11 consumer protection mechanisms.
- We strictly implement regulatory requirements and strive to strengthen the performance of senior executives in consumer protection. We also comprehensively conduct consumer protection training to enhance the construction of consumer protection expert teams. In 2025, the Group convened the 2025 Annual Customer Service and Consumer Rights Protection Conference, in an effort to fully integrate consumer protection into our corporate governance, corporate culture, and business development strategies.

#### Consolidating the foundation for consumer protection management

- The Group launched AI-assisted review, mobile consumer protection review, and daily management of consumer protection functions, using technology to enhance our consumer protection management.
- The Group optimizes the assessment and management of its subsidiaries, incorporating "insurance service quality and consumer rights protection" into the KPI assessment under the "Risk Management" category as a weighted indicator, to evaluate domestic insurance companies, covering indicators related to insurance service quality, complaints, and consumer rights protection.

#### Organizing consumer education and publicity work

- Relying on diverse channels, the Group launches various online and in-person educational and promotional activities.

#### Strengthening complaint indicator monitoring and supervision tracking

- The Group deepens the governance of prominent complaint issues, and supports the visual monitoring and display of complaint indicators and daily tracking of key case lists through digital tools such as operation and customer service metric monitoring systems.

### Strengthening complaints management

The Group strictly adheres to regulatory requirements for consumer rights protection and complaint management. At the core of its efforts is the establishment of a "three-in-one" comprehensive long-term mechanism that integrates preventive measures, in-process control, and post-event improvement. The Group continuously enhances its complaint handling system, ensures multiple complaint channels are readily available, strengthens local management responsibilities, and efficiently responds to and properly resolves consumers' reasonable demands. In doing so, we aim to prevent the escalation of complaint risks and effectively safeguard the legitimate rights and interests of financial consumers.

#### Assuming primary responsibility for complaint handling

The Group conducted a review of the *Administrative Measures for Handling Consumer Complaints of China Taiping Insurance Group* to uphold the principle of "those who fail in their duties shall be held accountable." This encourages subsidiaries to take primary responsibility for handling complaints and provides a systemic foundation for them to conduct in-depth root cause analysis and implement corrective actions.

#### Ensuring smooth communication channels

The Group and its domestic insurance companies have strengthened the handling of customer complaints on the financial consumer rights protection platform, listened to customer feedback in all areas, and enhanced customer touchpoint management.

#### Enhancing early risk warning

The Group has strengthened early warnings for online complaint-related public opinion risks and established a group supervision mechanism to effectively promote timely resolution of customer disputes by various companies.

#### Improving process control

The Group has established mechanisms for case tracking, tiered dispute resolution, coordinated handling by the Group and individual companies, and multi-faceted dispute mediation to proactively and swiftly resolve customer disputes and effectively protect customers' legitimate rights and interests.

#### Building a big model platform for complaint analysis

Based on the principle of "focusing on pain points", the Group has established a comprehensive complaint analysis platform, which uses the DeepSeek complaint analysis model to advance the analysis of customer complaints and uncover issues that cannot be directly identified under traditional operational models. We have iteratively built a large-scale complaint root cause tagging system and piloted its application in key complaint scenarios, empowering subsidiaries to accurately trace the origins of complaints and implement targeted solutions.

#### Conducting root cause governance

Subsidiaries are required to continuously address the root causes of issues such as sales misguidance and claims disputes, forming a closed-loop optimization process for complaints to ensure that all issues reflected in consumer complaints are effectively addressed and improved.

### China Taiping's complaint channels and handling process



**Complaint channels:** Based on actual operating circumstances, each member company has set up a customer complaint reception desk in its business outlets and has established consumer complaint portals, including the 95589 customer service hotline, email accounts, official websites, official WeChat accounts, APPs, Weibo accounts, and others.



**Complaint handling process:** Customer complaint - complaint information acceptance - filing and review - investigation and verification - make a handling decision and inform the customer.



**Processing time:** For consumer complaints with clear facts and simple dispute situations, each company should make a processing decision and inform the complainant within 15 days from the date of receiving the consumer complaint. For more complex situations, the processing time can be extended to 30 days. In cases where the situation is particularly complex or there are other special reasons, the deadline may be extended by an additional 30 days, provided that it is approved by a senior manager of the superior authority or the headquarters and the complainant is notified.

## Popularizing financial knowledge

The Group continues to expand the breadth and depth of consumer publicity, actively promoting the popularization of financial knowledge, financial risk tips and the construction of a culture of integrity in the industry. Relying on platforms such as the "Taiping Tong" App, the Group's official website and WeChat accounts, and subsidiaries' public WeChat accounts, we launch diverse online education and promotional activities. We also organize and supervise all domestic companies to fully leverage their business characteristics when conducting specialized educational campaigns and providing distinctive services.

In 2025, the Group organized five concentrated educational and promotional events: the "3·15 Consumer Rights Protection Education Campaign," "5·15 National Investor Protection Promotion Day," "7·8 National Insurance Publicity Day," "National Anti-Fraud Action Month," and "Financial Consumer Rights Protection Education Week." The Group and its affiliates jointly conducted over 16,000 in-person and online educational and promotional activities, reaching a cumulative total of 330 million consumers. During the "3·15 Campaign," CFMC released the "List of 2025 Outstanding Cases of Financial Consumer Protection and Service Innovation." Eight cases from the Group, TPL, TPI, TPP and TPSTI were included on the list. The distinctive promotional activities conducted by these companies during the "3·15" and "7·8" campaigns were specifically commended by regulators and the Insurance Association of China.

### Case ● TPP expands publicity channels to enhance consumer literacy

The "Taiping Pension" subscription account and the "Enjoying Taiping" service account published a total of 23 articles on financial education, anti-money laundering, and caution against proxy policy cancellations.

The "Enjoying Taiping" App and the "Enjoying Taiping" mini program regularly provide consumer protection updates based on educational campaign plans. In 2025, 33 themed reports were released for the "3·15" campaign, and 15 themed reports were published for the "7·8" insurance promotion day. Additionally, 15 posts on identifying telecommunications fraud, including videos and anti-fraud keywords, were released in the "Anti-Fraud" section. During "Financial Education Promotion Week," 9 reports on financial education and anti-fraud promotion were also published.

The "Enjoying Taiping" video account released a series of promotional videos on various topics, including an "Annuity Mini Class," "My Insurance Life," and "National Anti-Fraud Action." In total, 72 videos were released, which garnered over 0.47 million views. Among them, the micro-video "Evolution of Retirement" used AI animation technology to bring ancient paintings to life, presenting pension financial knowledge in a light and humorous narrative style. This innovative format achieved significant dissemination results and won the "2025 Jinnuo Annual Brand Micro Video Award" (「2025 金諾·年度品牌微視頻獎」).



Image: The "2025 Jinnuo Annual Brand Micro Video Award"

# Deepening the Digital and Intelligence Transformation

The Group continues to uphold a value-oriented innovation concept and solidifies the foundation of digital and intelligent transformation through systematic construction. The Group has built the "131+N" technological governance framework, improved innovation incentive mechanisms and dedicated funds, and deepened the integration of artificial intelligence, RPA, and other technologies into business scenarios to empower operational efficiency improvements and service model upgrades. We have also enhanced our information and data security governance systems, reinforcing security from multiple dimensions including organization, systems, technology, and personnel, to drive high-quality development through technological empowerment.

## Optimising the Technology Governance System

The Group explores an effective governance path that integrates centralized, specialized, and agile operations. We clearly define the responsibilities and roles of the board of directors, management, and the Information Technology Commission within the financial technology governance system. We have also established a "131+N" technology governance framework of "one department, three companies, one office, and N teams."

### "131+N" technology governance framework

<div style="background-color: #0070c0; color: white; border-radius: 10px; padding: 5px; text-align: center; font-weight: bold;">Strengthening top-level control</div> <p>The Group's Technology Operations Department serves as the lead coordinating and managing department, responsible for the overall planning, coordination, management, and supervision of the Group's digital transformation and financial technology governance.</p>	<div style="background-color: #0070c0; color: white; border-radius: 10px; padding: 5px; text-align: center; font-weight: bold;">Establishing professional structures</div> <p>Based on the original sharing center, a professional structure consisting of "three companies" (i.e. TPFT, TPFS and TPFS) has been established as the specific implementers of the digital transformation and financial technology governance. These companies are respectively responsible for the Group's technology construction, operational services, and internet platform development.</p>
<div style="background-color: #0070c0; color: white; border-radius: 10px; padding: 5px; text-align: center; font-weight: bold;">Innovation technology teams</div> <p>TPFT has established an insurance technology lab, focusing on forward-looking, holistic, and strategic technological innovation initiatives.</p>	<div style="background-color: #0070c0; color: white; border-radius: 10px; padding: 5px; text-align: center; font-weight: bold;">Agile innovation organisation</div> <p>We have gradually formed a technology team aligned across all levels, with management synergy, performance linkage, and evaluation linkage, thereby enhancing the vitality and execution capability of the financial technology innovation organization.</p>

The Group regularly conducts annual innovation project applications and innovation award evaluations in accordance with the Innovation Award Measures of China Taiping Insurance Group. In the selection process, a special category of "Technological Innovation" has been set up for projects that leverage new technologies to empower the Group's core business. Teams that win awards are granted rewards to incentivize and promote technological innovation work. The Company continuously improves its innovation management methods and reward mechanisms, establishing a dedicated innovation guidance fund to support innovative projects. In 2025, the Company introduced a "Project Leader Selection" mechanism to identify major annual innovation projects and research topics, driving project initiation and quarterly assessments, with a focus on underwriting profitability and risk control.

## Practicing Responsible Marketing

In 2025, the Group deepened its responsible marketing practices by integrating customer service with social responsibility. We fulfilled our mission of insurance protection by optimizing our claims service system and providing compassionate claims support. Leveraging the frontline practices that our employees use to provide village-based assistance, we promoted financial and insurance knowledge and implemented beneficial policies at the grassroots level. Through these professional services and practical actions, we are striving to uphold responsible marketing.

## Deepening Technological Innovation

The Group has established a systematic and comprehensive innovation management system, has optimized the innovation work mechanism, and has issued the revised *Tiered and Categorized Innovation Management Measures of the Group*. We actively foster an innovation culture by circulating the *Summary of the Second Micro-Innovation Competition Event* within the organization and compiling the *Promotion Manual on the Achievements of the Second Micro-Innovation Competition*. We have also organized the submission of financial innovation project cases to the Financial Services Office of the Guangdong Provincial Committee, with our cases being successfully selected. In 2025, we achieved 22 new national patent authorizations, demonstrating significant results in the conversion of innovation outcomes.

### Product innovation

- We actively implement the "AI+" initiative, building an "Intelligent Application Incubation Platform" and incubating a series of "Smart AI" products, including "Zhiqin - Office Assistant," "Zhihu - Digital Consumer Protection," and "Zhitou - Intelligent Investment Research ( [ 智投 — 智能投研 ] )."

### Business empowerment

- We deepen the application of intelligent technology and comprehensively promote large model technologies such as DeepSeek to incubate and build a series of "Smart AI" products. Large model applications have been rolled out to 18 domestic and international institutions within the Group across 50 application scenarios, effectively enhancing efficiency in areas such as office operations, operations, investment research, and R&D. For example, "Zhitou - Investment Research Assistant" ( [ 智投 — 投研助手 ] ) improves investment research retrieval efficiency, "Zhihu - Digital Consumer Protection" enhances consumer rights protection capabilities, and the "Liaowangzhe" ( [ 瞭望者 ] ) product for digital customer management helps win back auto insurance customers.

### Efficiency improvements

- Our primary R&D business system focuses on a cloud service + microservices architecture combined with an agile development process, which helps to reduce development costs and time while improving production efficiency and system stability.
- In terms of AI computing power applications, we have built an "AI middle office" to manage and schedule the computing power of graphics processing unit (GPU), achieving energy savings through the centralized application of computing resources.
- We actively promote the use of intelligent technologies such as artificial intelligence (AI) and robotic process automation (RPA) to reduce manual operations. By 2025, the number of calls for various AI technologies within the Group is expected to reach 180 million, with 2.1 million lines of code from "Zhiyan - Code Assistant" being adopted, and RPA saving 100,000 person-hours annually.

### Research cooperation

- In terms of building the financial technology ecosystem alliance, we have introduced the Shanghai Advanced Institute of Finance at Shanghai Jiao Tong University as a member unit to strengthen our cooperation with academic institutions.
- We collaborate with partners in establishing joint innovation labs. Specifically, we have implemented the "Code Assistant" application, have launched the "Security Operations Large Model" project, and have worked in the area of IT innovation.



### Case TPI hosted the China Taiping Fintech Ecological Alliance An Ke Sub-Ecosystem Symposium

As the lead organization of the An Ke Ecosystem Special Committee under the China Taiping Fintech Ecological Alliance, TPI hosted the 2025 China Taiping Fintech Ecological Alliance An Ke Sub-Ecosystem Symposium and the "Visit to the Five Departments of Ministry of Industry and Information Technology" event. The event focused on IT innovation empowering new technology applications, discussing how cutting-edge technologies such as AI and containerization can better integrate into the IT innovation ecosystem, with the goal to truly transform IT innovation at China Taiping Insurance Group from "usable" to "user-friendly."



### Case TPL participated in the "Financial Industry Digital Transformation Skills Competition"

On 10 December 2025, the "Financial Industry Digital Transformation Skills Competition" was held in Xiongan, Hebei Province. With the theme "Digital Excellency for National Financial Strength," the competition focused on four areas: cybersecurity, data modeling, data governance, and scenario innovation. In the preliminary stage, nearly 1,500 participants from banks, insurance companies, and securities firms took part. In the final round, the TPL team (Taiping Smart Computing Team) stood out among 60 institutions and 97 top teams nationwide, winning second place in the "Data Modeling" category for the insurance sector. The team's outstanding modeling solution, which addressed key pain points in the digital transformation of the insurance business, demonstrated a deep integration of big data and artificial intelligence technologies. This showcased TPL's practical achievements in areas such as intelligent customer management and precise risk assessment. Additionally, another team from TPL also achieved a top ten ranking in the "Scenario Innovation" area.

## Information Security and Privacy Protection

The Group strictly complies with the *Cybersecurity Law of the People's Republic of China* and the *Management Guidelines for Information System Security for Insurance Companies*, and has formulated the *Regulations on Information Security Management of China Taiping Insurance Group* and the *Management Measures for Data Security of China Taiping Insurance Group* to standardize the Group's data security management, improve the information and data security governance system, and strengthen emergency response and training for information and data security. These measures aim to enhance the construction and management level of information systems. In 2025, the Group had no security incidents related to information security, customer privacy, or data security.

### Improving the information security governance system

The Group continues to optimize the information security governance system, improve the information security organizational structure, enhance the information security system and technical support system, and steadily promote the implementation of information and data security work.

#### Improving the organizational structure of information security

The Group defines the information security organizational structure, which consists of decision-making, management, execution, and supervision layers, and sets up organizations related to network and information security reporting to strengthen the operational management of information security incidents.

#### Enhancing the information security system

The Group has formulated 13 information security regulations covering storage media, personnel, data, outsourcing services, networks, physical environments, information security incidents, application systems, disaster recovery, terminal and desktop systems, host systems, and other areas, providing unified standards and guidelines for the Group and its subsidiaries to carry out information security management and technical protection work.

**Establishing a comprehensive technical support system**

The Group has established corresponding technical support systems in 6 major security areas: physical security, network security, host security, application security, terminal security, and data protection. This includes the construction of national A-class data centers in Shanghai, Shenzhen, and Wuhan; the improvement of network security zone management structures; the deployment of a host threat perception platform; the strict implementation of the national network security level protection system; the establishment of a unified terminal management system; the construction of a disaster recovery system and a comprehensive data backup mechanism; and the deployment of database desensitization, database audit, and database access proxy tools.

**Carrying out information security awareness training for all staff**

The Group regularly conducts information security awareness training for internal employees and external third-party personnel via online education platforms, internal phishing exercises, and other methods, continuously enhancing the security awareness of all staff, including aspects such as security awareness, data security, phishing prevention, and ransomware protection.

**Special audits on information security management**

As the central coordinating unit for information security audits across the Group, TPFAS is responsible for conducting information security audits throughout the Group. In 2025, TPFAS carried out a special audit on information security management for TPFT, a special audit on data security management for TPCA, and a special audit on information security for TPL.

**Building data security governance system**

Based on the existing information security work system and the characteristics of data security work, China Taiping has constructed a data security governance system from 5 aspects: organizational structure and systems, protection technology, operations, personnel capabilities, and supervision and evaluation.

**Establishing and improving the data security organization and system**

- In terms of organizational structure, we have clarified the data security governance subjects and responsibility boundaries, and have established a management organizational structure from top to bottom, covering both the leadership level and the grassroots execution level. The Group has established a comprehensive data security management organizational structure that covers the Board of Directors, executives, security oversight department, data security technology protection department, etc.
- In terms of management systems, we have formulated data security management measures, data classification and grading management supporting measures, data lifecycle security management measures, data security assessment operation guidelines, and other related systems. In 2025, the Group revised the Management Measures for Data Security of China Taiping Insurance Group and issued the Control Baseline for Data Security Protection of Group Headquarters (2025 Edition). In response to potential data leakage, damage, and loss incidents, these regulations clarify the requirements for emergency response and drills, such as the Single Customer View (SCV) system drill and the value-added tax management system drill.

**Data security technology system**

- We have established a technical system that is compatible with institutional processes and built three major technical toolboxes, categorized into a basic general category, a full lifecycle protection category, and a platform category.

**Data security operation system**

- We have established a unified network and data security operation mechanism, integrated the Group's data security resources and capabilities, enhanced our overall data security risk assessment and prevention capabilities, and improved our ability to respond to and handle security incidents. We also continuously promote the improvement and optimization of data security strategies, processes, and risk discovery.

**Capability system for data security personnel**

- We organize employee-related data security training, with participants mainly covering operational staff and managers involved in data security control. On 10 April 2025, a data security training session was held, involving approximately 150 data security personnel from the Group headquarters and subsidiaries.

**Data security supervision and evaluation system**

- In terms of the supervision mechanism, our audit department regularly conducts security supervision and inspections, forms a closed-loop management, and promptly identifies weaknesses in data security.
- As for the evaluation mechanism, we conduct annual self-assessments of data security risks, covering business scenarios such as data sharing, entrusted processing, and data entry and exit.
- In 2025, the Group maintained its Level 3 certification through the annual Data Security Maturity Model (DSMM) audit conducted by the TL Certification Center. Meanwhile, TPFT and TPP passed the ISO27001 certification.

**Collection, storage, and use of customer information**

The Group strictly implements the requirements of laws, regulations, and systems such as the *Personal Information Protection Law of the People's Republic of China*, the *Management Measures for Consumer Rights Protection of Banking and Insurance Institutions*, the *Customer Information Management Measures of Taiping Insurance Group*, and the *Management Measures for Data Security of China Taiping Insurance Group*. We adhere to the principles of legality, legitimacy, necessity, and integrity, collecting and processing customer information reasonably, and avoiding excessive collection of customer information.

The Group promotes the establishment of a sound customer information protection mechanism, implementing whole-process hierarchical and classified management and control of customer information, and effectively guaranteeing the security of customer information. When processing and using business and information systems involving customer information, each subsidiary of the Group follows the principle of corresponding rights and responsibilities and minimum necessity in setting access and operation permissions, implements authorization approval processes, effectively monitors and intervenes in abnormal operating behaviors, strengthens employee behavior management, and prohibits illegal queries, downloads, copies, storage, and tampering of customer information, thereby effectively protecting consumer information security rights. Employees sign confidentiality clauses related to information security, with a 100% coverage rate.

**Minimized collection and preservation of customer information**

The Group strictly implements the minimum necessary principle in the collection of personal information. Currently, three professional companies, TPL, TPI and TPP, have been connected to the Customer Information File (CIF) system. These three companies clearly inform customers of the type, purpose, retention period, and deletion rules of customer information collected through personal information authorization agreements. At the business front-end, TPI has completed the privacy policy revision assessment for the new contract application process and applied three standardized authorization agreement templates, including the Personal Information Protection Policy, to the application interface, standardizing information collection from the source. As for information storage, the CIF system strictly adheres to differentiated storage strategies formulated by each professional company based on business and regulatory requirements, and implements secure archiving or deletion procedures for expired information, thereby minimizing the long-term retention of unnecessary data.

**Full coverage of employee information security and confidentiality commitment**

For employees with access permissions to sensitive customer data, including all technical team members who can access sensitive data in the Group's CIF system, strict confidentiality management is enforced. Additionally, information security awareness training is included in the annual routine training for business group personnel to ensure that confidentiality requirements are deeply ingrained.

## Emergency response

To effectively address information security incidents and data leakage risks, the Group has established the Management Measures for Information Security Incidents, the Management Measures for Disaster Recovery Information Security, the Overall Emergency Response Plan for Sudden Events, and the Emergency Management System and Procedures. These measures clearly define the emergency response work related to information and data security, standardize the information security incident response and handling processes, and specify the linkage mechanism involving all units. In 2025, the Group continued to enhance its emergency response capabilities for sudden events, revising the Management Measures for Data Security of China Taiping Insurance Group and issuing the Control Baseline for Data Security Protection of Group Headquarters (2025 Edition). In response to potential data leakage, damage, and loss incidents, the Group has clarified the requirements for emergency response and drills, such as the Single Customer View (SCV) system drill and the value-added tax management system drill, so as to continuously ensure the secure and stable operation of information assets and various business operations.

### China Taiping information security incident response requirements

- After receiving reports of abnormal network operations and alerts, information security management personnel determine they are information security incidents.
- If confirmed as an information security incident, the personnel define the incident based on its type and grading requirements, and provide preliminary recommendations for handling the security incident.
- The information leakage incident and its grade are confirmed and judged by the information technology management department and relevant departments, and the incident handling plan is also confirmed. If technical support is needed during the handling process, TPFT provides technical assistance.
- For serious information security incidents, security management personnel report to the Company's emergency response organization within one hour and report to the Group in accordance with the requirements of the Regulations on Network and Information Security Notification Management of China Taiping Insurance Group.

### China Taiping data security incident response requirements

- The Group and its subsidiaries shall establish an emergency management mechanism for data security incidents, set up an internal coordination and linkage mechanism, and thereafter build a reporting mechanism for data security incidents involving service providers and third-party cooperative institutions, so as to promptly address risk hazards and security incidents.
- If personal information leakage, tampering, or loss occurs or is likely to occur, the Group and its subsidiaries should immediately take remedial measures, notify the affected individuals, and report to the National Financial Regulatory Administration or its dispatched institutions.
- Within 2 hours of the occurrence of a data security incident, the involved company should report to the Group and the National Financial Regulatory Administration or its dispatched agencies, and submit a formal written report within 24 hours after the incident. In the event of a particularly significant data security incident, the progress of the disposal should be reported every 2 hours until completion. After the disposal of a data security incident is completed, an evaluation, summary, and improvement report on the incident and its disposal is to be submitted to the Group and local regulators within five working days.

## Information security training

In 2025, the Company made steady progress in information security training, conducting a total of 115 training sessions related to information security and privacy protection, with 66,642 participants and an average training duration of 2 hours per person. Subsidiaries actively responded by implementing tiered and categorized security training and emergency drills throughout the year. Throughout the year, there were no information security incidents, which effectively strengthened our information security defense line.

Area		Key metric	Unit	2025
Customer rights protection and information security	Information Security	No. of training sessions related to information security and privacy protection	Sessions	115
		No. of participants in training sessions related to information security and privacy protection	Person-times	66,642

## Protection of Intellectual Property Rights

The Group attaches great importance to the protection and management of intellectual property rights, ensures that scientific and technological innovations can be effectively and efficiently transformed into practical applications, strengthens the intellectual property management system and mechanism, and pays attention to

Area		Key metric	Unit	2025
Corporate governance and business ethics	Intellectual property rights	No. of patents held	Items	330
		No. of patents under examination	Items	61

the cultivation of scientific and technological talent. The Group's invention patents involve advanced technologies such as big data, artificial intelligence, intelligent imaging, voiceprint recognition, AR, etc.

In 2025, the Group also covered intellectual property application fees and legal costs for defense and claims for several technology companies. Meanwhile, the Group continued to optimize its "Shared Insurance" business, providing property insurance for university research equipment to enhance the efficiency of equipment usage. By 2025, the cumulative insured amount exceeded 46 million.

## Sustainable Supply Chains

The Group strictly complies with the Tendering and Bidding Law of the PRC, and Implementation Measures for Tendering and Bidding Law of the PRC and other law. The Group has also formulated and implemented the Measures for Centralized Procurement Management of Suppliers of China Taiping Insurance Group and the Regulations on Centralized Procurement Management of China Taiping Insurance Group. We adhere to the principles of fairness and transparency and continue to improve supplier and procurement management.

The Group has established an intelligent supply chain platform system centered around its unified procurement platform, which includes centralized procurement, decentralized procurement, and e-commerce procurement. The related procurement management information systems undergo significant iterative upgrades each year to enhance procurement management efficiency and mitigate procurement risks. These procurement management information systems have been fully implemented to promote paperless electronic procurement, thereby effectively enhancing procurement implementation efficiency, strengthening risk control capabilities, and reducing procurement costs.

Area		Key metric	Unit	2025
Sustainable supply chains	Supplier management	Total no. of suppliers	Companies	7,421
		No. of domestic suppliers	Companies	7,393
		No. of suppliers in Hong Kong and Macau	Companies	25
		No. of overseas suppliers	Companies	3
		No. of suppliers with ESG or social responsibility related qualifications	Companies	871

## Management of Supply Chain-Related ESG Risks

The Group pays close attention to the environmental and social risks posed by suppliers, integrates these risks into a comprehensive risk management system, identifies and assesses supplier risks in a timely manner, and continuously improves and refines the supplier management and evaluation system.

Based on the supplier management system, the Group has established a unified supplier database across the entire organization. When suppliers register for the database or participate in projects, their ESG performance is evaluated and the assessment results marked for reference. Meanwhile, based on the characteristics of different projects, the Group encourages projects with the necessary conditions to award additional points to suppliers that excel in ESG areas such as green environmental protection and energy conservation, and to prioritize their products or services under the same conditions. Furthermore, the Group has developed relevant systems for supplier management, including supplier conduct guidelines. These guidelines are regularly communicated and trained to procurement personnel across the organization via email, video conferences, and other communication methods.

### Supplier social risk management

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

### Supplier environment risk management

- For products meeting our procurement requirements and equivalent in quality and service standards, we give priority to energy-saving and environmentally friendly ones.
- In implementing centralized procurement projects such as office furniture, decoration and renovation, and professional services outsourcing, we consider whether suppliers have obtained ISO 14001 Environmental Management System certification, ISO 45001 Occupational Health and Safety Management System certification, and other relevant green environmental and occupational health qualifications during the supplier sourcing & admission, and project evaluation stages.

## Supplier Anti-Corruption

The Group has established a procurement integrity and self-discipline system centered around the *Regulations on Centralized Procurement Management of China Taiping Insurance Group* and the *Regulations on Procurement Integrity and Self-Discipline of China Taiping Insurance Group*. These regulations require procurement staff and related personnel to sign a procurement integrity and self-discipline commitment letter before participating in procurement activities. Suppliers must commit to complying with anti-commercial bribery clauses when participating in procurement activities, and such clauses must be included in procurement contracts. The Group also provides comprehensive procurement integrity and self-discipline training and warning education to procurement demanders, procurement staff, and procurement related personnel.

## Supporting Charity and Public Welfare

The Group firmly fulfills its corporate social responsibility by actively participating in various charitable and public welfare activities that benefit the public. It aims to enhance the social welfare brand of China Taiping by sponsoring sports events and organizing environmental protection initiatives, with a tax contribution of 4.5 billion. Additionally, it encourages employees to participate in community public welfare activities, fostering a sense of civic responsibility and a willingness to serve society and care for vulnerable groups. By supporting the development of volunteer teams and demonstrating its social responsibility through diverse public welfare actions, the Group promotes the coordinated advancement of social value and business development.

In 2025, the Group organized a total of 12 "Warm Care from Chinese Enterprises to Communities" caring activities, 4 "Financial Services from Chinese Enterprises to Communities" special lectures, and 3 "Cultural Services from Chinese Enterprises to Communities" events. It also sponsored a three-day free tram ride event for all Hong Kong residents to celebrate the return of Hong Kong. Additionally, the Group mobilized volunteers who provided a total of 1,278 hours of service, directly benefiting over 9,100 citizens. Through a series of public welfare actions, we continue to deepen the Group's corporate social responsibility brand image.

Area		Key metric	Unit	2025
Public welfare and social development	Donation	Scale of funds	'0,000	1,445
	Tax contribution	Amount of tax payment	100 million	45
	Community relations management	Statistics on participation of employees in public service/volunteer activities	Person-times	850

### Charitable education assistance



Image: TLI (HK) supported the "Spring Blooms" Children's Environmental Essay and Painting Competition for the third consecutive year



Image: Letters of gratitude regarding the "Care from TPRE to Communities on National Day & Mid-Autumn Festival" activity

### Supporting the development of sports



Image: TP UK supported the National Table Tennis Championship in the UK for the fifth consecutive year



### Case China Taiping has been exclusive title sponsor of the Chinese Women's Super League for six consecutive years

Since 2020, China Taiping has been the exclusive title sponsor of the Chinese Women's Super League for six consecutive years, providing comprehensive professional insurance coverage for the events. The Company has organized viewing activities in multiple cities across the country and created the "China Taiping Good Youth" football carnival IP, continuously supporting the development of Chinese women's football and proactively shouldering its social responsibility to build a "leading sports nation."



Image: A scene from a Chinese Women's Super League match

### Supporting community development



Image: Our participation in a special lecture on "Financial Services from Chinese Enterprises to Communities"



Image: Donation Ceremony of China Taiping Alumni Treasure Program



Image: China Taiping hosts the "Community Care from China Taiping" for the second consecutive year, bringing together over 600 elderly residents in Kwun Tong, Hong Kong.



Image: TPFSC's employees participating in unpaid blood donation activities



## Chapter 4

# PRUDENT OPERATIONS TO STRENGTHEN DEVELOPMENT

On the new journey towards high-quality development, China Taiping has consistently adhered to the philosophy of prudent operations. We have continuously advanced the modernization of our governance capabilities, deepened long-term mutual trust with investors, strengthened compliance with laws and regulations, and enhanced our proactive identification and response to various risks. This has laid a solid foundation for China Taiping to navigate complex environments with stability, achieve sustainable progress, and deliver long-term value.

## Optimizing Corporate Governance

The Group effectively leverages its corporate governance mechanisms, with all departments operating under clearly defined responsibilities and close collaboration, fostering powerful synergy. The Group's Board of Directors strictly adheres to laws, regulations, and the Company's *Articles of Association*, fulfilling its core duties of formulating strategies, making decisions, and preventing risks in a lawful and compliant manner.



General Meetings of Shareholders

The General Meeting of Shareholders is the highest decision-making body of CTIH. In 2025, CTIH held one general meeting of shareholders, during which 8 issues deliberated, all of which were adopted.



Board of Directors

In accordance with the articles of incorporation, the Board of Directors is responsible for the General Meeting of Shareholders and formulates the overall strategy of the Group. In 2025, the Board of Directors of CTIH held a total of 11 meetings. On April 29, 2025, the Board of Directors reviewed and approved the Group's *2024 Environmental, Social and Governance (ESG) and Social Responsibility Report*.

## Enhancing Investor Communications

China Taiping consistently places investor relations management at a strategic priority level, and we are committed to building a long-term, stable, and trusting relationship with capital markets. Through results announcements and annual general meetings, we actively address investor concerns, clearly communicate the Group's development strategy and operational results, effectively safeguard investors' legitimate rights and interests, and jointly achieve long-term value growth.

The Group adopts diversified forms of communication with investors, and we successfully convene events such as annual results conferences and annual general meetings to communicate with investors about our business situation and major issues in 2025. Following thorough preparation, we hosted the CTIH 2024 Full-Year Results Briefing on March 25, the 25th Annual General Meeting of CTIH on May 30, and the CTIH 2025 Interim Results Briefing on August 29. Each of these events achieved positive outcomes. Following both results announcements, we arranged intensive non-deal roadshow meetings, covering major investors and analysts, to bolster the confidence of key shareholders. Additionally, we organized various meetings for investors and analysts, and responded to and addressed inquiries from retail investors via the IR mailbox and IR hotline.

## Strengthening Compliance Operations

We regard strengthened compliance operations as a critical safeguard for sustainable and steady development. The Group has systematically established a comprehensive compliance management system encompassing anti-corruption, anti-money laundering, anti-monopoly and fair competition, and whistleblower protection. We focus on preventing operational risks such as tunneling, illegal transactions, and market manipulation, effectively safeguarding fair competition and financial market security.

### Enhancing Internal Control

The Group strictly complies with relevant laws and regulations and various internal control and management systems, strictly abides by the red line of compliance and operates in accordance with the law. We continuously consolidate our internal control system. In accordance with the requirements of internal control management, we organize the "formulation, revision, and abolition" of systems, the compilation of the annual list of key control items, an annual internal control evaluation, the optimization of connected-transaction management and its system, the formulation of operational risk management and its system, criminal case risk prevention and control management, internal control and compliance training, and daily internal control and compliance reviews.

In 2025, the Group's internal audit function closely aligned with the Group's overarching requirements of the "Five Upholds" and engaged in work in respect of "risk prevention, management strengthening, development promotion, and security assurance." Grounded in compliance and discipline and adopting a risk-oriented approach, we consistently focused on key risks and rigorously advanced audit rectification efforts. In 2025, we had completed 801 audits. Through these audits, companies within the Group improved 28 processes, optimized 46 systems, and established or improved 119 systems.

## Adhering to Business Ethics

The Group regulates business ethics behaviors, strengthens policies and systems related to business ethics, emphasizes anti-bribery, anti-corruption and anti-money laundering efforts, promotes fair competition, adopts measures to protect whistleblowers, and cultivates a culture of compliance. We conduct regular business ethics training, perform on-site inspections of key projects, and strengthen ideological defenses against unethical conduct, with the goal of laying a solid ethical foundation for high-quality development.

Area		Main indicators	Unit	2025
Corporate governance and business ethics	Company business ethics	Number of corporate ethics audits	times	105
	Business ethics and anti-corruption training	Average business ethics training duration per Board member	hour/person	3
		Average business ethics training duration per employee	hour/person	8.98

## Anti-Corruption

The Group is fully committed to comprehensively combatting corruption. We adhere to a holistic approach that combines the principles of “deterrence through punishment,” “institutional prevention,” and “self-discipline,” and we ensure that these three elements work in concert to maintain high-pressure anti-corruption enforcement. The Group has established a procurement integrity framework, and the *Regulations on Centralized Procurement Management of China Taiping Insurance Group* and the *Procurement Integrity and Self-Discipline Regulations of China Taiping Insurance Group* serve as its foundation. Procurement personnel and relevant stakeholders are required to sign a Procurement Integrity Commitment Letter before participating in any procurement activity. Supplier complaint channels and anti-commercial bribery clauses are disclosed to our suppliers via standardized procurement documents. Furthermore, anti-bribery clauses are mandated as substantive terms within procurement contracts.

## Anti-Money Laundering

In 2025, the Group proactively implemented all requirements of the new Anti-Money Laundering Law. We formulated and issued the *China Taiping Insurance Group Money Laundering and Terrorist Financing Risk Management Measures*, which clearly define requirements for both domestic and international entities that are subject to AML obligations in respect of money laundering risk management frameworks, strategies, policies, and procedures.

During the year, the Group conducted targeted AML training programs covering all departments and subsidiaries to ensure effective understanding and execution of the established frameworks.

## Antitrust and Fair Competition

The Group strictly implements national anti-trust laws and regulations, consistently embedding compliant operations and fair competition principles into our strategic development and daily operations. We take measures to safeguard the health of the industry ecosystem and positive market competition, contributing to the sustainable development of the industry and the economy.

## Whistleblower Protection

The Group prioritizes the establishment of robust reporting mechanisms. In accordance with the *Regulation for the Handling of Public Complaints and Proposals*, China Taiping Insurance Group has issued the *Implementation Measures for Petition Work at the Head Office of China Taiping Insurance Group*. At the Group headquarters, we have set up a Chairman’s Mailbox to streamline the process for handling petitions and reports, and we ensure all investigations are conducted in compliance with laws and regulations. We strictly protect the legitimate rights and interests of whistleblowers. To this end, we have designated a dedicated team to manage the reporting email account, and the identity of whistleblowers and the content of their reports are kept strictly confidential.

## Constructing a Compliance Culture

The Group is committed to building a comprehensive compliance management system that covers all employees and all processes and permeates all aspects of operations. Through systematized training programs, periodic awareness campaigns, and scenario-based simulations, we continuously strengthen employees’ compliance awareness and adherence to standards. Compliance requirements are integrated into business processes and decision-making mechanisms to strengthen our culture of lawful and ethical operations, providing a solid foundation for the Group’s long-term, stable growth.

In 2025, the Group organized specialized training sessions for the Legal Compliance and Internal Control departments, covering topics such as the *Compliance Management Measures for Financial Institutions*, the Basic Compliance Management System of the Group, the Group’s Procedures for Handling Illegal and Unregulated Activities, cross-border arbitration practices, sanctions risk mitigation, and anti-money laundering. All training materials were uploaded to the Taiping Learning Platform to allow for system-wide access and ongoing study, with a view to enhancing the legal compliance and internal control awareness of our professionals in respect of these fields.



### Case TPL launched the "Long Compliance · Traveling Miles" compliance culture campaign

In 2025, TPL carried out activities to promote a compliance culture based on the theme “Long Compliance · Traveling Miles.” This effort closely aligned with the National Financial Regulatory Administration’s overall goal of “Promoting High-Quality Financial Development.” The initiative was staged throughout the year and covered four seasonal themes—“Planting Seeds in Spring, Awaiting Abundant Harvest,” “Igniting Summer with Passion, Treading the Waves,” “Autumn Breezes Bring Abundance,” and “Winter’s Warm Sunlight, Intelligent Solutions for People’s Needs.” Emphasizing whole-staff participation and innovative delivery, the campaign progressed both online and in person, simultaneously popularizing compliance knowledge and facilitating experience sharing. This effectively enhanced employees’ risk prevention awareness and compliance management capabilities, solidifying compliance with a view to supporting the company’s high-quality development.

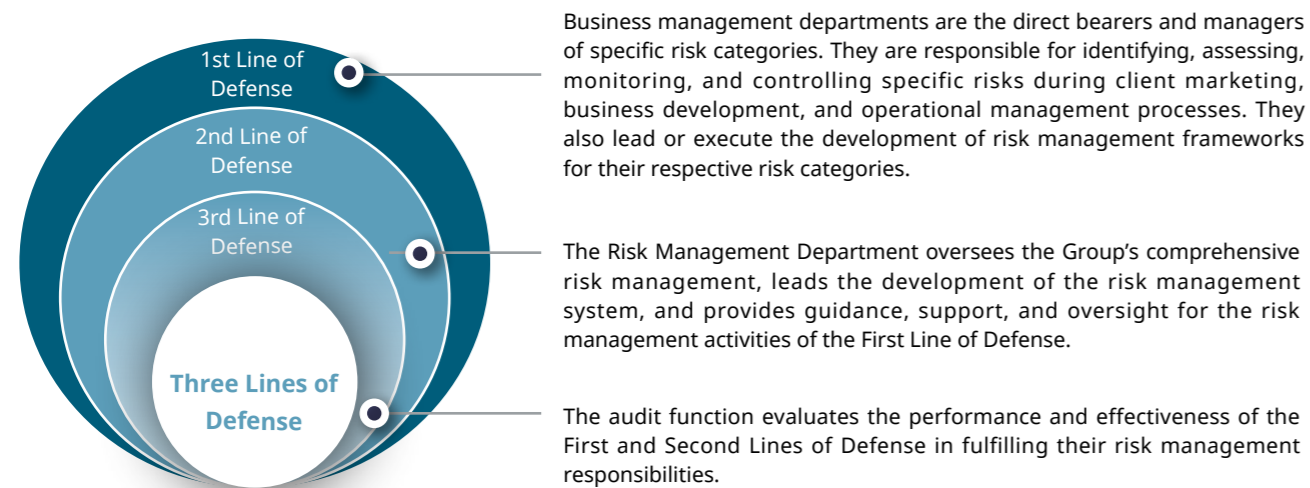
- The “Leadership Voices on Compliance” activity, which leverages executives’ leading role, was held 505 times during the year.
- Subsidiaries published 247 promotional works through the “Compliance Knowledge Window,” which drew 8,480 views.
- During “Proactive Compliance, Collective Voyage” compliance interviews, branch compliance managers held 424 compliance talks with first-line departments.
- The “Compliance Companionship, Joint Growth” Practice and Sharing Challenge gathered frontline insights, and 10 individuals were crowned winners at the headquarters competition. Through case narratives and professional analysis, it showcased the responsibility and capabilities of first- and second-line employees in upholding compliance.

# Improving Risk Management

The Group has established a risk management structure with a "unified framework and hierarchical management," forming a comprehensive risk management organizational system. In this system, the Board of Directors serves as the core of decision-making, and it is supported by the Risk Management Committee. Execution is handled by senior management, and work is organized by the Risk Management Department. Meanwhile, the functional departments and employees participate in the system, and the system is supervised by the Audit Committee under the Board of Directors and the internal audit function. Member companies determine their own risk governance structures by referencing the Group's risk governance framework, taking into account their specific circumstances.

## Comprehensive Risk Management Mechanism

The Group has established and strengthened a comprehensive risk management mechanism based on the "Three Lines of Defense."



## Evaluation of Risk Management System Effectiveness

The Group conducts an annual self-assessment of its solvency risk management capabilities in compliance with regulatory requirements. Insurance member companies must perform self-assessments of their risk management status in accordance with regulatory provisions and Group Company requirements. The Group's internal audit function conducts annual evaluations of the operation and effectiveness of the Group's comprehensive risk management system, monitors the implementation of risk management strategies, and reports to the Board of Directors.

Risk management departments of Group members collaborate closely with the internal audit function to drive the implementation of all risk-related rectification requirements, continuously refining the risk management system based on regulatory standards and managerial needs to enhance its operational effectiveness.

## Developing a Risk Management Culture

The Group fosters a robust risk management culture to enhance risk awareness among all employees, instill risk management principles, and integrate risk management into daily operations, with the goal of ensuring that risk management objectives are achieved.

The Group has established a risk management training system, and the Group Chief Risk Officer and heads of relevant risk management departments are required to participate at least once annually in risk management training programs organized or endorsed by the National Financial Regulatory Administration. Additionally, the Group organizes an annual risk management training program for insurance member companies.

In 2025, the Group conducted warning education sessions that included case studies on financial risks, and we also held a Group-wide risk management training program, with a view to enhancing overall risk management awareness and capabilities. The training involved over 900 participants, including key responsible personnel from Group departments and subsidiaries, Chief Risk Officers, and relevant risk management personnel.



Image: A risk management culture-related training

# Appendix

## List of Data on ESG Performance

### Environmental aspects<sup>3</sup>

KPIs	Unit	2025	2024	2023	
<b>A1.1: Emissions<sup>4</sup></b>					
Particular matter (PM10)	kg	126.41	101.05	143.60	
Sulfur oxides (SO <sub>2</sub> )	kg	715.29	158.93	202.73	
Nitrogen oxides (NO <sub>x</sub> )	kg	8,452.82	4,136.48	4,807.29	
<b>A1.2 Greenhouse gas emissions</b>					
Direct Greenhouse gas emissions (scope 1) <sup>5</sup>	Ton CO <sub>2</sub> e	8,378.90	9,399.67	10,525.89	
Energy indirect greenhouse gas emissions (scope 2) <sup>6</sup>	Ton CO <sub>2</sub> e	49,221.49	40,669.56	48,100.76	
Other indirect greenhouse gas emissions (scope 3) <sup>7</sup>	Ton CO <sub>2</sub> e	26,505.41 <sup>8</sup>	9,610.02	3,934.52	
Total greenhouse gas emissions	Ton CO <sub>2</sub> e	84,105.80 <sup>9</sup>	59,679.24	62,561.17	
Total GHG emissions intensity	Total greenhouse gas emissions per employee	1.45	0.96	0.96	
<b>A1.3 Total hazardous waste produced and intensity</b>					
Hazardous waste produced	Total discarded lamps	Number	4,436	2,629	4,509
	Discarded lamps per employee	Number/employee	0.08	0.04	0.07
	Total discarded toner and ink cartridges	Number	4,128	3,869	4,479
	Discarded toner and ink cartridges per employee	Number/employee	0.07	0.06	0.07
	Total discarded electronics and electric appliances	kg	4,011.00	952.00	2,091.95
	Discarded electronics and electric appliances per employee	kg/employee	0.07	0.02	0.03
	Others	kg	-	9.00	20.00
	Others per employee	kg/employee	-	0.0001	0.0003

<sup>3</sup>The scope of environmental KPIs for the current year (FY2025) includes: CTIH, TPL, TPI, TPP, TPre, TPre (China), TPRB, TPFH, TPAM, TP Capital, TP Fund, TSFL, TP STI, TPIM, TPFT, TPFS, TPFAS, TPL(HK), CTP(HK), TP Macau, TP Singapore, TP Indonesia and TP UK. For the scope of environmental KPIs for 2024 and 2023, please refer to the Group's previous Environmental, Social and Governance (ESG) and Social Responsibility Reports.

<sup>4</sup>Emissions were mainly from the air pollutants from the combustion fossil fuels from stationary sources and road mobile sources of the Group. Calculations were set out based on the First National Survey of Pollution Sources on Urban Waste Source Discharge Coefficient Handbook, the Technical Guide for Air Pollutant Emission Inventory for Road Vehicles (Trial), and the How to Prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs issued by the Stock Exchange.

<sup>5</sup>Greenhouse gases (scope 1) were mainly from the greenhouse gases generated from the combustion fossil fuels from stationary sources and road mobile sources, and the uses of refrigerant of the Group. Calculations were set out based on the Accounting and Reporting of Greenhouse Gas Emission in Public Building Operators (Enterprises) (Trial), the Accounting Methods and Reporting Guidelines for Greenhouse Gas Emissions of Road Transport Enterprises (Trail) and How to Prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs issued by the Stock Exchange. In accordance with the relevant recommendations of the above guidelines, the disclosure of reported annual data were updated.

<sup>6</sup>Greenhouse gases (scope 2) were mainly from the greenhouse gases generated from the Group's purchased electricity consumption. The 2025 data exhibited a notable year-on-year increase compared to 2024, largely driven by higher total purchased electricity volumes, specifically the increase in total purchased electricity consumption within the North China region. Calculations were based on The Notice on Doing a Good Job in the Management of Corporate Greenhouse Gas Emissions Reporting in 2022 issued by the Ministry of Ecology and Environment of China and How to Prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs issued by the Stock Exchange, Singapore Energy Market Authority, Greenhouse gas reporting: conversion factors 2024, IGES List of Grid Emission Factors.

<sup>7</sup>Greenhouse gases (Scope 3) were mainly from the Group's business travel (rail, air, and hotel accommodations). The significant year-on-year increase in the 2025 data is due to the fact that the data coverage for 2023 and 2024 includes greenhouse gases generated from wastewater treatment and air travel (excluding emissions from rail travel and hotel stays), while the 2025 data expands coverage to include rail travel and hotel accommodations. The calculations are referenced against How to Prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs issued by the Stock Exchange, the Guide to Accounting and Reporting on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, and the China Product Whole Life Cycle Greenhouse Gas Emission Coefficient Set (2022) published by the Ministry of Ecology and Environment.

<sup>8</sup>During the year, the Group adjusted the statistical methodology for "Scope 3: Category 6 - Business Travel" by incorporating air travel data of non-headquarters employees from certain subsidiaries into its scope. This adjustment resulted in a noticeable increase in the total Scope 3 greenhouse gas emissions compared to the previous year.

<sup>9</sup>Total greenhouse gas (GHG) emissions for 2025 showed a significant year-on-year increase compared to 2024 data, primarily attributable to the rise in total other indirect (Scope 3) GHG emissions.

KPIs	Unit	2025	2024	2023	
<b>A1.4 Total non-hazardous waste produced and intensity</b>					
Non-hazardous waste produced	Total waste	Ton	101.69 <sup>10</sup>	140.98	42.98
	Total waste per employee	Ton /employee	0.002	0.0023	0.001
<b>A2.1 Energy consumption by type and intensity</b>					
Direct energy consumption	Total direct energy consumption	MWh	29,661.23	34,114.34	39,721.38
	Direct energy consumption per employee	MWh	0.51	0.55	0.61
	Petrol	Liter	2,469,177.45	3,453,633.81	4,112,708.67
	Diesel	Liter	21,873.32	23,011.96	17,794.86
	Pipeline gas	Cubic meter	-	-	-
Indirect energy consumption	Natural gas	Cubic meter	736,437.44	357,072.29	355,108.90
	Total indirect energy consumption	MWh	85,624.66 <sup>11</sup>	75,990.23	84,113.00
	Total indirect energy consumption per employee	MWh	1.48	1.22	1.29
Purchased electricity	MWh	80,063.57	70,429.14	84,113.00	
<b>A2.2 Water consumption and intensity</b>					
Total water consumption	Cubic meter	345,425.88 <sup>12</sup>	319,143.22	390,967.74	
Water consumption per employee	Cubic meter/employee	5.96	5.13	5.98	

### Social Aspect<sup>13</sup>

KPIs	Unit	2025	2024	2023	
<b>B1.1 Workforce</b>					
Total workforce	Person	57,951	62,266	65,378	
Gender	Male	Person	28,389	30,466	31,673
	Female	Person	29,562	31,800	33,705
Region	Domestic	Person	56,413	60,702	63,832
	Overseas	Person	1,538	1,564	1,546
Employment type	Full-time	Person	45,117	47,476	51,573
	Part-time	Person	12,834	14,790	13,805
Employee category	General staff	Person	56,595	60,888	64,018
	Middle management	Person	1,139	1,164	1,155
	Senior management	Person	217	214	205
Age	30 years old and below	Person	7,765	10,574	13,769
	31-50 years old	Person	46,107	47,880	47,662
	51 years old and above	Person	4,079	3,812	3,947

<sup>10</sup>The total volume of non-hazardous waste produced in 2025 shows a significant year-on-year reduction compared to 2024 data, primarily resulting from decreased production of non-hazardous waste categories (food waste, plastic products, and glass products).

<sup>11</sup>Total indirect energy consumption in 2025 exhibits considerable year-on-year growth relative to 2024 figures, largely driven by increased purchase of external electricity—particularly higher total electricity purchases within the North China region.

<sup>12</sup>The total water consumption for 2025 shows a significant year-on-year increase compared to 2024, which is primarily attributable to higher water usage at CTIH, TPI, and TPIM.

<sup>13</sup>The scope of social KPIs includes: CTIH and all of its subsidiaries.

KPIs	Unit	2025	2024	2023
<b>B1.2 Employee turnover rate</b>				
Total employee turnover	%	15.93	17.35	17.16
Gender	Male	%	16.38	17.86
	Female	%	15.49	16.09
Region	Domestic	%	16.01	17.53
	Overseas	%	12.81	10.49
Age	30 years old and below	%	26.28	25.68
	31-50 years old	%	14.02	14.82
	51 years old and above	%	17.63	15.66
<b>B2.1 and B2.2 Health and Safety <sup>14</sup></b>				
Work-related fatalities in the past 3 years	Person	0	0	0
Work-related fatalities rate in the past 3 years	%	0	0	0
Work injuries	Case	102	108	84
Loss of workdays due to work injuries	Days	3,150.0	3,698.0	2,851.5
<b>B3.1 Employee training percentage</b>				
Total employee training percentage	%	54.43	52.93	52.37
Gender	Male	%	55.53	55.12
	Female	%	53.38	49.79
Employee category	General staff	%	95.45	95.92
	Middle management	%	3.85	3.61
	Senior management	%	0.7	0.88
<b>B3.2 Average training hours for employees</b>				
Average training hours for employees	Hour	156.37	136.56	129.34
Gender	Male	Hour	159.06	126.78
	Female	Hour	153.67	132.00
Employee category	General staff <sup>15</sup>	Hour	155.63	127.93
	Middle management	Hour	187.73	170.56
	Senior management	Hour	203.18	190.62
<b>B5.1 Suppliers <sup>16</sup></b>				
Total number of suppliers	Number	7,421	7,321	6,589
Region	Chinese Mainland	Number	7,393	6,534
	Hong Kong and Macau	Number	25	35
	Overseas	Number	3	20

<sup>14</sup>The disclosed number of work-related fatalities for the year is based on government-recognized work-related accidents, with data current through December 31, 2025.

<sup>15</sup>The headcount of trained personnel does not include field staff.

<sup>16</sup>As the new centralized procurement platform was launched in 2025, requiring all suppliers to re-register and certify their qualifications, we updated and disclosed data for the past three years regarding this indicator.

KPIs	Unit	2025	2024	2023
<b>B6.2 Received complaints of products and services</b>				
Complaints	Case	113,796	119,772	129,450
<b>B7.1 Corruption proceedings instituted against the issuer or its employees and concluded during the reporting period</b>				
Corruption proceedings	Case	0	0	0
<b>B8.2 Resources contributed to the targeted area</b>				
Direct assistance funds	RMB10,000	3,437	2,583	2,339
Charity donations	RMB10,000	1,445	779	1,874
Statistics of employees' participation in public welfare/volunteer activities	Person-time	850	790	1,030

## List of ESG Policies

ESG aspects	Main relevant laws and regulations	Main internal policies
A1: Emissions A3: The Environment and Natural Resources	Environmental Protection Law of the People's Republic of China Law of the People's Republic of China on Prevention and Control of Air Pollution Law of the People's Republic of China on Prevention and Control of Water Pollution Law of the People's Republic of China on Prevention and Control of Environmental Pollution Caused by Solid Wastes Waste Disposal Ordinance in Hong Kong	Implementation Opinions on Supporting Green Development of the Group Action Plan on Vigorously Developing Green Finance of the Group Daily Management Specification for Office Environment Standards Notice on "Green Office and Low-carbon Life"
A2: Use of Resources	Law of the People's Republic of China on Energy Conservation Water Law of the People's Republic of China	Implementation Opinions on Supporting Green Development of the Group Action Plan on Vigorously Developing Green Finance of the Group Notice on "Green Office and Low-carbon Life" Energy Conservation Management Guidelines for Key Public Facilities and Equipment
B1: Employment	Labour Law of the People's Republic of China Labour Contract Law of the People's Republic of China Social Insurance Law of the People's Republic of China Trade Union Law of the People's Republic of China Employment Ordinance in Hong Kong Mandatory Provident Fund Schemes in Hong Kong	Employee Handbook Employee Code of Conduct Management Measures for Employees Management Measures for Posts and Ranks Employee Recruitment Management Measures Management Regulations on the Introduction of Headquarters Personnel Employee Dismissal Management Guidelines Interim Measures for Management of Employee Benefits Management Measures for Internal Benefits and Insurance of Employees Provisional Measures for Employee Compensation Management Management Measures for Employee Attendance
B2: Health and Safety	Labour Law of the People's Republic of China Work Safety Law of the People's Republic of China Law of People's Republic of China on the Prevention & Control of Occupational Diseases Occupational Safety and Health Ordinance in Hong Kong Employees' Compensation Ordinance in Hong Kong	Workplace Safety System and Code Guidelines for Office Leasing and Renovation Emergency Response System for Major Accidents
B3: Development and Training	/	Management Measures for the Group Employee Education and Training Work Group's Hierarchical Education and Training Plan (Trial) Management Measures for Employee External Training Management Measures for Group Headquarter Encouraging Employees to Take Professional Qualification Examinations Management Measures for the e-Learning and Training Management Platform of the Group

ESG aspects	Main relevant laws and regulations	Main internal policies
B4: labour Standards	Labour Law of the People's Republic of China Labour Contract Law of the People's Republic of China Law of the People's Republic of China on the Protection of Minors Provisions on Prohibition of Child labour Employment Ordinance in Hong Kong	Employee Code of Conduct Management Measures for labour Contracts
B5: Supply Chain Management	Tendering and Bidding Law of the People's Republic of China Implementation Measures for Tendering and Bidding Law of the People's Republic of China	Regulations on Centralized Procurement Management of the Group Provisions of the Group's Decentralized Procurement Management Measures for the Procurement Management Suppliers of the Group Measures for the Management of the Group's Centralized Procurement Evaluators Group Centralized Procurement Contract Performance Management Procedures Group Procurement Agency Management Procedures Group Centralized Procurement Implementation Procedures Group Centralized Procurement Catalog Group Centralized Procurement Committee Governance Rules Group Procurement Integrity Compliance Regulations Group Overseas Procurement Management Regulations Group Overseas Procurement Implementation Procedures Group E-Marketplace Management Procedures for Centralized Procurement
B6: Product liability	Insurance Law of the People's Republic of China Provisions on the Administration of Insurance Companies Advertising Law of the People's Republic of China Trademark Law of the People's Republic of China Patent Law of the People's Republic of China Personal Information Protection Law of the People's Republic of China Cybersecurity Law of the People's Republic of China Data Security Law of the People's Republic of China Management Guidelines for Insurance Companies on Information System Security Law of the People's Republic of China on the Protection of Rights and Interests of Consumers Administrative Measures for the Protection of Consumer Rights and Interests of Banking and Insurance Institutions Trade Descriptions Ordinance in Hong Kong Personal Data (Privacy) Ordinance in Hong Kong	Regulations on Information Security Management of the Group Management Measures for Information Security Incidents of the Group Management Measures for Data Security of the Group (Trial) Group Network and Information Security Notification Management Regulations Management Measures for Customer Information of the Group Group Insurance Customer Information Gathering Requirements and Input Standards Management Measures for Information Disclosure Management Measures for the Protection of Consumers Rights and Interests Management Measures for Group Handling Customer Complaints Management Measures for Intellectual Property Rights Data Protection Policy
B7: Anti-corruption	Criminal Law of the People's Republic of China Anti-money Laundering Law of the People's Republic of China Tendering and Bidding Law of the People's Republic of China Implementation Measures for Tendering and Bidding Law of the People's Republic of China Anti-Unfair Competition Law of the People's Republic of China Administrative Rules for the Reporting by Financial Institutions of Large-value and Suspicious Transactions Money Laundering and Terrorist Financing Risk Assessment Guidelines for Financial Institutions and Customers Classification Management Guidelines Prevention of Bribery Ordinance in Hong Kong Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance in Hong Kong Organized and Serious Crimes Ordinance in Hong Kong Drug Trafficking (Recovery of Proceeds) Ordinance in Hong Kong United Nations (Anti-Terrorism Measures) Ordinance	Employee Code of Conduct Regulations on Centralized Procurement Management of the Group Group Anti-Money Laundering and Terrorist Financing Risk Management Procedures Group Anti-Corruption Policy Group Whistleblowing Policy Internal Audit Charter Measures for Employees' Non-compliance with Laws and Regulations of the Group
B8: Community Investment	Charity Law of the People's Republic of China Law of the People's Republic of China on Promotion of Rural Revitalization Measures for the Implementation of the Accountability System for Rural Revitalization	Action Plan on Vigorously Developing Green Finance of the Group Action Plan on Vigorously Developing Inclusive Finance Action Plan on Vigorously Developing Technology Finance A new round of package measures to support the high-quality development of agricultural insurance of Taiping General Insurance Three-year Action Plan on Participation in the Construction of Guangdong-Hong Kong-Macau Greater Bay Area (2024-2026)

## Subsidiary honors

Subsidiaries	Awarding organizations	Honors
TPL	Securities Times	2025 Ark Award for Gold Insurance Service
	China Securities Journal	Social Responsibility Golden Bull Award
	Shanghai Securities News	Annual Insurance Service Award Annual Insurance Protection Brand Award
TPI	China Finance Trade Union	2025 Guangdong-Hong Kong-Macau Greater Bay Area Green Finance Skills Competition Final: Third Prize (Group); Individual Style Award; First Place in Insurance Industry Case Showcase
	Propaganda and Ideological Work Directorate of the CPC Central Committee	Seventh "National Civilized Unit" Title
TPP	China Financial Media Company Limited	"2025 Outstanding Cases in Financial Consumer Protection and Service Innovation"—Outstanding Case in Financial Consumer Dispute Resolution 9th "Jinnuo Financial Brand Influence" List—Annual Influential Financial Brand Case and Annual Brand Micro Video Award Selected for "2025 Compilation of Digital Transformation Cases in the Insurance Industry"
	China Banking and Insurance News	"2024-2025 'Golden Reputation' Annual Insurance Product"—Annual Annuity Insurance Product
	Securities Times	"2025 China Insurance Industry Ark Award"—Ark Award for Digital Finance Practice
TPAM	Securities Times	"2025 China Insurance Industry Ark Award" —Ark Award for Insurance Industry Social Responsibility
	China Securities Journal	5th "Insurance Industry Golden Bull Award" Insurance Asset Management Product Award—Portfolio Insurance Asset Management Product Award
	JRJ.com	13th "Golden Wisdom Award"—Outstanding ESG Implementation Excellence Case Award
TSFL	China Financial Leasing Forum-West Lake	2025 "West Lake Forum Cup" Green Leasing Enterprise Award
	12th China Aviation Finance Development (Dongjiang) International Forum	Industrial Promotion Award
CTPI (HK)	Hong Kong SAR Government Department of Justice	2025 "Mediation First" Pledge Star Award Certificate
	Metro Finance	2025 Greater Bay Area Insurance Industry Awards—"Outstanding Motor Insurance Award"
TPL (HK)	The Hong Kong Federation of Insurers	Hong Kong Insurance Awards 2025—"Best Collaboration Project Award"
	Hong Kong Economic Times	Best GBA Elderly Care Insurance Service for Hong Kong Residents
TPRe	The Hong Kong Federation of Insurers	2025 Hong Kong Insurance Awards—Top 3 Finalists for Outstanding Reinsurance Solution Award
	Asia Insurance Review	Asia Insurance Industry Awards 2025—Reinsurance Company of the Year Award for Property Insurance
TPRe (China)	Securities Times	"All the Way North" Natural Disaster Risk Analysis and Management Platform Honored with "2025 Insurance Innovation Ark Award"

## Definitions

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

"The Company" or "Company" or "CTIH"	refers to	China Taiping Insurance Holdings Company Limited
"Group" or "We"	refers to	CTIH and its subsidiaries
"Stock Exchange" or "SEHK"	refers to	Stock Exchange of Hong Kong Limited
"this Reporting Period" or "this Year"	refers to	The period between January 1, 2025 and December 31, 2025
"this Report"	refers to	2025 Environmental, Social and Governance (ESG) & Corporate Social Responsibility Report of China Taiping Insurance Holdings Company Limited
"ESG Reporting Code"	refers to	Environmental, Social and Governance (ESG) Reporting Code under Appendix C2 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited
"Guidance for Climate Disclosures"	refers to	Implementation Guidance for Climate Disclosures under HKEX ESG Reporting Framework published by the Stock Exchange
"Committee"	refers to	Green Finance and ESG Management Committee
"ESG Office"	refers to	Green Finance and ESG Management Committee Office
"Working Group"	refers to	Green Finance and ESG Working Group
"KPIs"	refers to	Key Performance Indicators
"14th Five-Year Plan"	refers to	The 14th Five-year Plan for Economic and Social Development and Long-Range Objectives Through the Year 2035 of the PRC. The "14th Five-Year" refers to the period from 2021 to 2025
"Dual Carbon"	refers to	Carbon neutrality and carbon peaking policy
"Customer Festival"	refers to	China Taiping's 6th "Lucky Elephant Festival · China Taiping Customer Festival"
"TPG"	refers to	China Taiping Insurance Group Ltd.
"TPL"	refers to	Taiping Life Insurance Company Limited
"TPI"	refers to	Taiping General Insurance Co., Ltd.
"TPP"	refers to	Taiping Pension Company Limited.
"TPAM"	refers to	Taiping Asset Management Co., Ltd.
"TPCA"	refers to	Taiping Capital Asset Management Company Limited
"TPIM"	refers to	Taiping Industry Investment Management Co., Ltd.

"TPFT"	refers to	Taiping Financial Technology Service (Shanghai) Co., Ltd.
"TPFSC"	refers to	Taiping Financial Operating Service (Shanghai) Co., Ltd.
"TPFAS"	refers to	Taiping Financial Audit Service (Shenzhen) Co., Ltd.
"TSFL"	refers to	Taiping & Sinopec Financial Leasing Co., Ltd.
"TP Fund"	refers to	Taiping Fund Management Co., Ltd.
"TPRe (China)"	refers to	Taiping Reinsurance (China) Co., Ltd.
"TPFS"	refers to	Taiping Financial Services Co., Ltd.
"TPSTI"	refers to	Taiping Science and Technology Insurance Co., Ltd.
"CTPI (HK)"	refers to	China Taiping Insurance (HK) Company Limited
"TPRe"	refers to	Taiping Reinsurance Company Limited
"TPFH"	refers to	Taiping Financial Holdings Company Limited
"TPL (HK)"	refers to	China Taiping Life Insurance (Hong Kong) Company Limited
"TPRB"	refers to	Taiping Reinsurance Brokers Limited
"TP Macau"	refers to	China Taiping Insurance (Macau) Company Limited
"TP UK"	refers to	China Taiping Insurance (UK) Co Ltd
"TP Singapore"	refers to	China Taiping Insurance (Singapore) PTE. LTD.
"TP Indonesia"	refers to	PT China Taiping Insurance Indonesia
"TP Luxembourg"	refers to	China Taiping Insurance (LU) S.A.
"TP Australia Office"	refers to	Sydney Representative Office of China Taiping Insurance Holdings Co., Ltd.
"TP South Africa Office"	refers to	Johannesburg Representative Office of China Taiping Insurance Holdings Company Limited
"Taiping Representative of UAE"	refers to	China Taiping Insurance Holdings Company Limited (DIFC Managing Office)
"TPA (HK)"	refers to	Taiping Assets Management (Hong Kong) Co., Ltd.

## Content Index of the ESG Reporting Code

Subject areas, aspects, general disclosures and KPIs		Section in this report
A. Environmental		
Aspect A1: Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions <sup>17</sup> , discharges into water and land, and generation of hazardous and non-hazardous waste <sup>18</sup>	Proactive Climate Action Practicing Green and Low-carbon Operations List of ESG Policies
KPI A1.1	The types of emissions and respective emissions data.	List of Data on ESG Performance
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	List of Data on ESG Performance
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	List of Data on ESG Performance
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Proactive Climate Action Practicing Green and Low-carbon Operations
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, we hold the opinion that current wastes of the company are not of great importance in terms of environmental protection so that a reduction target has not been set for the time being, but we will continue to assess its influences, and set the target and disclose relevant information in due course in the future.
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources <sup>19</sup> , including energy, water and other raw materials.	Practicing Green and Low-carbon Operations
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	List of Data on ESG Performance
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	List of Data on ESG Performance

<sup>17</sup> Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations.

<sup>18</sup> Hazardous wastes are those that defined by national regulations.

<sup>19</sup> Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.

Subject areas, aspects, general disclosures and KPIs		Section in this report
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, we hold the opinion that current energy use of the company is not of great importance in terms of environmental protection so that an energy efficiency target has not been set for the time being, but we will continue to assess its influences, and set the target and disclose relevant information in due course in the future.
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, we hold the opinion that current resource use of the company is not of great importance in terms of environmental protection so that an energy efficiency target has not been set for the time being, but we will continue to assess its influences, and set the target and disclose relevant information in due course in the future.
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, the indicator is not applicable.
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Practicing Green and Low-carbon Operations
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Practicing Green and Low-carbon Operations
B. Social		
Employment and labour Practices		
Aspect B1: Employment		
General Disclosure	Information on: the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	Growing Together with Employees List of ESG Policies
KPI B1.1	Total workforce by gender, employment type (for example, full – or part-time), age group and geographical region.	List of Data on ESG Performance
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	List of Data on ESG Performance
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Growing Together with Employees List of ESG Policies

Subject areas, aspects, general disclosures and KPIs		Section in this report
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	List of Data on ESG Performance
KPI B2.2	Lost days due to work injury.	List of Data on ESG Performance
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Growing Together with Employees
<i>Aspect B3: Development and Training</i>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training <sup>20</sup> activities.	Growing Together with Employees List of ESG Policies
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	List of Data on ESG Performance
KPI B3.2	The average training hours completed per employee by gender and employee category.	List of Data on ESG Performance
<i>Aspect B4: Labour Standards</i>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Growing Together with Employees List of ESG Policies
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Growing Together with Employees
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Growing Together with Employees
<i>Operating Practices</i>		
<i>Aspect B5: Supply Chain Management</i>		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Practicing Green and Low-Carbon Operations Sustainable Supply Chains
KPI B5.1	Number of suppliers by geographical region.	Practicing Green and Low-Carbon Operations Sustainable Supply Chains
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Sustainable Supply Chains
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Sustainable Supply Chains
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Sustainable Supply Chains

<sup>20</sup> Training refers to vocational training. It may include internal and external courses paid by the employer.

Subject areas, aspects, general disclosures and KPIs		Section in this report
<i>Aspect B6: Product Responsibility</i>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Offering Premium Services List of ESG Policies
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, the indicator is not applicable.
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	Offering Premium Services List of Data on ESG Performance
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Deepening the Digital and Intelligence Transformation
KPI B6.4	Description of quality assurance process and recall procedures.	With its primary business in insurance and other financial services, the Group does not fall into the category of manufacturing enterprise. After internal assessment and review, the indicator is not applicable.
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Information Security and Privacy Protection Deepening the Digital and Intelligence Transformation
<i>Aspect B7: Anti-corruption</i>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Strengthening Compliance Operations List of ESG Policies
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	List of Data on ESG Performance
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Strengthening Compliance Operations
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Strengthening Compliance Operations
<i>Community</i>		
<i>Aspect B8: Community Investment</i>		
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.	Supporting the Development of the Guangdong-Hong Kong-Macau Greater Bay Area Supporting Hong Kong to Consolidate and Enhance Its Status as an International Financial Hub Serving High-Level Opening-Up Supporting Comprehensive Rural Revitalization Supporting Charity and Public Welfare
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Supporting the Development of the Guangdong-Hong Kong-Macau Greater Bay Area Supporting Hong Kong to Consolidate and Enhance Its Status as an International Financial Hub Serving High-Level Opening-Up Supporting Charity and Public Welfare

Subject areas, aspects, general disclosures and KPIs		Section in this report
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Supporting the Development of the Guangdong-Hong Kong-Macau Greater Bay Area Supporting Hong Kong to Consolidate and Enhance Its Status as an International Financial Hub Serving High-Level Opening-Up Supporting Charity and Public Welfare List of Data on ESG Performance Supporting Comprehensive Rural Revitalization
Climate-related Disclosures		
(I) Governance		
Governance	An issuer shall information about: (a) 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; and (b) management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities.	Proactive Climate Action
(II) Strategy		
Climate-related risks and opportunities	An issuer shall disclose information to enable an understanding of climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, its access to finance or cost of capital over the short, medium or long term. Specifically, the issuer shall: (a) describe climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, its access to finance or cost of capital over the short, medium or long term; (b) explain, for each climate-related risk the issuer has identified, whether the issuer considers the risk to be a climate-related physical risk or climate-related transition risk; (c) specify, for each climate-related risk and opportunity the issuer has identified, over which time horizons – short, medium or long term – the effects of each climate-related risk and opportunity could reasonably be expected to occur; and (d) explain how the issuer defines 'short term', 'medium term' and 'long term' and how these definitions are linked to the planning horizons used by the issuer for strategic decision-making.	Proactive Climate Action
Business model and value chain	An issuer shall disclose information that enables an understanding of the current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain. Specifically, the issuer shall disclose: (a) a description of the current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain; and (b) a description of where in the issuer's business model and value chain climate-related risks and opportunities are concentrated (for example, geographical areas, facilities and types of assets).	Proactive Climate Action
Strategy and decision-making	An issuer shall disclose information that enables an understanding of the effects of climate-related risks and opportunities on its strategy and decision-making. Specifically, the issuer shall disclose: (a) information about how the issuer has responded to, and plans to respond to, climate-related risks and opportunities in its strategy and decision-making, including how the issuer plans to achieve any climate-related targets it has set and any targets it is required to meet by law or regulation; and (b) information about how the issuer is resourcing, and plans to resource, the activities disclosed in accordance with paragraph (a). An issuer shall disclose information about the progress of plans disclosed in previous reporting periods in accordance with paragraph (a).	Proactive Climate Action

Subject areas, aspects, general disclosures and KPIs		Section in this report
Financial position, financial performance and cash flows	Current financial effect An issuer shall disclose qualitative and quantitative information about: (a) how climate-related risks and opportunities have affected its financial position, financial performance and cash flows for the reporting period; and (b) the climate-related risks and opportunities identified in paragraph (a) for which there is a significant risk of a material adjustment within the next annual reporting period to the carrying amounts of assets and liabilities reported in the related financial statements.	Proactive Climate Action
	Anticipated financial effect An issuer shall disclose qualitative and quantitative information about: (a) how the issuer expects its financial position to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities; and (b) how the issuer expects its financial performance and cash flows to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities.	Proactive Climate Action
Climate resilience	An issuer shall disclose information that enables an understanding of the resilience of the issuer's strategy and business model to climate-related changes, developments and uncertainties. Specifically, the issuer shall disclose: (a) the issuer's assessment of its climate resilience as at the reporting date; and (b) how and when the climate-related scenario analysis was carried out.	The Group will duly disclose relevant information as appropriate
(III) Risk Management		
Risk management	An issuer shall disclose information about: (a) the processes and related policies it uses to identify, assess, prioritize and monitor climate-related risks; (b) the processes the issuer uses to identify, assess, prioritize and monitor climate-related opportunities (including information about whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related opportunities); and (c) the extent to which, and how, the processes for identifying, assessing, prioritizing and monitoring climate-related risks and opportunities are integrated into and inform the issuer's overall risk management process.	Proactive Climate Action
(IV) Metrics and Targets		
Greenhouse gas emissions	An issuer shall disclose its absolute gross greenhouse gas emissions generated during the reporting period, expressed as metric tonnes of CO2 equivalent, classified as: (a) Scope 1 greenhouse gas emissions; (b) Scope 2 greenhouse gas emissions; and (c) Scope 3 greenhouse gas emissions.	List of Data on ESG Performance
Greenhouse gas emissions measuring method	An issuer shall: (a) measure its greenhouse gas emissions in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) unless required by a jurisdictional authority or another exchange on which the issuer is listed to use a different method for measuring greenhouse gas emissions; (b) disclose the approach it uses to measure its greenhouse gas emissions; (c) for Scope 2 greenhouse gas emissions disclosed, disclose its location-based Scope 2 greenhouse gas emissions, and provide information about any contractual instruments that is necessary to enable an understanding of the issuer's Scope 2 greenhouse gas emissions; and (d) for Scope 3 greenhouse gas emissions disclosed, disclose the categories included within the issuer's measure of Scope 3 greenhouse gas emissions, in accordance with the Scope 3 categories described in the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011).	List of Data on ESG Performance

Subject areas, aspects, general disclosures and KPIs		Section in this report
Climate-related transition risks	An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related transition risks.	The Group will duly disclose relevant information as appropriate
Climate-related physical risks	An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related physical risks.	The Group will duly disclose relevant information as appropriate
Climate-related opportunities	An issuer shall disclose the amount and percentage of assets or business activities aligned with climate-related opportunities.	The Group will duly disclose relevant information as appropriate
Capital deployment	An issuer shall disclose the amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities.	The Group will duly disclose relevant information as appropriate
Internal carbon prices	An issuer shall disclose: (a) an explanation of whether and how the issuer is applying a carbon price in decision-making; (for example, investment decisions, transfer pricing, and scenario analysis) and (b) the price of each metric tonnes of greenhouse gas emissions the issuer uses to assess the costs of its greenhouse gas emissions; or an appropriate negative statement that the issuer does not apply a carbon price in decision-making.	The Group will duly disclose relevant information as appropriate
Remuneration	An issuer shall disclose whether and how climate-related considerations are factored into remuneration policy, or an appropriate negative statement.	The Group will duly disclose relevant information as appropriate
Industry-based metrics	An issuer is encouraged to disclose industry-based metrics that are associated with one or more particular business models, activities or other common features that characterize participation in an industry.	Green Development, Safeguarding the Ecological Future
Climate-related targets	An issuer shall disclose (a) the qualitative and quantitative climate-related targets the issuer has set to monitor progress towards achieving its strategic goals; and (b) any targets the issuer is required to meet by law or regulation, including any greenhouse gas emissions targets.	Green Development, Safeguarding the Ecological Future
	An issuer shall disclose information about its approach to setting and reviewing each target, and how it monitors progress against each target.	Proactive Climate Action
	An issuer shall disclose information about its performance against each climate-related target and an analysis of trends or changes in the issuer's performance.	Proactive Climate Action

## GRI Standards Index

<b>Guidance</b>	China Taiping Insurance Holdings Company Limited reported the information from January 1, 2025 to December 31, 2025 with reference to the Sustainability Reporting Standards issued by the GRI.
<b>GRI 1 used</b>	GRI 1: Foundation 2021

GRI standard	Disclosure	Location
GRI 1 Foundation		
1 Foundation 2021	Report foundation, including GRI content index and instructions for use, etc.	GRI Standards Index
GRI 2 General Disclosures 2021		
The organization and its reporting practices		
2-1	Organizational details	About This Report About Us
2-2	Entities included in the organization's sustainability reporting	About Us
2-3	Reporting period, frequency and contact point	About This Report About Us Back Cover
2-4	Restatements of information	N/A
2-5	External assurance	For future disclosure
Activities and workers		
2-6	Activities, value chain and other business relationships	About Us
2-7	Employees	List of Data on ESG Performance
2-8	Workers who are not employees	List of Data on ESG Performance
Governance		
2-9	Governance structure and composition	About Us ESG Management Optimizing Corporate Governance Please refer to the Group's 2025 Annual Report
2-10	Nomination and selection of the highest governance body	ESG Management Optimizing Corporate Governance
2-11	Chair of the highest governance body	ESG Management Optimizing Corporate Governance
2-12	Role of the highest governance body in overseeing the management of impacts	ESG Management Optimizing Corporate Governance Please refer to the Group's 2025 Annual Report

GRI standard	Disclosure	Location
2-13	Delegation of responsibility for managing impacts	ESG Management Optimizing Corporate Governance Materiality Analysis
2-14	Role of the highest governance body in sustainability reporting	ESG Governance Statement by the Board of Directors ESG Management Optimizing Corporate Governance
2-15	Conflicts of interest	Stakeholder Communications Strengthening Compliance Operations Improving Risk Management
2-16	Communication of critical concerns	ESG Management Materiality Analysis Optimizing Corporate Governance
2-17	Collective knowledge of the highest governance body	Materiality Analysis ESG Management Optimizing Corporate Governance
2-18	Evaluation of the performance of the highest governance body	ESG Management Optimizing Corporate Governance
2-19	Remuneration policies	Growing Together with Employees
2-20	Process to determine remuneration	Growing Together with Employees
2-21	Annual total compensation ratio	Please refer to the Group's 2025 Annual Report
<b>Strategy, policies and practices</b>		
2-22	Statement on sustainable development strategy	ESG Governance Statement by the Board of Directors ESG Strategy and Management
2-23	Policy commitments	ESG Governance Statement by the Board of Directors ESG Strategy and Management
2-24	Embedding policy commitments	ESG Governance Statement by the Board of Directors ESG Strategy and Management Proactive Climate Action Committed to Green Insurance Practicing Responsible Investment
2-25	Processes to remediate negative impacts	Optimizing Corporate Governance Offering Premium Services Strengthening Compliance Operations Improving Risk Management
2-26	Mechanisms for seeking advice and raising concerns	Stakeholder Communications Enhancing Investor Communication Strengthening Compliance Operations Improving Risk Management

GRI standard	Disclosure	Location
2-27	Compliance with laws and regulations	Practicing Green and Low-carbon Operations Growing Together with Employees Deepening the Digital and Intelligence Transformation Strengthening Compliance Operations Improving Risk Management List of ESG Policies
2-28	Membership associations	Subsidiary Honors
<b>Stakeholder engagement</b>		
2-29	Approach to stakeholder engagement	Stakeholder Communications
2-30	Collective bargaining agreements	No relevant disclosure information
<b>GRI 3 Material Topics 2021</b>		
3-1	Process to determine material topics	Materiality Analysis
3-2	List of material topics	Materiality Analysis
3-3	Management of material topics	Materiality Analysis ESG Management
<b>GRI 201 Economic Performance 2016</b>		
201-1	Direct economic value generated and distributed	About Us
201-2	Financial implications and other risks and opportunities due to climate change	Proactive Climate Action
201-3	Defined benefit plan obligations and other retirement plans	Please refer to the Group's 2025 Annual Report
201-4	Financial assistance received from government	Please refer to the Group's 2025 Annual Report
<b>GRI 202 Market Presence 2016</b>		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	No relevant disclosure information
202-2	Proportion of senior management hired from the local community	No relevant disclosure information
<b>GRI 203 Indirect Economic Impacts 2016</b>		
203-1	Infrastructure investments and services supported	Supporting the Development of the Guangdong-Hong Kong-Macau Greater Bay Area Supporting Hong Kong to Consolidate and Enhance Its Status as an International Financial Hub Serving High-Level Opening-Up Supporting Comprehensive Rural Revitalization
203-2	Significant indirect economic impacts	Offering Premium Services
<b>GRI 204 Procurement Practices 2016</b>		
204-1	Proportion of spending on local suppliers	Sustainable Supply Chain List of Data on ESG Performance

GRI standard	Disclosure	Location
<b>GRI 205 Anti-corruption 2016</b>		
205-1	Operations assessed for risks related to corruption	Strengthening Compliance Operations
205-2	Communication and training about anti-corruption policies and procedures	Strengthening Compliance Operations
205-3	Confirmed incidents of corruption and actions taken	Strengthening Compliance Operations
<b>GRI 206 Anti-competitive Behavior 2016</b>		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No relevant disclosure information
<b>GRI 207 Tax 2019</b>		
207-1	Approach to tax	Please refer to the Group's 2025 Annual Report
207-2	Tax governance, control, and risk management	Please refer to the Group's 2025 Annual Report
207-3	Stakeholder engagement and management of concerns related to tax	Please refer to the Group's 2025 Annual Report
207-4	Country-by-country reporting	No relevant disclosure information
<b>GRI 301 Materials 2016</b>		
301-1	Materials used by weight or volume	List of Data on ESG Performance
301-2	Recycled input materials used	Financial product, the indicator is not applicable
301-3	Reclaimed products and their packaging materials	Financial product, the indicator is not applicable
<b>GRI 302 Energy 2016</b>		
302-1	Energy consumption within the organization	List of Data on ESG Performance
302-2	Energy consumption outside of the organization	List of Data on ESG Performance
302-3	Energy intensity	List of Data on ESG Performance
302-4	Reduction of energy consumption	Practicing Green and Low-Carbon Operations
302-5	Reductions in energy requirements of products and services	No relevant disclosure information
<b>GRI 303 Water and Effluents 2018</b>		
303-1	Interactions with water as a shared resource	Practicing Green and Low-Carbon Operations
303-2	Management of water discharge-related impacts	Practicing Green and Low-Carbon Operations
303-3	Water withdrawal	Financial industry, the indicator is not applicable
303-4	Water discharge	Financial industry, the indicator is not applicable
303-5	Water consumption	List of Data on ESG Performance
<b>GRI 304 Biodiversity 2016</b>		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	No relevant operation point
304-2	Significant impacts of activities, products and services on biodiversity	Advancing Biodiversity Conservation

GRI standard	Disclosure	Location
304-3	Habitats protected or restored	No relevant disclosure information
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	No relevant disclosure information
<b>GRI 305 Emissions 2016</b>		
305-1	Direct (Scope 1) GHG emissions	List of Data on ESG Performance
305-2	Energy indirect (Scope 2) GHG emissions	List of Data on ESG Performance
305-3	Other indirect (Scope 3) GHG emissions	List of Data on ESG Performance
305-4	Greenhouse gas emissions intensity	List of Data on ESG Performance
305-5	Reduction of GHG emissions	List of Data on ESG Performance
305-6	Emissions of ozone-depleting substances (ODS)	No relevant disclosure information
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	List of Data on ESG Performance
<b>GRI 306 Waste 2020</b>		
306-1	Waste generation and significant waste related impacts	Practicing Green and Low-carbon Operations
306-2	Management of significant waste related impacts	Practicing Green and Low-carbon Operations
306-3	Waste generated	List of Data on ESG Performance
306-4	Waste diverted from disposal	No relevant disclosure information
306-5	Waste directed to disposal	No relevant disclosure information
<b>GRI 308 Supplier Environmental Assessment 2016</b>		
308-1	New suppliers that were screened using environmental criteria	Practicing Green and Low-carbon Operations
308-2	Negative environmental impacts in the supply chain and actions taken	Practicing Green and Low-carbon Operations Sustainable Supply Chains
<b>GRI 401 Employment 2016</b>		
401-1	New employee hires and employee turnover	List of Data on ESG Performance
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Growing Together with Employees
401-3	Parental leave	Growing Together with Employees
<b>GRI 402 Labour/Management Relations 2016</b>		
402-1	Minimum notice periods regarding operational changes	No relevant disclosure information
<b>GRI 403 Occupational Health and Safety 2018</b>		
403-1	Occupational health and safety management system	Growing Together with Employees
403-2	Hazard identification, risk assessment, and incident investigation	Growing Together with Employees

GRI standard	Disclosure	Location
403-3	Occupational health services	Growing Together with Employees
403-4	Worker participation, consultation, and communication on occupational health and safety	Growing Together with Employees
403-5	Worker training on occupational health and safety	Growing Together with Employees
403-6	Promotion of worker health	Growing Together with Employees
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Growing Together with Employees
403-8	Workers covered by an occupational health and safety management system	No relevant disclosure information
403-9	Work-related injuries	List of Data on ESG Performance
403-10	Work-related ill health	No relevant disclosure information
<b>GRI 404 Training and Education 2016</b>		
404-1	Average hours of training per year per employee	List of Data on ESG Performance
404-2	Programs for upgrading employee skills and transition assistance programs	Growing Together with Employees
404-3	Percentage of employees receiving regular performance and career development reviews	List of Data on ESG Performance
<b>GRI 405 Diversity and Equal Opportunity 2016</b>		
405-1	Diversity of governance bodies and employees	Growing Together with Employees List of Data on ESG Performance
405-2	Ratio of basic salary and remuneration of women to men	Confidential Limitation
<b>GRI 406 Non-discrimination 2016</b>		
406-1	Incidents of discrimination and corrective actions taken	Growing Together with Employees List of Data on ESG Performance
<b>GRI 407 Freedom of Association and Collective Bargaining 2016</b>		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	No relevant disclosure information Growing Together with Employees
<b>GRI 408 Child labour 2016</b>		
408-1	Operations and suppliers at significant risk for incidents of child labour	No relevant disclosure information Growing Together with Employees
<b>GRI 409 Forced or Compulsory labour 2016</b>		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	No relevant disclosure information Growing Together with Employees
<b>GRI 410 Security Practices 2016</b>		
410-1	Security personnel trained in human rights policies or procedures	No relevant disclosure information
<b>GRI 411 Rights of Indigenous Peoples 2016</b>		
411-1	Incidents of violations involving rights of indigenous peoples	No relevant disclosure information

GRI standard	Disclosure	Location
<b>GRI 413 Local Communities 2016</b>		
413-1	Operations with local community engagement, impact assessments, and development programs	Supporting the Development of the Guangdong-Hong Kong-Macau Greater Bay Area Supporting Hong Kong to Consolidate and Enhance Its Status as an International Financial Hub Serving High-Level Opening-Up Supporting Comprehensive Rural Revitalization Supporting Charity and Public Welfare
413-2	Operations with significant actual and potential negative impacts on local communities	No relevant operation point
<b>GRI 414 Supplier Social Assessment 2016</b>		
414-1	New suppliers that were screened using social criteria	Practicing Green and Low-carbon Operations Sustainable Supply Chains Strengthening Compliance Operations
414-2	Negative social impacts in the supply chain and actions taken	Practicing Green and Low-carbon Operations Sustainable Supply Chains Strengthening Compliance Operations Improving Risk Management
<b>GRI 415 Public Policy 2016</b>		
415-1	Political contributions	No relevant disclosure information
<b>GRI 416 Customer Health and Safety 2016</b>		
416-1	Assessment of the health and safety impacts of product and service categories	Financial product, the indicator is not applicable
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Offering Premium Services Strengthening Compliance Operations Improving Risk Management
<b>GRI 417 Marketing and Labeling 2016</b>		
417-1	Requirements for product and service information and labeling	Offering Premium Services Strengthening Compliance Operations
417-2	Incidents of non-compliance concerning product and service information and labeling	No relevant disclosure information
417-3	Incidents of non-compliance concerning marketing communications	No relevant disclosure information
<b>GRI 418 Customer Privacy 2016</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Deepening the Digital and Intelligence Transformation List of Data on ESG Performance



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