众安保险
ZhongAn Insurance

Stock Code:6060

2025

Environmental, Social and Governance Report



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About This ESG Report

ZhongAn Online P & C Insurance Co., Ltd. hereby presents this Environmental, Social, and Governance Report (hereinafter referred to as "ESG Report" or "this Report"), to outline the ESG principles and strategy of the Group and to provide stakeholders with an overview of the Group's ESG policies, initiatives, and performance.

Reporting standards

This report is prepared in accordance with the requirements of the Sustainability Reporting Standards (hereinafter referred to as the "GRI Standards") issued by the Global Sustainability Standards Board (GSSB) and the Environmental, Social and Governance Reporting Code (hereinafter referred to as the "ESG Reporting Guide") as set out in Appendix C2 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited issued by the Hong Kong Stock Exchange. Reference has also been made to the United Nations Sustainable Development Goals (SDGs) and the rating requirements including the Morgan Stanley Capital International ESG Ratings (MSCI ESG Ratings).

Reporting scope

Unless otherwise indicated, this ESG report covers the core business of ZhongAn Online P&C Insurance Co., Ltd and its subsidiaries (hereinafter collectively referred to as "ZhongAn Online", "ZhongAn Insurance", "ZhongAn", "the Group" or "We"). The scope of this ESG report utilizes financial criteria and is based on the contribution of subsidiaries or operating sites to the Group's total revenue.

This ESG report covers the period from January 1, 2025 to December 31, 2025 (the "Reporting Period"). To enhance the completeness of the report, certain content and data may be included beyond the aforementioned scope.

Report disclosure statement

The Board of Directors and all members of the Board hereby confirm that this report contains no misrepresentation, misleading statements, or material omissions. The financial data presented in this report is sourced from the 2025 Annual Consolidated Financial Statements, which have undergone an independent audit by PricewaterhouseCoopers (PwC). All other information is derived from the Group's internal statistical reports or documents. Should any discrepancy arise between the financial data referenced in this report and the audited Financial Statements, the latter shall prevail.

Reporting principles

The Group prepared the ESG report based on the following four reporting principles:

Materiality: The Group has identified important stakeholders and identified important ESG issues for the year through stakeholder survey and materiality assessment, which serve as the basis for the disclosure focus of this report.

Quantification: All data in this report are derived from relevant statistical reports and internal documents, and we have disclosed the criteria and methodologies used to calculate key performance indicators.

Balance: This report follows the principle of balance and presents the Group's ESG performance in an impartial manner.

Consistency: Unless otherwise stated, the methodologies used to collect and disclose ESG information in this report are consistent with previous ones.

Access to this report

This ESG report is released in PDF format on the following websites, in which stakeholders can click on the relevant documents to review this ESG Report:

Hong Kong Exchange and Clearing Limited (HKEX) information release web page (www.hkexnews.hk)

The sustainability section of the Group's website (www.zhongan.com)(https://www.zhongan.com/corporate/sustainabledevelopment)

Contact information

Your feedback on this ESG report is highly valued. If you have any enquiries or recommendations, please contact us through the channels provided below:
Email: dongshihui@zhongan.com

Reporting language

This ESG report is published in Traditional Chinese and English. If there are any discrepancies, the Traditional Chinese version takes precedence.

About ZhongAn Online

Company Overview

ZhongAn Online P & C Insurance Co., Ltd. was incorporated on October 9, 2013, and headquartered in Shanghai. ZhongAn was listed on the Main Board of the Hong Kong Stock Exchange on September 28, 2017 (stock code: 6060).

As the first Internet-based insurTech company in China, ZhongAn features a branchless model, entirely based on the Internet. The Group operates with the dual engine of "Insurance + Technology" and uses leading technologies to reform the insurance value chain. We operate our businesses mainly in ecosystems of health, digital lifestyle, consumer finance and auto insurance, leveraging technology to serve the new generation and providing personalized, customized, and intelligent insurance products. In July 2016, we incorporated a wholly-owned subsidiary, ZhongAn Information and Technology Services Co., Ltd. (ZhongAn Technology), to empower our insurance services with cutting-edge technology and to export our proven technological solutions to the broader industry.

In 2025

ZhongAn's annual gross written premiums ("GWP") exceeded RMB **35,735** million, representing a year-on-year increase of **6.9%**, with insurance revenue amounting to RMB **33,485** million, representing a year-on-year increase of **5.5%**.

ZhongAn has **220** active robots, achieving over **2** billion large model invocations and consuming over **3** trillion tokens throughout 2025. This has enabled technology to be deeply embedded across the entire insurance value chain, effectively translating into tangible operational results that drive high-quality development.

Staying true to our mission of "driving financial development through technology and providing service-oriented insurance products to the market", and adhering to the values of "simplicity, speed, innovation, and win-win", the Group will continue to navigate challenges and advance forward to open up a real new insurance era.



Governance Structure

ZhongAn has continuously enhanced its corporate governance, establishing a clear structure of rights and responsibilities to protect the legitimate interests of both the enterprise and its stakeholders, thereby improving operational efficiency. The Board of Directors of the Group comprises four special committees: the Audit and Consumer Rights Protection Committee, the Nomination and Remuneration Committee, the Risk Management and Related-Party Transaction Control Committee, and the Strategy and Investment Decision Committee. Please refer to the Group's 2025 Annual Report for details of the Committee's specific terms of reference, composition and the background of its members.

The Group attaches great importance to the diversity and independence of the Board of Directors and believes that enhancing the diversity of the Board is a key element to enhancing the competitive advantage of the Group. Board members possess specialized expertise and extensive experience in the insurance industry, the Internet and risk management. In addition, the Nomination and Remuneration Committee reviews the structure, size and composition of the Board annually and seeks diversity at all levels, including but not limited to gender, age, cultural and educational background, professional qualifications, skills, knowledge, location, and industry experience. Furthermore, the Group's senior management team has exceptional strengths and extensive experience in corporate governance, Internet, insurance, legal and financial industries.

2025

The Board of Directors of the Group comprises **11** members

2 female directors

4 Independent directors possess risk management expertise

4 independent non-executive directors

7 directors have insurance industry experience



Achievements in Sustainability

In 2025, ZhongAn deeply integrated "green", "inclusive", and "digital" elements into every link of the insurance value chain through technology. We have received numerous recognitions from stakeholders coming from all sectors of society.

Performance in Sustainability

We formally signed the Principles for Sustainable Insurance (PSI) issued by the United Nations Environment Programme (UNEP), committing to and implementing the four principles of the PSI.

Environment

Launched a cumulative total o **50** green insurance clauses underwriting over **10.8** million green insurance policies

The GWP of NEV insurance increased by approximately **206.2%** year-on-year

Total greenhouse gas emissions (Scope 1 and Scope 2) decreased by **9.7%** compared to last year

The practice of paperless office operations was intensified, reducing annual paper consumption by approximately **36,000** sheets

Society

Customer satisfaction score **98.49** points

Health insurance services cumulatively provided to over **150** million users

R&D investment: RMB **745** million accounting for **20.85%** of the annual GWP

Approximately **220** active robots have been deployed, bringing AI technology depth into an end-to-end business scenario

Governance

Independent directors account for **36.4%** of the board

Coverage rate of anti-corruption and business ethics training **100%**

Employee Integrity and Anti-Corruption Pledge signing rate reached **100%**

Supplier Integrity Pledge signing rate reached **100%**

Honors for Sustainable Development

2025 GuruClub Golden Awards ESG Information Disclosure for Business Excellence
GuruClub

Annual Social Welfare (ESG) Exemplary Organization
Beijing Business Today

Leading Socially Responsible Insurance Company
Hexun

2025 ESG Innovation Case
Southern Metropolis Daily

Jinding Prize: Annual Competitive New Energy Vehicle Insurance
National Business Daily

"AI+" Innovation Practice Golden Pinnacle Excellent Case
CNR Network

ESG Ratings

MSCI ESG Rating has been upgraded from BBB to **A**

S&P Global ESG Score has been upgraded to **36**

Wind ESG Rating has been upgraded from BBB to **A**

Wind ESG 众安在线 2025评级 AAA AA A BBB BB B CCC A



Strengthening ESG Governance

Insurance companies serve multiple roles as risk managers, risk bearers, and key investors, and have a unique strategic position in promoting sustainable economic, social and environmental development. ZhongAn Online deeply recognizes that ESG is not only an important embodiment of corporate social responsibility, but also a key player in identifying and managing non-financial risks and enhancing long-term sustainable value. As such, the Group insists on integrating ESG into its core development strategy as an important engine for high-quality development and continuously enhancing governance effectiveness and accountability. We actively play a role in the insurance industry in supporting economic, social and green transformation and sustainable development.

As an innovative Internet insurance company that upholds the concept of "service-oriented insurance products", ZhongAn Online combined its own development philosophy and operational practices to constantly explore and improve the ESG management system, effectively tackle climate change and other global sustainable development challenges. We are committed to achieving the synergy of business growth and social well-being.

ESG Strategy

Practicing sustainable development has become a consensus among all sectors of society. ZhongAn Online has consistently adhered to its mission of "empowering finance with technology and providing insurance service with a caring hand", always positions itself as an entrepreneur to provide heart-warming insurance protect for innovation, and illuminate the path of progress with technology. We are committed to working with our clients, partners, employees and stakeholders from all walks of life to write a new chapter in insurance services in the digital economy.

In February 2025, we formally signed the Principles for Sustainable Insurance (PSI) of the United Nations Environment Programme (UNEP), committing to and implementing the four principles of PSI.

ZhongAn's commitment to and implementation of the principles for sustainable insurance (PSI)

- ◎ Integrate environmental, social, and governance (ESG) issues related to insurance operations into our decision-making processes.
- ◎ Collaborate with customers and business partners to raise awareness of ESG issues, manage associated risks, and identify solutions.
- ◎ Work with governments, regulators, and other key stakeholders to promote broader societal action on ESG issues.
- ◎ Demonstrate accountability and transparency by regularly disclosing progress in implementing the principles.

ZhongAn combines its developmental concept of "technology-driven finance and providing service-oriented insurance products to the market" and corporate operation practices, and regards "strict operational compliance", "providing service-oriented insurance products to the market", "humanistic care", "sharing the green ecology" and "giving back to society" as our five strategic development directions to fulfill environmental and social responsibilities and practice ESG concepts. ZhongAn continuously improves the ESG governance system, standardizes the information disclosure mechanism, and systematically promotes the implementation and performance improvement of ESG topics in all business segments. To strengthen accountability, we have incorporated ESG key metrics into our senior management compensation performance appraisal system, which effectively motivates management to focus on sustainability in strategic decisions and day-to-day operations.



Strategic directions	Key topics	Practice and targets
 **Strict operational compliance**	• Corporate governance • Risk management • Business ethics • Privacy and data security • Supply chain management and responsible sourcing	ZhongAn has continuously improved its corporate governance system and capacity, and is committed to building a compliant, efficient, and stable innovative Internet insurance company, providing long-term returns for shareholders, and working together with all stakeholders to achieve win-win results. • Strengthen the organizational structure and institutional basis of compliance management, improve the comprehensive risk management system, improve the timeliness and transparency of enterprise information disclosure, and lay a solid foundation for the Group's high-quality development. • Adhere to the principles of honest operation, fair competition, and business ethics, maintaining a zero tolerance for corruption, commercial bribery, and fraud, and working with customers, suppliers and partners to build a clean and healthy environment. • Continuously improve the information management system, strengthen information security protection mechanisms, effectively safeguard customer privacy, prevent data leakage risks, and comprehensively protect the legitimate rights and interests of customers. • On the foundation of supplier compliance management, advance the ESG risk assessment mechanism, establish regular training and communication channels, assist suppliers in enhancing their ESG management capabilities, and collaboratively build a responsible and sustainable supply chain system.
 **Providing service-oriented insurance products to the market**	• Product and service innovation • Financial inclusion • Protection of customer rights and interests	ZhongAn drives finance with technology, continues to launch personalized, customized, and intelligent products, fully protects customers' rights and interests, continuously improves customer experience, and meets the people's growing needs for a better life with high-quality and service-oriented insurance products and services. • Focus on ESG emerging risks, proactively incorporate urbanization risks, population aging and structural change, climate change impacts, and emerging health and demographic risks into product innovation. Promote more resilient and social value insurance products. • Continuously enhancing the warmth of our products by upgrading core offerings such as the "Million-Yuan Coverage Medical Insurance", expanding coverage to reach more people and broadening the scope of protection; introducing inclusive products like affordable cybersecurity insurance and business interruption insurance for small and medium-sized enterprises to precisely serve and protect vulnerable groups, contributing to the accessibility and inclusivity of insurance. • Constantly improving the consumer rights protection system and management mechanism, attach great importance to customer feedback, smooth the channels of expression of opinions, respond quickly to customer requests, safeguard the legitimate rights and interests of customers in a comprehensive manner.

Strategic directions	Key topics	Practice and targets
 Humanistic care	• Diversity and inclusion • Talent development and training • Employee health and safety • Employee rights and care	ZhongAn attaches great importance to humanistic care. ZhongAn is committed to building an equal, inclusive, healthy and safe workplace environment and shares the achievements of enterprise development with employees to work together for a better future. • Adhere to the principle of equal employment, firmly eliminate child labor, forced labor and any form of discrimination, and fully protect the legitimate rights and interests of employees, create a fair and just work environment. • Ensure the smooth career development channel of employees, continuously optimize the talent training system, carry out diversified training and development projects, support employees on-the-job learning and ability enhancement. Empower employees to realize their self-worth in the development of the enterprise. • Pay attention to the voice of employees, improve the communication and feedback mechanism, constantly improve the level of welfare benefits and humanistic care, focus on female employees and colleagues facing difficulties. Enhance employees' sense of belonging, fulfillment, and well-being.
 Sharing the green ecology	• Response to climate change • Responsible investment • Green development and operation	ZhongAn actively responds to the national dual-carbon objective, upholds the concept of sustainable development of caring for the earth and protecting the environment, and continues to promote green financial services. We practice green and low-carbon operation, promote the harmonious coexistence of people, enterprises and nature. • Actively identify and address the risks and opportunities presented by climate change, proactively conduct green insurance research and product innovation, and explore replicable and scalable solutions, helping improve social climate resilience. • Fully integrate ESG factors into the entire lifecycle management of investments, with a strategic focus on areas such as carbon neutrality, to guide capital toward supporting green industries and drive the green and low-carbon transformation of the economy and society. • Strengthen energy, water, and emissions management in operations, and set related targets by implementing paperless office, waste separation, encouraging green mobility and other measures to reduce the environmental impact of the Group's operations.
 Giving back to society	• Community participation and philanthropy	ZhongAn actively performs social responsibility, participates in public welfare and charitable causes, persists in being a warm enterprise, and uses practical actions to help achieve common prosperity. • Building on the foundation of the self-developed ZAction charity platform, ZhongAn continues to invest in fields such as environmental protection, public science education, social assistance and disaster relief, and actively carry out charitable activities such as animal and water protection, rescue of seriously ill children, financial education, and disaster relief. • Leverage technology to empower public welfare initiatives, promote precise matching of resources, and actively contribute corporate strength to national strategies such as ecological and environmental protection, assistance for vulnerable groups, and rural revitalization, thereby conveying the value-driven warmth of insurance.

ESG Governance Structure

ZhongAn places high importance on the environmental, social, and economic impacts of its management decisions and operational activities, deeply integrating ESG principles into the long-term development strategy of the enterprise and establishing a clear, top-down ESG governance framework. Within this structure, the Strategy and Investment Decision Committee plays a critical role in ESG governance, providing professional guidance on the Group's strategic planning, ESG initiatives, and ESG-related risk assessments, thereby promoting standardized, systematic, and efficient ESG management practices. At the same time, the Group regularly provides ESG-related training for directors to continuously enhance their capabilities in fulfilling ESG-related responsibilities. In the future, the Group will continue to refine its ESG management system in response to evolving business needs, continuously enhancing its governance capabilities and sustainability performance to provide solid support for long-term and stable development.



Board of Directors

- Determine ESG governance policies and strategies
- Evaluate, prioritize and manage ESG issues
- Regularly review the progress of ESG objectives

Strategy and Investment Decision Committee

- Review the annual ESG work plan and supervise the implementation of relevant work
- Review and approve ESG policies
- Identify ESG risks and incorporate the identified risks into the risk management system
- Review the annual ESG report
- Provide feedback on ESG issues concerned by stakeholders and put forward suggestions and opinions on ESG management
- Review and monitor the progress of ESG-related objectives and indicators

ESG Working Group

- Be responsible for the specific implementation of ESG work and report the work to the Strategy and Investment Decision Committee

Stakeholder Engagement

The Group attaches great importance to communication and interaction with stakeholders, striving to establish and maintain long-term, transparent, and trust-based relationships. We engage in close and effective communication through various channels, including general meetings, the official website, telephone, email, thematic seminars, and satisfaction surveys, to widely listen to opinions and concerns. By actively responding to expectations and addressing feedback, we continuously enhance stakeholders' recognition and support for the Group's sustainable development.

Stakeholders	Shareholders and investors	Regulatory authorities	Customers	Employees	Suppliers and partners	Community
Issues concerned	• Compliant operations • Investment returns • Protection of shareholder's rights • Correctness and timeliness of information disclosure	• Maintaining financial stability • Facilitating economic growth • Supporting the livelihood of ordinary people	• Providing convenient, fast, and quality insurance services • Improving user satisfaction • Product responsibility	• Stable employment • Reasonable staff benefits • Safe working environment • Education and Training • Career development and opportunities	• Integrity and reciprocity • Fair procurement	• Providing job opportunities • Promoting social harmony • Supporting charity activities
Main communication channels	• General meeting of shareholders • Public information such as annual reports, announcements, etc. • Roadshow and other investor relation events • Performance briefings • Telephone/email • Official website	• Reports and communication • Document submission	• Official website • Hotline and email • Customer service center • Customer satisfaction survey and opinion form • Online service platform • Daily operation and communication	• Employee satisfaction survey • Employees' congress • Training and seminar • Employee activities	• Supplier evaluation system • On-site inspection • Conference communication	• Public welfare activities • Volunteer services • Official website and social media

Materiality Assessment

The Group strictly complies with the relevant procedures of the Hong Kong Stock Exchange's *ESG Reporting Guide* and conducts a systematic ESG materiality assessment and analysis every three years. By integrating global sustainability standards, mainstream ESG ratings requirements, peer benchmarking, and the operational characteristics of the Group, we establish an ESG issue repository. Surveys and consultations are conducted with key stakeholders, including shareholders and investors, customers, employees, government and regulatory bodies, suppliers and partners, as well as community members, to comprehensively identify and prioritize material ESG topics.

Based on the process of issue identification, research, analysis, and validation, we have identified a total of 16 material topics that hold significant importance for both the Group and its stakeholders. During the Reporting Period, as there were no substantial changes in the Group's core business, operational environment, or external ecosystem, the ESG Working Group conducted an evaluation and decided to continue utilizing the existing materiality matrix.

ZhongAn's ESG Materiality Assessment Process

Step 1: Identify potential ESG issues

Identify potential ESG issues in consideration of domestic and international sustainable development standards, industry development trends and leading practices, as well as the business operation of the Group.

Step 2: Conduct stakeholder survey

Identify and invite important internal and external stakeholders to evaluate the importance of potential ESG issues through online questionnaires.

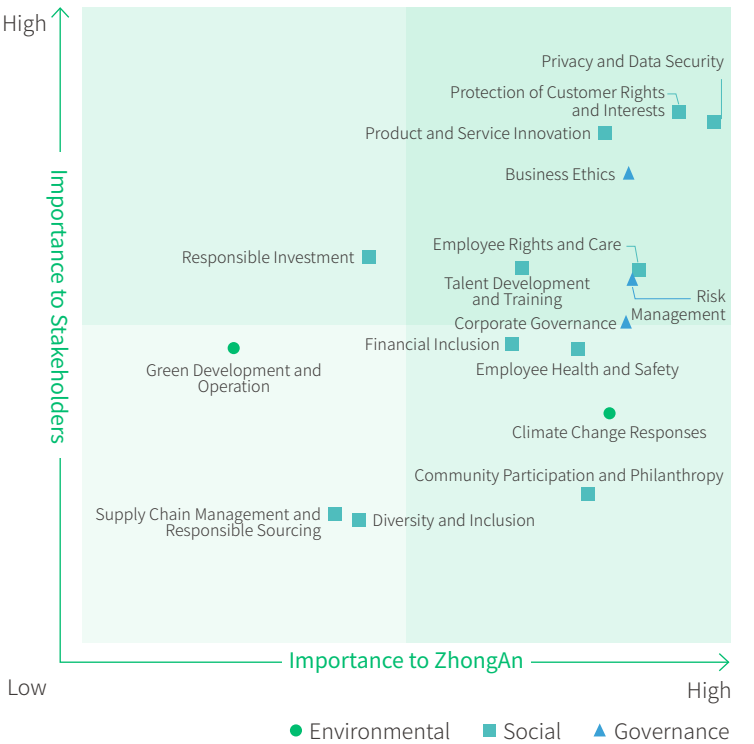
Step 3: Analyse the survey

Analyse the questionnaire results from the two dimensions of "importance to stakeholders" and "importance to ZhongAn Online" and categorize the ESG issues into three types: extreme importance, high importance and importance.

Step 4:Verify assessment results

The Group's management reviews the assessment results of the importance of ESG issues and adjust them based on the actual business development of the Group to form the final materiality matrix.

ZhongAn's Materiality Matrix

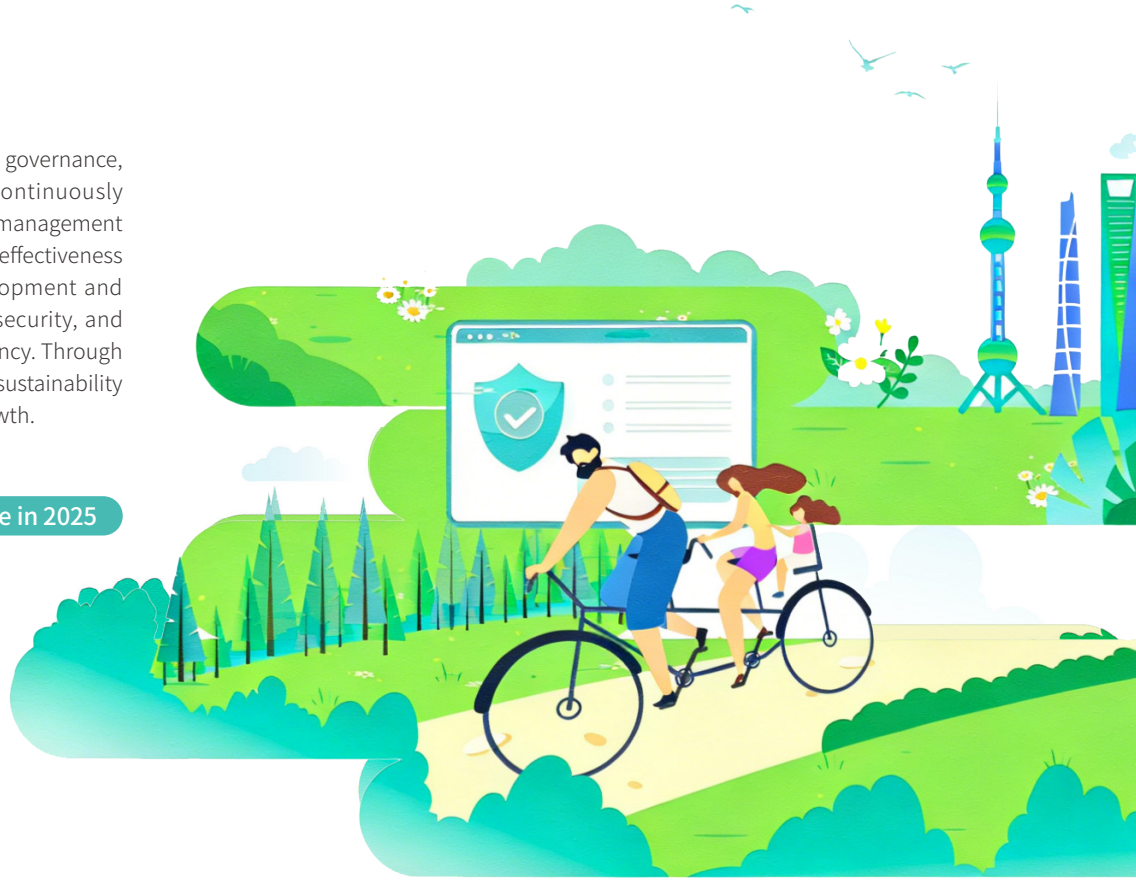


Responding to the UN Sustainable Development Goals (SDGs)

SDGs	The actions of ZhongAn	Responding chapters
	• Open a green channel for claims settlement, ensure timely claims payment support, and minimize post-disaster economic losses.	Giving Back to Society
	• Focus on employee health and well-being, promote a joyful work environment, and consistently organize diverse employee activities, including the establishment of 9 new clubs that engage over 1,000 employees. • Facilitate career development pathways for employees and actively conduct multiple training initiatives to meet their professional growth needs.	Fostering an Employee-First Workplace
	• Regularly conduct insurance education and awareness campaigns during key occasions such as "Consumer Rights Day" on March 15th and "National Insurance Publicity Day" on July 8th, to help the public enhance their risk prevention capabilities.	Giving Back to Society
	• Firmly reject gender discrimination, comprehensively ensures equal pay for equal work between male and female employees, and guarantees that female employees enjoy equal rights in compensation, promotion, and development opportunities.	Fostering an Employee-First Workplace
	• Practice the philosophy of caring for employees' families, extending support from employees to their dependents. It consistently provides exclusive welfare benefits for employees' children, helping employees achieve a balance between work and life.	Fostering an Employee-First Workplace
	• Proactively aligning with the global trends in responsible investment, the Group integrates responsible investment principles into its investment philosophy and strategies. ESG factors are taken into account during due diligence and investment decision-making processes.	Adhering to Responsible Operation
	• Actively fostering a diverse and inclusive workplace environment, the Group ensures equal development opportunities for every employee, thereby stimulating team vitality and unleashing innovative potential.	Fostering an Employee-First Workplace
	• Adhering to the philosophy of "providing service-oriented insurance products", the Group is committed to offering high-quality and accessible insurance products and services to society. It pays special attention to the risk protection needs of specific social groups such as flexible workers, middle-aged and elderly individuals, children, and women, developing tailored and diversified insurance solutions to meet their unique requirements.	Adhering to Responsible Operation
	• Actively practicing green procurement, the Group continuously optimizes its procurement management system. While ensuring compliance and efficiency, the Group prioritizes the adoption of environmentally friendly products and services.	Revitalizing Governance
	• Practice green operation, striveto achieve carbon neutrality in Scope 1 and Scope 2 emissions by 2030, and continues to promote energy conservation, emission reduction and sustainable development.	Opening a New Chapter in Green Development
	• Appoint a Chief Compliance Officer. • 100% coverage of training on business ethics, including anti-corruption. • 100% signing rate of the *Employee Integrity and Anti-Corruption Pledge*. • Continuously improve the anti-money laundering (AML) system and comprehensively enhance AML compliance capabilities.	Revitalizing Governance

01 Revitalizing Governance

ZhongAn Online adheres to the principle of "Business for Good", viewing sound corporate governance, compliance, and risk control as the cornerstone of high-quality development. We continuously strengthen the foundation of compliance management, improve the comprehensive risk management system, and systematically enhance compliance governance capabilities and operational effectiveness across key management areas. The Group continuously reinforces institutional development and process control in critical areas such as intellectual property protection, information security, and procurement management, driving management precision, standardization, and transparency. Through a series of robust and effective governance measures, the Group ensures the stability and sustainability of corporate operations, laying a solid foundation for the company's long-term healthy growth.



Highlights and performance of ZhongAn Insurance's responsible governance in 2025

- Independent directors account for **36.4%** of the board
- Coverage rate of anti-corruption and business ethics training **100%**
- *Employee Integrity and Anti-Corruption Pledge* signing rate reached **100%**
- *Supplier Integrity Pledge* signing rate reached **100%**
- Cumulative intellectual property authorizations: **1,290** items

Contribution to SDGs



Enhancing Internal Control of Compliance

The Board of Directors of the Group bears ultimate responsibility for compliance management, overseeing the effectiveness and implementation of the compliance system in its entirety, thereby reinforcing the top-level accountability framework for compliant operations. Day-to-day compliance management is led and coordinated by the Legal and Compliance Department, with core responsibilities covering key areas such as legal affairs management, compliance control, intellectual property protection, litigation case handling, and anti-money laundering management, ensuring the effective implementation and strict enforcement of all rules and regulations. Additionally, the Group has established the position of Chief Compliance Officer to coordinate the formulation and execution of compliance strategies, ensuring the independence, authority, and effectiveness of compliance operations.

In terms of internal control management, to strengthen the independence and authority of compliance functions, the Group has established a rigorous performance evaluation mechanism. It clearly requires compliance officers to recuse themselves from business decisions, financial management, internal audits, and other related matters that may give rise to conflicts of interest. This approach prevents risks associated with overlapping responsibilities and conflicts of interest at the source, continuously enhances the fairness and professionalism of compliance management, and facilitates the achievement of compliance governance objectives.

In terms of institutional development, guided by core systems such as the *Measures for Compliance Management of ZhongAn Insurance* and the *Measures for Policy Management of ZhongAn Insurance*, the Group has continuously optimized its compliance management framework, promoting the systematic, standardized, and dynamic enhancement of institutional development. During the Reporting Period, the Group cumulatively introduced, revised, or abolished 154 regulations, covering critical areas including employee conduct management, insurance fund utilization, procurement standards, and data information security protection. These efforts have effectively strengthened internal governance efficiency and precisely aligned with external regulatory requirements as well as the Group's needs for high-quality and sustainable development. Furthermore, the Group consistently conducts annual reviews for the "establishment, amendment, and abolition" of regulations. By integrating regulatory trends, business changes, and internal control assessment results, it continuously drives iterative updates to its institutional framework, ensuring the timeliness, applicability, and enforceability of internal control systems. This approach steadily elevates the level of compliance governance, providing solid support for the Group's stable operations and sustainable development.

In terms of cultural cultivation, to further embed compliance awareness and strengthen organization-wide compliance consciousness, the Group has established a comprehensive compliance culture promotion system through initiatives such as compliance advocacy, the "Xi Shua Shua" compliance course series, and compliance-themed activities. This system adopts a "point-to-line-to-surface" approach, fostering a dynamic, diverse, professional, and pragmatic compliance culture atmosphere.

Compliance Culture Advocacy Initiatives of ZhongAn Insurance in 2025

Training series

Centered on regulatory developments and practical business needs, a systematic and targeted series of "Xi Shua Shua" compliance courses were developed, totaling 46 courses throughout the year, providing a blueprint for fostering a culture of compliance across the entire organization. Among these, 15 courses were selected for newcomer training, and 1 course was designated for specialized role-based learning.

Compliance advocacy

We enhanced the employees engagement of compliance advocacy through diverse formats such as interactive Q&A sessions, legal trivia, and comic-style explanations, while integrating regulatory hotspots and thematic activities to launch serialized and topic-driven promotional campaigns. This approach significantly increased the appeal and reach of compliance communication. Throughout the year, a total of 164 issues of compliance advocacy materials were released.

Thematic activities

To enhance the appeal and penetration of compliance culture while enriching the forms and depth of compliance communication, ZhongAn innovatively organized themed cultural activities such as "Compliance Archery" and "Compliance Garden Fair" during the Dragon Boat Festival and Mid-Autumn Festival. By integrating compliance principles into traditional folk interactions, these initiatives promoted the widespread adoption and deeper internalization of compliance awareness within the organization.

External communication

Participated in three key compliance training programs, including the public welfare course "Identification and Prevention of Illegal Fundraising Risks in the Insurance Industry" organized by the Insurance Association of China (IAC), and the session "Brief Analysis of 'Special Agreements' in Insurance Contracts" hosted by the Shanghai Insurance Association. These initiatives continuously enhanced the management team and compliance department's understanding of regulatory policies and legal practices.

During the Reporting Period, ZhongAn's compliance education activities cumulatively reached over 30,000 participants, significantly enhancing employee engagement and active participation in compliance learning. These efforts effectively fostered a deep-rooted compliance culture and solidified a management foundation characterized by organization-wide involvement and end-to-end compliance adherence.



ZhongAn carries out a diverse range of compliance education activities

Consolidating Risk Management

ZhongAn continuously refines its comprehensive risk management system, strengthens risk management capabilities, and consistently enhances the systematic and forward-looking nature of risk governance. Adhering to a risk-oriented approach, the Group standardizes the entire risk management process and employs scientific assessment tools and digital monitoring methods to identify, evaluate, monitor, alert, address, and regularly report on various risks, including strategic, market, credit, operational, and compliance risks. This ensures that all potential risks are preventable, controllable, and traceable.

During the Reporting Period, the Group formulated the *ZhongAn Insurance 2025 Comprehensive Risk Management Master Plan* and updated the annual risk appetite statement, integrating the Group's development strategy and the execution of its risk appetite framework in previous years. In terms of risk management system development, the Group has consistently implemented regulatory requirements such as the *Measures for the Administration of Operational Risk of Banking and Insurance Institutions* and ensured the stability and effectiveness of the operational risk management framework in accordance with the *Measures for the Administration of Operational Risk of ZhongAn Insurance.* Guided by the *Comprehensive Risk Management Measures of ZhongAn Insurance*, the Group continues to advance the refinement and implementation of various risk management requirements, with a particular focus on risk prevention and control in key areas such as anti-money laundering, anti-fraud, and data governance. Simultaneously, the Group continuously enhances its capability to identify and manage emerging risks related to ESG, including physical and transition risks arising from climate change, demographic shifts, obesity and emerging health trends, and new protection needs arising from urbanization. This drives the evolution of risk management toward greater foresight and systematicity, comprehensively elevating the Group's overall risk response capabilities.

ZhongAn has established a comprehensive risk management governance framework centered on the Board of Directors. As the highest decision-making body for risk management, the Board bears ultimate responsibility for the effectiveness of the Group's overall risk management system. Under the Board, the Risk Management and Related Party Transaction Control Committee is responsible for reviewing major risk management policies, overseeing the implementation of risk appetite, assessing significant risk matters, and guiding the Group's risk management efforts. Building upon this governance structure, the Group has implemented a "Three Lines of Defense" risk management mechanism that covers all business processes, systematically preventing and addressing various potential risks.

First line of defense	All functional and business departments	• Identify, analyze, evaluate, deal with, monitor and report risks at the front end of the business.
Second line of defense	Risk Management Department Legal and Compliance Department	• Develop risk management policies and systems, risk standards and limits, and put forward suggestions for response. • Establish compliance management systems, organize compliance reviews, risk monitoring, and incident handling, and conduct compliance training and cultural development initiatives.
Third line of defense	Internal Audit Department	• Oversee established risk management processes and control procedures and activities for each risk.

In daily operations, we systematically advance comprehensive risk management through structured risk identification, scientific risk assessment, and effective risk response mechanisms, thereby achieving early detection, early warning, and early resolution of risks.

Risk Identification

Senior management regularly conducts scientific analysis of the major risks facing the Group based on the external environment, the Group's development strategies, and operational conditions.

Risk Assessment

The Risk Management and Related Party Transaction Control Committee reviews and evaluates identified risks based on the established risk appetite and consolidated management information.

Risk Avoidance

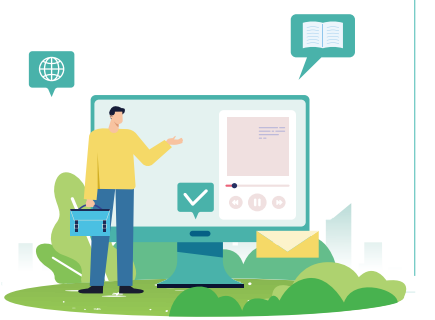
The Risk Management and Related Party Transaction Control Committee determines the desired risk level as the target for corresponding risk management efforts, based on the actual risk situation and risk appetite. It adopts a comprehensive risk management approach (ERM) that integrates overall-level risk management and specialized risk management to control risks.

The Group further strengthened operational risk management by establishing key risk indicators within specific business lines, enhancing cross-validation with other operational risk management tools, and conducting regular reviews and optimizations to improve the identification and prevention capabilities of operational risks. Additionally, the Group incorporated operational risk tolerance metrics such as "case risk rate", "operational risk loss rate", and "information system service availability rate" into its risk appetite framework, ensuring a more comprehensive and scientific risk management system. In terms of risk assessment, the Group introduced quantitative metrics (operational risk loss rate) and qualitative metrics (operational risk incident reporting) into the Solvency Risk Management Performance Evaluation Plan, enhancing the precision and scientific rigor of operational risk management. During the Reporting Period, the Group conducted a special audit on solvency risk management, which further validated the rationality of the various risk management system design and the effectiveness of its implementation. Improvement suggestions were provided for identified weaknesses, driving relevant units to implement corrective actions and continuously refine the closed-loop risk management mechanism.

We conduct annual risk management training for senior management, the Risk Management Department, and various functional departments to enhance the risk management capabilities and awareness of all employees. This year, the Risk Management Department achieved full coverage of risk education through methods such as thematic training sessions, online courses, and in-class assessments. Additionally, the Group actively organizes senior executives and key risk personnel to participate in authoritative training programs hosted by the National Administration of Financial Regulation (NAFR) or its accredited institutions. This ensures alignment with regulatory developments and industry best practices, continuously elevating the professionalism and standardization of the Group's risk management.

2025 Group-wide Test on Solvency Risk Awareness and Competency

During the Reporting Period, the Group organized and completed the 2025 group-wide test on solvency risk awareness and competency, covering all business lines and functional departments. The test significantly enhanced employees' depth of knowledge and understanding of solvency risk management, enabling them to systematically grasp regulatory requirements, risk warning mechanisms, and response measures. This initiative further strengthened the Group's overall risk prevention capabilities, ensuring that risk control evolves in tandem with business development.



Upholding Business Ethics

ZhongAn strictly adheres to laws and regulations such as the *Criminal Law of the People's Republic of China*, the *Company Law of the People's Republic of China*, the *Insurance Law of the People's Republic of China,* the *Regulations on the Administration of Insurance Companies*, and the *Measures for the Compliance Management of Financial Institutions*. The Group consistently operates in accordance with the law and regulations, striving to build a corporate culture rooted in integrity, probity, transparency, and righteousness. During the Reporting Period, to further advance anti-corruption and integrity initiatives and foster a healthy and upright workplace environment, the Group revised the *ZhongAn Insurance Integrity and Safety Management Policy*. The revision explicitly prohibits illegal and non-compliant activities such as bribery, accepting bribes, soliciting bribes, benefit transfers, tax evasion, and insider trading, while strictly defining accountability and penalty mechanisms to strengthen institutional discipline. Additionally, the Group formulated and issued the *Administrative Measures for the Crime Compliance Risk Prevention and Control of ZhongAn Insurance*, enhancing the prevention and control of criminal legal risks, systematically identifying high-risk areas, continuously improving the integrity and security management framework, and deepening the promotion of integrity initiatives. These measures solidify the legal and ethical foundation for the sustainable development of the enterprise.

The Group has clarified the functions and responsibilities of the Board of Directors in the management and oversight of business ethics, with the Board bearing ultimate accountability for related matters. To ensure strict adherence to business ethics and strengthen governance effectiveness, the Group has established the Audit and Consumer Rights Protection Committee at the Board level, which oversees business ethics, compliance, and consumer rights protection in a coordinated manner. Additionally, the Group has set up the Anti-Fraud and Whistleblower Protection Committee under senior management, responsible for specific implementation and day-to-day management, thereby forming a well-coordinated and clearly accountable business ethics governance system. These committees are tasked with monitoring business ethics issues in daily operations, listening to feedback and suggestions from stakeholders, and providing timely reports to the Board to ensure the effective implementation of business ethics standards and promote honest and compliant business operations.



Benefit transfer

Collusive bidding, intentional disclosure of base prices, or other benefit transfer behaviors



Related-party transaction

Behaviors that attempt in any way to circumvent review or regulatory requirements for related-party transactions



Illegal financing

Raising funds for related parties or their designated parties in an illegal manner



Conflict of interest

Any behavior that may violate rules prohibiting conflict of interest



Confidentiality management

Any behaviors against the confidentiality management provisions in the *Confidentiality Agreement*



Clawback of performance-based pay

We implement a clawback provision that performance-based pay for senior management and personnel in key positions should be returned under certain circumstances. The returning ratio is determined according to the business operation, risk status, and the deferred payment of performance-based pay

The Group conducts annual internal audits in accordance with the *Internal Audit Management Regulations*, incorporating business ethics-related matters into the audit scope to strengthen the monitoring and identification of potential non-compliance. The Group's business ethics audit covers all business lines, with a comprehensive review of all business units completed at least every three years, while higher-risk areas are audited more frequently as needed. Through a regularized and systematic business ethics audit mechanism, the Group continuously enhances its compliance with business ethics standards and fortifies the foundation for integrity in operations. We strictly adhere to the business ethics requirements outlined in *the ZhongAn Insurance Employee Code of Conduct*, advocating for core values of honesty and integrity. A "zero-tolerance" stance is maintained toward any unethical or illegal behavior, firmly safeguarding the enterprise's reputation and compliance standards, and consistently fostering a clean, self-disciplined, law-abiding, and compliant operational environment.



Initiatives for Business Ethics Audits at ZhongAn Insurance in 2025 (Partial)

Green finance audit

The Group engaged a third-party professional institution to conduct a specialized green finance audit, covering key areas such as organizational management, institutional development, investment and financing processes, internal controls, and information disclosure, with a particular focus on evaluating the effectiveness of business ethics management. This audit examined the robustness and implementation efficacy of the integrity and security management system, verified whether monitoring mechanisms were established to regularly assess compliance effectiveness, and reviewed the development and promotion of corporate integrity and ethical culture. These efforts further strengthened the standardization and transparency of ZhongAn's green finance governance.

Conducted mid-term and post-departure audits for senior executives

The Group also commissioned a third-party professional institution to perform mid-term audits for six senior executives and a departure audit for one departing senior executive. The audit primarily covered the performance of senior executives in their primary duties as well as the major rewards and penalties they received, among other aspects. The audit results indicated that the relevant senior executives achieved authentic operational outcomes during their tenure, maintained compliance in operational conduct, executed internal controls effectively, and no anomalies related to business ethics were identified.

Special audits for each business division

During the Reporting Period, the Group's Internal Audit Department, in its audits of various business divisions, placed emphasis on assessing the social inclusivity attributes and adherence to business ethics in product design and contract management. This included evaluating whether service content aligned with business ethics requirements such as honest operations and fair transactions, thereby reinforcing awareness of business ethics at the operational front end.

The Group has established complaint and reporting channels accessible to all stakeholders for handling inquiries and reports related to integrity breaches, fraudulent activities, and other non-compliant matters. We permit anonymous reporting and fully safeguard the autonomy of whistleblowers in making their choices. To ensure the effective operation of the reporting mechanism, the Group has established standardized processes for report acceptance, investigation, handling, and closed-loop management, ensuring that every case is recorded, verified, and followed up. We rigorously enforce whistleblower protection measures, strictly safeguarding the personal information and reporting materials of whistleblowers to effectively mitigate the risk of information leakage. The Group strictly prohibits any form of retaliatory actions. If threats, discrimination, or retaliation against whistleblowers is identified, the Group will take serious action in accordance with relevant national laws, regulations, and internal policies, holding the responsible parties accountable to ensure the fairness and effectiveness of the reporting mechanism.

During the Reporting Period, our complaint and reporting channels are as follows:

Reporting Hotline: 166 2165 9961

Reporting Email: lianzheng@zhongan.com

Reporting Address: ZhongAn Insurance, No. 219 Yuanmingyuan Road, Huangpu District, Shanghai

The Group continued to strengthen the culture of integrity and probity, conducting multiple anti-corruption and compliance training sessions through both online and offline channels, covering all employees (including full-time, part-time, and interns) to ensure full and comprehensive dissemination. Leveraging digital platforms such as corporate WeChat, the Group regularly shared notifications of typical cases, risk warnings, and compliance reminders, integrating integrity education into daily operations to enhance employees' sense of reverence and self-discipline. Additionally, we require all employees to strictly adhere to corporate regulations and sign the *Employee Integrity and Anti-Corruption Pledge*, solemnly pledging to uphold professional ethics of "lawfulness, integrity, probity, and diligence" and resolutely resist any form of dishonesty or corruption. Furthermore, the Group actively explored new pathways for government-enterprise collaboration and cross-sector cooperation, innovating in the forms of integrity education to strengthen employees' ideological alignment and proactive commitment, thereby fostering a healthy and upright environment.

During the Reporting Period

The Group organized a total of **6** business ethics training sessions and examinations related to anti-corruption

Achieving **100%** employee participation

The signing rate of the *Employee Integrity and Anti-Corruption Pledge* reached **100%**

No litigation cases arising from corruption were reported

Joint Advocacy for Integrity Through Police-Enterprise Collaboration, Strengthening Financial Probity Defenses

In October 2025, ZhongAn partnered with the Special Police Detachment of Shanghai's Jing'an District to co-host a themed police camp open day event titled "Promoting Integrity , Advocating Probity in Finance". As a key initiative in the Group's integrity culture development, this event leveraged police-enterprise collaboration to draw inspiration from the special police force's traditions of loyalty to duty, strict discipline, and exemplary conduct, thereby reinforcing employees' awareness of self-discipline and compliance in their professional practices. This collaboration not only enriched the forms and substance of corporate integrity education, but also established a new mechanism for government-enterprise cooperation in advancing probity initiatives, injecting "integrity-driven momentum" into the Group's high-quality development.



Anti-Money Laundering and Anti-Fraud

Anti-money laundering

ZhongAn continues to improve the anti-money laundering system, strictly observes the *Anti-Money Laundering Law of the People's Republic of China*, and formulates and consistently refines the *ZhongAn Insurance Anti-Money Laundering and Counter-Terrorist Financing Management Measures (2025)*, the *Implementing Rules for the Identification of Customers and Retention of Customers' Identity Information and Transaction Records of ZhongAn Insurance*, the *Administrative Norms for the Inspection of ZhongAn Insurance's Anti-money Laundering Work*, the *Implementing Rules for Freezing of Assets Involved in Terrorist Activities of ZhongAn Insurance*, the *Management Regulations on Self-Assessment of Money Laundering and Terrorist Financing Risks of ZhongAn Insurance*, the *Management Measures for the Assessment of Money Laundering and Terrorist Financing Risks and Classification of Customers of ZhongAn Insurance* and the *Management Norms for the Reporting of Large-value Transactions and Suspicious Transactions of ZhongAn Insurance*, so as to further enhance the comprehensiveness and effectiveness of the anti-money laundering system.

The Group has established an anti-money laundering (AML) monitoring system covering critical areas such as AML list screening, customer money laundering risk rating, monitoring and reporting of suspicious and large-value transactions, customer due diligence, and money laundering risk self-assessment. The system is continuously updated and refined in response to regulatory changes and the Group's operational realities. During the Reporting Period, the Group comprehensively enhanced all functional modules of the system and updated the AML System Operation Manual to align with user workflows following the launch of the new system, thereby improving the operational standardization of frontline personnel.

We continuously refine and optimize the customer money laundering risk assessment model, suspicious transaction monitoring indicators, and customer due diligence triggering mechanisms to ensure the precision and efficiency of system monitoring. In 2025, the Group systematically reviewed the risk assessment standards across the entire anti-money laundering (AML) process, unifying and enhancing core operational standards and norms, including product money laundering risk assessment, business line risk assessment, channel risk assessment, partner due diligence, and corporate-level due diligence. This has enabled standardized risk identification and closed-loop risk management.

For suspicious transactions, the Group employs a combined model of manual monitoring and reporting along with system monitoring and alerts to ensure timely and accurate identification and analysis. For high-risk clients classified based on customer identification, we implement enhanced customer due diligence measures and apply stricter controls at critical stages such as underwriting, policy maintenance, and claims settlement to effectively mitigate potential risks and ensure business compliance and fund security. During the Reporting Period, we formulated and issued the *Guidelines for Full Lifecycle Management of Clients from High-Risk Jurisdictions as Designated by the Financial Action Task Force (FATF)*, optimized real-time sanctions list intelligent interception strategies, and improved the accuracy and responsiveness of anti-money laundering automated screening.

During the Reporting Period, the Group optimized data collection in front-end business systems for different scenarios, enhanced the validation of basic customer information, and advanced the governance of historical customer data to ensure the accuracy and completeness of customer identity data. To accommodate the characteristics of non-face-to-face transactions in internet-based operations, the Group further refined identity verification mechanisms by introducing biometric technologies such as facial recognition, fingerprint scanning, and voiceprint analysis. This improved the security and precision of identity authentication, while leveraging public security and third-party databases for cross-validation of customer information, thereby further enhancing the data quality of customer identity verification. Additionally, the Group strengthened anti-money laundering (AML) blacklist monitoring and comprehensively conducted list screening to ensure the effective identification and control of high-risk customers.

During the Reporting Period, the Group organized multiple rounds of AML training for employees at all levels to strengthen the AML system and enhance employees' awareness and emphasis on AML efforts.

Multi-Dimensional Collaboration and Full Coverage to Comprehensively Enhance Anti-Money Laundering Performance Capabilities

In 2025, ZhongAn conducted a total of 16 layered and categorized anti-money laundering (AML) training sessions based on regulatory requirements and business realities, covering over 5,000 participants and achieving full coverage from management to frontline employees. Among these, the Group organized 4 specialized training sessions for senior executives to strengthen their risk governance responsibilities. For dedicated AML personnel, 6 professional training sessions were held, focusing on key topics such as the new *Anti-Money Laundering Law*, risk assessment, and customer due diligence. Additionally, the Group implemented 6 policy advocacy sessions through an integrated model of "online training + offline workshops + case studies", enhancing the risk identification and compliance awareness of all employees and effectively consolidating the foundation for AML performance.

Anti-fraud

ZhongAn continuously enhances its anti-fraud mechanisms by leveraging big data analytics, artificial intelligence (AI) technologies, and multi-dimensional risk control models to improve the identification, warning, and handling of fraud risks. The Group optimizes prevention and control strategies, enhances the precision of fraud case monitoring and response efficiency, and effectively safeguards business security. During the Reporting Period, the Group revised the ZhongAn Insurance Anti-Insurance Fraud Measures and the ZhongAn Insurance Anti-Insurance Fraud and Whistleblower Reward Management Measures, further refining the institutional framework and strengthening efforts to combat various types of insurance fraud, promoting the standardization and long-term effectiveness of anti-fraud initiatives.

ZhongAn's Anti-fraud Working Mechanism

Rapid judgment

- Establish the information synchronization and sharing mechanism of the business unit, and intervene early and timely to study and judge fraud clues;
- Establish a blacklist platform of ZhongAn Insurance to classify sensitive personnel at five levels to reduce potential risks.

All-out efforts

- **Investigation and evidence gathering:** cooperate with the investigation and evidence gathering work of the law enforcement, and make every effort to recover stolen assets and losses;
- **Tracing back to the source:** feedback the fraud risk points to the relevant business units, break through the information blind spots of the business units, and improve the prevention awareness and emergency response ability.

Active co-operation

- Actively cooperate with law enforcement agencies such as Shanghai Anti-Telecom Online Fraud Center;
- Participate in the customization of IP image of Shanghai Anti-Telecom Online Fraud Center to help promote anti-fraud.

For various insurance fraud leads, ZhongAn organizes multiple departments to conduct in-depth research and analysis. Leveraging its self-developed big data risk control capabilities, the Group comprehensively investigates all types of insurance fraud leads. With AI technology as the core support, the Group deeply applies intelligent tools such as image recognition, AI voice analysis, and AI agents to enhance the accuracy and response efficiency of fraud detection, enabling precise identification and swift action against fraud rings. Simultaneously, the Group actively establishes close collaboration mechanisms with public security authorities across regions to accurately combat insurance fraud crimes. During the Reporting Period, ZhongAn further deepened police-enterprise cooperation mechanisms and carried out specialized crackdown operations in collaboration with public security authorities in Shanghai, Guangzhou, Huizhou, Changsha, Suihua, and other regions. These efforts have successfully solved multiple insurance fraud cases, strongly deterring insurance fraud and illegal activities in the financial black and gray industries. During the Reporting Period, ZhongAn Insurance was honored with the Outstanding Case Award in the Anti-Insurance Fraud Excellent Case Selection Activity organized by the Shanghai Insurance Association.


荣誉证书

众安在线财产保险股份有限公司

在2023-2024年度反保险欺诈优秀案例评选活动中，贵单位报送的案例被评为上海市保险行业

反保险欺诈优秀案例

特颁此证。

上海市保险行业公会

2025年6月

ZhongAn was honored with the Outstanding Case Award in the Anti-Insurance Fraud Excellent Case Selection Activity

ZhongAn Collaborates with Multiple Institutions to Crack Down on "Proxy Rights Protection" Fraud, Safeguarding Consumer Rights and Credit Security

In October 2025, ZhongAn collaborated with financial institutions such as JMX Consumer Finance and China Resources Bank to carry out a special operation targeting the financial "black and gray industries". With the effective investigation by public security authorities, the operation successfully uncovered a criminal fraud case disguised as "proxy rights protection" and "credit repair". Through cross-institutional data sharing and collaborative clue verification, the operation accurately identified abnormal behavior patterns, secured evidence in a timely manner, and transferred it to the police, ultimately achieving swift enforcement. This case highlights the critical role of multi-party collaboration in combating the financial "black and gray industries".

ZhongAn Builds "Risk Shield" to Achieve End-to-End Closed-Loop Risk Management

In 2025, ZhongAn continued to strengthen its insurance anti-fraud capabilities, deeply integrating intelligent risk control into the entire business process. Relying on AI algorithms, machine learning, and dynamic risk scoring models, the Group independently developed a multimodal intelligent risk control system with "Risk Shield" as its core, covering key businesses such as health insurance, life insurance, and auto insurance. This system enables real-time identification and precise interception of abnormal behaviors. During the Reporting Period, the "Risk Shield" system issued warnings for over 5,000 high-risk cases and successfully intercepted more than 500 fraud incidents, including identity theft for policy cancellations, involving amounts exceeding RMB200,000.

Furthermore, ZhongAn strengthened internal and external collaboration by leveraging voiceprint recognition and RPA (Robotic Process Automation) technologies to identify clues related to "black and gray industry" intermediaries. This assisted public security authorities in cracking multiple insurance fraud cases. Through its three-pronged anti-fraud approach of "technology + mechanisms + collaboration", ZhongAn achieved end-to-end closed-loop management of risks, from detection and decision-making to resolution. This effectively maintained order in the insurance market and protected consumer rights, demonstrating the Group's commitment to leveraging technology for good and operating with responsibility and compliance.

During the Reporting Period, the Group organized specialized anti-fraud training for insurance, covering major business lines such as life insurance, health insurance, and auto insurance, with a total of 79 relevant personnel participating. The training adopted a combined approach of "policy interpretation + case analysis + technical application", systematically explaining common fraud tactics and key prevention points for each insurance type around typical patterns, high-risk areas, and identification methods of insurance fraud. Additionally, by incorporating practical cases, the training provided in-depth insights into the application of digital technologies such as AI algorithms, machine learning, and dynamic risk scoring models in anti-fraud scenarios. This effectively enhanced the professional capabilities of the Group's employees in fraud risk identification, assessment, and response, strengthening the Group's defence against fraud risks and safeguarding operational security.



Protecting Intellectual Property Rights

ZhongAn places high importance on intellectual property management, ensuring the protection of its own intellectual property rights while strictly avoiding infringement upon the rights of others. We rigorously adhere to laws and regulations such as the P*atent Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China,* and the *Copyright Law of the People's Republic of China,* and have established internal policies including the *Regulations on Intellectual Property Rights Management of ZhongAn Insurance* and the *Regulations on Software Legalization Management of ZhongAn Insurance*. A dedicated Intellectual Property Standards Implementation Team has been established to oversee and execute related tasks. Furthermore, the Group has incorporated intellectual property protection clauses into its supply chain management system to ensure that partners also comply with relevant intellectual property requirements, collectively building a robust intellectual property management framework.

As of the end of the Reporting Period

The cumulative intellectual property authorizations of the Group amounted to **1,290** items

With **84** items authorized during the Reporting Period



During the Reporting Period, ZhongAn actively advanced the standardization and modernization of its corporate intellectual property compliance management system, proactively driving the comprehensive transition from the old standard to the new national standard GB/T 29490-2023 *Enterprise Intellectual Property Compliance Management Systems—Requirements*. The Group conducted a thorough review of its internal intellectual property policies, management processes, and compliance risk awareness, focusing on establishing a systematic, end-to-end intellectual property management mechanism. Additionally, a product intellectual property risk assessment checkpoint was introduced, effectively establishing compliance risk response mechanisms for infringement prevention and leakage control. These efforts have significantly enhanced the protection capabilities for core technologies and the overall level of intellectual property risk prevention and control. In 2025, the Group successfully obtained the Intellectual Property Management System Certification.



ZhongAn Intellectual Property Compliance Management System Certification

The Group continues to advance the compliance management of software legalization, having established and implemented the *Regulations on Software Legalization Management of ZhongAn Insurance*, which define comprehensive standards for the entire process of software usage, configuration management, installation, uninstallation, and maintenance. In accordance with regulatory requirements, the Group annually reviews its software legalization status and submits the *Statistical Report on Software Legalization Work Information for Banking and Insurance Institutions*, covering software procurement, upgrades, maintenance, and training, to ensure the compliant use of licensed software. The Group follows a standardized process for software, image, and font procurement, requiring relevant personnel to initiate purchase requests through the OA system and establish clear procurement framework agreements or contracts, thereby mitigating the risk of infringing on others' intellectual property rights.

Strengthening Intellectual Property Compliance Management to Fortify Content Security Defenses

In 2025, ZhongAn continued to advance the construction of its intellectual property risk prevention and control system. Focusing on infringement risks associated with the use of commercial materials such as images and fonts, the company proactively established an enterprise-level compliant materials library. This initiative drives standardized usage of image and font resources across all departments, shifting the approach from "post-event accountability" to "preventive control". Regarding AI-generated content, ZhongAn strictly adheres to national requirements for labeling management, retaining key information such as generation tools and prompts, and adding visible markers to ensure content traceability, compliance, and controllability. Simultaneously, the Group conducted a special review of open-source fonts, removing those with potential infringement risks and promoting the use of legally free open-source alternatives. During the Reporting Period, the Group encountered no disputes arising from image or font copyright issues. While ensuring the efficiency of content creation, these measures significantly enhanced the level of intellectual property compliance, laying a solid foundation for brand security and a healthy content ecosystem.

The Group has established a trademark early-warning mechanism, implementing standardized, institutionalized, and process-driven management for trademark administration and authorization. Through a combination of external monitoring and internal manual screening, we focus on tracking trademarks related to the core "ZhongAn" brand, and file oppositions or invalidation actions against squatting attempts. Additionally, the Group proactively conducts regular reviews of company names in the market and takes legal measures against malicious registrations of names similar to "ZhongAn" to effectively safeguard brand rights and interests.



ZhongAn Trademark Awarded the Title of "Shanghai Quality Trademark"

During the Reporting Period, ZhongAn actively conducted various intellectual property training and education initiatives, including incorporating content related to intellectual property protection into the monthly training sessions for new employees, as well as organizing specialized patent mining training sessions for technical R&D personnel. Through systematic training, the Group continuously enhances the awareness of intellectual property protection among all employees.

ZhongAn Conducts Multiple Intellectual Property Protection Training Sessions

In 2025, ZhongAn organized a total of 3 thematic activities, including patent application training sessions and intellectual property exchange meetings. These sessions provided systematic explanations on topics such as the latest AI labeling management requirements, basic norms for patent applications, and methods for patent mining, with cumulative participation reaching 60 attendees. This series of training sessions effectively enhanced the intellectual property awareness and innovation capabilities of technical personnel, promoted the accumulation and transformation of technological achievements, and facilitated the filing of high-quality patent applications, thereby providing strong support for the Group's technological innovation reserves.



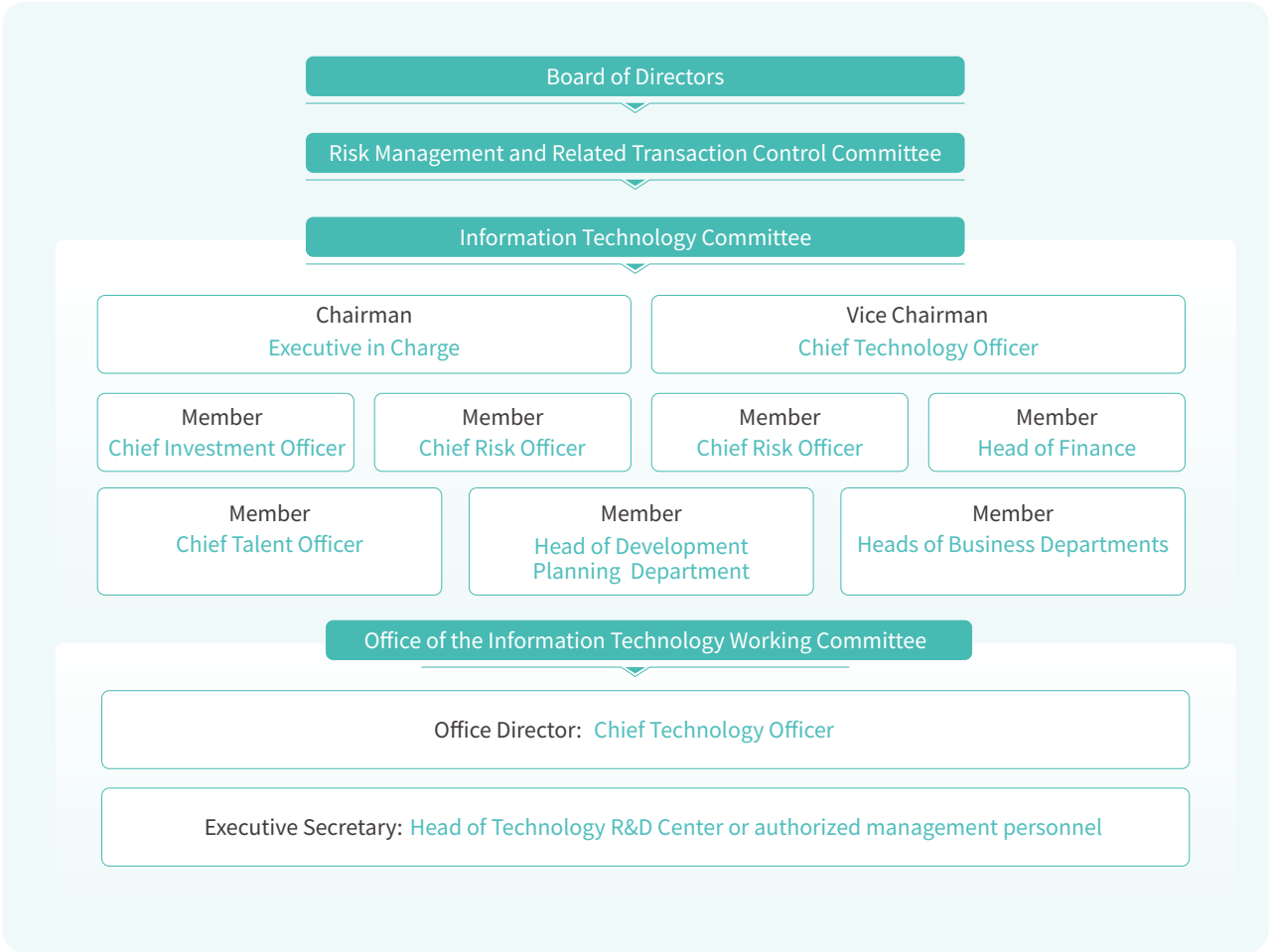
Conducting training on intellectual property protection

Information Security Protection

As the world's first internet insurance company, ZhongAn deeply recognizes the importance of information security and personal privacy protection for customer fund safety, corporate trust, and brand reputation. To ensure the standardization and effectiveness of information security and personal privacy management, ZhongAn has established an Information Technology Committee, composed of senior executives and heads of relevant departments within the Group. Its management scope covers security in areas such as systems, networks, data, and personal privacy, ensuring the continuous, standardized, and effective operation of the information security management system. Simultaneously, ZhongAn strictly complies with regulatory requirements, with the Board of Directors bearing overall responsibility for information security. ZhongAn rigorously adheres to laws, regulations, and regulatory requirements such as *the Cybersecurity Law of the People's Republic of China*, *the Personal Information Protection Law of the People's Republic of China*, *the Data Security Law of the People's Republic of China*, *the Technical Specification for the Protection of Personal Financial Information*, and *the Notice of the National Financial Regulatory Administration on Issuing the Measures for the Administration of Data Security of Banking and Insurance Institutions*. These efforts comprehensively strengthen information security governance, ensuring that information security management meets national regulatory standards.



ZhongAn Online Information Security Management Organizational Framework System



ZhongAn continuously establishes and improves its information security management system, formulating and implementing a series of regulations including the *ZhongAn Insurance Personal Information Protection Policy*, *ZhongAn Insurance Personal Information Protection Management Regulations*, *ZhongAn Insurance Personal Information Security Emergency Management Regulations*, *ZhongAn Insurance Personal Information Protection Impact Assessment Management Regulations, ZhongAn Insurance Data Classification and Grading Management Regulations*, and *ZhongAn Insurance Personal Information Data Transmission Management Measures*. These regulations standardize behaviors throughout the entire lifecycle of personal information, such as collection, storage, use, entrusted processing, and sharing, to strictly prevent personal information risks.

The Group places great emphasis on the standardization and normalization of data security management, and has formulated the *ZhongAn Insurance Cybersecurity Management Regulations, ZhongAn Insurance Computer and Related Equipment Management Regulations, Cybersecurity Incident Management Regulations, Information Security System Operation Management Regulations, Information Security Conduct Guidelines, Information Technology Performance Assessment Management Measures*, and *Information Security Management Strategy*. Additionally, the Group has newly formulated the *ZhongAn Insurance Data Transmission Management Regulations* during the Reporting Period, comprehensively covering critical areas such as networks, equipment, data transmission, security practices, and emergency response.

The Group has obtained ISO 27001 Information Security Management System certification, ISO 20000 Information Technology Service Management System certification, and Capability Maturity Model Integration for Development (CMMI-DEV) Level 5 certification. The Information Security Management System certification covers the Group's information system development and operational maintenance processes. The Group's insurance core system, integrated electronic finance and tax platform, self-operated online platform, and measurement sub-ledger system have all achieved Level 3 certification for Information System Security Classified Protection from the Ministry of Public Security of the People's Republic of China. In 2025, ZhongAn completed the evaluation for four Level 3 certified systems and passed the ISO 27001 Information Security Management System surveillance audit, which covered all of the Group's information system development and operational maintenance activities.

ZhongAn strengthens information security management through a combination of internal and external audits. During the Reporting Period, the Group conducted specialized audits on information system security management and engaged external institutions for IT audits. These audits covered critical areas such as systems, networks, and data, comprehensively assessing the compliance and effectiveness of the information security system to enhance digital risk prevention and control capabilities.



ZhongAn ISO 27001 Information Security Management System Certification

Comprehensive Information Security Management

The Group ensures the security of information throughout its entire lifecycle from collection and use to storage. By refining data security management systems, strengthening technical protection measures, standardizing operational procedures, and implementing accountability mechanisms, the Group comprehensively enhances its information security management capabilities.

System security inspection	• The Group organizes a comprehensive security inspection of the network systems at least once a year.
Network access control	• The Group prohibits unauthorized users from logging in to the Group's network through VPN, and if there is a need to apply through OA due to work, we need to clarify the list of VPN remote access users, and review VPN users every year. • For access to remote users of the Group, we will perform two-factor authentication; All remotely accessed computers are required to have anti-virus software installed and virus signature databases up to date.
Data security management	• The Group standardizes the collection, transmission, exchange, storage, backup, recovery and destruction of information, so as to strengthen the control and protection of important data information, and ensure the legal and compliant use of information. • We are required to encrypt confidential information to ensure that confidential information is not leaked or tampered with during transmission, processing, and storage.
Firewall technology	• The *ZhongAn Insurance Cybersecurity Management Regulations* clearly stipulates the setting, regular security assessment, authorization, etc. of the firewall to ensure that the system defense is done the first time.
Vulnerability scanning	• The Group carries out regularly scanning, security review vulnerability scanning in the domain name application process and other vulnerability scanning work applied by various business lines according to their own needs, and timely patch the network system security vulnerabilities found.
Information security incident warning	• We use big data technology to analyze employees' terminal behaviors and online activities. Based on the policy process and management mechanism of data, source, target, and response actions, we carry out auditing, warning, blocking and other measures for various violations, so as to achieve the protection and management of the Group' sensitive data.
Information security incident response	• The Group has established a comprehensive information security incident response mechanism, clearly stipulating the measures for addressing and handling cybersecurity incidents and information leakage. The Group's Technology R&D Center is responsible for rapid response and preliminary handling of incidents and activating emergency plans if necessary. If the information security situation is serious, the Technology R&D Center will promptly report to the Disaster Recovery Committee, and the Disaster Recovery Committee will organize the establishment of an emergency incident handling team. This team will coordinate with the Data Science Application Center, Technology R&D Center, Legal and Compliance Department, Marketing Public Relations Department, and other departments to jointly address the incidents, minimize losses, and restore operations as soon as possible, ensuring the robust operation of the enterprise's information security system.

In terms of personal privacy protection, we have established an end-to-end personal information protection mechanism covering key stages including information collection, storage, use, entrusted processing, and security incident response. By integrating institutional norms, technical safeguards, and management controls, we effectively protect the security and legitimate rights and interests of users' personal information.

User Information Collection

- All departments and employees of ZhongAn shall comply with the minimization principle in business operations, collecting only the personal information directly relevant to business management or service provision, at the lowest frequency and in the smallest quantity possible.
- When using external third-party components to collect and process personal information, suppliers' qualifications must be verified in a timely manner, and the security of third-party components must be evaluated and tested to prevent external entities from unauthorized acquisition and retention of personal sensitive information.

User Information Storage and Protection

- ZhongAn implements classified management of personal information, and adopts security technical measures such as encryption and de-identification to store and protect users' personal information, preventing unauthorized data access as well as leakage, tampering, or loss of personal information.
- Unless permitted by law or under special circumstances requiring an extended retention period, ZhongAn will delete users' personal information that exceeds the specified retention period.

User Information Use

- ZhongAn establishes a least-privilege access control policy for personnel authorized to access user information, only granting access to the minimum necessary personal information and the fewest data operation permissions required to perform their duties.
- ZhongAn sets up internal approval procedures for important operations involving personal information, such as batch modification, copying, and downloading.

User Rights

- Under circumstances compliant with legal provisions, users hold legitimate rights to access, copy, correct, supplement, delete, and withdraw consent regarding their personal information.

Entrusted Processing, Sharing, and Transfer of User Information

- ZhongAn signs agreements with external third-party partners, requiring them to process personal information in accordance with the *ZhongAn Insurance Personal Information Protection Policy* and other relevant confidentiality and security measures, and supervises the personal information processing activities of external third-party partners.

Security Incident Handling

- In the event of information security incidents such as personal information leakage, tampering, or loss, ZhongAn will immediately take remedial measures in accordance with laws and regulations to effectively mitigate the harms caused by the incident, and promptly report to relevant regulatory authorities.

ZhongAn issued the *Measures of Administration of Information Security Performance Evaluation of ZhongAn Insurance*, establishing an information security performance evaluation mechanism to further enhance the information security awareness and accountability of management at all levels. Meanwhile, during the Reporting Period, the Group organized 4 phishing email drills to improve employees' awareness and prevention capabilities against phishing attacks, and conducted 1 group-wide system failure drill and 1 critical system data recovery drill to ensure rapid response and recovery capabilities in the event of unexpected security incidents.

Validating Security Defenses Through Real-World Exercises to Comprehensively Enhance Information Security Defense and Response Capabilities

In 2025, ZhongAn invited a third-party professional technical team to act as the attacking side in a "Red Team vs. Blue Team" practical exercise. By simulating real-world hacker attack scenarios and employing multiple mainstream attack techniques, the team conducted comprehensive penetration testing on the Group's network systems, deeply uncovering potential security vulnerabilities and risk blind spots. This exercise thoroughly evaluated the effectiveness and response capabilities of the Group's existing cybersecurity defense system. Through post-exercise reviews and targeted problem rectification, the Group significantly enhanced its ability and resilience to counter complex cyber threats.

Enhancing Data Governance

ZhongAn has established a comprehensive management system covering the entire lifecycle of regulatory and source data. By formulating policies such as the *ZhongAn Insurance Data Governance Committee Charter*, the *Regulatory Data Submission Emergency Response Plan*, and the *Statistical Management Regulations*, the Group clarifies data ownership responsibilities, standardizes processes for collection, reporting and emergency response, and establishes efficient governance mechanisms with clearly defined rights and responsibilities.

The Group continuously advances the upgrade of its data governance capabilities, focusing on refining rules, enhancing management precision, and strengthening monitoring of anomalies in key scenarios. This approach improves data accuracy, consistency, and availability. Leveraging foundational platforms such as the financial system, standardized regulatory data reporting system, and regulatory statistics workbench, the Group achieves flexible configuration and rapid response, ensuring the timeliness and compliance of data submissions. In terms of data quality control, the Group has established an end-to-end closed-loop system covering authorization management, data standards, and audit supervision. Through pre-validation of data, corrective actions for anomalies, and continuous monitoring, it implements full-process control from source to output and dynamically optimizes processes to meet both regulatory and business requirements.

During the Reporting Period, the Group conducted data governance assessments, performing qualitative and quantitative evaluations of each department's performance in data governance across dimensions such as system completeness, mechanism implementation, role allocation, and personnel training. A tiered penalty point system was implemented to drive continuous improvement in the Group's overall data governance capabilities.

Information Security Training and Awareness

ZhongAn consistently prioritizes cultivating information security awareness across all employees as a critical component of information security management. To ensure employees fully understand and strictly adhere to information security standards, the Group has established a systematic and comprehensive information security training system. Utilizing a combination of online and offline training methods, regular awareness and education initiatives are conducted for all employees (including full-time, part-time, and interns), integrating information security principles into daily work scenarios. This approach effectively enhances employees' security awareness and compliance capabilities, contributing to the continuous improvement of the overall information security management level.

ZhongAn conducts annual information security awareness training and assessments for all employees, setting standards such as an individual passing score of no less than 80% and a departmental participation rate of no less than 90% to emphasize the importance of information security among staff. Through initiatives like group-wide awareness campaigns, training assessments, and the dissemination of security policies, the Group strengthens its information security culture across multiple dimensions. Additionally, offline promotional materials such as posters and stands in the Group's offices are updated weekly with information security knowledge, while online channels like WeChat official accounts and employee groups simultaneously push related content, comprehensively enhancing employees' awareness of information security precautions.

During the Reporting Period

the Group carried out the 2025 group-wide information security awareness training campaign, achieving

100% employee participation coverage





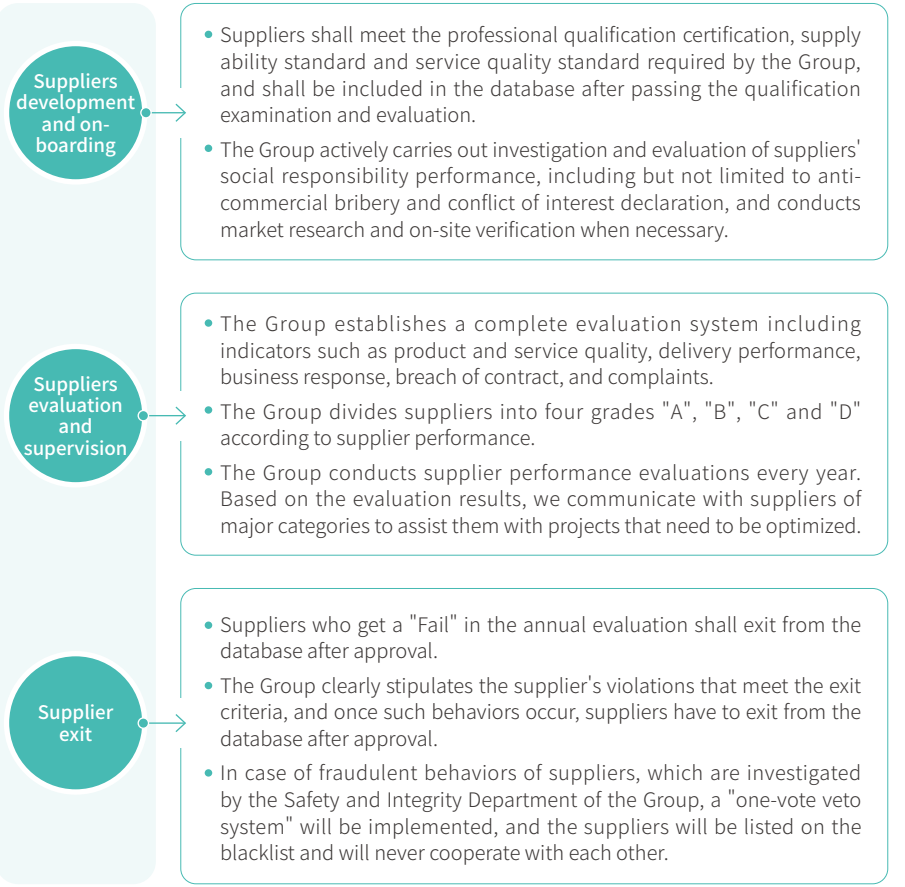
ZhongAn Information Security Knowledge Poster

Reinforcing Procurement Management

ZhongAn adheres to procurement principles of openness, transparency, fairness, competition, standardization, and balanced efficiency, continuously improving its procurement management system to ensure compliant and efficient procurement operations. The Group has established policies such as the *Procurement Management Regulations of ZhongAn Insurance* and the *Supplier Management Regulations of ZhongAn Insurance*, which systematically define procedures for supplier development, qualification, selection, evaluation, tiered management, incentives, constraints, and exit mechanisms. This approach comprehensively enhances procurement quality and efficiency, effectively controls procurement costs, mitigates procurement risks, and drives supply chain management toward greater standardization and professionalism.

In 2025, the Group further optimized its procurement management and advanced supplier management toward greater granularity. The procurement catalog was refined into five primary categories: IT, insurance operations, professional services, marketing services, and office operations, and further subdivided into 27 secondary categories, such as office supplies and facilities, media and public relations, and advertising. This enhanced classification has significantly improved the precision of procurement decision-making and driven cost savings. Additionally, the Group upgraded its supplier procurement management system by introducing eight commercial scoring models and three awarding mechanisms. New features including supplier IP traceability, data export capabilities, and supplier tagging have been added to enhance the intelligence and transparency of supplier data management, thereby making the overall procurement process more efficient and transparent.

In procurement management, ZhongAn consistently adheres to the principles of "professional competence, independent judgment, objectivity and fairness, fact-based decision-making, and integrity". All procurement evaluation committee members are required to sign the Integrity Commitment for Evaluation Personnel, and a negative-list mechanism is implemented to strengthen oversight and ensure supplier honesty and compliance. Furthermore, 100% of suppliers participating in bidding processes are required to sign the Supplier Integrity Pledge, reinforcing ethical standards across the supply chain. To continuously enhance procurement efficiency, strengthen risk control, and deepen supply chain collaboration, ZhongAn fully rolled out an e-signature function in its supplier management system during the Reporting Period. All shortlisted suppliers are now required to complete corporate and authorized representative identity verification, enabling end-to-end digital signing of procurement documents, including tender submissions, thereby systematically advancing procurement management toward a paperless, automated, and collaborative model.



In 2025, ZhongAn continued to advance supplier training, empowerment, and contract performance management, strengthening the capacity building and compliance oversight of its partners. The Group conducted online performance training for 132 suppliers and provided specialized guidance on areas requiring improvement for Category B suppliers, supporting their business capability enhancement. During the Reporting Period, the Group also evaluated the contract performance of 132 suppliers, facilitating online communication and targeted guidance to ensure the quality and stability of the supply chain.

Supply Chain ESG Management

To systematically advance sustainable development, ZhongAn has consistently strengthened ESG management in its supply chain, steadily progressing in three key directions: enhancing supplier management, greening procurement processes, and building internal capabilities.

In terms of supplier management, the Group has formulated and publicly disclosed the *Supplier ESG Code of Conduct*, which clearly covers five core areas: labor standards, health and safety, environmental protection, business ethics, and management systems. This guides suppliers to jointly fulfill sustainable responsibilities. Additionally, ZhongAn integrates ESG requirements into supplier qualification and evaluation mechanisms, explicitly requiring suppliers to provide relevant certifications. During the Reporting Period, in the screening of outsourcing suppliers for customer service seats, ZhongAn designated ISO 27001 Information Security Management System certification and ISO 9001 Quality Management System certification as key selection criteria to ensure that their fundamental service capabilities and risk management abilities meet the Group's standards.

In terms of green procurement, the Group has fully advanced the paperless procurement process. In 2025, the Group achieved fully online operations for the entire tendering process, effectively reducing the use of paper documents, with an estimated annual reduction of approximately 200 physical tender documents. Furthermore, during supplier selection, the Group explicitly states requirements for green products and services. For example, we require that the materials of training desks and chairs in renovation and furniture projects meet the national E0[1] grade environmental standard. Additionally, when procuring employee benefits, priority is given to gift boxes with reusable outer packaging, promoting sustainable consumption and environmentally friendly procurement practices.

Looking ahead, ZhongAn will continue to deepen ESG management in its supply chain. During the supplier qualification phase, the Group will further strengthen requirements for green certifications and compliance commitments, gradually expanding the coverage of environmental management system certifications such as ISO 14001. In supplier evaluation, ZhongAn plans to progressively incorporate key indicators such as the quality of ESG information disclosure into the performance assessment system. Additionally, the Group will continue to refine and enhance green standards for procurement categories such as hardware equipment, custom items, and outsourced services. Through regular training and capability evaluations, ZhongAn will persistently improve the professional expertise of its procurement team in green procurement, ensuring that ESG principles are deeply integrated into every stage of supply chain management. This approach aims to build a green, compliant, and resilient sustainable supply chain ecosystem.

[1]From October 1, 2021, GB/T 39600-2021 Formaldehyde Emission Classification of Wood-based Panels and Their Products officially defines the E0 standard, in which formaldehyde emission is divided into E1 grade not exceeding 0.124 mg/m^3, E0 grade not exceeding 0.050 mg/m^3 and ENF grade not exceeding 0.025 mg/m^3.

Supplier Communication and Cooperation

The Group places great emphasis on collaborative development within the supply chain, consistently upholding an open, transparent, and mutually beneficial cooperation philosophy. It actively promotes in-depth communication and strategic collaboration with suppliers. During the Reporting Period, ZhongAn actively engaged in industry platform development and professional exchange activities. Through initiatives such as hosting supplier conferences, participating in industry association meetings, and conducting joint seminars, the Group strengthened information exchange, experience sharing, and capability synergy. These efforts continuously enhance the resilience and vitality of the supply chain, fostering shared growth between the enterprise and its partners.

ZhongAn Holds First Information Flow Supplier Conference, Collaborating with Suppliers for Shared Development

In March 2025, ZhongAn successfully hosted its first Information Flow Supplier Conference, aiming to integrate internal resources and enhance supplier collaboration engagement and strategic synergy. The conference brought together 23 representatives from 13 outstanding information flow suppliers, establishing an efficient communication platform for mutual benefit and shared success between the enterprise and its partners. Through this event, ZhongAn deepened suppliers' understanding of and confidence in the Group's development direction, fostering alignment on business innovation and collaborative value creation.



ZhongAn hosted its first Information Flow Supplier Conference

ZhongAn Actively Participates in the Annual Meeting of the Financial Procurement Committee, Jointly Building a Foundation for High-Quality Development in Financial Procurement

In 2025, ZhongAn actively participated in the annual working meeting as a member of the Financial Industry Bidding and Procurement Committee of the China Tendering & Bidding Association (CTBA). The meeting comprehensively reviewed and summarized the committee's achievements in 2025, deliberated and adopted its annual work report, facilitated exchanges on innovative practices, and outlined key priorities for 2026. This initiative aims to effectively establish a high-quality industry platform, promote experience sharing and capability enhancement, and lay a solid foundation for advancing high-quality development in financial procurement.



Ushering in a New Chapter of Digital Procurement - ZhongAn Insurance Attends the First Digital Procurement Innovation Forum of the China Electronics Chamber of Commerce (CECC)

In March 2025, as a member unit of the Digital Procurement Professional Committee of the CECC, ZhongAn was invited to participate in the "First Council Meeting of the Digital Procurement Professional Committee and the 2025 First Digital Procurement Innovation Forum" hosted by the CECC. The forum focused on innovative developments in the field of digital procurement, attracting over 150 industry representatives from across the country. Participants engaged in in-depth discussions on cutting-edge trends, technological innovations, and practical challenges in digital procurement, collectively exploring pathways for high-quality industry development. ZhongAn actively contributed to the construction of the industry ecosystem, sharing practical experiences and helping to build an open, collaborative, and intelligent new ecosystem for digital procurement.

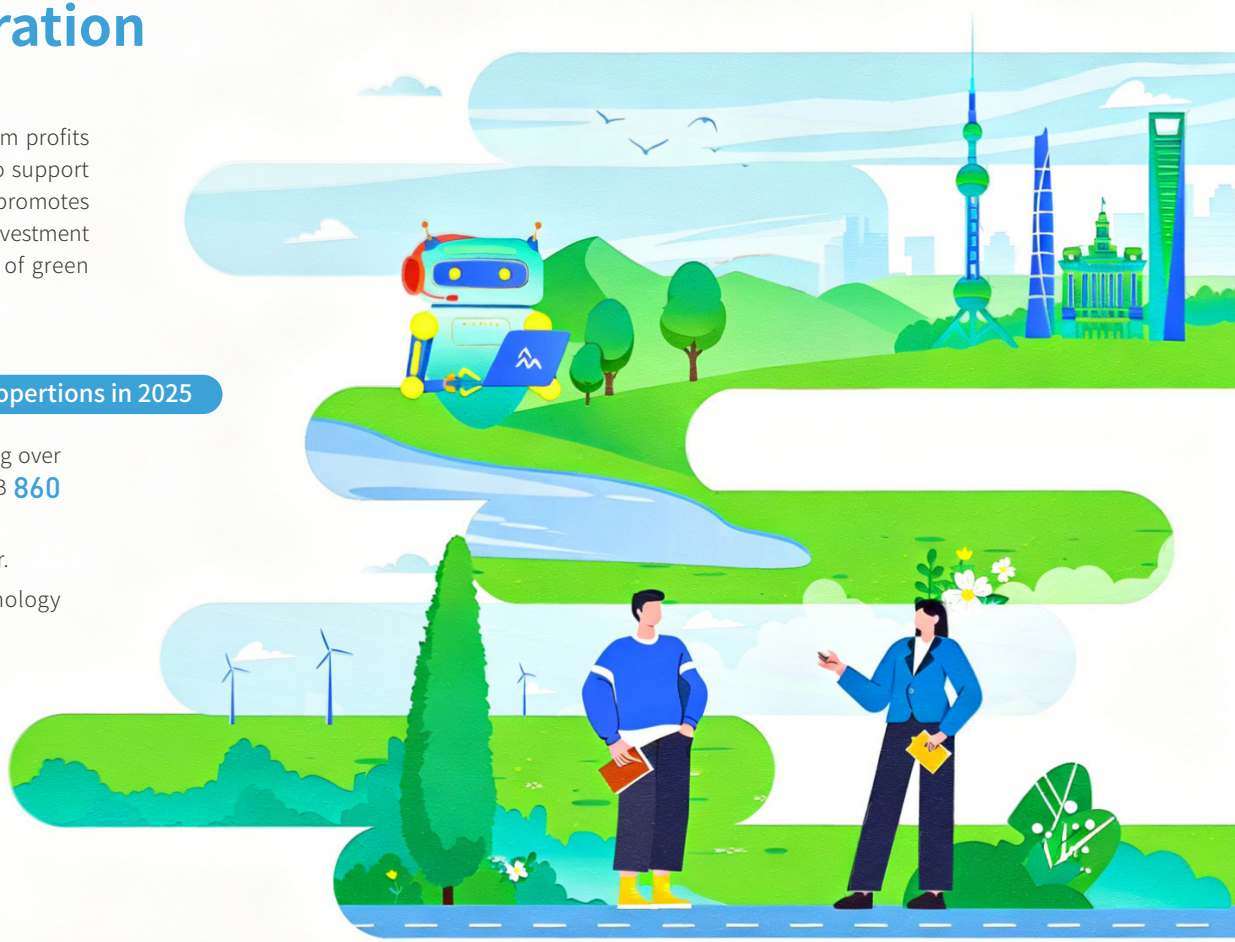




02

Adhering to Responsible Operation

The insurance industry can guide the society to shift its vision from short-term profits to long-term value creation by leveraging its advantage of asset allocation. To support sustainable socio-economic development, on the insurance side, the Group promotes digital innovation, deepens product R&D, and pursues better services; on the investment side, we actively promote responsible investment and embed the concept of green finance and ESG investment in our business operations.



Highlights and performance of ZhongAn Insurance's responsible opertions in 2025

- The Group has cumulatively launched **50** green insurance clauses, providing over **10.8** million green insurance policies with premium income exceeding RMB **860** million
- The GWP of NEV insurance increased by approximately **206.2%** year-on-year.
- Approximately **220** active robots have been deployed, bringing AI technology depth into a fully-linked business scenario
- Regulatory evaluation for consumer rights protection in 2025: **2C**

Contribution to SDGs



Creating a Tech-Services Ecosystem

Upholding the mission of "driving financial development through technology and providing service-oriented insurance products to the market", the Group makes continuous efforts to enhance digital capability. We strive to provide customers with personalized and digital services through the exploration and R&D of cutting-edge technologies such as artificial intelligence, big data and cloud computing.

Applying Artificial Intelligence

ZhongAn has adhered to the dual-engine growth strategy of"Insurance + Technology", placing artificial intelligence at the core of its technological capabilities. It has made long-term, systematic and full-chain resource investment and in-depth technical research in the AI field, independently, and has developed the AI middle platform "Zhongyou Lingxi",achieving comprehensive advancement from technology exploration, scenario-based application to strategic depth, and continuously embedding AI technology throughout the insurance business processes.

In 2025, ZhongAn continued to advance its "One AI"strategic deployment, with R&D investment reaching RMB745 million, and deployed approximately 220 active robots on its AI middle platform "Zhongyou Lingxi". The Group's big models was called over 2 billion times, consuming over 3 trillion tokens. At the technology carrier level, "Zhongyou Lingxi" has evolved into the core engine driving business transformation. Through the coordination of multiple modules, including knowledge engineering and voice services, combined with core capabilities such as context engineering, Agent templates, data flywheel and MaaS, the platform focused on the in-depth exploration of the insurance core value chain and high-value mid-to-back scenarios to build the One AI core engine. As at the end of 2025, the Group has cumulatively served 500 million customers and accumulated nearly 100 billion policy data entries. On this basis, the Group independently built a multi-modal corpus containing over 10 billion business-related texts, achieving deep integration with big model applications.

AIGC application by ZhongAn

Application scenario	Development platforms
Customer operations	Content Production Platform: It enables textual content creation, intelligent image matching, and one-click layout integration; supports one-sentence AI short video generation; and covers multiple touchpoints including apps, corporate WeChat, official accounts, and customer service channels. Agent Assistant: As an assistant for community operations, it helps agents to enliven communities; it also answers questions on insurance based on knowledge base.
Product compliance	Compliance Assistant: It has functions including compliance document retrieval, intelligent compliance training and compliance-related content pushing. Video Review Platform: It conducts compliance checks on short video content intended for publication.
Multi-dimensional data analysis	Intelligent Analysis Platform: It has such functions as multidimensional data query, attribution analysis of indicator changes, data visualization and Q&A of general data analysis.
IT system operations	Intelligent O&M Assistant: It allows intelligent task creation for various tasks and workflows through conversational interactions; it allows for the search with O&M monitoring indicators and access to such indicators; it also assists in intelligent generation of O&M scripts. Code Assistant: It assists in code generation and CodeReview, enhancing code R&D efficiency.
Product design	Clause Assistant: It provides auxiliary functions for clause design and automatically performs structured breakdown of clauses. Design Acceleration: AI is utilized to analyze and assess needs and generate solutions and codes, enabling "launch with zero development" for certain products. As a result, new products could be launched 400% faster.
Product operations	Underwriting: The automated risk control system enabled 99% automated underwriting for health insurance, with an accuracy rate of over 95% for pet insurance underwriting recognition, ensuring timely risk identification and early warning. Lingmou Quality Inspection Platform: This platform integrates both general and customized large models to automatically identify and locate violations in agent conversations. It generates analytical reports by combining quality inspection rules. Claims Information Intelligent Collection System: This system identifies the types of materials, collects automated claims fields by category, and completes validation and structured processing. Quality Inspection: The full-process AI-powered quality inspection helped build a dynamic risk barrier, with 100% coverage of intelligent sampling inspection.
Marketing and customer acquisition	Navigation Map: Analysis and prediction of user behaviour trajectories, applied to the entire process of insurance application, claims, and services. Creative Center: AI enables accurate user profiling and helps create personalized materials, improving material production efficiency by 95% and achieving 100% marketing coverage.

AI drives claims revolution, improving service effectiveness

Intelligent claims for automotive insurance

ZhongAn has built an AI claims system. For video claims, NFC static stickers enable rapid reporting, significantly shortening the time for reporting and on-site inspection, and allowing remote handling of personal injury-related matters to promote the digitization of settlement documents. Small and simple cases through the AI self-service claims channel to achieve unmanned loss claims throughout the process, greatly simplifying the claims process. AI technology enabled "instant video connection, inspection and settlement" for over 50% of claims through video, with AI-powered damage assessment taking as little as 116 seconds and claims under RMB10,000 settled in as little as 13.3 minutes.

Intelligent claims for health insurance

We apply the AI big language model to the entire health insurance claims process, including material classification recognition, intelligent data capture (invoices, medical records, medication lists, etc.) and smart review of risk control. An AI-enabled document recognition capability is built into the reporting end. A dual-system approach featuring "E-ticket Priority + AIGC Supplementary Backup" is implemented on the collection end, enabling full coverage of intelligent information collection. The unmanned fast-track claims settlement rate continued to increase. Over 90% of users uploaded claim materials in one go, with fully automated review for more than 50% of claims and over 76% of users receiving claim payments within one working day.

AI property claims investigation

We deeply integrate AI into the entire video investigation process to achieve intelligent efficiency enhancements across all stages. AI automatically identifies and collects key claims materials such as entry doors and property ownership certificate, standardizes the investigation procedure, and conducts specialized analysis for property-related cases, aiding in the generation of damage assessment reports and other information. After the investigation, AI organizes dialogues through speech recognition, automatically generates structured investigation summaries, and intelligently advises clients on supplementing claim materials, thereby efficiently facilitating case communication and follow-up.

AI-Powered clause review fortifies compliance safeguards

In 2025, ZhongAn developed and launched an AI-powered intelligent clause review function. Addressing the pain point of heavy reliance on manual efforts in reviewing compliance risks for life insurance clauses, the system leverages the "*Negative List for Life Insurance Products (2025 Edition)*" and relevant regulatory documents. By collecting both positive and negative case examples to train the AI model, it employs technical means to assist manual compliance checks on clauses. This approach significantly enhances the precision of clause review and contributes to more efficient compliance and risk control management.

Fostering an Innovative Culture

The Group encourages employees to innovate in digital technology. We have established a technical committee comprising core technical experts from various business lines, which is further divided into subcommittees based on technical fields to form a horizontal collaboration mechanism, promoting technical expertise development and continuous capability building.

Meanwhile, we have institutionally guaranteed incentives for employee innovation by establishing the Reward System for Patents and Theses of ZhongAn Insurance, which rewards innovative achievements such as patents and theses. As of the end of 2025, our patent bonus expenditures totalled approximately RMB185,000, covering 28 individuals from various technical teams, igniting employees' enthusiasm for innovation. In addition, we publicly recognize and reward technology teams and individuals annually for their outstanding performance in technological innovation breakthroughs and organizational development, fully motivating employees to actively engage in technological innovation. We also organize various innovation activities to actively foster an atmosphere of innovation.

ZhongAn 1024 Technology Festival

In 2025, ZhongAn launched the 1024 Technology Festival under the theme of "AI Empowerment for Key Campaigns". Centered around an AI Challenge Competition, the event solicited and selected 18 critical technical challenges from various business units, encouraging employees to form teams to tackle them. The competition attracted 48 teams and 213 participants. After multiple rounds of evaluation and review, 15 teams advanced to the finals, with 9 outstanding teams ultimately winning awards at different levels. The participants demonstrated strong professional capabilities and a dedicated problem-solving spirit, effectively igniting enthusiasm for technological innovation and fostering collaborative vitality across the organization.

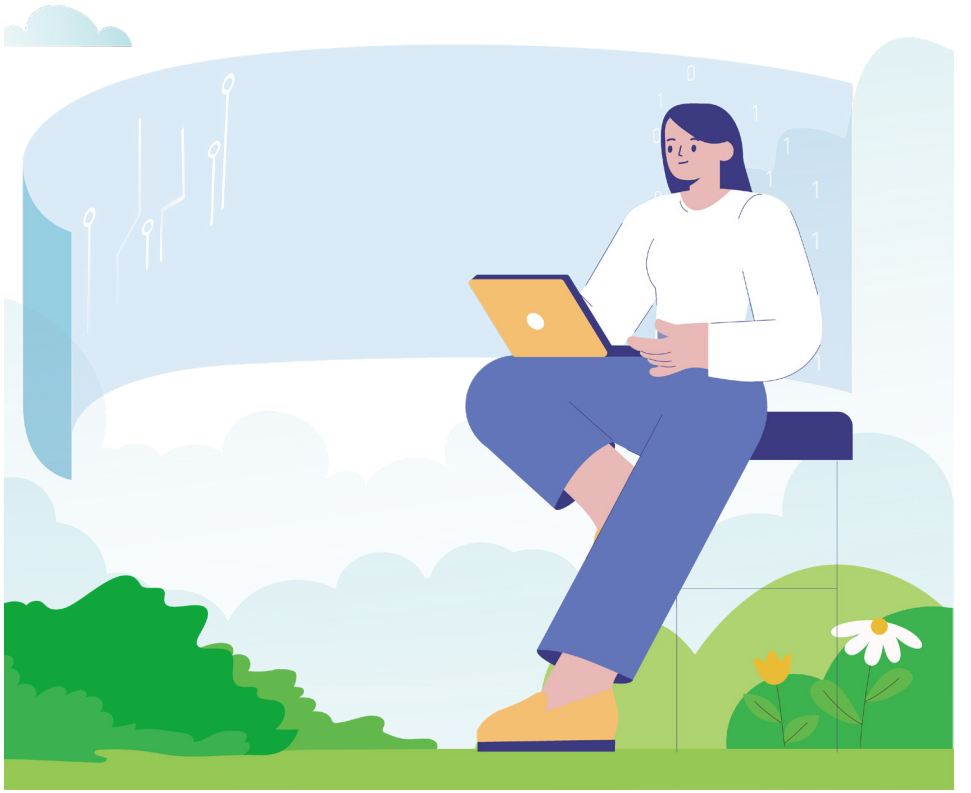


Creating a Digital Eco-System of Insurance

In addition to strengthening digital capability, we actively share relevant development experience with peer companies to foster industry development.

ZhongAn is deeply committed to the insurance technology sector, focusing on the research and application of cutting-edge technologies such as artificial intelligence, big data, and cloud computing. Leveraging its leading expertise in insurance technology and technical capabilities, the Group centers its efforts on building digital infrastructure for technology export, supporting customers in the insurance industry chain with their digital transformation. We develop next-generation core insurance systems and provide scenario-based digital solutions for industry clients, while collaborating with internet and insurance intermediary platforms to jointly build a digital insurance ecosystem.

In 2025, by harnessing its integrated ecosystem advantages, ZhongAn established a "Product + Service" value delivery system. This system offers intelligent, platform-based, and digital solutions to clients in banking, insurance, securities, and other sectors. The company completed iterative upgrades of its intelligent platforms and smart outbound calling systems, achieving breakthroughs in areas such as intelligent customer service processes and automated quality inspections. AI products have been successfully implemented in projects like agent sales for multiple insurance companies and have achieved cross-industry "breakthrough" applications. By extending AI capabilities to sectors such as consumer finance, ZhongAn leverages its core technology to help shape a new landscape for digital finance.



Providing Service-Oriented Insurance Products to the Market

ZhongAn pursues service-oriented products and is committed to delivering excellent products and services. We pay close attention to emerging risks of climate change, health, demographic change, urbanization and other areas, and integrate these risks into product design and development to meet the risk protection needs of different groups of people. On the one hand, our Internet genes and diversified cooperation channels can help us reach a wider range of groups and cover a wider range of markets. On the other hand, we actively expand the coverage of insurance protection for special social groups, such as providing a variety of insurance products for flexible workers, middle-aged and elderly people, children, women and other groups.

Category	Insurance product	Key application
Green insurance	• ESG risk insurance • Green industry insurance • Green life insurance	Environmental resources protection, green industry operation and green consumption
Health insurance	• Medical insurance • Critical illness insurance • Senior medical insurance • Juvenile medical insurance, etc.	Comprehensive medical and health solutions for non-standard health individuals, including sub-health individuals, chronic disease patients, and individuals with pre-existing conditions
Inclusive insurance	• Micro, small and medium enterprise (MSME) insurance • Household property insurance • Flexible work insurance • Insurance for New Citizens	Support for real economy, social governance and urbanization
Social insurance	• Travel insurance • Pet insurance • Sports insurance	Consumer life

Tapping into Green Insurance Market

In accordance with policy documents such as the *Guidance on Green Finance in Banking and Insurance Industries*, *Green Insurance Classification Guidelines (2023 Edition)*, and the *Implementation Plan for High-Quality Development of Green Finance in Banking and Insurance Industries*, the Group has integrated product and customer dimensions to conduct meaningful explorations into green insurance products. In 2025, ZhongAn formulated a new three-year development plan, the *ZhongAn Insurance Three-Year Development Plan (2025-2027)*, clearly defining a continued commitment to deepening green insurance operations. This will focus on supporting the low-carbon transformation of energy, green financial service scenarios related to the ecosystem for new energy vehicles, and corporate and individual carbon accounts.

In 2025

we mainly through **50** green insurance clauses

underwrote over **10.8** million green insurance policies

with premium income exceeding RMB **860** million

Major green insurance	Green insurance products	Number
Green life insurance	• New energy vehicle (NEV) insurance • Third-party liability insurance for non-motor vehicle, etc.	33
ESG risk insurance	• Extended liability insurance for accidental pollution • Terms of elevator liability insurance, etc.	9
Green industry insurance	• Safety liability insurance for E-bike charging • Energy cost reimbursement insurance, etc.	8

Leading the development of green insurance through NEV insurance

ZhongAn considers NEV insurance as the focus of the development of green insurance products and keeps improving NEV insurance and related businesses.

Proactively Underwriting NEV Insurance Business

In 2025, NEV insurance accounted for over 28.3% of the total GWP of the Group's auto insurance, maintaining an industry-leading position. The GWP of NEV insurance increased by approximately 206.2% year-on-year.

Expanding Overseas NEV Insurance Business

In October 2025, the first overseas NEV insurance business was successfully launched, achieving a strategic milestone by pioneering overseas NEV insurance business from scratch and supporting the global expansion of domestic NEV manufacturers through insurance services.

Broadening Coverage for NEV Insurance

Insurance services have been provided for vehicles such as new energy ride-hailing cars and new energy trucks under multiple enterprises, supporting the development of the industry.

Reducing Underwriting Risks for NEV

We leveraged the NEV Joint Risk Control Laboratory, and explored the construction of a trinity risk control system integrating "technology + data + service", providing practical experience for the industry's risk reduction management model.

Satisfying Healthcare Demands

In 2025, ZhongAn continued to uphold the principle of inclusive health, focusing on user needs to build a multi-tiered medical security system for diverse user groups. The comprehensive health ecosystem benefited a wide range of populations, including sub-health and chronic disease groups, cancer patients, pregnant women, and newborns. The cumulative coverage has exceeded 150 million health insurance insureds.

Meeting the health needs of different groups

People with non-standard health including sub-health, chronic disease and disease

- We have specifically designed several cancer recurrence insurance protection products, such as the Leukemia Recurrence Insurance "ZhongAn Sui An Kang" and the "Zhong Min Bao Recurrence Insurance", which cover 30 common solid malignant tumors. These products directly address the difficulties cancer patients face in obtaining insurance, offering multiple protections including benefit payments and special drug coverage. They provide patients with comprehensive life-cycle management to help delay disease recurrence.

The women, pregnant women, and newborns

- For the female population, we have launched several exclusive insurance products, including the "ZhongAn Hao Yun Bao Maternity and Newborn Medical Insurance." For expectant mothers, it covers over 30 types of pregnancy complications, while for newborns, it provides coverage for over 30 congenital diseases. In 2025, ZhongAn's Hao Yun Bao continues to evolve, further enhancing insurance protection for pregnant and postpartum women.

The middle-aged, the elderly and children

For the middle-aged and the elderly

- We have launched products such as "Parents' Protection Hospitalization Insurance for Middle-aged and Elderly" and "Aging Without Worries Cancer Insurance for Middle-aged and Elderly", covering over 130,000 individuals and effectively safeguarding the health needs of middle-aged and elderly people.

For children

- We have developed multiple products, including "Growth Joy · Children's Medical Insurance", "ZhongAn Children's Outpatient and Emergency Insurance (Upgraded Version)", "Health Fortune · Children's Critical Illness (1-Year Term)", and "Zunxiang Baby Children's High-End Medical Insurance", covering over 50,000 individuals to meet the demand for mid-to-high-end medical insurance products for children

The hospitalized and the disabled

- In response to the national policy of expanding long-term care insurance, we have developed multiple nursing care insurance products, such as "ZhongAn Kang Hu Wu You", targeting users aged 0 to 80. These products impose no restrictions on the types of illnesses or the frequency of claims and offer direct one-on-one nursing care service arrangements.

"Million-Yuan Coverage Medical Insurance" series products keep expanding coverage

ZhongAn keeps enriching the "Million-Yuan Coverage Medical Insurance" serires products and expanding product coverage to provide comprehensive health insurance for people.

In 2025, we launched the 2025 "Personal Clinic Policy Mid-to-High End Medical Insurance" and the 2025 PLUS version. These products offer features such as zero deductibles, 100% reimbursement for covered expenses, and access to high-end or even global medical resources, enabling more users to enjoy premium medical services at affordable prices. The "Personal Clinic Policy Million-Yuan Coverage Medical Insurance" has undergone 25 iterations, demonstrating ten consecutive years of stable operation and five consecutive years of upgrades without premium increases. Furthermore, in response to market changes driven by medical insurance payment reforms, we have broadly expanded coverage for externally purchased medications and medical devices in outpatient, emergency, and hospitalization scenarios. This initiative reduces patients' out-of-pocket expenses by offering unlimited coverage for eligible medications and devices, thereby better meeting users' healthcare needs.

Simultaneously, we actively developed the inclusive product "Zhong Min Bao". The "Zhong Min Bao Million-Yuan Coverage Medical Insurance" focuses on inclusivity and accessibility, featuring designs such as "no health declaration required, no occupational restrictions, no age limits, and coverage for general pre-existing conditions". These features significantly lower the barrier to entry, providing robust medical protection for groups traditionally excluded by commercial insurance. The "Zhong Min Bao Mid-to-High-End Medical Insurance" introduced the concept of zero deductibles without health declarations, gaining widespread market recognition upon launch and achieving a premium scale exceeding 100 million yuan within 10 days.

Promoting Inclusive Insurance

We are committed to enhancing inclusive insurance services. For various groups including micro and small enterprises, flexible workforce, urban and rural households, as well as the elderly, we have developed a diverse range of inclusive insurance products to enhance their accessibility and affordability, effectively catering to their diverse risk coverage needs.

We attach great importance to the development and promotion of inclusive insurance across all business units. We have formulated the *ZhongAn Insurance Inclusive Insurance Assessment and Evaluation Plan*, with the assessment targets being the company's general manager and senior executives responsible for the respective business units. The focus is on evaluating the accessibility, affordability, sustainability, as well as the social responsibility fulfillment and impact of inclusive insurance operations in each business unit, thereby fostering a top-down atmosphere for inclusive insurance development.

Deepening inclusive insurance to empower small and micro enterprises

ZhongAn remains committed to an inclusive-oriented approach, leveraging insurance technology as a key driver to innovate insurance products and expand application scenarios, thereby enhancing insurance penetration among small and micro enterprises. Through insurance solutions, we support these businesses in achieving stable operations and high-quality development. To address the daily operational stability challenges faced by small and micro enterprises, we have launched a store risk protection solution represented by "Dian Dian Bao". This comprehensive service provides one-stop risk coverage, including customer accidents, employee work-related injuries, property loss, and food safety issues, helping individual business owners mitigate risks holistically and maintain sustainable and stable operations. In 2025, our "Dian Dian Bao" product has expanded to cover fourteen major industries, including retail, catering, accommodation, commercial services, and residential services, encompassing over 40 types of store formats. Since its launch, it has provided coverage to more than 200,000 businesses.

Creating inclusive home property insurance products to precisely meet the protection needs of rural households

Currently, the penetration rate of home property insurance in China remains relatively low, with the protection gap being particularly pronounced in rural areas. Traditional products often exclude self-built rural houses from coverage and do not protect against property damage caused by natural disasters, making them poorly suited to the risk protection needs of rural households. Guided by the principle of inclusive protection, ZhongAn has launched the "He Jia An" series of rural home property insurance. This product is tailored to the actual risk characteristics of rural areas, covering both self-built rural houses and commercial properties. Its scope includes fire, explosions, and 13 types of natural disasters. Additionally, it provides protection against accidental risks and travel safety for up to three generations and nine family members, while extending liability coverage for scenarios such as falling objects, fires, and water leakage. This comprehensive approach effectively mitigates the financial pressures faced by rural households due to property damage and accidental incidents.

Focusing on the needs of new urban residents and upgrading inclusive insurance service capabilities

To meet the insurance risk demands of new urban resident groups such as migrant workers, ZhongAn has launched over 1,000 insurance products tailored for new urban residents. These protection plans are customized to fit different occupational scenarios and precisely address the needs of flexible employment groups, covering insurance types such as critical illness insurance, accident insurance, and employer liability insurance. They extend to nine major industries—logistics, construction, engineering, transportation, property management, freight, security, domestic services, and courier services—providing hospital medical expenses, accidental injuries, and flexible employment protection for new urban residents.

To cater to diverse needs, we offer comprehensive risk protection for vehicle owners in key scenarios such as ride-hailing. This includes health insurance products like critical illness insurance and medical insurance. We have also introduced "Flexible Work Protection", targeting flexible employment industries such as catering services, marketing and media, manufacturing, agriculture, and information technology services. This product is integrated into multiple mainstream employment platforms, ensuring comprehensive coverage across core scenarios. In 2025, our new urban resident insurance products served over 160 million person-times of new urban residents. Through a model of "low premiums and high coverage", we offer tangible financial support to help this group mitigate the risks of accidents.

Enriching Digital Life

We have developed a number of insurance products to meet the diverse needs of people in travel, sports, pet care and more:

Sports insurance

Upgrade the "Wu You Bao" brand to cover segmented demographics and scenarios. Expand high-risk sports coverage, refine high-frequency injury protection, and add third-party liability and personal scar medical coverage. Launch new ski version of accident insurance with special protections such as winter sports equipment coverage and accidental injury rescue services.

Travel insurance

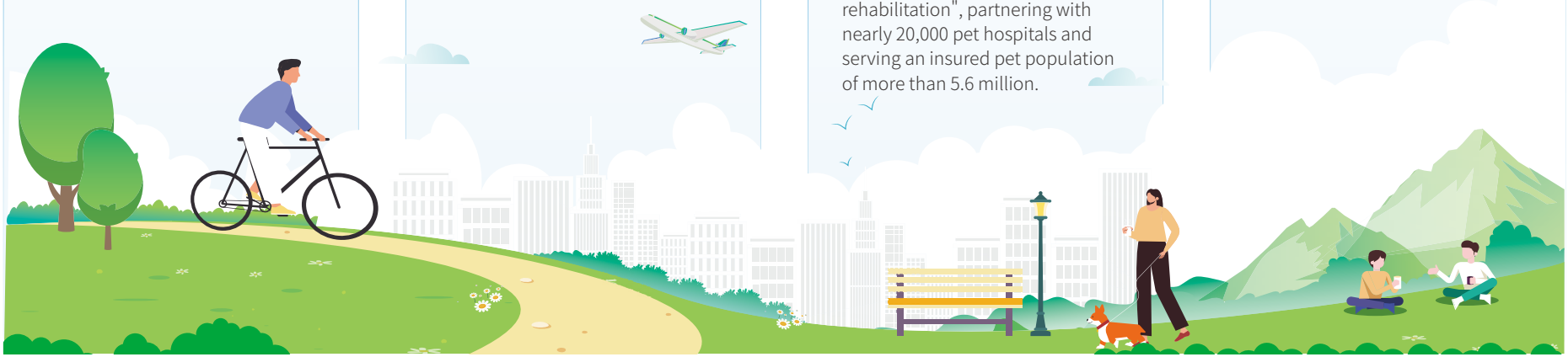
Launch exclusive accident insurance for scenarios like skiing, island trips, and high-altitude travel, introducing specialized coverage. Introduce domestic and international travel insurance that includes visa loss compensation. Offer diverse product formats, including short-term and annual plans.

Pet insurance

Continuously iterate products, offering specialized payouts for specific illnesses (e.g., tumors) and differentiating coverage tiers for critical/ordinary illnesses. Design customized plans for scenarios such as traveling with pets, pet transportation, and live animal trading to meet diverse needs. Build a full-cycle service covering "prevention-diagnosis-rehabilitation", partnering with nearly 20,000 pet hospitals and serving an insured pet population of more than 5.6 million.

Low-altitude economy related insurance

Expand coverage to include aircraft hull loss, third-party liability and other multiple responsibilities; carry out product innovation, cooperative fly loss protection and other fly loss liability; use video inspection technology to strengthen risk prevention and control, and improve service efficiency.



Promoting Responsible Investment

ZhongAn actively responds to the development trend of responsible investment at home and abroad, integrates the principle of responsible investment into its investment philosophy and strategy, and incorporates ESG factors in investment due diligence and decision-making, so as to create long-term values.

Responsible Investment Policies

The Group has formulated the *Responsible Investment Statement of ZhongAn Online Property Insurance Co., Ltd*. and has clarified ESG investment strategy in asset allocation plan and investment guidance. Moreover, the Group actively deploys ESG thematic investment and fully considers its relevant attributes in the ESG field in the allocation of assets. On the one hand, an ongoing ban is put on to prohibit new investment in "two high and one overcapacity" industries[2], such as trust plans and debt plans, and investment directions contrary to the ESG concept must be excluded as well. On the other hand, investment opportunities under related concepts such as new energy and "dual carbon goals" are deeply explored. We practice green investment through multiple channels such as stocks, bonds, funds, and asset management products, so as to achieve complementary advantages of various investment varieties and investment tools, this allows us to form a strategic portfolio consistent with the characteristics of investment varieties and encompassing the entire spectrum of green investment.

The Group continues to deepen the comprehensive integration of Environmental, Social, and Governance (ESG) factors into its credit assessment processes. For industries subject to national key regulatory controls or sectors with significant risk exposures, the Group implements dynamic and differentiated risk management strategies. For financing entities within these industries, the Group focuses on the key aspects of ESG due diligence, taking into account specific industry characteristics and regional contexts, to ensure thorough, in-depth, and detailed investigations. For entities with severe ESG-related violations, regulatory non-compliance, or major risks, the Group will rigorously restrict credit extensions and investment exposures.

[2] "Two high and one overcapacity" industries: high-pollution, high-energy consumption and overcapacity industries include iron and steel, paper making, electrolytic aluminum and flat glass.

Responsible Investment Practices

With a focus on such industries as lithium recycling, new photovoltaic technology, energy storage and China Certified Emission Reduction (CCER), the Group evaluates the impact of ESG scores on investment opportunities and risks, tracks the changes in the ESG ratings of investment targets to determine whether ESG scoring factors will have an important impact on the business of investment targets, and pays attention to the sustainable development of investment targets and the fulfillment of social responsibilities.

In terms of equity investment, we have deployed investment analysts in sectors closely related to ESG, such as new energy, hard technology, upstream chemicals, automotive, and environmental protection. Stock and fund analysts also incorporate ESG-related analysis into their daily work. This high-quality talent pool ensures the smooth implementation of responsible investment practices. Regarding bond investment, for bonds with similar yields, we prioritize investing in ESG-related bonds. For outsourced investments, we adopt thematic investment and positive screening strategies, focusing on sustainable development areas like clean energy. We actively select companies with leading ESG performance or those outperforming their peers. Additionally, we continuously monitor public sentiment and promptly implement risk control measures for invested companies involved in significant ESG controversies.

Investing in pure electric heavy-duty truck enterprises to propel the growth of the NEV sector

A private equity fund invested by ZhongAn strategically expanded its portfolio in the NEV sector through an investment in a pure-electric heavy-duty truck manufacturer. The enterprise is pioneering the development of next-generation autonomous electric heavy trucks, with mass production readiness expected to be achieved imminently. Beyond its domestic operations, the enterprise is strategically expanding into European and American markets in parallel, accelerating the global deployment of its China-made pure electric heavy-duty trucks to demonstrate the nation's advanced smart manufacturing capabilities on the international stage.

Conducting an ESG investment guidance workshop

In 2025, ZhongAn organized a thematic seminar on the *ESG Investment Guidelines for Insurance Institutions (Draft for Comments)* to enhance its ESG investment capabilities. The seminar integrated existing investment strategies and analyzed key aspects of the new regulations, including the identification of green assets, quantification of environmental risks, and preparation for information disclosure. This initiative significantly strengthened the team's ability to systematically integrate ESG factors into investment decision-making and risk management.

Providing Quality Services

ZhongAn endeavors to holistically improve customer satisfaction by strengthening organizational management, upgrading service models, enhancing customer service capability, sincerely listening to customers' voices and diversifying customer feedback channels.

Protection of Customer Rights and Interests

The Group strictly abides by relevant laws and regulations such as the *Insurance Law of the People's Republic of China*, the *Rules on Consumer Rights Protection of Banking and Insurance Institutions* and the *Measures for the Administration of Handling Consumer Complaints in the Banking and Insurance Industry*, and formulates relevant regulations such as the *Administrative Provisions on the Protection of Consumer Rights and Interests of ZhongAn Insurance*. In 2025, we revised regulations such as the *ZhongAn Insurance Consumer Complaint Accountability Management Regulations* and the *ZhongAn Insurance Suitability Management Measures*, continuously enhancing the consumer rights protection framework.

The Group has established a sound consumer rights protection system. The Board formulates strategies, policies and objectives for the protection of consumer rights and interests, and incorporates the protection of consumer rights and interests into business development strategies and corporate culture construction. The Audit and Consumer Rights Protection Committee review the work reports of the protection of consumer rights and interests, annual reports and work systems, etc., and supervises the comprehensiveness, timeliness and effectiveness of the work of senior management and the department of consumer rights and interests' protection. During the Reporting Period, the Group's Chairman, independent directors and external supervisors all provided guidance and supervision on the results of the regulatory evaluation of the company's consumer rights protection.

The terms and conditions of our insurance products are all reviewed and filed by the National Financial Regulatory Administration. In addition, the Group strictly abides by the *Advertising Law of the People's Republic of China*, the *Administrative Measures of Protection of Consumer Rights and Interests of Banks and Insurance Institutions*, the *Administrative Measures of Insurance Sales Practices* and other relevant laws and regulations to ensure that advertising, sales activities and product instructions are compliant.

The Group fully practices the principle of "customer-centrality" throughout all segments of business process and takes multiple measures to optimize consumer rights protection.

Key Management Measures of Consumer Rights Protection in 2025

Stable operation of consumer protection review

ZhongAn's consumer protection review system now covers seven key review areas, including products and services, and delivers core functions such as batch uploading of materials, automatic identification of material types, multi-person online approvals, and full-process task monitoring. The system continues to be iterated and optimized, deepening its integrated consolidation and intelligent auditing capabilities. At the same time, the system regularly updates review rules based on business practices and regulatory guidelines to ensure that review standards remain aligned with business development and regulatory requirements.

Strengthening marketing governance

ZhongAn has systematically strengthened marketing outreach governance by improving institutional regulations and standardized operating procedures. We have fully integrated consumer protection assessment indicators into the performance evaluation system of departments with marketing responsibilities and established a regular tracking mechanism to refine the Group's marketing outreach standards, ensuring consistency in outreach criteria.

Optimizing performance evaluation for consumer protection

In 2025, ZhongAn optimized its consumer protection assessment indicators, categorizing them into two major types: core metrics and adjustment items. On one hand, the scope of complaint- and report-related indicators was expanded to strengthen overall control over complaint situations. On the other hand, resolution quality and efficiency indicators—such as case closure rate, escalation rate, and repeat complaint rate—were reinforced to ensure timely and effective complaint handling. Additionally, through bonus items such as financial education initiatives, promotion of suitability management, and consumer protection training and activity support, all departments are encouraged to participate jointly in improving the company's consumer protection institutional mechanisms.

The Group consistently strives to conduct comprehensive training activities aimed at continuously enhancing the consumer rights protection awareness of every member. In 2025, we expanded the suite of online consumer protection training courses to nearly 60, including 9 new video courses covering key topics such as suitability management. Additionally, we established an enterprise communication matrix to disseminate over 70 learning articles. Furthermore, throughout the year, we conducted more than 100 training sessions and six specialized examinations, achieving 100% employee coverage via a dedicated APP, with participation exceeding 10,000 instances. This has fostered a compliance-focused environment in which all employees actively engage in consumer protection initiatives.

The Group engages in diversified financial education activities to actively fulfill its social responsibilities as a financial institution. Offline, leveraging occasions such as "March 15" International Consumer Rights Day and the "Financial Education Promotion Week" in September, we collaborated with villages, communities, and local police stations to set up financial literacy promotion stations. Through activities like book donations, lectures, and scenario-based interactions, we disseminated anti-fraud knowledge to the public. Online, we launched dedicated sections across all platforms, utilizing articles, videos, and self-produced anti-fraud short films to promote financial literacy. By integrating consumer protection reminders into our service processes, we comprehensively enhanced public awareness of risk prevention.

Conducting targeted financial education activities for rural consumers

In March 2025, to better serve rural financial consumers, we collaborated with the Party General Branch of Lujiaqiao Village in Fengxian District, Shanghai, to jointly establish a "Rural Financial Education Workspace". Senior executives from the Group led a team to Lujiaqiao Village, where they engaged with the local community through activities such as partnership signing, plaque unveiling, book donations with lectures, and interactive Q&A sessions. These efforts aimed to deepen the penetration of financial literacy and anti-fraud awareness in rural areas, with a particular focus on serving the elderly population. By combining case analysis with scenario-based games, the activities effectively enhanced the risk identification capabilities of rural residents.



Conducting the "Financial Education Awareness Week" series of activities

During the "Financial Education Awareness Week" in September 2025, ZhongAn carried out multi-dimensional promotional activities centered on the core concept of "Safeguarding Financial Rights, Supporting a Better Life". We organized outreach teams to enter commercial districts and communities, disseminating knowledge on fraud prevention and rational investment through formats such as charity fairs and educational mini-classes. In collaboration with Shanbei Residential Community in Shanghai's Waitan Subdistrict, we conducted a themed lecture activity titled "Anti-Fraud Lessons at Your Doorstep" targeting elderly residents, effectively enhancing their awareness of fraud prevention.



Focusing on Customer Feedback

The Group places great emphasis on customer feedback and has established several regulatory frameworks, including the *ZhongAn Insurance Consumer Rights Protection Management Regulations*, the *ZhongAn Insurance Customer Complaint Management Regulations*, the *ZhongAn Insurance Emergency Plan for Prevention and Handling of Major Consumer Complaints and Mass Complaint Risk Events*, the *ZhongAn Insurance Reception Management Regulations for Visiting Customers*, and the *ZhongAn Insurance Management Regulations for Multi-faceted Dispute Resolution*. These systems standardize complaint management and reinforce institutional safeguards.

ZhongAn actively explores new models of digital services and continuously optimizing the pathways for safeguarding consumer rights. In 2025, the Group completed a comprehensive upgrade of the original "Complaints and Suggestions" function section in the ZhongAn Insurance APP, evolving it into the "User Protection Center." By redesigning service processes and optimizing interface design, customer experience has been further enhanced. Additionally, the Group launched the "ZhongAn Consumer Protection Online" integrated public service account, creating a comprehensive promotional and service platform that combines activity consultations, consumer protection knowledge dissemination, online business inquiries, and complaint handling and resolution.

Complaint Management Procedure of ZhongAn

Case reception
- Reception by the regulatory system
- Self- recording
- Bulk import

Follow-up handling
- Problem verification
- Feedback to customers
- Documentation

Customer notification
- Agreement on opinion
- Case conclusion

Root cause analysis and rectification
- Problem identification
- Problem share
- Rectification and assessment



Complaint assignment
- System automatic assignment
- Transfer to manual service

Case review and approval
- Multi-level approval
- Multi-role approval
- Compensation payment approval

Settlement and filing
- Reply letter
- Final statement
- Appendix documentation
- Complaint verification

In 2025, according to the complaint reporting standards of the National Financial Regulatory Administration, ZhongAn Insurance received a cumulative total of 496 officially reported complaints, reflecting a year-on-year decrease of 23.3%. The complaint rate per 100 million yuan of premium was 1.39 cases per 100 million yuan, and the complaint rate per 10,000 policies was 0.0002 cases per 10,000 policies. Among the complaints forwarded by regulatory authorities in 2025, analysis by insurance product type shows that complaints related to short-term health insurance, guarantee insurance, and personal accident insurance accounted for approximately 80% of all complaints, with respective proportions of 46.0%, 16.3%, and 15.9%. In terms of complaint categories, disputes were predominantly concentrated in claims settlement, with claims-related complaints making up 53.4% of all complaints. Geographically, complaints from the top ten regions constituted about 60% of the total, distributed as follows: Sichuan 9.3%, Shandong 7.3%, Shanghai 6.9%, Guangdong 6.9%, Jiangsu 6.5%, Hunan 5.0%, Jiangxi 4.8%, Fujian 4.6%, Tianjin 4.2%, and Jilin 4.2%. In 2025, ZhongAn Insurance received a total of 124,000 complaints across all reporting channels (after removing duplicates).

Improving Customer Experiences

Upholding the original mission of creating "Heart" service, we are committed to providing customers with convenient and heart-warming services by enhancing the problem-solving ability and customer service experience with digitalized, intelligent and innovative methods.



Heartwarming	Doing warm service
Easy	Leaving the simplicity to the customer
Active	Proactive service, proactive problem identification, proactive voice of the customer
Responsibility	Passing on the insurance responsibility to solve customers' problems
Trust	Let the customer trust more the company, let the company more trust customer service

In 2025, ZhongAn deepened the application of AI technology in customer service, significantly improving the efficiency and responsiveness of representatives in identifying and addressing complaint risks, while substantially reducing the likelihood of complaint escalation. Through intelligent quality inspection and real-time early warning, we achieved preemptive complaint risk management by comprehensively scanning service interactions to identify high-risk scenarios for manual review, and deploying AI robots in on-site scenarios for immediate alerts. Additionally, leveraging AI technology, we built an intelligent assistant system for service representatives, which accurately recommends communication scripts and enhances issue resolution rates, contributing to a 29% reduction in complaint rates. For complaint analysis, we utilized AI to conduct comprehensive attribution analysis of all complaint interactions, quickly pinpointing issues and predicting trends, thereby providing data-driven support for optimizing operational strategies and forming a closed-loop management cycle.

ZhongAn focuses on tiered customer service, utilizing omnichannel intelligent AI technology to establish a routing mechanism that accurately identifies high-risk and highly sensitive customers, triggering manual transfers and follow-ups to prevent complaint escalation. Furthermore, we implemented a priority access mechanism for high-value customers, offering them exclusive and expedited services. Meanwhile, for policy maintenance service scenarios, we adopted refined tiered operational strategies, matching differentiated services to different customer segments, resulting in a 38% decrease in complaint volume and simultaneous improvements in service quality and customer satisfaction.

At the same time, we are committed to building an "Insurance + Services" ecosystem, providing consumers with comprehensive risk protection while enhancing the customer experience through a wide range of value-added services.

Health Insurance

In 2025, we provided over 4,000 nursing care sessions and more than 900 medical escort services

Household Property Insurance

We introduced a home living service package covering value-added services such as plumbing maintenance, appliance repair, and legal consultation, forming an integrated ecosystem of "risk protection + daily services"

Auto Insurance

In 2025, we integrated three major services "Worry-Free Injury", "Express Repair for Vehicle Damage", and "Seamless Mobility", to create a "fast and reliable" "Claims +" service system

Continuously enhancing offline customer service experience

In 2025, ZhongAn focused on upgrading offline customer services by deploying dedicated on-site reception staff to provide end-to-end one-on-one exclusive support for walk-in customers. Simultaneously, we coordinated across departments to establish a "rapid response channel" for offline services, adhering to the principles of "designated liaisons, efficient responsiveness, and tackling pain points". By the end of the Reporting Period, we had served a total of 2,390 walk-in customers, with an average response time of 65 seconds and an issue resolution rate of 97.89%. We also successfully resolved multiple high-risk complaints and optimized business processes in tandem, thereby tangibly improving the offline customer service experience.

Caring for the elderly and building a differentiated age-friendly service system

To address the pain points of the elderly group, such as limited operational ability and poor adaptability to smart devices, ZhongAn has established a differentiated age-friendly service system focusing on three dimensions: service scenario optimization, process simplification, and rights protection. In online channels where the elderly tend to struggle, we prioritize displaying manual service entry points and default to voice interaction for users aged 60 and above, aligning with their usage habits. Additionally, we have established a green channel for health insurance claims hotlines, allowing calls from the elderly to be directly connected to manual representatives, thereby shortening the service chain. Furthermore, during the claims process, we provide one-on-one material guidance and dedicated case follow-up. Representatives use empathetic communication to reassure elderly users, simplifying procedures while strengthening humanistic care, comprehensively safeguarding the rights of elderly users and enhancing their service experience.

03 Fostering an Employee-First Workplace

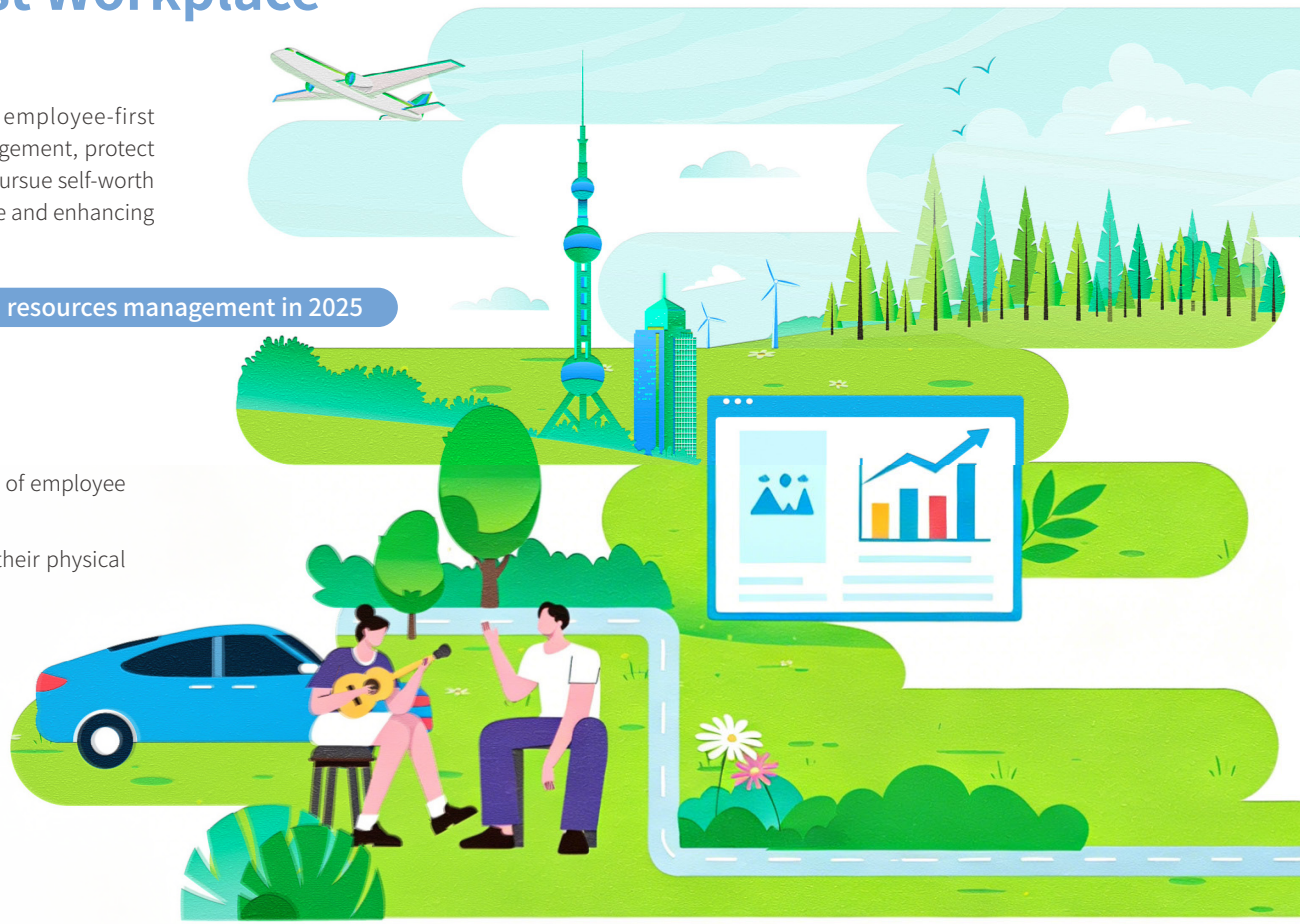
ZhongAn has been devoted to creating a caring workplace and an employee-first environment. We take every chance to improve human resources management, protect the legitimate rights and interests of employees and encourage them to pursue self-worth while showing more love for them, fully upholding our humanistic essence and enhancing employees' sense of happiness and belonging.

Highlights and performance of ZhongAn Insurance's human resources management in 2025

- Recruited 76 new graduates
- No incidents of child labor or forced labor occurred
- Employee performance evaluation coverage achieved 100%
- Established the "We Care" employee email, with no reported incidents of employee rights violations
- Formed 9 new clubs, engaging over 1,000 employees, to promote their physical and mental well-being

Contribution to SDGs





Safeguarding Fundamental Rights and Interests

The Group strictly complies with laws and regulations such as the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Minors*, the *Law of the People's Republic of China on the Protection of Women's Rights and Interests*, and the *Regulations on the Prohibition of Child Labor.* It has also recently revised internal policies including the *ZhongAn Insurance Employee Discipline Management System*, the *ZhongAn Insurance Employee Handbook*, and the *ZhongAn Insurance Human Resources Management System* to standardize human resources management, effectively safeguard employees' rights in areas such as employment, working hours and leave, compensation and benefits, and equal opportunities, and enhance employees' sense of belonging and well-being.

Compliance Employment

As for employment, we adhere to open recruitment, ensure fair competition and recruit the best job-hunter. We thus state two principles. The first is that we do not recruit those who are the spouse or near kin of current staff in the same department, or the spouse, near kin, collateral relatives within three generations, or close relatives by marriage of staff on the core positions. The second principle is that one employee is not allowed for different sensitive positions within the department or positions where there is a conflict of interests.

We are committed to employment equity and advocate a "harmonious, inclusive, equal, non-discriminatory and non-exploitative" workplace environment. We strongly oppose discrimination based on race, social class, nationality, religion, disability, gender, or any other factor. We prohibit the use of child labor. For this purpose, we strictly verify the authenticity of candidates' basic identity information, initiate background checks based on specific circumstances and check for risks arising from non-compete agreements, negative records and lawsuits to ensure employment legality. In case of any child labor, we will deal with it in accordance with the law. In specific, we will impose heavy penalties on the responsible persons and require that the child be returned to his or her parents or any other guardians at the original place of residence within a specified period of time. In addition, forced labor is prohibited within the Group.In response to the forced labor incident, our remedial measures include terminating the forced status, ensuring personal freedom, as well as compensating unpaid wages and losses incurred.

During the Reporting Period

the Group had

2,242 full-time employees



No case of child labor or forced labor was found



Implementing online and offline internship programs

In 2025, ZhongAn actively practiced the philosophy of sustainable talent development by recruiting interns from multiple universities. The Group established a systematic training system to support the growth of young talents, enhancing their professional capabilities and workplace integration through one-on-one mentorship and offline exchange activities. After comprehensive evaluation and cultivation throughout the cycle, the Group extended formal job offers to several outstanding interns, effectively aligning talent supply with business needs. Notably, ZhongAn's innovative AI remote internship project, as a specialized initiative, achieved significant success. Through a hybrid model combining on-site visits, mentor guidance, and online training, participants deepened their understanding of insurance technology. This project not only expanded diversified talent recruitment channels but also demonstrated our commitment to educational equity and digital inclusion.



Hosting a campus open day event

In September 2025, ZhongAn collaborated with Tongji University to organize a campus open day event, during which 28 students visited the company for an on-site tour. Through visits to the corporate exhibition hall, students gained in-depth insights into ZhongAn's innovative practices and corporate culture in the insurance technology sector. Concurrently, the human resources team conducted career development lectures, offering professional guidance on industry trends and career planning to help students identify their development paths in advance. This event further strengthened the collaborative talent development mechanism between the university and the company, effectively promoting the integration of industry and education.

Conducting the 2025 campus recruitment program

In July 2025, ZhongAn welcomed over 70 new graduates from the class of 2025, who came from prestigious universities both in China and abroad, including Harvard University, National University of Singapore, University of Hong Kong, Fudan University, East China Normal University, and Shanghai University. Following their onboarding, we organized a series of integrated exchange activities to help these graduates embark on their careers and assimilate into the company culture.



Salaries and Benefits

The Group has established compensation and performance evaluation systems, including the *ZhongAn Insurance Human Resources Management System* and the *ZhongAn Insurance Compensation Management Measures*, to develop a salary framework that ensures internal equity and external competitiveness, along with a scientifically designed performance appraisal program. These initiatives actively attract, retain, and motivate outstanding talent. In 2025, in accordance with regulatory requirements, ZhongAn formulated and implemented the *ZhongAn Insurance Regulations on the Remuneration of Senior Management,* which define the compensation structure for senior executives, refine mechanisms for deferred payment and clawback of performance-based compensation, and strengthen the link between compensation and long-term risk as well as performance outcomes. These measures effectively enhance corporate governance standards and awareness of risk accountability. During the Reporting Period, employee performance evaluations achieved 100% coverage.

Our salary package is determined based on the post sequence and rank. Employee compensation consists of four parts: basic salary, performance bonus, welfare income and allowances, and medium-term/long-term incentives. In addition, recognizing the importance of process incentives for our employees, we provide diverse incentives and mechanisms to energize the team.

A comprehensive welfare system covering all employees has been established. In addition to the statutory social insurance and housing provident fund, we have set up diversified and tiered welfare programs including paid annual leave, various on-the-job benefits, healthcare benefits, bonus for holidays and important occasions, educational care for employees' children and afternoon tea.

Leaves

- Annual leave
- Paid sick leave
- Marriage leave
- Bereavement leave
- Maternity/paternity-related leave (e.g., maternity leave, paternity leave, prenatal examination leave, breastfeeding leave, parental leave, etc.)[3]



Healthcare benefits

- Commercial insurance
- Annual physical examination
- Chinese medicine physiotherapy
- Physical and mental care plan



On-the-job benefits

- Food and drink allowance
- Communication allowance
- Overtime meals
- Overtime taxi allowance



Bonus for holidays and important occasions

- Bonus for festivals
- Blessing and cash gifts for birthday, wedding, and maternity
- Condolence payment for employees on bereavement



Other featured benefits

- Education care for employee's children
- Afternoon tea
- Team building activities
- Clubs



[3]ZhongAn implements maternity leave, paternity leave, miscarriage leave, and parental leave policies in accordance with the regulations of the employees' workplace or social insurance contribution location. For Shanghai, where the Group's primary office is located, female employees are entitled to 158 days of maternity leave, while male employees are eligible for 10 days of paternity leave. Before their children reach the age of three, both female and male employees are entitled to 5 working days of parental leave per year. Additionally, the Group provides female employees with paid prenatal examination leave (1–4 days per month during pregnancy), breastfeeding leave (1 hour per day until the child turns one), and flexible working hours during specific late-pregnancy periods.

Employee Communication

We actively establish employee communication channels to ensure full realization of employees' rights to information, participation, expression, and supervision. We have set up the "We Care" employee email (wecare@zhongan.com) to receive employee reports and feedback suggestions. When situations explicitly prohibited in the Employee Handbook, such as harassment or humiliation, occur, employees may clearly express refusal. If such refusal proves ineffective, they may promptly report the matter to their departmental supervisor or Human Resources Business Partner (HRBP). If the feedback is ineffective or the situation is severe, employees may submit a real-name report through the "We Care" employee email to the Employee Rights Protection Committee. In 2025, we received no reports of employee rights violations.

We regularly conduct employee satisfaction surveys covering nine key dimensions: organizational culture, job responsibilities and capabilities, individual recognition, strategic objectives, team atmosphere, systems and mechanisms, organizational structure, leadership and management practices, and motivation and incentives. Following the satisfaction survey, we carry out targeted surveys for groups such as managers, new employees, and campus recruits to identify specific issues and drive continuous improvement.

The Group has also developed distinctive communication mechanisms, such as alumni associations, which play a significant role in areas such as employee recognition, promotions, and organizational atmosphere building. During the Reporting Period, we conducted a series of employee communication activities, including anniversary celebrations for long-serving employees, the "ZhongAn Role Models" program, and CEO face-to-face sessions.

Anniversary celebrations for long-serving employees

In 2025, ZhongAn organized two anniversary celebrations for employees who have served the company continuously for five and ten years, expressing gratitude and extending best wishes to them. A total of 309 employees participated in the events, experiencing the dedication and approach of long-term contributors, which further strengthened internal cohesion and cultural continuity.



"ZhongAn Role Models" program

In March 2025, the ZhongAn Role Models selection activity recognized 7 exemplary teams and 16 exemplary individuals. This initiative not only acknowledges and motivates the awardees but also serves to disseminate the power of role models across all ZhongAn employees, fostering a sense of shared identity, learning, and collective progress within the organization.



CEO face-to-face

In 2025, we regularly organized thematic dialogues between core team members and the CEO. Prior to these sessions, employees were widely invited to submit questions related to the Group's business and culture. During the sessions, the CEO addressed these questions directly and engaged in real-time interactions, effectively aligning the entire organization and strengthening consensus on development goals.



Focusing on Talent Development

In order to promote the career development of employees, realize self-worth, and achieve talent incentive and retention, the Group has set up two talent development channels: professional channel and management channel. The professional channel requires employees to specialize in professional technology or business areas, which meets the career development needs of technical professionals. The management channel requires employees to undertake responsibilities of team organizational development, personnel management, financial performance in addition to professional contributions, which meets the career development needs of employees in organizational management.

The Group continues to systematically enhance its employee training framework by conducting relevant training in accordance with the *Employee Handbook* and integrating as well as optimizing learning and development resources. The Group has designed five fundamental types of training and ensures the orderly implementation of all training initiatives. ZhongAn places significant emphasis on building a pipeline of managers and passing down corporate philosophies. An internal lecturer system has been established, with experienced managers and senior executives serving as trainers. During the Reporting Period, three sessions of the "Oxygen Boost Program" (designed for frontline managers) and one session of the "Seven Swords Program" (tailored for mid-to-senior managers) were conducted, cumulatively covering 101 managers. These efforts continuously improve organizational management effectiveness and talent supply capabilities. To recognize the outstanding contributions of internal lecturers in knowledge sharing and cultural transmission, ZhongAn organized a special appreciation event for Teachers' Day during the Reporting Period, striving to foster an open, collaborative, and progressive corporate culture.

Furthermore, we provide equal opportunities for further education support to all employees and offer corresponding resources to assist in their personal growth and career development, enabling them to achieve self-improvement. We encourage employees to attend training courses and obtain professional certifications at specialized educational and training institutions, as well as government entities.

Training system	Training content	
Divided by employee type	New employee training	As an important part of the probationary assessment, it is divided into two parts, online and offline, to help new employees quickly familiarize themselves with the Group's culture and environment, rules and regulations and key business knowledge and integrate into the team.
	Training for directors, supervisors and senior management	We implemented the requirements of the NAFR and urged them to complete 100 hours of online and offline training.
Divided by training content	Management training	We conducted leadership training programs such as the "Seven Swords Program" and "Oxygen Boost Program" to enhance the leadership capabilities of management personnel and build a high-performing leadership team.
	Professional training	The departments plan and carry out various exchange and sharing activities and related training according to their respective business development needs to improve the professional skills and general skills of relevant personnel.
	Regulation training	The training helps employees understand regulatory trends, familiarize themselves with the latest regulatory policies, and enhance compliance awareness.

Conducting the "Starlight Onboarding" training to help new employees integrate into the workplace

"Starlight Onboarding" program is a training program designed for new employees (including both experienced hires and campus recruits), aimed at helping them quickly understand ZhongAn's business and culture. The training is delivered in both online and offline formats, covering topics such as corporate strategy, various business segments, ZhongAn's culture, compliance requirements, employee development, and career advancement. In October 2025, 39 new hires at ZhongAn participated in a three-day intensive training session.



Hosting the "ZA Star Bootcamp" to empower campus recruits

The "ZA Star Bootcamp" for the 2025 campus recruitment cohort is a long-term, 180-day development program designed by ZhongAn to help over 70 campus recruits from more than 80 universities worldwide quickly integrate into the corporate environment. The training covers practical experience sharing on "5 Tips for Rapid Growth", detailed explanations of the "ZA Star & ZA Run Campus Recruit Development Plan", in-depth promotion of ZhongAn's cultural values, and an introduction to the work environment. In July 2025, the bootcamp officially commenced. Through face-to-face exchanges with senior colleagues, we addressed questions and provided guidance to the newcomers, helping campus recruits swiftly transition into their roles and lay a solid foundation for their professional growth.



Organizing the "ZhongAn Management Offsite" to align the senior leadership team on strategic direction

The "ZhongAn Management Offsite" is a strategic brainstorming session designed for the company's senior executives and core managers, aimed at unifying perspectives, building consensus, and anchoring future development directions. The event combines outdoor experiential activities with thematic discussions, covering areas such as nature exploration, industry trend analysis, and business strategy formulation. In 2025, 40 senior executives and core managers participated in patrol experience sessions, industry trend studies, and discussions on business opportunities and challenges. These activities helped clarify the Group's development strategies and align efforts toward shared objectives.



Specialized external training on combating black and grey industries

In May 2025, ZhongAn focused on advancing specialized efforts to "precisely combat black and grey industries related to proxy policy cancellations." Key employees from departments such as Consumer Protection and Integrity collaborated to visit Beijing for in-depth exchanges with economic investigation experts from the Ministry of Public Security, gaining access to cutting-edge regulatory and case-handling information in this field. While participating in professional training, representatives of the Group also engaged in thematic discussions with peers in the insurance industry. After the training, the participating working group of the Group systematized the acquired knowledge into a training framework and conducted comprehensive training for consumer protection and complaint handling personnel across all business units. This initiative significantly enhanced the Group's overall capability to handle disputes related to proxy policy cancellation of black and grey industries.

Enhancing Employee Health

Ensuring workplace health

The Group adheres to regulations such as the *Workplace Occupational Health Supervision and Management Provisions* and the *Work-related Injury Insurance Regulations*, placing a high priority on the health and safety of employees and implementing various measures to ensure a secure working environment. ZhongAn integrates workplace health and office safety into daily operational management. During the Reporting Period, ZhongAn collaborated with professional companies to conduct maintenance and repairs on the exterior walls of Building No. 1 and Meifeng Building, extending the lifespan of the structures and creating a safe and comfortable office environment. From 2023 to 2025, the Group experienced no work-related fatalities.

Furthermore, we are committed to providing employees with a warm and comfortable working environment. We have equipped office spaces with intelligent control systems to monitor indoor air quality and automatically adjust room temperature. Additionally, we regularly clean refrigerators and water dispensers, and conduct sanitization and pest control in workspaces and employee cafeterias to ensure workplace hygiene and safety.

Conducting fire safety education series activities

To implement safety management requirements and strengthen employees' safety awareness and emergency response capabilities, in 2025, ZhongAn planned three sessions of the "Charlie's Full Mobilization" workplace environment and fire safety activities. These sessions covered topics such as the operation of firefighting equipment, fire prevention and evacuation, and inspection of workstation hazards. Through repeated broadcasts of thematic videos, skill training sessions, and knowledge tests, we continuously expanded the effectiveness of safety awareness initiatives. In November 2025, ZhongAn collaborated with property management to organize a comprehensive fire drill. The event included on-site demonstrations of fire equipment usage, explanations of evacuation procedures, and simulated operations. Employees and security personnel actively participated, fostering a workplace culture of safety engagement and demonstrating ZhongAn's commitment to protecting employee rights and ensuring workplace safety.





Strengthening emergency response capacity

We have enhanced our capability to respond to sudden health emergencies by conducting annual first aid education sessions and professional training certified by the American Heart Association (AHA). We have also established a volunteer team named the "An An Guardian Team", comprised of employees certified in first aid. In July 2025, the Group organized a first aid knowledge awareness and training session, systematically educating employees on standardized first aid skills across various scenarios, such as managing external bleeding, handling sprains, immobilizing suspected fractures, clearing airway obstructions, performing drowning rescues, and responding to allergic reactions. This initiative significantly improved the emergency response capabilities of all employees.



First aid training for employees

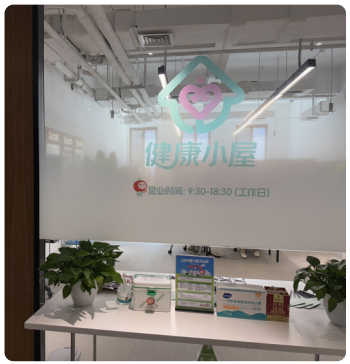
Focusing on physical and mental health

We attach great importance to the physical health of our employees. We continuously improve employees' health through various actions such as establishing the healthy cabin, releasing health tips regularly, strengthening the management of diet and nutrition, and launching the "Hurricane Action" employee fitness program, and offering the "Weight Loss Bootcamp".



Establishing employee health cabin to provide warm healthcare services

To enhance employee health protection, ZhongAn has set up "Health cabin" in its workplaces starting from August 2025. Staffed by professional doctors, these booths offer one-stop services including health consultations, vital sign monitoring, report interpretation, and medication guidance. Simultaneously, the Group has equipped staggered emergency medicine boxes in workplace pantries, allowing employees to access common medications for conditions such as colds and gastroenteritis within five minutes. This creates a dual-layer health support system combining "professional on-site services" and "daily convenience."



Health cabin



Medicine box

Creating health tips to enhance employee well-being

Since August 2025, ZhongAn has regularly developed themed health tip posters based on prevalent diseases each month or season. These posters are displayed in office buildings on televisions, elevator screens, break rooms, and other high-visibility areas, making practical health knowledge easily accessible to employees. By the end of the Reporting Period, we had released four series of health tips, covering topics such as balanced meal planning, overcoming post-summer fatigue, preventing colds, and managing acute gastroenteritis. We also supplemented these with short videos on essential first aid skills and promoted online medical consultation and pharmacy services, continuously providing employees with daily health guidance.



Strengthening dietary nutrition management for employees



ZhongAn regards dietary nutrition management as a vital component of employee health protection. During the Reporting Period, we engaged a team of professional nutritionists to provide scientifically balanced daily lunch plans for the company cafeteria. By precisely controlling dietary calorie intake and offering "traffic light" dietary guidance for employees with specific health needs such as hypertension and hyperlipidemia, we effectively integrated scientific nutrition with health management.

Launching the employee fitness program "Hurricane Action"

During the Reporting Period, we pioneered the "Hurricane Action" employee fitness program, aiming to establish a scientific and systematic health management framework. The program comprises two core modules: fitness classes and dietary management optimization. Employees were led in interactive healthy aerobics sessions twice a week, engaging over 1,500 participants throughout the year. Meanwhile, we have continuously organized the "Weight Loss Bootcamp". Employees participating in the bootcamp aim to reduce body fat percentage and engage in scientifically guided weight loss under the supervision of professional coaches and nutritionists, attracting a total of 167 employees to join.



Hurricane Action

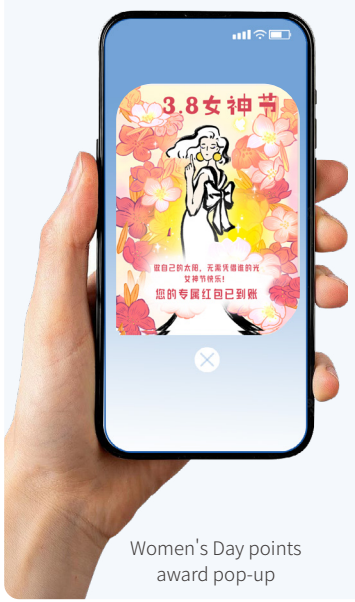


Weight Loss Bootcamp

Simultaneously, we also prioritize employee mental health by launching the "ZhongAn Wellness & Care Program". This initiative involves forming a dedicated team of professional psychological counselors to support employees in addressing both physical and mental health concerns. During the Reporting Period, the "ZhongAn Wellness & Care Program" remained active, offering employees access to a 24-hour psychological counseling hotline and organizing mental health-related activities. These efforts are designed to help employees unwind, reduce stress, and maintain a positive and balanced work mindset.

Caring for Employees

We care for women in the workplace and actively foster a diverse and inclusive working environment. Every year during International Women's Day on March 8, we provide all female employees with exclusive point-based benefits that can be redeemed for personalized gifts. On the occasion of Women's Day in 2025, the Group specifically organized a meditation and wellness-themed event to help female employees relax, relieve stress, and rejuvenate their minds and bodies. The activity achieved a satisfaction rate of 98% among participants.



Women's Day points award pop-up



Women's Day meditation and wellness activity

The Group actively promotes a culture of family care for employees, extending support to their families by offering exclusive benefits for employees' children. During the Reporting Period, ZhongAn launched the "Parent-Child Entertainment Card Customized Keychain Blind Box." It was divided into two regional versions based on employees' work locations: the Yangtze River Delta version and the Beijing-Tianjin-Hebei/Pearl River Delta version. The blind box is designed to be lightweight, portable, and full of fun, covering over 20 attractions such as aquariums, wildlife parks, and theme parks. This initiative meets the needs of children of all ages and provides employees' families with convenient and diverse options for parent-child activities. Simultaneously, we focus on addressing the specific health needs of female employees. Female employees who are seven months or more into pregnancy may choose to either start work one hour later or finish work one hour earlier each day to ensure adequate rest. For nursing mothers, we have equipped multiple dedicated breastfeeding rooms, and female employees are entitled to one hour of breastfeeding leave per working day until their child reaches one year of age. In December 2025, we organized a pregnancy and childbirth health education event, providing knowledge on maternal and child health to female employees who are planning for pregnancy, are currently pregnant, or are nursing. This initiative reflects our commitment to safeguarding the health of female employees and their families.

Children's gift design



Pregnancy and childbirth health education



To promote employee well-being and enrich cultural and recreational life, the Group actively establishes a diverse platform for sports and cultural activities. We organize a variety of events each year, including traditional festivals and company anniversary celebrations, and support the development of employee clubs to help staff achieve a better work-life balance. In 2025, we selected and formally established 9 employee clubs, engaging over 1,000 employees. Additionally, employees voluntarily organized nine internal and external competitions, further strengthening team cohesion.



Mid-Autumn Special Edition "Moonlight Fun" First Rooftop Festival



ZhongAn Sports Club

"Love Sports, Choose ZhongAn" - ZhongAn's 12th anniversary corporate celebration carnival

On the occasion of the 12th anniversary of ZhongAn Insurance's establishment, the Group held a corporate sports carnival themed "Love Sports, Choose ZhongAn," deeply integrating the spirit of sports with corporate culture. "Love Sports" conveys a passion for life, while "Choose ZhongAn" embodies the mutual trust and protection. The event gathered eight grand teams, featuring team competitions such as a healthy run, tug-of-war, and Hyrox. A total of 589 athletes, 31 cheerleaders, and 126 staff members participated, making it the largest-scale celebration in the company's history. This event was not only a sports competition but also a cultural feast that united the team and conveyed health and warmth, driving ZhongAn toward a more sustainable future.





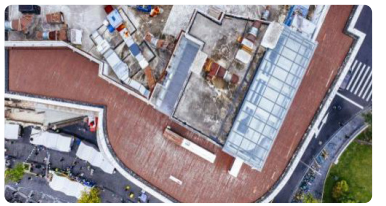
Organizing diverse artistic activities to enhance employee workplace satisfaction

In 2025, we continued to advance the artistic and cultural development of our employees, organizing a total of four art workshop activities throughout the year. These workshops covered four main themes: "Silk Screen Printing for the Spring Festival", "Fabric Rubbing and Dyeing: The Flow and Fixation of Emotions", "Stylized Sculpture", and "The Hidden Source of the Bund: Historical Image Localization". These initiatives enriched the spiritual and cultural lives of our employees, helping them spark creative inspiration and alleviate physical and mental stress through artistic immersion.

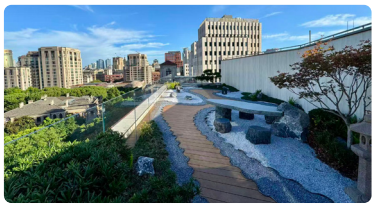


Reimagining rooftop spaces to create a high-quality workplace environment

In 2025, ZhongAn transformed the rooftop of Building No. 1 into office complex, converting a previously worn and functionally limited area into a versatile terrace that integrates business, leisure, and scenic elements. The renovation encompassed three main zones, covering a total area of approximately 472 square meters. This significantly enhanced the safety, aesthetics, and functional flexibility of the rooftop space, providing employees with a high-quality outdoor area for activities and social interactions, thereby genuinely boosting workplace satisfaction.



Before renovation



After renovation

04 Giving Back to Society

ZhongAn is committed to integrating public welfare practices with our business model "insurance + technology". Through efforts in environment protection, financial literacy promotion, inclusive insurance, and public welfare volunteering, we give back to the society and the public. For years, through the "Personal Clinic Policy: E-life", we have supported children with serious illnesses in regaining their health. At the same time, we tailor and provide complimentary health insurance products for groups such as the elderly and individuals with disabilities, conveying the warmth of insurance through tangible actions and fulfilling our corporate mission of "providing service-oriented insurance products".

During the Reporting Period, the Group carried out multiple public welfare initiatives in areas such as youth support, health care, and financial education, consistently responding to social needs and driving the normalization and professionalization of philanthropic efforts. Through concrete actions, we fulfill our corporate social responsibility, striving to make insurance services more compassionate and ensure that technology for good genuinely benefits a broader population.



Highlights and performance of ZhongAn Insurance's social welfare in 2025

- Continuously carrying out public insurance education to enhance consumers' risk prevention awareness
- Actively supporting disaster relief and loss reduction efforts, opening fast-track claim channels to ensure timely payouts
- Charitable donations totaling RMB **500,000**
- During the Reporting Period, volunteer service involved **89** participants, with a total service duration of **254** hours

Contribution to SDGs



Supporting Public Science Education

ZhongAn Insurance has been consistently promoting the popularization of financial and insurance knowledge, committed to enhancing the overall societal awareness of insurance. We aim to guide the public in making rational choices about insurance products, guard against sales misinformation and insurance fraud, and contribute to building a healthy and harmonious insurance industry ecosystem. The Group actively fulfills its responsibility of public insurance education. On key occasions such as International Consumer Rights Day on March 15th and the National Insurance Public Awareness Day on July 8th, we closely align with industry development trends and the practical needs of consumers, and through a combination of online and offline channels, we extensively carry out diverse and practical educational campaigns. We focus on disseminating knowledge about the protection of financial consumers' rights and interests, proactively issuing warnings and alerts regarding common risk areas. This helps the public improve their ability to identify risks, continuously strengthens consumer trust, guides consumers to protect their legitimate interests through reasonable and effective means, and strives to make insurance services more empathetic and accessible.

Love and Responsibility Go Hand in Hand – ZhongAn's series of activities for the 2025 "July 8th" National Insurance Public Awareness Day

During the 2025 "July 8th" National Insurance Public Awareness Day, ZhongAn Insurance actively responded to the calls of the National Financial Regulatory Administration and the Insurance Association of China. Centering on the theme "Love and Responsibility, Insurance Makes Life Better", we deeply embraced our mission to make insurance accessible and beneficial to the public, launching a series of online and offline awareness campaigns. ZhongAn entered communities, enterprises, and commercial districts, organizing diverse activities such as "Public Service Day", anti-fraud education sessions, livestreamed workshops on household risk prevention. These initiatives aimed to widely disseminate knowledge on protecting the rights and interests of financial consumers, enhance public awareness of risk prevention and insurance literacy, and tangibly convey the warmth and reliability of insurance.



Launch of the "July 8th" National Insurance Public Awareness Day series activities

Safeguarding financial rights, conveying insurance warmth – ZhongAn's "3 • 15" consumer rights protection education campaign series

In March 2025, ZhongAn Insurance launched its "3 • 15" financial consumer rights protection education campaign series under the theme "Protecting Financial Rights, Empowering a Better Life". The initiative focused on key demographic groups and public livelihood needs, driving more compassionate and inclusive financial services. For elderly and rural residents, ZhongAn used simple language and interactive formats to educate them on recognizing and preventing common fraud schemes, enhancing their risk resilience. For foreign nationals in China, ZhongAn specially produced a bilingual Chinese-English fraud prevention guide to help them better understand the financial environment and safeguard their rights in China, improving service accessibility.



ZhongAn carried out a series of "3 • 15" consumer rights protection education campaigns

During the Reporting Period, to enhance the public's understanding and support for anti-money laundering efforts, ZhongAn innovated its outreach methods by engaging directly with communities, including conducting sessions in fraud prevention classes for the elderly. Using engaging and interactive activities as an entry point, the company carried out targeted awareness campaigns on the newly revised *Anti-Money Laundering Law*, focusing on the general public, especially the elderly. These initiatives aimed to foster a social ecosystem where everyone participates in and contributes to the prevention and control of money laundering.

Strengthening financial defenses, caring for the elderly – ZhongAn conducts community anti-money laundering education activities

In September 2025, ZhongAn, in collaboration with the Shanbei Neighborhood Committee of The Bund Street in Huangpu District, Shanghai, entered the community to carry out a special fraud prevention campaign titled "Fraud Prevention at Your Doorstep, Elderly Protection Under the Party Flag". The event aimed to educate the elderly on financial security and anti-money laundering knowledge. Focusing on the daily life scenarios of older adults, the activity employed interactive methods such as "doorstep risk warnings", real-case explanations, and fun quizzes. Using simple and accessible language, it highlighted common fraud and money laundering risks, including "discount rebates", "romance investment scams in later life", "lending bank cards", and "assisting in money transfers". These efforts were designed to enhance the elderly's ability to recognize and guard against such risks.





Community anti-money laundering awareness campaign

Engaging in Public Welfare and Charity

ZhongAn adheres to a people-oriented and technology-for-good development philosophy, fully leveraging its professional strengths in "insurance + technology" to actively enhance the well-being of communities and public welfare. By integrating its unique product offerings and collaborating with various sectors of society, the Group utilizes the social protection functions of insurance to support vulnerable groups, achieving a dual success in economic and social benefits.

Walking hand in hand with public welfare, safeguarding the sports dreams of youth

In 2025, ZhongAn visited Taipan Township, Taijiang County, Qiandongnan Prefecture, Guizhou Province, the birthplace of the Village Basketball Association (Cun BA), to launch the "Safeguarding the Basketball Dreams in the Mountains" campus sports public welfare donation initiative. Through concrete actions, the Group demonstrated its commitment to supporting the development of rural sports education and fostering the healthy growth of young people. As part of this initiative, ZhongAn provided sports accident insurance with a total coverage of RMB10 million for 650 local students and teachers, comprehensively addressing the risk protection needs arising from their daily training and competitions. Additionally, the Group donated professional basketball training equipment, sports protective gear, basketball uniforms, and training balls to the school, helping the children pursue their dreams in professional sports. During the donation ceremony, ZhongAn officially announced the "Youth Seed Project". Leveraging the Group's strengths in event protection, health management, and technological platforms, the initiative aims to collaborate with ecosystem partners to create a synergistic force for public welfare and systematically promote the sustainable development of rural sports education.





The "Safeguarding the Basketball Dreams in the Mountains" campus sports public welfare donation activity

"ZhongAn Starlight Children's Reading Program": illuminating the light of childhood through books

In 2025, ZhongAn launched the "ZhongAn Starlight Children's Reading Program" public welfare initiative, integrating the warmth of festivals with humanistic care into its corporate social responsibility practices. During the campaign, the Group specially customized 500 exquisitely designed copies of the co-branded book *The Little Prince*, which were distributed alongside Mid-Autumn Festival gift boxes and donated to children through the Shanghai Angel Baby Charity Foundation and several rural schools in mountainous areas of Guizhou. Moving forward, ZhongAn will continue to advance children's reading support projects, expand more educational assistance scenarios, and ensure that the power of knowledge benefits more children in remote areas. Through love and responsibility, the Group aims to weave a sustainable public welfare ecosystem.



ZhongAn launches the "ZhongAn Starlight Children's Reading Program" public welfare initiative

During the Reporting Period, ZhongAn actively responded to the diverse needs of society in areas such as health protection and sports development, and continued to carry out public welfare initiatives focused on sports and health across multiple scenarios. The Group helped enhance the national health literacy and risk resilience by disseminating health knowledge, participating in public health services, and promoting the concept of scientific fitness. Additionally, the Group supported the development of multi-level sports events through concrete actions, including sponsoring the Jiangsu Football City League "JSCL" and the widely popular rural basketball event "Village BA". By providing insurance protection and resource investment, ZhongAn empowered grassroots sports ecosystems and facilitated the widespread promotion of sportsmanship in both urban and rural communities.

ZhongAn's "100-City Run Support Program" creates a one-stop sports service platform

In September 2025, ZhongAn officially launched the "100-City Run Support Program" on National Fitness Day. Centered on the theme of "Scientific Exercise, All-Cycle Protection", the program integrates resources such as event IPs, equipment brands, and medical institutions to build a one-stop sports service platform. It offers numerous benefits for runners nationwide, including access to guaranteed event slots, redeemable sports equipment, 1V1 event concierge services, and comprehensive health protection. The first phase of the program covers 150 road-running events across 100 cities in China, including the Hangzhou Marathon and Chengdu Marathon. The "100-City Run Support Program" not only aligns with the *Outline of the Healthy China 2030 Plan*, but also promotes a lifestyle of scientific exercise and lasting health through tailored protection and ecosystem collaboration. This initiative highlights the Group's innovative practices in the field of "Insurance + Health + Public Welfare". We provided event insurances for over 120 marathons, covering more than 1.5 million participants and staff.



ZhongAn launched"100-City Run Support Program"

Supporting Disaster Relief

Insurance plays a critical role in post-disaster relief and loss compensation by providing essential risk protection. ZhongAn has established a comprehensive emergency response plan for major incidents, promptly activating emergency mechanisms in the event of natural disasters and other urgent situations. By opening green channels for claims settlement, the Group ensures that affected customers receive timely compensation and support, minimizing post-disaster economic losses to the greatest extent and contributing to national disaster relief efforts. Through technology-enabled solutions and efficient coordination, ZhongAn has achieved rapid claim reporting, prioritized review, and expedited advance payments in multiple major disasters, effectively improving claims processing efficiency and enhancing the quality of service. We have responded to over 100 major disasters, paying out claims totaling RMB36.98 million.

Rapid response to heavy rainfall disaster, ZhongAn activates emergency claims services to safeguard customers

In July 2025, continuous heavy rainfall triggered flooding in areas such as Miyun and Huairou in Beijing, as well as Chengde and Zhangjiakou in Hebei Province. Following the disaster, ZhongAn acted swiftly by immediately activating its major emergency response plan and fully deploying flood prevention, disaster relief, and claims service support measures. The Group quickly introduced six emergency claims service initiatives, including launching a 24-hour customer service hotline, proactively identifying claims-related information, opening green channels for claims processing, providing emergency medical advance payments, relaxing restrictions on health and accident insurance services, and streamlining claims procedures. These measures ensured that customers and their families could access claims services in the shortest possible time, safeguarding the safety of lives and property.

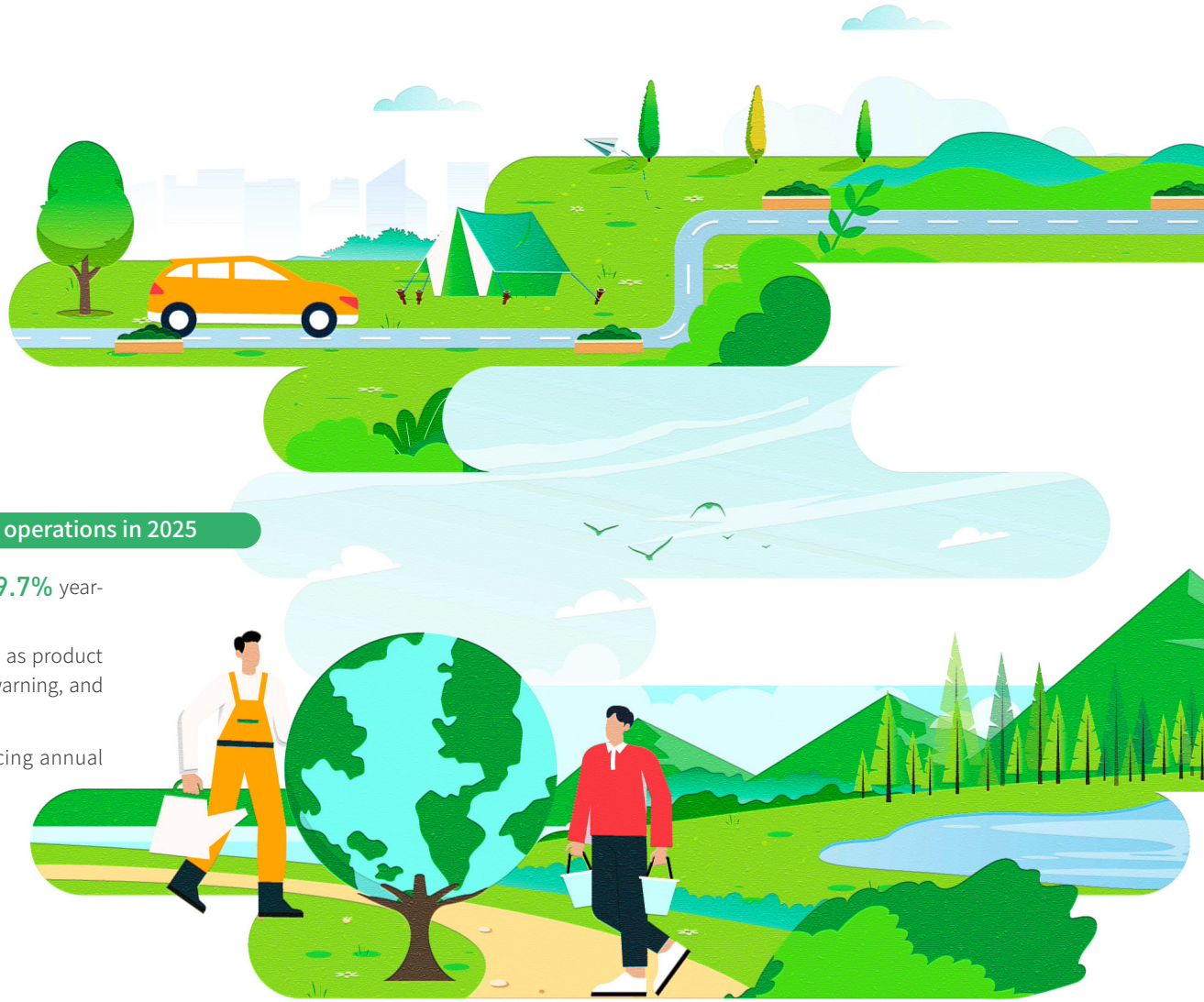
Concerned for the earthquake-stricken area, ZhongAn Insurance rapidly responds to the earthquake disaster in Dingri County, Xizang

On January 7, 2025, a 6.8-magnitude earthquake struck Dingri County, Shigatse City, Xizang, resulting in significant casualties and property damage. Upon the occurrence of the disaster, ZhongAn immediately activated its emergency response plan for major incidents, quickly established an emergency task force, and opened a green channel for claims settlement to fully commit to disaster relief and service support efforts. The Group introduced multiple customer-friendly claims measures, including 24-hour multi-channel reporting services. For cases involving accidental death or disability, ZhongAn dynamically optimized its service approach by waiving certain identification and documentation requirements as appropriate to expedite the compensation process. These efforts provided fast and compassionate claims services to affected customers and their families, helping the disaster-stricken population overcome their difficulties.

05

Opening a New Chapter in Green Development

The transition to green and low-carbon economy has become a consensus of the international community. ZhongAn adheres to green development, and practices green operations to improve green insurance service capabilities. Through a series of financial publicity and education activities, we promote public awareness of environmental protection, striving towards a sustainable future together with the society.



Highlights and performance of ZhongAn Insurance's green operations in 2025

- Reduced total greenhouse gas emissions (Scope 1 and Scope 2) by **9.7%** year-on-year
- Enhanced climate risk response capabilities through measures such as product optimization and innovation, data-driven risk monitoring and early warning, and improved customer service and claims resilience
- Deepened the implementation of paperless office practices, reducing annual paper consumption by approximately **36,000** sheets

Contribution to SDGs



Response to Climate Change

In response to China's "Dual Carbon" goals and global climate governance trends, we have identified and assessed climate-related risks and opportunities. Leveraging insurance as a critical market-based instrument for carbon governance, we support key emission reduction sectors through innovative products and services, facilitating green transformation at lower costs, and actively advance our sustainable development strategy toward carbon neutrality.

Climate Governance

The Group has integrated climate-related matters into the existing ESG management framework, implementing climate-related practices from top to bottom. The Board of Directors periodically reviews climate-related policies and performance to ensure that climate-related policies and initiatives are effectively implemented and monitored. Under the guidance of the Board, the Strategy and Investment Decision Committee is progressively developing and refining climate-related strategic objectives, while overseeing and evaluating the implementation of climate change response actions. The ESG Working Group is responsible for the specific execution of climate-related policies and actions. The Strategy and Investment Decision Committee conducts at least one annual review of climate change-related topics.

To continuously enhance the capabilities of the Board and climate governance bodies in addressing climate change, we regularly engage external experts to provide specialized training and knowledge dissemination on climate-related issues to directors and senior management. This ensures that they possess sufficient competence in climate risk identification, assessment, and performance of their duties. Meanwhile, ZhongAn is considering incorporating climate change response performance into the evaluation criteria for directors' and senior executives' performance assessments and incentive bonus allocations in the future.

Climate Transition Strategy

To advance the achievement of the 2030 operational carbon neutrality goal and realize the Group's climate transition ambitions in underwriting, investment, and operations, the Group conducted carbon inventory work during the Reporting Period. This initiative allowed for a comprehensive understanding of the baseline carbon emissions. Based on the actual business conditions, the Group further identified, investigated, and assessed the relevance and materiality of its climate-related risks.

Risks identification

We identify, analyze, and assess potential climate change-related risks and opportunities through engagement with internal and external stakeholders, expert consultations, and other methods, laying the foundation for comprehensive climate risk management in the future.

To fully understand the potential impacts of climate change on the Group's business, and in consideration of the climate policy requirements in the regions or countries where we plan and operate, the Group evaluates climate-related risks across three timeframes. These timeframes are defined to reflect periods during which transitional and physical climate-related risks and opportunities may reasonably emerge:

Short term	Medium term	Long term
0–3 years	3–5 years	5–10 years

During the Reporting Period, we reviewed the identified risks and opportunities based on business operations, international trends, and changes in policies and regulations. The review results indicate that the types of climate risks and opportunities facing ZhongAn Insurance, as well as their severity and impact timelines, remain unchanged from the previous year.

Underwriting

The Group considers vehicle insurance, cargo transportation insurance, flight delay insurance, and home property insurance, among others, to be the primary product categories most impacted by climate risks. For these products, the Group has further refined the relevant terms and conditions to enhance their climate resilience, ensuring more stable and reliable protection for customers in the face of extreme weather events.

Risk type	Category	Risk description	Likelihood	Impact level	Impact horizon
Physical risk	Acute	**Cargo transportation insurance:** Frequent extreme weather events such as floods, heavy rain, and typhoons caused by climate change may lead to transport disruptions, cargo damage, or loss, thereby increasing the frequency and amount of claims for insurers.	High	Medium	 Short, medium, and long term
		Home property insurance: Disasters such as typhoons, heavy rain, and floods may cause damage to building structures, household appliances, and personal property. For example, storms may damage building structures, lightning strikes may damage appliances, and cold snaps or temperature fluctuations may increase the risk of plumbing failures. Households in climate-sensitive regions face higher risks.	Medium-low	Low	 Short, medium, and long term
		Flight delay insurance: Increased frequency of extreme weather events may cause frequent delays or cancellations of transportation (e.g., flights, trains, vehicles), disrupting travelers' plans. Heavy rain, typhoons, and other weather events may also lead to flight cancellations, airport closures, and road blockages, while hotels may experience guest losses or facility damage due to weather impacts, thereby increasing claim frequency and amounts.	High	Medium	 Short, medium, and long term
		Motor vehicle insurance: Extreme climate change may increase the frequency and intensity of events such as heavy rain, floods, and typhoons, thereby affecting the claims ratio for motor vehicle insurance. Vehicles may be damaged by flooding, overturned by typhoons, or struck by debris, and repair costs may rise due to increased severity of damage. A surge in claims may complicate the claims process, adding operational pressure and costs.	High	Medium	 Short, medium, and long term
	Chronic	**Health insurance:** Long-term climate factors such as frequent high temperatures and heatwaves may lead to chronic health issues, including respiratory diseases, cardiovascular diseases, and waterborne illnesses. The rise in such health issues may increase the frequency and amount of claims for health insurance, particularly among high-risk groups such as the elderly and outdoor workers.	Medium	Low	 Long term
Transition risk	Policy and legal risks	Continuously tightening climate-related policies and legal requirements pose significant low-carbon transition challenges for traditional industries. These challenges may impact some of the insurer's clients, thereby transmitting related risks to the insurer. For example, clients undergoing low-carbon transitions may encounter new risks, potentially increasing claim probabilities.	Low	Low	 Medium-long term

Investment

The Group has prudently assessed the composition and allocation of its investment portfolio to identify the potential impacts of climate-related risks. The assessment results indicate that the overall portfolio has a low exposure to climate risks, primarily concentrated in the clean energy and end-use electrification sectors. External research suggests that these sectors demonstrate a certain degree of resilience in the face of climate risks. Going forward, the Group will continue to monitor the long-term evolution of climate factors, further optimize the portfolio structure, and explore effective climate risk management measures to enhance investment sustainability and climate resilience.

Risk type	Category	Risk description	Likelihood	Impact level	Impact horizon
Physical risk	Acute	Extreme weather events may cause direct damage to infrastructure and energy assets in coastal regions, or result in income losses due to business disruption. These risks could significantly impact the overall value of the portfolio in the long term, particularly in the absence of adequate insurance coverage.	Medium-low	Low	 Long term
	Chronic	Long-term climate changes, such as high temperatures, may indirectly accelerate equipment aging in the portfolio, leading to increased operational costs. However, such impacts are not expected to materially affect the Group's financial costs in the long run.	Low	Low	 Long term
Transition risk	Policy and legal risks	Changes in environmental and carbon policies for specific industries, both domestically and internationally, could significantly affect the valuation of invested assets. For example, stricter emission standards and carbon constraints may compel companies to increase R&D investments to comply with regulatory requirements. Failure to promptly adjust strategies, enhance technology, or optimize operational models may expose these companies to asset impairment risks.	Medium-low	Medium-low	 Medium term
	Technological risks	Climate change drives demand for green technological innovations, such as the application of artificial intelligence and the Internet of Things (IoT) in climate adaptation. The rapid pace of technological change could quickly render existing technologies obsolete, especially under policy-driven technology promotion. If companies in the portfolio fail to timely adjust their technology strategies, they may face risks of technological substitution, leading to market share erosion and asset impairment.	Low	Low	 Long term

Operation

Risk type	Category	Hazard factor	Risk description	Likelihood	Impact level	Impact horizon
Physical risk	Acute	Tropical cyclones, tornadoes	Operational sites in coastal areas such as Shanghai and Shenzhen have been frequently affected by typhoons (e.g., Typhoons Yagi and Bebinca) in recent years, which may restrict employee commuting and damage the Group's properties.	Medium	Low	 Short term
		Flooding (inundation)	Operational sites in coastal areas such as Shanghai and Shenzhen may face urban waterlogging risks due to typhoons and extreme precipitation. However, well-developed urban flood control systems mitigate the extent of impact.	Low	Low	 Short term
		Extreme precipitation	Increased frequency of extreme precipitation in recent years in coastal areas such as Shanghai and Shenzhen may limit employee commuting. Given the Group's predominantly online operations, business continuity remains unaffected with minimal impact.	Medium-low	Low	 Short term
	Chronic	Temperature changes	An increase in high-temperature days may lead to employee fatigue, reduced concentration, and significantly lower work efficiency. However, as the Group primarily operates indoors, the impact level remains low.	Medium	Low	 Medium-long term
		Sea level rise	Rising sea levels may lead to flooding in low-lying coastal areas.	Low	Low	 Medium-long term
Transition Risk	Policy and Regulation	Enhanced emission reporting obligations	Under the HKEX's new climate regulations, Hong Kong-listed companies are gradually required to mandatorily disclose greenhouse gas emissions and other climate-related information to enhance transparency and consistency.	Medium	High	 Short-medium term
	Reputation	Increased stakeholder scrutiny	ESG rating agencies and overseas investors are increasingly focusing on corporate climate strategies and carbon reduction targets. The Group actively addresses stakeholder concerns by improving disclosure transparency and strengthening communication, thereby enhancing satisfaction and maintaining a strong reputation.	Medium-low	Medium	 Short-medium term

Opportunity identification

Climate change has led to more frequent and intense natural disasters, posing challenges to the global insurance industry while also creating new development opportunities. Significant protection gaps currently persist, and the continuous rise in public insurance awareness presents a crucial opportunity for insurance companies. To address this, the industry must proactively respond through innovative solutions, including developing new products and service models, promoting energy conservation and resource efficiency, and expanding into emerging markets to effectively bridge protection gaps and enhance climate resilience.

Opportunity type	Opportunity description	Impact level	Impact horizon	Response measures
Product, service, and market opportunities	**Insurance Side:** As society transitions to low-carbon development, demand for insurance services related to low-carbon industries such as renewable energy continues to grow. Meanwhile, insurance companies can leverage their expertise in risk management to assist corporate clients with climate risk assessment, monitoring, and early warning, providing climate risk mitigation services.	Moderate	 Medium-long term	Launch multiple climate-related insurance products, such as climate insurance and catastrophe insurance, to address climate change disasters. Actively innovate in products and services in areas such as low-carbon technologies, carbon markets, ecological carbon sinks, and green transportation, continuously enriching the green insurance product portfolio. Develop disaster warning and emergency service platforms, offering services such as risk screening, risk warning, and risk mitigation.
	Investment Side: Since the introduction of the "Dual Carbon" goals, the green finance sector has entered a new phase of rapid development, providing significant growth potential for insurance companies in green investments.	Moderate	 Medium-long term	Establish a specialized green investment and financing team, stay updated on the latest national green finance policies, implement responsible investment strategies, and engage in green investment practices. Strengthen collaboration with relevant departments and institutions to jointly advance the development of a green investment ecosystem.
Resource efficiency and energy source opportunities	**Operational Side:** Improving energy efficiency and increasing the use of clean energy are critical measures to reduce greenhouse gas emissions. While conserving energy and reducing emissions, these efforts also help lower mid- to long-term operational costs.	Low	 Medium-long term	Implement building energy efficiency retrofits, promote green office practices, encourage employees to adopt sustainable business travel habits, and reduce operational energy consumption and costs.

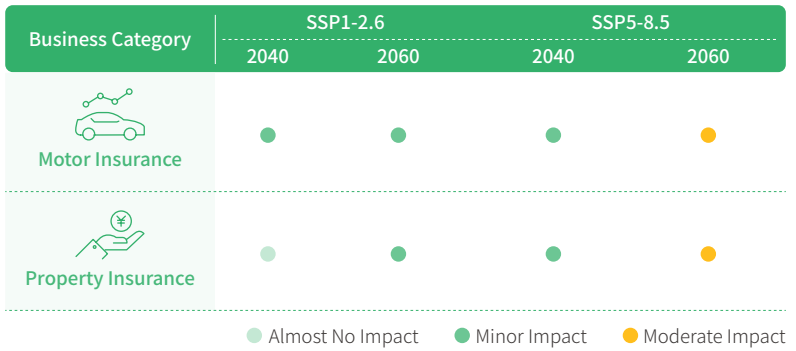
Considering the current impact level of climate risks and opportunities, the Group has not yet formulated a climate-related transition plan. We will assess the necessity of developing such a plan based on business developments and changes in internal and external environments.

Notes: 1. ZhongAn has not identified any climate-related risks or opportunities that are likely to have a material impact on its financial position, performance, or cash flows in the Reporting Period, and short or medium term. In accordance with Appendix D of the *ESG Reporting Code* (the "Comply or Explain" principle), ZhongAn is not required to assess the current quantitative financial impact.
2. When evaluating the expected financial impact of climate-related risks and opportunities, due to the difficulty in separately identifying such impacts and the high uncertainty associated with quantitative methodologies, the Group has applied "financial effects relief" and will not provide quantitative disclosures at this stage.

Climate resilience

Based on the characteristics of the insurance business, property insurance is significantly impacted by climate risks, making it essential to strengthen research and response strategies related to climate change risks. In accordance with the climate scenarios proposed in the Sixth Assessment Report (AR6) released by the United Nations Intergovernmental Panel on Climate Change (IPCC), ZhongAn selected SSP1-2.6 and SSP5-8.5 as the foundational assumptions for low-emission and high-emission scenarios, respectively. Relying on parameters from professional literature and industry data, while considering physical risks such as the increasing proportion of strong tropical cyclones and the intensification of maximum wind speeds of super typhoons in the context of global warming, ZhongAn established short-term and mid-term climate change loss prediction models. These models were used to conduct quantitative physical risk scenario analyses for auto insurance, home property insurance, and corporate property insurance, predicting the increase in insurance payouts under climate physical risk scenarios relative to the baseline year across different scenarios and time dimensions. The results indicate that under the low-emission scenario, the risk of increased payouts is relatively minor; however, under the high-emission scenario, the risk of increased payouts rises to a certain extent over time.

We fully recognize that addressing climate change is a long-term endeavor, and the associated risks and opportunities are influenced by multiple factors, including domestic and international policies, market dynamics, and environmental conditions, resulting in considerable uncertainty regarding their impact on the company's business. Moving forward, ZhongAn will continue to monitor policy developments in its operational regions, industry trends, and advancements in climate data and models. In alignment with its business strategy, the Group will dynamically optimize its climate response strategies to enhance corporate resilience.



Risk Management

The Group has integrated climate change into its comprehensive risk management framework and closely monitors the impact of natural disasters such as typhoons and floods on its insurance products in recent years. Measures such as appropriately arranging reinsurance and enhancing scenario testing have been adopted to address risks arising from climate change. Through materiality assessments, the Group prioritizes climate-related risks alongside other risks. Compared to the previous fiscal year, there have been no changes to the Group's climate risk management processes.

ZhongAn Insurance's climate risk management process

Risk identification

Systematically identify physical and transition climate risks faced by the Group in its operations and value chain, based on the Task Force on Climate-related Financial Disclosures (TCFD) framework and industry benchmarking.

Risk assessment

Evaluate the nature, likelihood, and potential impact of climate risks on the Group's operations and financial performance, incorporating input from internal and external stakeholders.

Risk response

Develop and implement policies and management measures to address climate risks and opportunities.

Risk monitoring

Regularly review climate risks and opportunities and assesses the effectiveness of response measures.

Underwriting

The Group is committed to becoming a responsible and sustainable insurance institution. Robust risk management and underwriting are at the core of its insurance business, enabling the Group to address climate-related risks using existing processes and tools. An analysis of the underwriting portfolio as of the end of the Reporting Period indicates that the overall impact of climate change risks on its key underwriting portfolios and strategies is limited and manageable

Key climate risk management initiatives in underwriting at ZhongAn

Climate risk identification and pricing management	• Integrate climate change scenarios (e.g., 1-in-200-year, 1-in-50-year events) into stress testing for insurance pricing. • Exclude extreme weather events such as floods and typhoons from coverage in certain products. • Plan to incorporate client ESG ratings as a factor for premium adjustments in commercial property insurance, referencing industry benchmark rate tables. • Consider the impact of recent climate events (e.g., rainstorms and waterlogging) on claim frequency in reserve assessments.
Product optimization and innovation	• Adjust deductibles, coverage limits, and policy terms for products vulnerable to climate impacts, such as auto and home property insurance. • Develop specialized pricing models for new energy vehicle insurance to increase the share of green transformation-related business. • Implement differentiated schemes for flight delay insurance, distinguishing between flood and non-flood seasons. • Impose waiting periods for policyholders in high-risk regions to mitigate adverse selection.
Data-driven risk monitoring and early warning	• Integrate third-party meteorological data (e.g., rainfall, typhoons, thunderstorms) to build dynamic property insurance weather risk maps. • Combine policyholder addresses, policy liabilities, and historical claims data to support differentiated underwriting pricing and early warnings for high-risk clients. • Establish automated early warning mechanisms for extreme weather events, proactively sending risk alerts to insured clients.
Enhancing customer service and claims resilience	• Launch "Green Channels for Extreme Weather" to proactively check on clients, simplify claims reporting materials, and expedite claim reviews. • Promote video-based claims reporting and remote inspections to improve response speed. • Utilize AI models to automatically identify loss types (e.g., water damage, leakage) and quickly estimate loss amounts, enhancing consistency and efficiency in claims assessment. • Engage clients through multiple channels such as SMS and WeChat, partnering with collaborators to conduct disaster prevention campaigns.
Reinsurance collaboration and catastrophe risk management	• Strengthen catastrophe labeling controls, conducting cumulative risk statistics for products such as typhoon, rainstorm, and flood insurance by region and high-risk areas during flood seasons. • Appropriately structure reinsurance treaty placements to control risk concentration. • Actively collaborate with reinsurers to share climate risk analyses and address potential large-scale claims over the next 1-2 years.

Investment

The Group identifies, analyzes, and manages the impact of climate-related risks on its investment portfolio and plans to monitor greenhouse gas emissions of assets, including listed equities and sovereign investments, as appropriate. The Group's investments do not involve real estate, industries restricted by national policies, or sectors not endorsed by the United Nations Principles for Responsible Investment (UNPRI). Based on an analysis of portfolio composition, industry exposure, and regulatory risks, the Group believes its current investment portfolio is moderately exposed to climate transition risks and minimally exposed to physical risks. Moving forward, the Group will continue to support national green finance policies by increasing investments in renewable and social infrastructure, expanding exposure to green, social, and sustainable bonds, and investing in long-term, patient, and sustainable assets.

Operations

The Group's primary operational offices are concentrated in Shanghai, Beijing, and Shenzhen. According to relevant studies, these cities face manageable levels of climate-related physical risks such as natural disasters in the short term, which do not have significant impacts on the Group's operations or financial performance. To enhance resilience to emergencies, the Group has established a comprehensive emergency management mechanism, including detailed contingency plans, regular emergency drills, and an efficient emergency response system, to ensure business continuity and operational stability.

Metrics and Targets

The Group conducted an inventory of greenhouse gas emissions for the year 2025 in accordance with the requirements of the *Greenhouse Gas Protocol*. This inventory covered all listed entities under the Group. The greenhouse gas emissions for the Reporting Period are as follows:

ZhongAn Online GHG Emissions in 2025

Indicator	Unit	2025
Greenhouse Gas Emissions (Scope 1)	tonnes CO_2e	146.06
Greenhouse Gas Emissions (Scope 2)(Location-based)	tonnes CO_2e	1,544.29
Greenhouse Gas Emissions (Scope 3)	tonnes CO_2e	2,617.66
Business Travel	tonnes CO_2e	2,122.59
Employee Commuting	tonnes CO_2e	495.07
Total Greenhouse Gas Emissions (Scope 1 & 2)	tonnes CO_2e	1,690.35
Greenhouse Gas Emissions Intensity (Scope 1 & 2)	tonnes CO_2e /person	0.74

In response to the global trend toward low-carbon transition and to continuously enhance the company's green operations, the Group has set a target to achieve carbon neutrality at the operational level (Scope 1 and Scope 2) by 2030. In 2025, our greenhouse gas emissions decreased by 9.7% compared to 2024. The Group will ensure the achievement of this target through measures such as improving resource use efficiency, increasing the use of clean energy, and purchasing green certificates.

During the Reporting Period, for calculating the specific cross-industry indicators — "amount and percentage of assets or business activities vulnerable to climate-related physical and transition risks" and "amount and percentage of assets or business activities related to climate-related opportunities", and the capital expenditures, financing, or investments related to climate risks and opportunities, the Group applies the "reasonable data relief" due to the excessive costs required to obtain all reasonable and supportable information.

Notes: 1. In accordance with the ESG Reporting Code requirements and the applicability of accounting standards, Scope 1 and Scope 2 emissions are calculated based on the *Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004)*. Scope 1 emissions primarily arise from the use of gasoline and natural gas, as well as fugitive emissions from fire extinguishers and refrigerants. Default parameters for gasoline and natural gas usage are sourced from the *Guidelines for Greenhouse Gas Emissions Accounting and Reporting for Land Transport Enterprises (Trial)* published by the National Development and Reform Commission. Parameters for fire extinguisher and refrigerant fugitive emissions are derived from the 2006 IPCC Guidelines for National Greenhouse Gas Inventories.

2. Scope 2 emissions primarily stem from purchased electricity. Emissions from purchased electricity are calculated using the 2023 emission factors published in the *Announcement on Releasing 2023 CO_2 Emission Factors for Electricity* issued by the Ministry of Ecology and Environment. GHG emissions are reported in terms of CO_2equivalent.

3. Scope 3 emissions are calculated with reference to the *Greenhouse Gas Protocol: Corporate Value Chain (Scope 3) Accounting and Reporting Standard*. Based on the principles of materiality and data availability, two categories of Scope 3 emissions, business travel and employee commuting, are identified and reported. For other categories and the total Scope 3 emissions, the Group applies a "reasonable data exemption" due to the excessive costs required to obtain all reasonable and supportable information.

Promoting Green Operations

ZhongAn strictly complies with national and local environmental protection laws and regulations, including the *Environmental Protection Law of the People's Republic of China* and the *Energy Conservation Law of the People's Republic of China*, and continuously improves the energy and resource efficiency of the Group's operations. The Group aims to reduce energy usage, conserve water resources, and lower waste generation density. A series of environmental management measures have been implemented, including standardized waste disposal, reduction of greenhouse gas emissions, advocacy for low-carbon commuting, and paperless office operations, aiming to minimize the negative environmental impact of business activities. During the Reporting Period, ZhongAn did not commit any environmental violations, nor did it incur significant environmental administrative penalties or environmental accidents.

Energy Saving

ZhongAn actively promotes the concept of energy conservation and deeply integrates lowcarbon operations and energysaving and emissionreduction requirements into all aspects of daily business management. The Group systematically advances green initiatives across all segments, from energy consumption control in office areas to scientific planning of business trips, effectively reducing energy usage and carbon emissions. The Group continuously fosters a green office culture by providing awareness campaigns and institutional support, encouraging employees to adopt energysaving and environmentally friendly work and lifestyle practices, thereby steadily enhancing overall environmental awareness and participation.

Lighting management

The Group has fully upgraded traditional lighting equipment to an LED lighting system, significantly reducing energy consumption and extending service life. The system contains no harmful substances such as mercury, making it more environmentally friendly and safe. During nonworking hours, smart controls automatically turn off lights in unoccupied areas and gradually reduce lighting usage starting at 10 p.m., effectively avoiding energy waste.

Air conditioning system optimization

An intelligent airconditioning management system has been introduced to enable precise temperature control and scheduled operation, thereby improving energy efficiency. While ensuring a comfortable working environment for employees, the system minimizes energy consumption during operation, supporting green and energysaving office practices.

Encouraging stair use

Energyconsumption reminder signs have been placed near stairwells on office floors to encourage employees to choose stairs over elevators. This initiative not only helps reduce electricity consumption and carbon emissions but also promotes a healthy, active lifestyle that benefits employees' physical and mental wellbeing.

Smart meeting systems

Offices are fully equipped with smart meeting systems that support highdefinition video conferencing and remote collaboration. By encouraging virtual meetings and reducing unnecessary business travel, the Group effectively lowers transportationrelated carbon emissions and resource consumption, fostering an efficient and lowcarbon meeting culture.



Encouraging employees to reduce elevator usage promotes both health and green, low-carbon practices



The Smart Office System enables autonomous temperature and lighting adjustment, smart meeting functions, building air quality monitoring, and various other features

Embracing low-carbon living, building a green community — "ZA Community EcoHealth Initiative"

To promote green lifestyles and translate environmental awareness into action, the Group launched the "ZA Community EcoHealth Initiative" during the Reporting Period in partnership with merchants around its Shanghai office. The initiative encouraged employees to bring their own reusable cups when purchasing drinks at participating coffee shops, where they could enjoy a dedicated discount of RMB 5 yuan per cup. Limited-edition ecofriendly stickers were also distributed as identity markers to enhance engagement and a sense of ritual. By integrating sustainability into everyday settings through the model of "EcoFriendly + HealthConscious + Community Collaboration", the activity not only effectively reduced the use of disposable cups and lowered carbon footprints but also motivated employees to actively participate in environmental actions. Through this lighthearted and engaging approach, the initiative tangibly advanced the practice of lowcarbon living, fostering a shared green microecosystem cocreated by the Group and the community.





The "ZA Community Eco-Health Initiative" encourages employees to use their own reusable cups

Water Resource Management

ZhongAn places high importance on the conservation and efficient use of water resources, continuously improving its water-saving management system and actively implementing measures to reduce water consumption. In terms of hardware facilities, the Group's offices are fully equipped with water-saving toilets, faucets, and other devices to reduce water usage at the source. For awareness and education, water-saving reminders are posted in public areas to widely promote the concept of water conservation and enhance employees' awareness of saving water. In daily management, a regular inspection mechanism has been established to monitor water meter readings, promptly identify and address issues such as pipeline leaks, prevent uncontrolled leakage, and avoid unnecessary resource waste.

During the Reporting Period, all water used by the Group was sourced from municipal water supply, with no issues in water sourcing. As ZhongAn is not a manufacturing enterprise, daily water usage is primarily concentrated in office operations and employee amenities, resulting in relatively low overall water consumption. Given the Group's operational characteristics, no specific quantitative water usage targets have been set at this time. In the future, the Group will continue to strengthen water management and further enhance water resource utilization efficiency.



Signage for water conservation in office pantry areas

Waste Management

ZhongAn adheres to the management principles of "reduction, resource recovery, and harmless disposal" for solid waste, implementing classified management of waste generated during operations. The Group strictly distinguishes between general waste and hazardous waste and follows standardized disposal procedures. A comprehensive waste classification and collection system has been established in office areas, equipped with clearly labeled sorting containers to ensure scientific and orderly management and treatment of all types of waste. For general waste generated by the Group, priority is given to promoting recycling and reuse to enhance resource recovery rates and minimize environmental impact. Regarding hazardous waste (such as used batteries and ink cartridges) generated by the Group, strict compliance with national environmental laws and regulations is maintained, with all such waste entrusted to qualified professional institutions for safe disposal to eliminate risks of secondary pollution.

Non-hazardous waste management

ZhongAn continues to implement multiple environmental initiatives. In the employee canteen, we promote the clean plate campaign to reduce kitchen waste, and implement a paid take-out container system to reduce the use of disposable chopsticks and paper cups. In the office printing areas, we set up waste paper recycling points and encourage employees to reduce the use of paper and printed materials. In terms of publicity work, we promote electronic bulletin boards to reduce the use of traditional paper publicity materials and further promote paperless office work. In addition, the Group's offices strictly implement waste classification to promote effective resource recycling and utilization.

Hazardous waste management

The Group's production and operation activities mainly generate hazardous waste such as waste fluorescent tubes, waste ink cartridges and batteries. We strictly comply with relevant environmental protection regulations, and dispose of these wastes in compliance with regulations to ensure that they do not pollute the environment and minimize their negative impact.



ZhongAn office practices waste separation

Meanwhile, the Group actively advocates for the concept of source reduction. By promoting paperless operations and reducing the use of disposable items, employees are encouraged to actively minimize waste generation in their daily work, thereby continuously lowering the environmental impact of operational activities.

Deepening paperless office practices, driving green operations through process optimization

During the Reporting Period, the Group continued to advance digital office transformation and vigorously promoted paperless process reforms. The Group has completely eliminated paper documents in approval processes involving seals, achieving fully electronic record management throughout the entire workflow. Through multichannel advocacy and functional enhancements, the use of electronic signatures has been widely adopted, replacing traditional physical seals. These measures have yielded significant results, reducing paper consumption by approximately 36,000 sheets annually. Additionally, the Group implemented a paperless finance project, restructuring the entire reimbursement process. By enabling systems to preidentify electronic documents, paperless operations were achieved at the source, resulting in annual cost savings of nearly RMB 100,000 yuan. Process consolidation and functional optimization improved review efficiency by 67%, while intelligent automation facilitated automated review and document generation. Furthermore, the fully paperless reimbursement system, combined with realtime progress notifications, significantly enhanced employee satisfaction and operational transparency.

Tables of ESG KPIs

Social

Indicators		Unit	2023	2024	2025
Employee basic information					
Total number of employees		no. of people	2,683	2,404	2,287
Employee count by employment type	Full-time employees	no. of people	2,679	2,395	2,242
	Part-time employees	no. of people	4	9	45
Full-time employee count by gender	Male employees	no. of people	1,571	1,390	1,277
	Female employees	no. of people	1,108	1,005	965
Full-time employee count by age	Over 50 years old	no. of people	8	14	12
	Between 30 and 50 years old	no. of people	2,090	1,919	1,848
	Under 30 years old	no. of people	581	462	382
Full-time employee count by employee category	Junior staff	no. of people	2,620	2,337	2,189
	Middle management[4]	no. of people	48	47	42
	Senior management	no. of people	11	11	11
Full-time employee count by region	Mainland China	no. of people	2,677	2,393	2,242
	Employees from Hong Kong, Macau, and Taiwan	no. of people	2	2	0

[4]Middle management refers to employees with a position rank of department heads or above.
[5]Percentage of female employees in middle management and above.

Indicators		Unit	2023	2024	2025
Number of fresh graduates		no. of people	39	81	76
Number of minority employees		no. of people	80	73	67
Number of disabled employees		no. of people	17	19	19
Percentage of women in management[5]		%	32.20	34.50	30.19
Employee turnover statistics[6]					
Employee attrition rate		%	18.05	18.84	16.53
Employee attrition rate by gender	Male employees	%	18.01	18.90	16.43
	Female employees	%	18.10	18.76	16.67
Employee attrition rate by age	Over 50 years old	%	20.00	0	0
	Between 30 and 50 years old	%	17.70	18.10	16.38
	Under 30 years old	%	19.08	22.22	17.67
Employee attrition rate by region	Mainland China	%	18.06	18.85	16.53
	Employees from Hong Kong, Macau, and Taiwan	%	0	0	0
Employee training					
Percentage of trained employees by employee category	Junior staff	%	97.80	97.58	97.64
	Middle management	%	1.80	1.96	1.87
	Senior management	%	0.40	0.46	0.49

[6]The calculation of employee attrition rate only considered full-time employees, calculated as follows: Annual attrition rate for full-time employees = Number of full-time employees lost during the year / (Number of full-time employees at the end of the year + Number of full-time employees lost during the year) * 100%.

Indicators		Unit	2023	2024	2025
Percentage of trained employees by gender	Male employees	%	58.60	58.04	56.96
	Female employees	%	41.40	41.96	43.04
Cumulative average training hours per employee by employee category	Junior staff	Hours	11.33	10.26	9.37
	Middle management	Hours	111.46	7.29	8.24
	Senior management	Hours	111.20	150.32	111.80
Cumulative average training hours per employee by gender	Male employees	Hours	13.54	11.18	9.96
	Female employees	Hours	13.54	10.21	9.70
Occupational health and safety					
Number of deaths due to work-related incidents		no. of people	0	0	0
Fatality rate due to work-related incidents		%	0	0	0
Number of workdays lost due to work-related injuries		Days	2.5	1.5	0
Supplier management					
Total number of suppliers		/	630	2,815	3,305
Number of suppliers by region	Mainland China	/	624	2,780	3,270
	Hong Kong, Macau, and Taiwan	/	3	30	30
	Overseas	/	3	5	5
Supplier evaluation	Number of suppliers conducting environmental or social impact assessments	/	27	30	30
	Number of suppliers agreeing to improve after environmental or social impact assessment	/	8	10	10

Indicators		Unit	2023	2024	2025
Supplier evaluation	Number of suppliers certified by ISO 9001 quality management system	/	121	130	135
	Number of suppliers certified by ISO 14001 quality management system	/	12	30	30
	Number of suppliers certified by ISO 50001 quality management system	/	0	0	0
	Number of suppliers certified by ISO 27001 quality management system	/	116	120	135
	Number of suppliers certified by ISO 45001 quality management system	/	5	5	5
Supplier termination /rejection	Number of suppliers suspended from cooperation due to non-compliance reviews	/	1	25	5
	Number of potential suppliers rejected due to noncompliance reviews	/	3	5	10
Customer service					
Customer satisfaction		%	98.82	98.27	98.49
Customer complaint resolution rate		%	100	100	100
Research and innovation					
Annual intellectual property applications		Cases	45	98	198
- Patents		Cases	17	15	14

Indicators	Unit	2023	2024	2025
- Software copyrights	Cases	10	17	16
- Trademarks	Cases	8	64	131
- Other (copyrights)	Cases	10	2	7
Annual intellectual property licenses	Cases	66	72	84
- Patents	Cases	30	17	13
- Software copyrights	Cases	13	18	18
- Trademarks	Cases	13	35	46
- Other (copyrights)	Cases	10	2	7
Total granted intellectual property rights	Cases	1,501	1,169	1,290
- Patents	Cases	199	103	230
- Software copyrights	Cases	193	54	81
- Trademarks	Cases	1,076	974	934
- Other (copyrights)	Cases	33	38	45
Public welfare charity/community engagement				
Amount of external donations	RMB	1,205,874	500,000	500,000
Number of employee volunteers	no. of people	173	124	82
Number of volunteer activity participants	no. of people	153	136	89
Total duration of volunteer activities	Hours	314	449	254

Governance

Indicators	Sub-indicators	Unit	2023	2024	2025
Anti-corruption					
Number of bribery litigation cases filed against ZhongAn or employees during the reporting period and already adjudicated		Cases	0	0	0
Annual audit discovery problem rectification rate		%	0	0	0
Director anti-corruption training	Number of anti-corruption-related training sessions conducted	Times	1	1	1
	Coverage rate of director anti-corruption-related training	%	100	100	100
	Average duration of director anti-corruption-related training per person	Hours	3.50	4.00	4.89
Employee anti-corruption training	Number of anti-corruption-related training sessions conducted	Times	8	11	1
	Coverage rate of employee anti-corruption-related training	%	100	100	100
	Average duration of employee anti-corruption-related training per person	Hours	1.03	1.16	1

Environmental

Indicators	Unit	2023	2024	2025
Greenhouse gas emissions				
Greenhouse gas emissions (Scope 1)[7]	tonnes CO_2e	57.61	278.88	146.06
Greenhouse gas emissions (Scope 2)(Location-Based)	tonnes CO_2e	279.02	1,593.27	1,544.29
Greenhouse gas emissions (Scope 3)	tonnes CO_2e	30.72	2,608.94	2,617.66
Total emission of greenhouse gases (Scope 1 and Scope 2)	tonnes CO_2e	336.63	1,872.15	1,690.35
Greenhouse gas emission density (Scope 1 and Scope 2)	tonnes CO_2e/ employee	0.10	0.78	0.74
Energy consumption				
Total energy consumption	MWh	759.39	4,313.87	3,647.74
Energy consumption density	kWh/employee	202.65	1,794.46	1,594.99
Direct energy consumption	MWh	270.14	1,344.67	737.28
Natural gas usage	Cubic meters	13,128.75	113,561.00	44,996.00
Gasoline usage	Liters	6,672.75	12,826.82	28,703.18
Indirect energy consumption	MWh	489.25	2,969.20	2,910.46
Purchased electricity	kWh	489,250.00	2,969,202.55	2,910,463.87

Indicators	Unit	2023	2024	2025
Water resource consumption				
Total water consumption	Cubic meters	15,169.44	23,219.23	36,820.50
Water consumption intensity	Cubic meters/ employee	4.05	9.69	16.42
Waste management				
Non-hazardous waste[8]	tonnes	750.12	670.60	629.85
Non-hazardous waste intensity	tonnes/ employee	0.28	0.28	0.28
Hazardous waste[9]	kg	240	210	182
Hazardous waste intensity	kg/employee	0.09	0.09	0.08
Paper consumption	kg	6,400.00	4,863.14	4,685.18
Paper consumption intensity	kg/employee	1.71	2.03	2.09

[7] Due to a change in statistical methodology, the 2024 greenhouse gas emissions (Scope 1) have been restated.
[8] Due to a change in statistical methodology, the 2024 non-hazardous waste has been restated.
[9] The Group's primary business is Internet insurance, and no significant hazardous waste is generated. The category of hazardous waste we report pertains to waste light tubes. Due to changes in statistical methodology, the hazardous waste for 2023 and 2024 has been restated.

Annex II: Hong Kong Stock Exchange ESG Reporting Code Index

Part C: Comply or explain Provisions

Scope	ESG indicator	Related sections
Environmental		
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, discharges into water and land, and generation of hazardous and non-hazardous waste.	Opening a New Chapter in Green Development - Promoting Green Operations
	A1.1 The types of emissions and respective emissions data.	Tables of ESG KPIs
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Tables of ESG KPIs
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Tables of ESG KPIs
	A1.5 Description of emission target(s) set and steps taken to achieve them.	Opening a New Chapter in Green Development - Promoting Green Operations
	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.	Opening a New Chapter in Green Development - Promoting Green Operations
A2 Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Opening a New Chapter in Green Development - Promoting Green Operations
	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).	Tables of ESG KPIs
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Tables of ESG KPIs
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Opening a New Chapter in Green Development - Promoting Green Operations
	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.	Opening a New Chapter in Green Development - Promoting Green Operations
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable
A3 The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.	Opening a New Chapter in Green Development - Promoting Green Operations
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Opening a New Chapter in Green Development - Promoting Green Operations

Scope	ESG indicator	Related sections
Social		
B1 Employment	General Disclosure Information on: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Fostering an Employee-First Workplace - Safeguarding Fundamental Rights and Interests
	B1.1 Total employees by gender, employment category, age group and geographical region.	Tables of ESG KPIs
	B1.2 Employee turnover rate by gender, age group and geographical region.	Tables of ESG KPIs
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.	Fostering an Employee-First Workplace - Enhancing Employee Health
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Tables of ESG KPIs
	B2.2 Lost days due to work injury.	Tables of ESG KPIs
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Fostering an Employee-First Workplace - Enhancing Employee Health
B3 Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Fostering an Employee-First Workplace - Enhancing Employee Health
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Tables of ESG KPIs
	B3.2 The average training hours completed per employee by gender and employee.	Tables of ESG KPIs
B4 Labour Standards	General Disclosure Information on: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Fostering an Employee-First Workplace - Safeguarding Fundamental Rights and Interests
	B4.1 Description of measures to review employment practices to avoid child and forced labor.	Fostering an Employee-First Workplace - Safeguarding Fundamental Rights and Interests
	B4.2 Description of steps taken to eliminate such practices when discovered.	Fostering an Employee-First Workplace - Safeguarding Fundamental Rights and Interests

Scope	ESG indicator	Related sections
B5 Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Revitalizing Governance - Reinforcing Procurement Management
	B5.1 Number of suppliers by geographical region.	Revitalizing Governance - Reinforcing Procurement Management
	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.	Revitalizing Governance - Reinforcing Procurement Management
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Revitalizing Governance - Reinforcing Procurement Management
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Revitalizing Governance - Reinforcing Procurement Management
B6 Product Responsibility	General Disclosure Information on: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Adhering to responsible operation - Providing Service-Oriented Insurance Products to the Market
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable
	B6.2 Number of products and service related complaints received and how they are dealt with.	Adhering to Responsible Operation - Providing Quality Services
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Revitalizing Governance - Protecting Intellectual Property
	B6.4 Description of quality assurance process and recall procedures.	Not applicable
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Revitalizing Governance - Information Security Protection
B7 Anti-corruption	General Disclosure Information on: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Revitalizing Governance - Upholding Business Ethics, Anti-Money Laundering and Anti-Fraud
	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.	Revitalizing Governance - Abiding by Business Ethics
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Revitalizing Governance - Abiding by Business Ethics
	B7.3 Description of anti-corruption training provided to directors and staff.	Tables of ESG KPIs
B8 Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Giving Back to Society
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Giving Back to Society
	B8.2 Resources contributed (e.g. money or time) to the focus area.	Giving Back to Society

Section D: Climate related disclosures

Disclosure requirements		Disclosure of location
Governance	(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-relatedrisks and opportunities.	Response to Climate Change - Climate Governance
	(b) management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities.	Response to Climate Change - Climate Governance
Strategy	Climate-related risks and opportunities	Response to Climate Change - Climate Transition Strategy
	Business model and value chain	Response to Climate Change - Climate Transition Strategy
	Strategy and decision-making	Response to Climate Change - Climate Transition Strategy
	Financial position, financial performance and cash flows	Response to Climate Change - Climate Transition Strategy
	Climate resilience	Response to Climate Change - Climate Transition Strategy
Risk Management	Risk management	Response to Climate Change - Risk Management
Metrics and Targets	Greenhouse gas emissions	Response to Climate Change - Metrics and Targets
	Climate-related transition risks	Response to Climate Change - Metrics and Targets
	Climate-related physical risks	Response to Climate Change - Metrics and Targets
	Climate-related opportunities	Response to Climate Change - Metrics and Targets
	Capital deployment	Response to Climate Change - Metrics and Targets
	Internal carbon prices	Internal carbon pricing has not yet been implemented
	Remuneration	Response to Climate Change - Climate Governance
	Industry-based metrics	/
	Climate-related targets	Response to Climate Change - Metrics and Targets
	Applicability of cross-industry metrics and industry-based metrics	Response to Climate Change - Metrics and Targets

Annex III: GRI Standards Table

Instructions for use	ZhongAn Online is complying with the GRI standards for the preparation of this report for the period 1 January 2025 to 31 December 2025.
GRI 1 used	GRI 1: Foundation 2021

Topic disclosures		Related sections
General Disclosure		
GRI 2: General Disclosure 2021	2-1 Organizational details	About ZhongAn Online
	2-2 Entities included in the organization's sustainability reporting	About This ESG Report
	2-3 Reporting period, frequency and contact point	About This ESG Report
	2-4 Restatements of information	About This ESG Report
	2-5 External assurance	Not applicable
	2-6 Activities, value chain and other business relationships	Company Overview Providing Quality services Reinforcing Procurement Management
	2-7 Employees	Safeguarding Fundamental Rights and Interests Tables of ESG KPIs
	2-8 Workers who are not employees	Reinforcing Procurement Management
	2-9 Governance structure and composition	Governance Structure
	2-10 Nomination and selection of the highest governance body	Detailed information can be found in the Group's Annual Report 2025.
	2-11 Chair of the highest governance body	Detailed information can be found in the Group's Annual Report 2025.
	2-12 Role of the highest governance body in overseeing the management of impacts	Detailed information can be found in the Group's Annual Report 2025.

Topic disclosures		Related sections
GRI 2: General Disclosure 2021	2-13 Delegation of responsibility for managing impacts	Detailed information can be found in the Group's Annual Report 2025.
	2-14 Role of the highest governance body in sustainability reporting	ESG Governance Structure
	2-15 Conflicts of interest	Upholding Business Ethics
	2-16 Communication of critical concerns	Stakeholder Engagement
	2-17 Collective knowledge of the highest governance body	ESG Strategy
	2-18 Evaluation of the performance of the highest governance body	ESG Strategy
	2-19 Remuneration policies	Safeguarding Fundamental Rights and Interests
	2-20 Process to determine remuneration	Safeguarding Fundamental Rights and Interests
	2-21 Annual total compensation ratio	Due to the requirements of information confidentiality, it is not disclosed.
	2-22 Statement on sustainable development strategy	ESG Strategy
	2-23 Policy commitments	Safeguarding Fundamental Rights and Interests
	2-24 Embedding policy commitments	Enhancing Internal Control of Compliance Reinforcing Procurement Management
	2-25 Processes to remediate negative impacts	Upholding Business Ethics Providing Quality services
	2-26 Mechanisms for seeking advice and raising concerns	Stakeholder Engagement Safeguarding Fundamental Rights and Interests
	2-27 Complying with laws and regulations	Seeing the sections of the report for details
	2-28 Membership associations	Protecting Intellectual Property
	2-29 Approach to stakeholder engagement	Stakeholder Engagement
	2-30 Collective bargaining agreements	The Group will gradually improve the relevant management measures.

Topic disclosures		Related sections
Topic Materials		
GRI 3: Topic Materials 2021	3-1 Process to determine material topics	Materiality Assessment
	3-2 List of material topics	Materiality Assessment
	3-3 Management of Material Topics	Materiality Assessment
Biodiversity		
GRI 101: Biodiversity 2024	101-1 Policies to halt and reverse biodiversity loss	Not Applicable
	101-2 Management of biodiversity impacts	Not Applicable
	101-3 Access and benefit-sharing	Not Applicable
	101-4 Identification of biodiversity impacts	Not Applicable
	101-5 Locations with biodiversity impacts	Not Applicable
	101-6 Direct drivers of biodiversity loss	Not Applicable
	101-7 Changes to the state of biodiversity	Not Applicable
	101-8 Ecosystem services	Not Applicable
Economic Performance		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Detailed information can be found in the Group's Annual Report 2025.
	201-2 Financial implications and other risks and opportunities due to climate change	Response to Climate Change
	201-3 Defined benefit plan obligations and other retirement plans	Safeguarding Fundamental Rights and Interests
	201-4 Financial assistance received from government	Detailed information can be found in the Group's Annual Report 2025.
Market Presence		
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Due to the requirements of information confidentiality, it is not disclosed.
	202-2 Proportion of senior management hired from the local community	Not applicable
Indirect Economic Impacts		
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Giving Back to Society
	203-2 Significant indirect economic impacts	Giving Back to Society

Topic disclosures		Related sections
Procurement Practices		
Gri 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Due to the requirements of information confidentiality, it is not disclosed.
Anti-Corruption		
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	Upholding Business Ethics
	205-2 Communication and training about anti-corruption policies and procedures	Upholding Business Ethics
	205-3 Confirmed incidents of corruption and actions taken	Upholding Business Ethics Tables of ESG KPIs
Anti-Competitive Behavior		
GRI 206: Anti-Competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No relevant legal proceedings occurred in the Group.
Tax		
GRI 207: Tax 2019	207-1 Approach to tax	Detailed information can be found in the Group's Annual Report 2025.
	207-2 Tax governance, control, and risk management	Detailed information can be found in the Group's Annual Report 2025.
	207-3 Stakeholder engagement and management of concerns related to tax	Detailed information can be found in the Group's Annual Report 2025.
	207-4 Country-by-country reporting	Detailed information can be found in the Group's Annual Report 2025.
Materials		
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Not Applicable
	301-2 Recycled input materials used	Not Applicable
	301-3 Reclaimed products and their packaging materials	Not Applicable
Energy		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Tables of ESG KPIs
	302-2 Energy consumption outside of the organization	The Group did not carry out relevant statistics.
	302-3 Energy intensity	Tables of ESG KPIs
	302-4 Reduction of energy consumption	Promoting Green Operations
	302-5 Reductions in energy requirements of products and services	Promoting Green Operations

Topic disclosures		Related sections
Water And Effluents		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Promoting Green Operations
	303-2 Management of water discharge-related impacts	Promoting Green Operations
	303-3 Water withdrawal	Tables of ESG KPIs
	303-4 Water discharge	Tables of ESG KPIs
	303-5 Water consumption	Tables of ESG KPIs
Emissions		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Tables of ESG KPIs
	305-2 Energy indirect (Scope 2) GHG emissions	Tables of ESG KPIs
	305-3 Energy indirect (Scope 3) GHG emissions	Tables of ESG KPIs
	305-4 Greenhouse Gas Emission Intensity	Tables of ESG KPIs
	305-5 Greenhouse Gas Emission Reduction	Tables of ESG KPIs
	305-6 Emissions of ozone-depleting substances (ODS)	Not Applicable
	305-7 Nitrogen oxides (NO_X), sulfur oxides (SO_X), and other significant air emissions	Tables of ESG KPIs
Waste		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Promoting Green Operations
	306-2 Management of significant waste-related impacts	Promoting Green Operations
	306-3 Waste generated	Tables of ESG KPIs
	306-4 Waste diverted from disposal	Tables of ESG KPIs
	306-5 Waste directed to disposal	Tables of ESG KPIs
Supplier Environmental Assessment		
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Reinforcing Procurement Management
	308-2 Negative environmental impacts in the supply chain and action taken	Reinforcing Procurement Management

Topic disclosures		Related sections
Employment		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Tables of ESG KPIs
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Safeguarding Fundamental Rights and Interests
	401-3 Parental leave	Strengthening Employee Care
Labor-Management Relations		
GRI 402: Labor-Management Relations 2016	402-1 Minimum notice periods regarding operational changes	The Group had no significant operational changes.
Occupational Health and Safety		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Not Applicable
	403-2 Hazard identification, risk assessment, and incident investigation	Not Applicable
	403-3 Occupational health services	Enhancing Employee Health
	403-4 Worker participation, consultation, and communication on occupational health and safety	Enhancing Employee Health
	403-5 Worker training on occupational health and safety	Enhancing Employee Health
	403-6 Promotion of worker health	Enhancing Employee Health
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Enhancing Employee Health
	403-8 Workers covered by an occupational health and safety management system	Not Applicable
	403-9 Work-related injuries	Tables of ESG KPIs
	403-10 Work-related ill health	Tables of ESG KPIs
Training and Education		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Tables of ESG KPIs
	404-2 Programs for upgrading employee skills and transition assistance programs	Focusing on Talent Development
	404-3 Percentage of employees receiving regular performance and career development reviews	Safeguarding Fundamental Rights and Interests

Topic disclosures		Related sections
Diversity and Equal Opportunity		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Governance Structure Safeguarding Fundamental Rights and Interests Tables of ESG KPIs
	405-2 Ratio of basic salary and remuneration of women to men	Due to the requirements of information confidentiality, it is not disclosed.
Non-Discrimination		
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Safeguarding Fundamental Rights and Interests
Freedom Of Association and Collective Bargaining		
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	The Group will gradually improve the relevant management measures.
Child Labor		
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Safeguarding Fundamental Rights and Interests Reinforcing Procurement Management
Forced or Compulsory Labor		
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Safeguarding Fundamental Rights and Interests Reinforcing Procurement Management
Security Practices		
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	The Group will gradually incorporate this into ESG management in the future.
Rights of Indigenous Peoples		
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	The Group's core businesses are less relevant or of less importance to this topic, and thus it is not disclosed.

Topic disclosures		Related sections
Local Communities		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Giving Back to Society
	413-2 Operations with significant actual and potential negative impacts on local communities	The Group has not identified any operations with significant actual and potential negative impacts on local communities.
Supplier Social Assessment		
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Reinforcing Procurement Management
	414-2 Negative social impacts in the supply chain and actions taken	Reinforcing Procurement Management
Public Policy		
GRI 415: Public Policy 2016	415-1 Political contributions	The Group's core businesses are less relevant or of less importance to this topic.
Customer Health and Safety		
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Not applicable
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable
Marketing and Labeling		
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Providing Quality services
	417-2 Incidents of non-compliance concerning product and service information and labeling	Providing Quality services
	417-3 Incidents of non-compliance concerning marketing communications	Providing Quality services
Customer Privacy		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information Security Protection

Reader Feedback Form

Dear Reader,

Thank you very much for taking time out of your busy schedule to read this report. In order to further improve the ESG management and practice of ZhongAn Online, we value and look forward to listening to your comments and suggestions.

Please tick " ✓ " in the appropriate position.

1. Which of the following stakeholders do you belong to?

☐ Government ☐ Customers ☐ Community public
☐ Business partners ☐ Media ☐ Employees
☐ Shareholders and investors ☐ Others

2. What is your overall comment on this report?

☐ Very good ☐ Good ☐ General ☐ Relatively ☐ Poor

3. How do you think this report performs in terms of the authenticity, accuracy and effectiveness of information and data disclosure?

☐ Very good ☐ Good ☐ General ☐ Relatively ☐ Poor

4. How do you think this report performs in reflecting the comprehensiveness of ZhongAn Online's sustainability efforts?

☐ Very good ☐ Good ☐ General ☐ Relatively ☐ Poor

5. What do you think of the structure of this report?

☐ Very good ☐ Good ☐ General ☐ Relatively ☐ Poor

6. Do you think the description, content arrangement and layout of this report are easy to read?

☐ Yes ☐ No

7.Do you have any comments and suggestions on ZhongAn Online's sustainability work and this report?

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