



This Report is printed on recycled, eco-friendly paper

Copyright © China Pacific Insurance (Group) Co., Ltd. All rights reserved. Do not reproduce or translate the copy without authorization

We welcome your comments and suggestions on this Report



China Pacific Insurance 2025 Sustainability Report



2025

# China Pacific Insurance Sustainability Report

# Contents

## Introduction

|                                   |    |
|-----------------------------------|----|
| About the Report                  | 01 |
| Board Statement                   | 02 |
| Message from the Chairman         | 03 |
| About CPIC                        | 05 |
| Annual Highlights and Performance | 06 |
| Honors                            | 07 |

## Spotlight

|  |    |
|--|----|
| <b>Advancing the "Five Financial Priorities"</b>   | 09 |
| Boosting technology finance to accelerate the development of new quality productive forces | 09 |
| Driving green finance in pursuit of the "dual carbon" strategic goal                       | 09 |
| Strengthening inclusive finance to enhance people's well-being                             | 10 |
| Developing pension finance and charting the blueprint for the elderly care ecosystem       | 10 |
| Empowering digital finance to elevate service quality and efficiency                       | 10 |

## 01

### Consolidating the Foundation of Management to Build Lasting Traction

|                                   |    |
|-----------------------------------|----|
| Sustainable Development Strategy  | 13 |
| Sustainability Governance         | 13 |
| Double Materiality Topic Analysis | 14 |
| Communication with Stakeholders   | 15 |
| Sustainable Development Exchange  | 16 |

## 02

### Driving Green Transition to Foster Harmony

|   |    |
|---|----|
| Sustainable Insurance, Promoting Collective Well-being    | 19 |
| Responsible Investment, Harnessing the Power of Insurance | 23 |
| Green Operations, Pursuing Eco-Friendly Development       | 26 |
| Biodiversity, Safeguarding Our Shared Homeland            | 28 |



## 03

### Strengthening Our Innovation Capabilities and Demonstrating Our Commitment to CSR

|   |    |
|---|----|
| Healthy Aging, a Blueprint for Happy Living                   | 31 |
| Innovation-driven, powering the engine of development         | 35 |
| Rural Revitalization, Shaping a New Landscape of Prosperity   | 38 |
| International Services, Strengthening Cross-Border Protection | 39 |

## 04

### Enhancing Service Collaboration for Greater Synergy

|  |    |
|--|----|
| Caring About Employees and Cultivating a Strong Talent Base  | 43 |
| Putting Customer First and Creating Long-Term Value Together | 51 |
| Driving Coordinated Development with Partners                | 56 |
| Helping Culture and Sports Flourish in China                 | 57 |
| Caring About People's Well-being and Shaping Better Lives    | 59 |

## 05

### Strengthening the Foundation for Sustainable Development

|  |    |
|--|----|
| Corporate Governance for Enduring Value Creation           | 63 |
| Business Ethics, Laying a Solid Foundation for Development | 67 |
| Information Security, Building a Stronger Line of Defense  | 69 |

## Disclosure of Financial Information Related to Climate

|   |    |
|---|----|
| Governance                                      | 72 |
| Strategy  | 73 |
| Management of Impacts, Risks, and Opportunities | 77 |
| Indicators and Targets                          | 78 |

## ESG Performance

|                           |    |
|---------------------------|----|
| Environmental Performance | 80 |
| Social Performance        | 84 |

## Appendices

|  |     |
|--|-----|
| Appendix 1: Content Index                    | 93  |
| Appendix 2: ESG Rating and Index Performance | 109 |
| Appendix 3: Comments and Feedback            | 110 |

# Introduction

## About the Report

This Report marks the fifth consecutive year that China Pacific Insurance (Group) Co., Ltd. (CPIC) has released a Sustainability Report, following 13 consecutive years of publishing its Corporate Social Responsibility (CSR) Report. It fully presents CPIC's philosophy, actions, and achievements in advancing sustainable development.

### Reporting scope

**Organizational scope:** This Report is prepared with CPIC as the primary entity and covers all its affiliated institutions.

**Reporting period:** This is an annual report focusing on the period from January 1, 2025 to December 31, 2025.

### Reporting standards

**This Report has been prepared in accordance with the following guidelines and regulations:** the *Guidelines No. 14 for Self-Regulation of Listed Companies—Sustainability Report (Trial)* and the *Guide No. 4 for Self-Regulatory Supervision on Listed Companies—Compilation of Sustainable Development Reports* issued by the Shanghai Stock Exchange (SSE); the *Environmental, Social and Governance Reporting Code and the Guidance on Climate Disclosures* issued by the Hong Kong Exchanges and Clearing Limited (HKEX); the *ESG Reporting Guidance* issued by the London Stock Exchange (LSE); the *Sustainability Disclosure Standards for Business Enterprises—Basic Standard (Trial)* and the *Sustainability Disclosure Standards for Business Enterprises No. 1—Climate (Trial)* issued by the Ministry of Finance (MOF); the *Guiding Opinions on Strengthening the Institutional Mechanism for Consumer Rights Protection in the Banking and Insurance Sector* issued by the former China Banking and Insurance Regulatory Commission; and the *ESG*

*Indicator System for State-Owned Listed Companies in Shanghai (2026)* issued by the State-owned Assets Supervision and Administration Commission of Shanghai (SASAC Shanghai).

**This Report has been developed with reference to the following standards and frameworks:** the *International Financial Reporting Sustainability Disclosures Standards (IFRS) S1 General Requirements for Disclosure of Sustainability-related Financial Information and IFRS S2 Climate-related Disclosures* issued by the International Sustainability Standards Board (ISSB); the United Nations Sustainable Development Goals (SDGs); FTSE Russell ESG rating indicators; MSCI ESG rating indicators; Wind ESG rating indicators; the *GRI Standards* issued by the Global Reporting Initiative.

### Reporting principles

**Materiality:** Following the procedure of identifying material topics stipulated by the HKEX *Environmental, Social and Governance Reporting Code*, the *Guidelines No. 14 for Self-Regulation of Listed Companies—Sustainability Report (Trial)* issued by the SSE, and the *Sustainability Disclosure Standards for Business Enterprises—Basic Standard (Trial)* issued by the MOF, and through communication and engagement with internal and external stakeholders, this Report identifies and responds to the key topics impacting CPIC's sustainable development.

**Quantification:** This Report comprehensively discloses CPIC's key ESG performance indicators in quantitative terms. Certain financial data presented herein are derived from CPIC's 2025 financial statements.

**Balance:** The content of this Report reflects objective facts, presenting both positive and negative indicators while avoiding the use of any disclosure methods that could unduly influence readers' decisions or judgments.

**Consistency:** The metrics and calculation methods

used across different reporting periods are kept as consistent as possible. Any changes to the statistical methods, scope, or indicators will be duly explained.

### Currency denomination

Unless otherwise specified, all financial data in this Report are denominated in Renminbi (RMB).

### Report language

This Report is prepared in both Chinese and English, and is available in three versions: Simplified Chinese, Traditional Chinese, and English.

### Report format

This Report is available in both digital and printed formats (printed on environment-friendly and recycled paper).

### Report access

The digital version of this Report is available for viewing and download on the websites of the Shanghai Stock Exchange ([www.sse.com.cn](http://www.sse.com.cn)), the Hong Kong Exchanges and Clearing Limited ([www.hkex.com.hk](http://www.hkex.com.hk)), and China Pacific Insurance ([www.cpic.com.cn](http://www.cpic.com.cn)).

### Terminology note

For ease of reference, China Pacific Insurance (Group) Co., Ltd. is referred to in this Report as "CPIC", "the Company", "the Group", or "we".

## Board Statement

CPIC has elevated environmental, social, and governance (ESG) to a strategic priority. Anchored in our insurance expertise, we have strengthened our ESG framework, enhanced our ESG capabilities, and deepened the integration of ESG practices with national strategies, corporate growth, and social well-being, thereby contributing to sustainable socioeconomic development.

**Strengthening the ESG framework.** By integrating ESG principles into corporate governance, we have built a top-down governance structure with clearly defined responsibilities. As the highest decision-making body for ESG matters, the Board of Directors oversees the formulation and implementation of ESG plans. Under the Board, the Strategic and Investment Decision-Making & ESG Committee is responsible for identifying and assessing ESG risks and key topics, formulating ESG strategies, setting ESG goals, plans, and

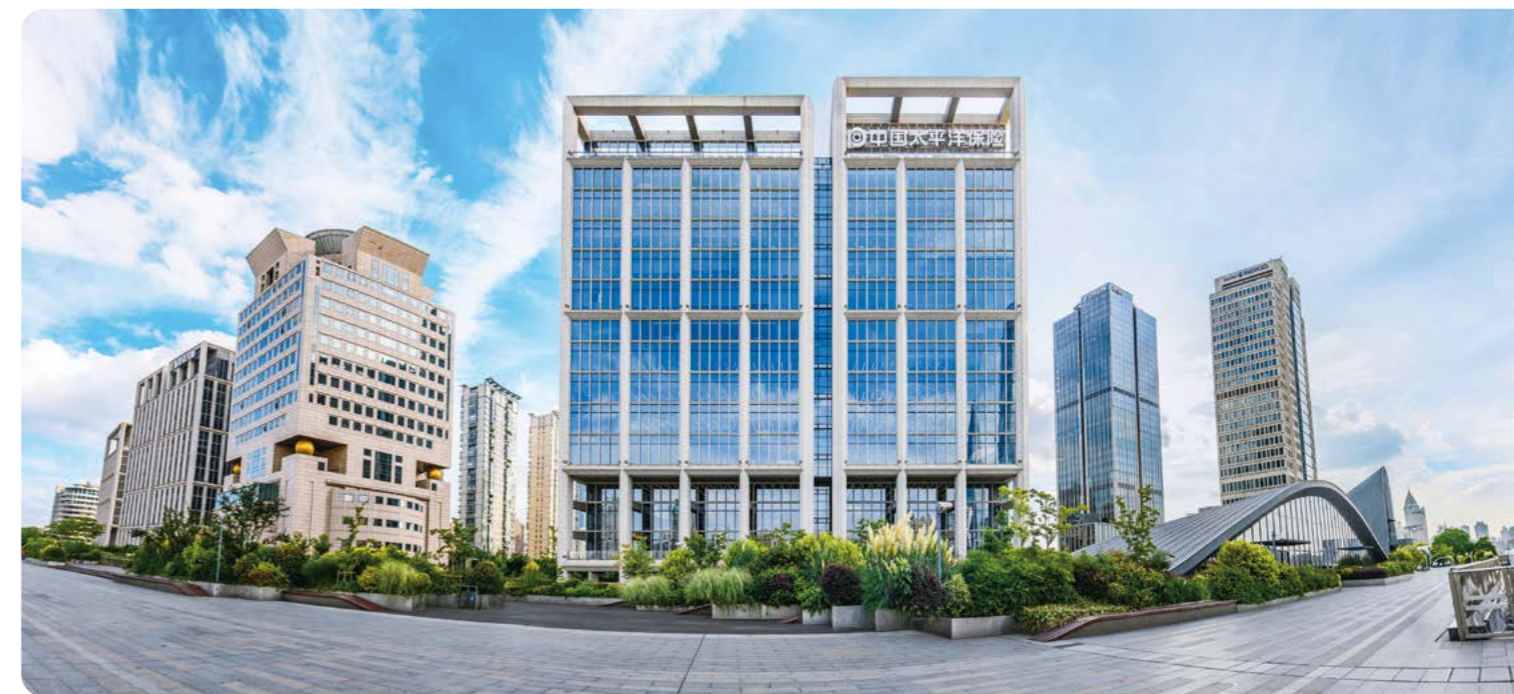
performance evaluation standards, and overseeing the execution of ESG plans.

**Enhancing ESG management.** We continue to oversee the implementation of the *Environmental, Social and Governance Plan (2023-2025) of China Pacific Insurance (Group) Co., Ltd.* In light of national strategies, regulatory requirements, ESG ratings, shifts in the socioeconomic landscape, internal operating conditions, and stakeholder feedback, we promptly identify and analyze ESG-related opportunities and risks. We also conduct regular reviews of ESG topics with impact and financial materiality, including climate change response, sustainable insurance, responsible investment, health and elderly care services, innovation-driven development, and corporate governance, so as to fully address stakeholder expectations.

**Implementing ESG targets.** We have deeply

embedded ESG into our core responsibilities and main business, further advancing efforts in climate change response, responsible investment, green operations, inclusive finance, and digital finance. We have established an annual ESG target and indicator system supported by mechanisms for continuous monitoring, oversight, and assessment, ensuring the efficient advancement of relevant initiatives. ESG performance metrics are linked to the performance-based salaries of directors and senior managers, fostering a long-term incentive and restraint mechanism that promotes the coordinated enhancement of ESG governance standards and business operations.

This Report provides a detailed disclosure of CPIC's management and progress in the above areas, as well as other material topics, all of which were reviewed and approved by the Board of Directors in March 2026.



## Message from the Chairman

### Advancing with Steady Steps and Renewed Momentum

The year 2025 marked a crucial stage for CPIC as we remained committed to high-quality development and broke new ground amid the changing landscape. Against the backdrop of profound changes at home and abroad, we stayed aligned with national priorities, upheld our commitment to "insurance for the people", and kept our focus on advancing the "Five Financial Priorities". Through these efforts, we achieved tangible progress in serving the national agenda and improving the quality of life, while advancing steadily along the path of innovation.

**In 2025, we consolidated the foundation of management to build lasting traction through efficient and standardized operations.** Guided by the strategies of "health service & elderly care, AI-plus, and internationalization", we continued to embed sustainable development across our main business, fostering ecosystem-wide collaboration, promoting technological empowerment, and strengthening our global mindset. We **refined our ESG framework** by reinforcing our target management and performance evaluation mechanisms, ensuring well-defined internal responsibilities and efficient operations. **In line with leading international ESG standards**, we actively responded to the initiatives and requirements of the UN PSI and UN PRI, while participating extensively in ESG policy development and research. These efforts demonstrated the openness, foresight, and strong sense of responsibility that define a Chinese insurer.

**In 2025, we drove a low-carbon transition to foster harmony.** With a sharper focus on sustainable insurance, we launched 40 innovative products, including Carbon Disclosure Liability Insurance and Carbon Credit Revenue Loss Insurance. Our total sum assured (SA) on green insurance now exceeds RMB 310 trillion. **Upholding responsible investment**, we incorporated ESG factors into investment decision-making and further expanded into sectors such as clean transportation and ecological restoration, with green investments surpassing RMB 300 billion. To **advance greener operations**, we vigorously promoted the CPIC Behavior-based Carbon Inclusive Incentivization Platform, ushering green campus development into a new phase and setting the target of reducing operational carbon emissions by 20% by 2028 from a 2023 baseline. We also **strengthened biodiversity protection** by developing a biodiversity risk map, enhancing post-investment biodiversity management, and creating tailored insurance products covering a wide range of species.

**In 2025, we strengthened our innovation capabilities and fulfilled our social responsibilities through the power of finance.** With a strong commitment to public well-being, our critical illness insurance provided coverage to approximately 227 million people across 111 cities, while our long-term care insurance reached more than 120 million people and Huiminbao covered around 150 million people. In addition, we provided agricultural risk protection with a total SA of about RMB 1.3 trillion. Together, these offerings demonstrated the inclusive nature of insurance. We **enhanced our presence in the health service & elderly care sector** by establishing an integrated framework that covers the full continuum of prevention, diagnosis, treatment, rehabilitation, and long-term care. Our service network—spanning 15 Pacific Care Home communities in 13 cities, Yuanshen Rehabilitation Hospitals, Baisuiju, and Nanshanju—has brought tangible benefits to a growing number of families. To **support the development of new quality productive forces**, we focused on emerging industries such as artificial intelligence, the low-altitude economy, aerospace, and biopharmaceuticals, and successfully launched several of the industry's first technology insurance solutions, including Jizhibao and the Drone Inspection Platform Insurance. We also **contributed to China's opening-up** by supporting major international exhibitions and conventions such as the China International Import Expo (CIIE) and the China International Fair for Trade in Services (CIFTIS), while actively assisting Chinese enterprises in their global expansion. To date, we have provided more than RMB 4 trillion in coverage for overseas BRI projects.

**In 2025, we enhanced service collaboration and fostered greater synergy through openness and mutual benefit.** Adopting a customer-centric approach, we increased the number of contracted strategic clients to 1,040, hosted the 2025 CPIC Customer Festival, and harnessed digital and intelligent offerings such as Yi Pei Tong and "All in AI" solutions to improve service efficiency and elevate the customer experience. **Putting employees front and center**, we established multi-channel, interdisciplinary, and multi-level career pathways, implemented specialized talent development programs across different tiers and categories, and launched company-wide AI literacy campaigns. Notably, the CPIC Online Learning Platform offered more than 26,000 courses. **Committed to the public good**, we launched the "Outstanding Athletes Lifetime Protection Charity Project", introduced the "Guarding Every Moment" public welfare partnership network, and, for the 18th consecutive year, carried out the volunteer campaign, "Illuminate the future with responsibility", while building diverse new models



such as "insurance + sports" and "insurance + philanthropy".

**In 2025, we strengthened the foundation for sustainable development through robust operations.** We **strengthened corporate governance** by streamlining the governance framework and protecting investor rights and interests through diverse, transparent communication channels. We **reinforced risk and compliance management** by enhancing internal controls and fostering risk awareness across the organization, thus ensuring sound operations. We also **enhanced information security** by refining our end-to-end data governance framework. Leveraging intelligent risk-control platforms and routine security audits, we provided robust protection for information assets and customer privacy.

As spring gathers pace and a new chapter unfolds, vitality is surging and the future shines with promise. Looking into the next five years, we will continue to leverage our role in economic and social security, aiming to make even greater contributions through serving the real economy, enhancing public well-being,

advancing the green and low-carbon transition, and supporting breakthroughs in technological innovation. Together with all sectors of society, we will keep directing the strength of finance towards national development, harness the power of insurance to protect countless families, and lend our steadfast support to the great cause of Chinese modernization.

Chairman:

China Pacific Insurance (Group) Co., Ltd.

## About CPIC

China Pacific Insurance (CPIC) was established based on the founding of China Pacific Insurance Company on May 13, 1991. Headquartered in Shanghai, it is a leading integrated insurance group in China. CPIC holds a full range of insurance licenses, covering property insurance, life insurance, pension insurance, health

insurance, agricultural insurance, and asset management. The Company has been listed in Shanghai, Hong Kong SAR, and London (A + H + G shares). It provides comprehensive protection solutions, wealth planning, and asset management services to over 180 million customers.

### Corporate culture

#### Our goal

To build CPIC into a top-notch insurance and financial group with market leadership and international competitiveness

#### Core values

Integrity, Prudence, Pursuit of Excellence, Innovation & Win-win Outcome

#### Branding slogan

Contribute a drop of water every day, and receive an ocean of help in times of need

#### Our mission

To be a responsible insurance company



## Annual Highlights and Performance

### Business performance

| Indicators                                 | 2025    | 2024    | 2023    |
|--|---------|---------|---------|
| Group Operating Revenue (RMB million)      | 435,156 | 404,089 | 323,945 |
| Group Net Assets (RMB million)             | 302,143 | 291,417 | 249,586 |
| Group number of customers (10,000 persons) | 18,955  | 18,318  | 17,987  |

### Environmental performance

| Indicators   | 2025   | 2024    | 2023   |
|--|--------|---------|--------|
| Per Capita Greenhouse Gas (GHG) Emissions (tonne of CO <sup>2</sup> equivalent/person) | 2.18   | 2.15    | 2.38   |
| Number of Electronic Policies (10,000 copies)  | 46,198 | 39,408  | 42,337 |
| Video Conferences (times)  | 88,953 | 154,529 | 26,663 |

### Social performance

| Indicators  | 2025   | 2024    | 2023    |
|---|--------|---------|---------|
| Total Number of Employees (person)                  | 96,838 | 100,193 | 104,270 |
| Percentage of Female Employees (%)                  | 51.52  | 51.56   | 51.94   |
| Total Expenditure on Employee Training (RMB 10,000) | 645    | 360     | 349     |
| Charitable Donations (RMB million)                  | 70     | 57      | 65      |
| Social Contribution per Share (RMB)                 | 11.20  | 10.18   | 6.24    |

### Governance performance

| Indicators                                      | 2025    | 2024    | 2023    |
|---|---------|---------|---------|
| Number of Board Meetings (session)              | 11      | 9       | 9       |
| Investor Services (instance)                    | 1,322   | 1,165   | 1,014   |
| Anti-Corruption Training for Employees (person) | 942,273 | 336,266 | 186,747 |

## Honors

### Sustainability

- In 2025, CPIC was awarded MSCI ESG's **highest global rating of AAA**
- CPIC was named a **"model for social responsibility"** for the 16th consecutive year by Yicai's CSR Ranking
- CPIC received the **"Shanghai Charity Award—Corporate Donor Award"** from the Shanghai Municipal People's Government
- CPIC was awarded by the China Association for Public Companies for the **2025 Best Practices in Sustainable Development**
- CPIC received an **"ESG Benchmark Enterprise Award"** from Stockstar
- CPIC received an **"ESG Excellent Enterprise Award"** from the World Green Design Organization
- CPIC's "Implementing the Dual-Carbon Strategy to Advance Green Transformation and Development" was recognized as a **CSR initiative demonstrating strong public commitment by people.cn**
- CPIC was named one of the "best insurance companies in responsible investment" **at Sina Finance's 2025 China Corporate ESG "Golden Responsibility Award" Ceremony**
- CPIC was honored by the Center for Environmental Education and Communications of the Ministry of **Ecology and Environment for Outstanding ESG Practices in 2025**

### Corporate governance

- CPIC was honored by the China Association for Public Companies for **Best Practices in Board Governance for Listed Companies**
- CPIC was named one of the **"Phoenix Star Best Listed Companies in Brand Influence"**
- CPIC received **the highest A rating** for information disclosure in 2024-2025 among SSE-listed companies
- China Pacific Insurance Co., Ltd. (CPIC P/C) was named **"property insurance company of the year"** by Yicai's China Financial Ranking

### Technological innovation

- Based on AI-driven modeling and featuring end-to-end data transparency, the innovative anti-fraud internal control framework of China Pacific Life Insurance Co., Ltd. (CPIC Life) was honored by the China Association for Public Companies as one of the **"Best Internal Control Practices of Chinese Listed Companies for 2025"**
- Two Pacific Insurance Technology Co., Ltd. (CPIC Technology) projects—LLM-based 'AI-plus' digital and intelligent empowerment" and "data asset management system"—won **Second Prizes of the People's Bank of China (PBOC) 2024 Fintech Development Award**
- "CPIC Intelligent Risk Control System: Establishing a New Paradigm of Intelligent Compliance Management in the Insurance Industry" was named a 2025 **"Golden Pinnacle" Excellent Case by CNR Network Finance Center**
- CPIC's digital and intelligent audit project was also named a 2025 **"Golden Pinnacle" Excellent Case by CNR Network Finance Center**

### CPIC services

- "Building a Consumer Protection Demonstration Zone and Establishing a Benchmark for Collaborative, Community-Based Protection of Consumer Rights and Interests (PCRI) Governance" was named an **"Outstanding Practice in Financial Consumer Protection and Service Innovation for 2025"** by China Banking and Insurance News.
- Pacific Care Home Chengdu Community was accredited as a **"Five-Star Elderly Care Facility"**
- CPIC Life, in collaboration with civil affairs authorities, launched the public welfare program "Peaceful Living for Senior Neighbors", which was commended by the NFRA as **a model initiative for delivering tangible benefits to the public**
- CPIC Health's Blue Medical Insurance · Long-term Health Insurance (Premium Care Version) was named one of the **"most reputable health insurance products of 2024-2025"**

### Brand communication

- CPIC received **the Ecosystem Brand Evaluation at the "Ecosystem Brand Summit"** for three consecutive years
- CPIC received **the 2025 Asia Excellence Brand Award** from Asiaweek
- CPIC was named one of the **"Phoenix Star Best Listed Companies in Brand Influence"**
- The brand partnership between CPIC Life and the TV show "A Better Life" was selected by the Financial Times as an **"exemplary case in financial branding and cultural development"**

# Spotlight: Advancing the "Five Financial Priorities"

Leveraging the insurance industry's role in economic and social security, and focusing on national strategic priorities, key sectors, and critical gaps, CPIC strengthens its organizational framework and operational mechanisms to deliver multi-tiered, wide-ranging, diverse, and sustainable products and services, thus providing targeted financial support for high-quality socioeconomic development.

## Boosting technology finance to accelerate the development of new quality productive forces

CPIC constantly enhances innovation in technology insurance products so as to precisely align with the needs of leading enterprises in emerging pillar industries and inject strong momentum into technological advancement.

Provided technology insurance services to **137,000** enterprises

Technology insurance coverage achieved **RMB 67+** trillion

Total SA for technology achieved **RMB 135+** billion

Total SA in the electronic information technology sector reached **RMB 25.8** trillion

Consolidated SA in the aerospace sector reached **RMB 24.8** billion

Total SA in the biotechnology and new pharmaceutical technology sectors reached **RMB 448.5** billion

## Driving green finance in pursuit of the "dual carbon" strategic goal

CPIC leverages its liability and investment expertise to constantly innovate in green finance products and services, providing strong support for the green and low-carbon transition of the economy and society.

Total SA on green insurance achieved **RMB 310+** trillion

Green insurance premiums achieved **RMB 66+** billion

Total SA under catastrophe insurance achieved **RMB 1.15+** trillion

Total SA on environmental pollution liability insurance achieved **RMB 12+** billion

Total SA on clean energy insurance achieved **RMB 73+** trillion

Green investments achieved **RMB 300+** billion

## Strengthening inclusive finance to enhance people's well-being

Focusing on micro and small enterprises, *sannong* (i.e., agriculture, rural areas and farmers), and people's livelihood, CPIC enhances the coverage, accessibility, and quality of its inclusive products and services, ensuring that the benefits of financial development are shared across society.

Approx. **227** million individuals covered by critical illness medical insurance

**120+** million individuals covered by long-term care insurance

Approx. **150** million individuals covered by Huiminbao

Insurance coverage for new urban residents reached **330** million individuals

Helped small and micro business owners secure **RMB 155** million in financing

Developed **5,000+** agricultural insurance products

Provided **RMB 128.6** billion in SA for the three major staple crops (rice, wheat, and corn)

Provided agricultural risk protection with a total SA of about **RMB 1.3** trillion to **17+** million farmers

Nearly **6** million rural households benefited from agricultural insurance claims

## Developing pension finance and charting the blueprint for the health service & elderly care ecosystem

CPIC is committed to developing an integrated "insurance + elderly care + healthcare" service framework to better meet the diverse needs of retirees.

Changjiang Pension Insurance Co., Ltd. (Changjiang Pension) manages assets achieving **RMB 1.5+** trillion, of which nearly **RMB 1** trillion comes from first- and second-pillar businesses

Pacific Care Home launched **15** elderly care community projects across **13** cities, with **14** communities already in operation and **12,000+** care beds delivered

## Empowering digital finance to elevate service quality and efficiency

Adhering to AI- and data-driven innovation, CPIC leverages technology to re-engineer business processes, enhance operational efficiency, improve customer experience, and accelerate the development of core competencies that underpin high-quality growth.

Digital workforce tools deployed to **18,457** employees, resulting in a **31.27%** increase in productivity

Digital and intelligent services delivered to **98.96** million customer interactions

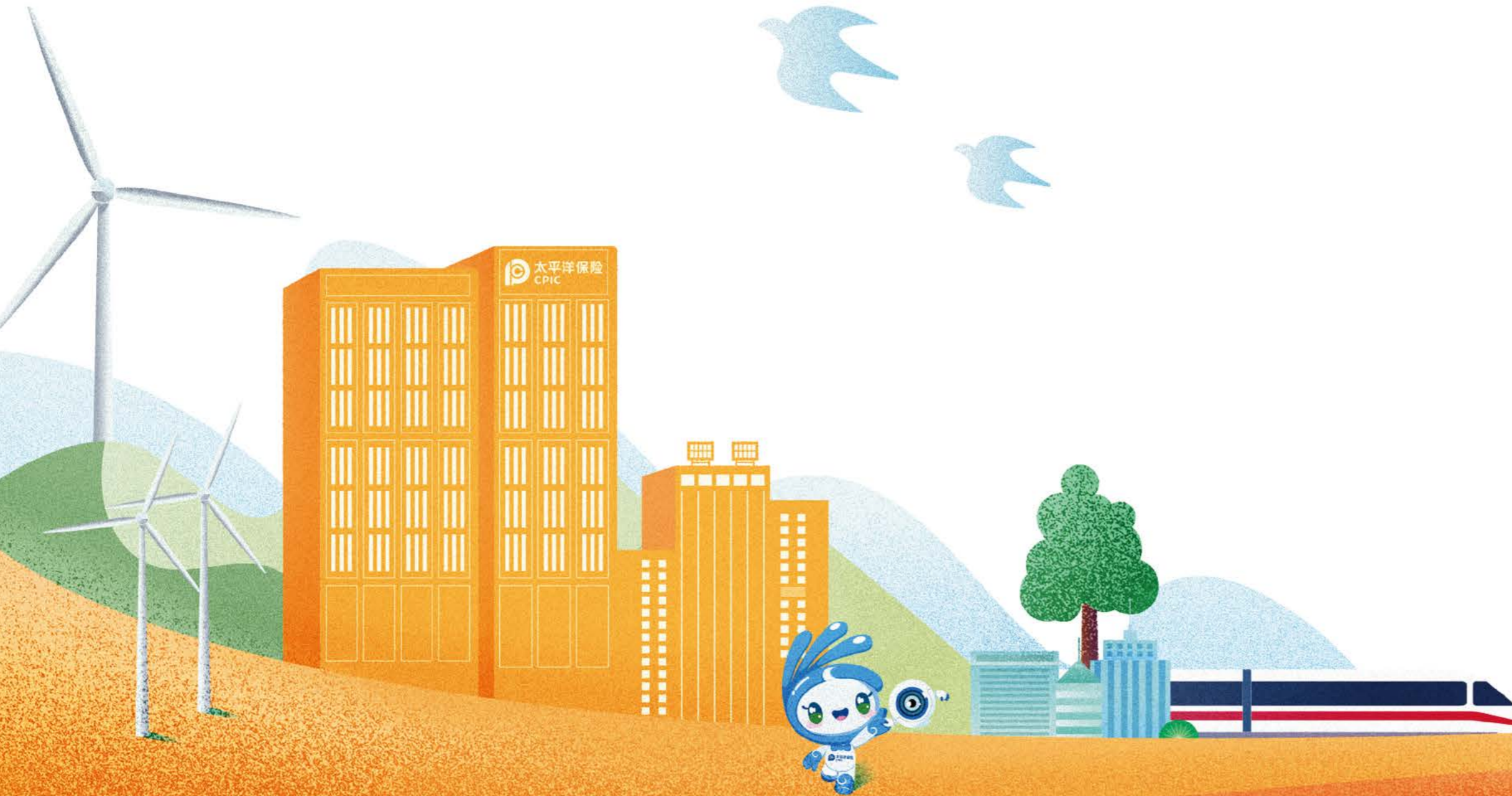
AI-powered services accessed **2.7** billion times

# 01

## Consolidating the Foundation of Management to Build Lasting Traction

CPIC continues to enhance the ESG management system by embedding sustainable development principles into business operations and management processes. Meanwhile, enhanced efforts in external communication and international engagement have reinforced our foundation for high-quality growth.

- ▶ Sustainable Development Strategy
- ▶ Sustainability Governance
- ▶ Double Materiality Topic Analysis
- ▶ Communication with Stakeholders
- ▶ Sustainable Development Exchange



## Sustainable Development Strategy

Rooted in the new development stage, guided by the new development philosophy, and aligned with the new development paradigm, we have successfully fulfilled the objectives set out in the *CPIC High-Quality Development Plan for the Years 2023-2025*. Over the past year, we have

formulated the *CPIC Green and Low-Carbon Transformation Plan*, further clarifying the overall framework, implementation pathways, and main objectives for green development, while driving continuous improvement in ESG governance.

## Sustainability Governance

We have put in place an ESG governance structure incorporating the Board of Directors, management, and executive levels. ESG performance indicators are integrated into the performance-based compensation of our Executive Directors and senior management, thereby providing institutional and organizational support for the orderly implementation of ESG initiatives and the fulfillment of social responsibilities.

We have established ESG performance indicators covering the Group and our major subsidiaries, ensuring the effective implementation of ESG tasks. ESG

functional departments and positions have been established or designated within the Group's specialized business lines and seven subsidiaries. Based on their business conditions, these entities are steadily building dedicated ESG teams with refined goals and responsibilities. We have also accelerated the development of relevant systems, forming a closed-loop management framework including ESG governance policies, professional standards, and incentive and restraint mechanisms, thereby supporting the comprehensive advancement of ESG initiatives.



## Double Materiality Topic Analysis

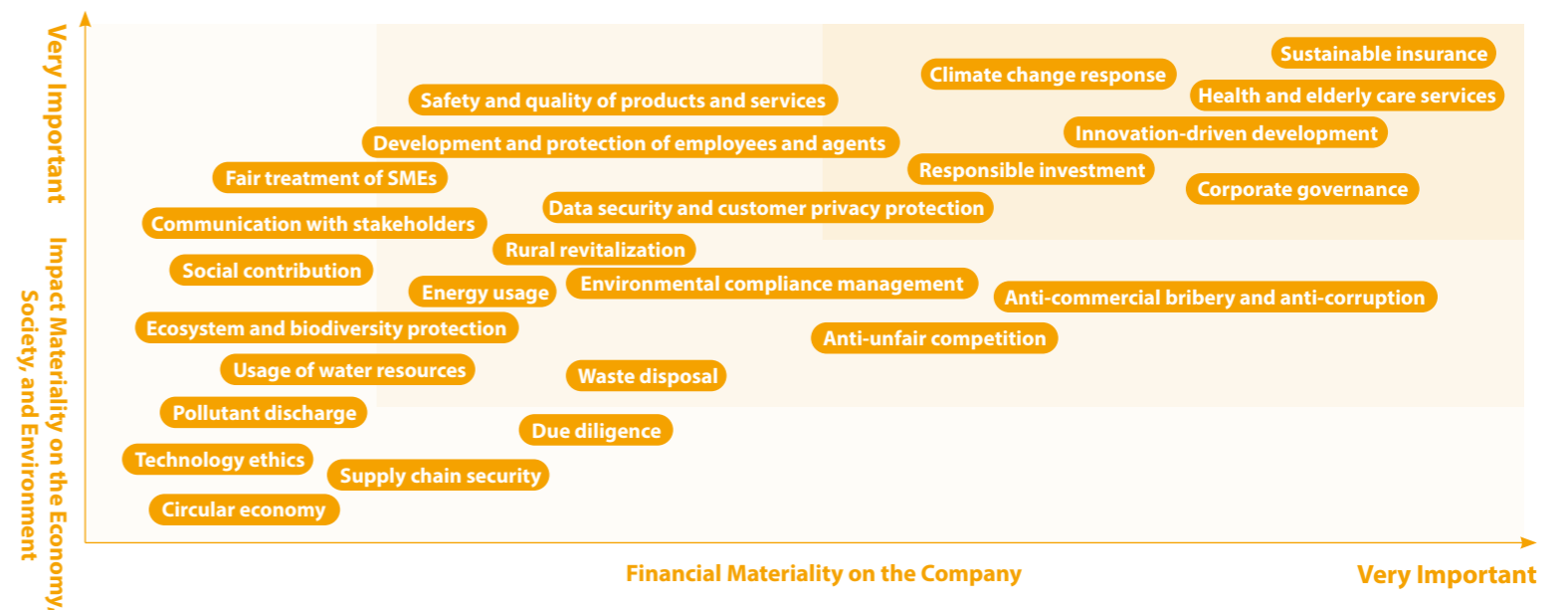
### Analytical Methods for Double Materiality Topics

Guided by the principle of "double materiality"—impact and financial materiality—we undertook a comprehensive evaluation of stakeholder concerns and expectations through senior management interviews,

questionnaires, expert consultations, and stakeholder engagement, and on such basis developed our 2025 Double Materiality Matrix.

| Understanding the Context of Corporate Activities and Business Relationships  | Developing a List of Topics  | Topic Materiality Assessment and Confirmation  | Topic Report   |
|---|--|--|--|
| <ul style="list-style-type: none"> <li>Understand corporate activities and business relationships</li> <li>Assess the external environment</li> <li>Identify key impacts on stakeholders</li> </ul> | <ul style="list-style-type: none"> <li>Through policy analysis, standards alignment, and peer comparison, we identified, screened, and defined sustainability topics relevant to CPIC, ultimately designating 25 as major topics</li> <li>We assessed the impacts, risks, and opportunities related to each topic and compiled a comprehensive list of major topics for the Company</li> </ul> | <ul style="list-style-type: none"> <li>Impact materiality assessment: Through questionnaires, interviews, and other methods, we thoroughly assessed the impact materiality of the 25 major topics from the perspectives of scale, scope, irremediable character, and likelihood</li> <li>Financial materiality assessment: We identified and assessed the risks and opportunities that have affected, or may potentially affect, our business operations, capital position, operating performance, and cash flows, with due consideration given to the likelihood of financial impact</li> <li>Impact and financial materiality results were integrated and submitted to the Board of Directors for review and confirmation</li> </ul> | <ul style="list-style-type: none"> <li>Based on the outcomes of the materiality assessment, we disclosed relevant content in accordance with the <i>Guidelines No. 14 for Self-Regulation of Listed Companies—Sustainability Report (Trial)</i> and the <i>Guide No. 4 for Self-Regulatory Supervision on Listed Companies—Compilation of Sustainable Development Reports</i> issued by the SSE, the <i>Environmental, Social and Governance Reporting Code</i> issued by the HKEX, and the <i>ESG Reporting Guidance</i> issued by the LSE</li> </ul> |

### Analysis Results of Double Materiality Topics



## Communication with Stakeholders

| Stakeholders                                 | Stakeholder Expectations  |   | Communicating Channels  |  |
|--|---|---|---|--|
| <b>Customers</b>                             | Accessibility of financial services<br>High-quality products and services<br>Data security and privacy  | Consumer rights protection<br>Communication and interactive mechanisms  | Customer product demand research<br>NPS survey and monitoring<br>95500 Customer Service Hotline                     | Online service platforms for customers<br>Customer service activities<br>Social media  |
| <b>Employees</b>                             | Fair and equitable recruitment<br>Open and transparent communication channels<br>Compensation and benefits system<br>Career development prospects | Professional skills support<br>Health and safety protection<br>Work-life balance                                      | Employee Representative Conferences<br>Employee complaint channels<br>Departmental communication meetings           | OA system and instant messaging platforms<br>Business supervision, training, and technical support<br>Employee cultural, sports, and care activities |
| <b>Shareholders</b>                          | Enhancing economic value<br>Sound corporate governance<br>Compliant information disclosure  | Comprehensive risk management<br>Compliance and integrity in development<br>Protection of minority shareholder rights | General Meetings of Shareholders<br>Periodic reports and information disclosures<br>Roadshows and reverse roadshows | Capital market open days<br>Social media<br>Online communication channels  |
| <b>Government and Regulatory Authorities</b> | National strategies<br>Risk and compliance management<br>Lawful tax payment   | Compliant information disclosure<br>Promoting industry development  | Participation in government meetings<br>Visits and work briefings<br>Policy research                                | Periodic reports<br>Thematic reports<br>Industry-academia-research collaboration   |
| <b>Suppliers</b>                             | Fair procurement<br>Green procurement   | Win-win cooperation   | Procurement activities<br>Supplier management system  | Supplier surveys<br>Project collaboration  |
| <b>Partners</b>                              |   | Win-win cooperation<br>Industry innovation  | Exchange and sharing of practical experience<br>Project collaboration   | Meeting-based communication<br>Industry and cross-sector cooperation   |
| <b>Society</b>                               | Emergency disaster response<br>Public welfare and philanthropy  | Response to social hotspot issues<br>Financial literacy campaigns   | Contributing to rural revitalization<br>Public welfare and volunteer services<br>Sports and cultural initiatives    | Financial education and outreach<br>Diverse communication channels   |
| <b>Environment</b>                           | Climate change response<br>Biodiversity protection  | Pollution prevention and control<br>Resource utilization efficiency   | Green buildings and sustainable<br>Green investment and green insurance   | Green public welfare   |

## Sustainable Development Exchange

We are deepening exchanges and collaboration with diverse stakeholders to enhance sustainability.

**International ESG engagement:** We shared our experience in ESG investment on both domestic and international occasions, including the China-Singapore Green Finance Taskforce Meeting, the UNEP FI Regional Roundtable Asia Pacific, the ESG forum at Qingdao Venture Capital Conference, and the Sustainable Global Leaders Conference. As the sole representative from the Chinese mainland on the UN Principles for Responsible Investment (PRI) Asset Owner Technical Advisory Committee (AOTAC) and the Future of Responsible Investment (FoRI)—a working group for leading asset owners that was established to mark the PRI's 20th anniversary—we actively participated in quarterly meetings and working group sessions, offering our insights into development trajectories, sustainable finance policy frameworks, and guidelines for investment manager oversight.

**ESG policy development:** We work closely with regulators in formulating industry-wide

ESG policies. We provided comprehensive and substantive feedback on the *Sustainability Disclosure Standards for Business Enterprises No. 1—Climate (Trial)*, issued by the Ministry of Finance and the Ministry of Ecology and Environment, and the *ESG Investment Guidelines for Insurance Agencies* issued by the Insurance Asset Management Association of China.

**ESG research programs:** We engaged in a range of research programs including the Green Finance Committee's *Research on Green Finance Innovation*—most notably the Case Study on Carbon Accounting Practices of Financial Institutions, the Survey on the 15th Five-Year Plan for Financial Standardization conducted by China Financial Standardization Technical Committee under the PBOC, the State-owned Assets Supervision and Administration Commission's analysis of *Financial Industry Trends over the Next Five Years*, the Insurance Association of China's *Survey on Social Responsibility in the Insurance Sector*, and the ESG survey conducted by the Hong Kong Institute of Certified Public Accountants

(HKICPA). In addition, we co-published the *White Paper on Insurance Risk Research for Green Electricity-to-Hydrogen Power Stations*, filling a gap in risk quantification and the alignment of insurance mechanisms within the green hydrogen industry.

**ESG risk management training:** We organized ESG training for all directors and supervisors, covering the latest ESG policies and the Board's governance responsibilities regarding climate-related risks and opportunities. In addition, we have delivered training programs on ESG risk response tailored to the needs of different business lines. With a focus on key areas such as autonomous driving, clean energy, green shipping, and carbon markets, CPIC P/C has strengthened its capabilities in specialized risk identification and management. CPIC Asset Management engaged external experts to conduct in-depth discussions on ESG investment strategies for insurance capital, risk control frameworks, and real-world case studies, thereby strengthening ESG investment risk management capabilities on the asset side.



CPIC Pavilion at the Sustainable Global Leaders Conference



CPIC's Presentation at the 2025 Sustainable Global Leaders Conference



# 02 Driving Green Transition to Foster Harmony

By leveraging resources across the liability, investment, and operational segments, CPIC vigorously develops sustainable insurance, conducts responsible investment, and refines carbon governance to advance eco-civilization construction and biodiversity protection—thereby contributing to the vision of a "Beautiful China".

- ▶ Sustainable Insurance, Promoting Collective Well-being
- ▶ Responsible Investment, Harnessing the Power of Insurance
- ▶ Green Operations, Pursuing Eco-Friendly Development
- ▶ Biodiversity, Safeguarding Our Shared Homeland

## Sustainable Insurance, Promoting Collective Well-being

We further strengthened top-level design and strategic planning for sustainable insurance. We also reinforced risk alert management and integrated sustainability principles throughout our insurance operation process. In doing so, we comprehensively elevated our service standards and value-creation capabilities.

### Governance

We issued the *CPIC Plan for Advancing the Five Financial Priorities*, refining our sustainable insurance governance structure while incorporating green and inclusive insurance into the organizational framework of the Priorities. Specifically, the CPIC Leading Group is responsible for formulating the overall plan, coordinating its implementation, and facilitating the resolution of key issues. The CPIC Working Group is responsible for defining the key tasks and objectives, conducting regular assessments and reviews, and ensuring the success of various undertakings. Each subsidiary has its own leading and working groups, along with specialized task forces for green finance and inclusive finance. Collectively, these bodies form our organizational support framework.

### Strategy

We formulated the *CPIC Three-Year Action Plan for Green and Low-Carbon Transition (2026-2028)*, which is designed to expedite innovation in green finance governance, business models, and service offerings, while broadening and refining our portfolios of green financial products. CPIC P/C introduced a Special Plan for Green Insurance, further strengthening our multi-tiered, comprehensive, diversified, and sustainable green finance service framework.

In addition, we formulated a Special Plan for Inclusive Insurance, establishing a comprehensive framework that integrates products, services, support, and technology. This framework is underpinned by a "Five Vertical and Three Horizontal" inclusive service architecture. Focused on five target segments and reinforced by customized product offerings,

scenario-driven technological applications, and grid-based service networks, the framework delivers tailored yet all-encompassing solutions, enabling us to develop a blueprint that guides the phased, coordinated, and effective advancement of inclusive finance.

### Management of Impacts, Risks, and Opportunities

We are transforming our insurance services from a traditional "post-loss compensation" approach to a lifecycle framework that integrates prevention, loss mitigation, and post-disaster recovery. Through this shift, we seek to reinforce our risk management architecture, advance the development of risk management platforms, and enhance our monitoring and alert mechanisms.

|  |   |
|--|---|
| <p><b>Risk identification and assessment</b></p> | <ul style="list-style-type: none"> <li>• <b>Risk identification and risk survey control:</b> Leveraging our proprietary "Risk Radar" platform, we deployed a localized, multi-hazard risk mapping system that enables access to natural disaster risk rating data and their integration into risk survey reporting and underwriting systems, thereby ensuring accurate risk identification. All personnel conduct on-site assessments of insured assets via a risk survey App, while AI-powered facial recognition technology—matching staff images with corporate records—guarantees the authenticity of risk survey outcomes.</li> <li>• <b>Integration of climate risk into underwriting and claims:</b> Climate risk assessment has been integrated into the responsibilities of underwriting and claims teams. Not only are the implications of climate change for insured assets embedded into underwriting decisions, but our claims professionals are now responsible for analyzing loss patterns arising from climate-related catastrophes. For instance, following severe typhoon events, we have strengthened underwriting controls for PV projects located in high-risk regions.</li> <li>• <b>Climate vulnerability-based precision pricing:</b> Different premium rates are established based on regional climate vulnerability to enhance pricing accuracy and business sustainability.</li> </ul> |
| <p><b>Risk monitoring and alert</b></p>          | <ul style="list-style-type: none"> <li>• <b>Tiered contingency plan:</b> We have developed a tiered contingency plan to effectively address natural disasters and accidents.</li> <li>• <b>Upgraded new-energy risk management platform:</b> The platform now features a tiered offshore alert model and an enhanced risk map for onshore projects.</li> </ul>  |

|  |   |
|--|---|
| <p><b>Risk monitoring and alert</b></p>  | <ul style="list-style-type: none"> <li>• <b>Catastrophe risk and reinsurance:</b> We closely monitor catastrophe risk accumulations and utilize reinsurance structures to optimize our risk portfolio.</li> </ul>   |
| <p><b>End-to-end risk management</b></p> | <p>We maintain a list of clients exposed to ESG risks and integrate emerging ESG considerations into our comprehensive risk management framework.</p> <ul style="list-style-type: none"> <li>• <b>Loss prevention:</b> During underwriting, we reinforce clients' risk awareness and help them strengthen risk mitigation through risk assessments and special policy arrangements.</li> <li>• <b>Crisis intervention:</b> In the lead-up to and aftermath of a disaster, we disseminate timely alerts, conduct on-site inspections, and deliver risk advisories. Leveraging multi-dimensional data analytics, we assess risk exposure and forecast potential losses to facilitate scientific decision-making.</li> <li>• <b>Loss mitigation:</b> After a disaster strikes, we swiftly coordinate with government agencies and other stakeholders to support relief efforts, contain secondary hazards, and prevent loss escalation.</li> </ul> |
| <p><b>Upgraded risk management</b></p>   | <ul style="list-style-type: none"> <li>• <b>Development of an innovative green insurance system:</b> Leveraging our strengths in research, product, technology, and service innovation, we are developing an integrated green insurance system that spans risk transfer, risk management, and risk consulting. This system enables the innovative application of carbon-related financial instruments within the green insurance portfolio, while advancing ecological value creation and supporting the achievement of the "dual carbon" goals.</li> </ul>   |

With respect to inclusive insurance, we have established and refined our comprehensive risk prevention and control framework, strengthening full life-cycle, closed-loop management through pre-event assessment, real-time monitoring, and post-event governance. For inclusive insurance projects with heightened risk exposure, we have reinforced loss mitigation and subrogation mechanisms with a focus on claims and expense management to foster the healthy development of inclusive insurance.

### Indicators and Targets

**Green insurance target:** In response to China's "dual carbon" strategy, we have comprehensively implemented the *Implementation Plan for High-Quality Development of Green Finance in Banking and Insurance Industries and the Guiding Opinions on Promoting High-Quality Development of Green Insurance*. We have set clear green finance development targets, including ensuring that the growth rate of green property insurance premiums consistently outpaces overall premium growth, and have established tracking and performance evaluation mechanisms to support their orderly fulfilment.



Total SA on green insurance achieved

**RMB 310+ trillion**

Green insurance premiums achieved

**RMB 66+ billion**



**5**

innovative products were launched, including Carbon Disclosure Liability Insurance, Water Rights-Backed Loan Insurance, and Carbon Credit Revenue Loss Insurance, increasing the cumulative number of first-in-market green insurance products to

**40**



Policy-based health insurance (e.g., critical illness insurance, long-term care insurance, and Huiminbao) covered

**500+ million individuals**

## Our Actions

| Sustainable Insurance Project Matrix     |  |  |
|--|--|--|
| Green insurance                          | <b>Clean energy insurance</b>                      | We deliver protection for natural disasters and accidents during both the construction and operational phases of green energy projects. In 2025, total insurance coverage for the clean energy industry exceeded RMB 73 trillion. Specifically, we provided over RMB 1.2 trillion in coverage for 4,500 wind power projects; over RMB 1.2 trillion in coverage for more than 17,000 PV projects; over RMB 278 billion in coverage for the hydropower sector; and more than RMB 180 billion in coverage for nuclear power projects. |
|  | <b>New energy vehicle (NEV) insurance</b>          | We launched the first successful international service model for NEV insurance among domestic insurers, providing robust support for Chinese automakers in their global expansion. In 2025, we insured over 6.3 million NEVs.  |
|  | <b>Catastrophe insurance</b>                       | In line with local conditions, we develop a diversified portfolio of catastrophe insurance solutions, encompassing assistance-oriented, innovative, and index-based products. In 2025, we provided over RMB 1.15 trillion in total SA under catastrophe insurance, offering strong support for society in mitigating major disaster risks.   |
|  | <b>Green transportation insurance</b>              | By the end of 2025, we provided insurance for more than 300 rail transit lines in over 50 cities nationwide, with total insured mileage exceeding 12,000 kilometers and cumulative insurance coverage surpassing RMB 3 trillion.   |
|  | <b>Ecological carbon sink insurance</b>            | To enhance ecosystem-based carbon sequestration capacity, we have developed an innovative range of ecological carbon sink insurance products covering forest, grassland, wetland, marine, and bamboo carbon sinks. In June 2025, we inked a deal on a CCER insurance project for the forest carbon sink in Jiangkou County, Guizhou Province.  |
|  | <b>Environmental pollution liability insurance</b> | We provide environmental pollution risk coverage to more than 4,000 enterprises in sectors such as chemicals and power, with total insured amounts exceeding RMB 12 billion.   |
|  | Inclusive insurance and services                   | <b>Policy-driven health insurance</b>  |
| <b>Insurance for new urban residents</b> |  | Focusing on real-life scenarios, we developed tailored, service-driven insurance solutions for riders, construction workers, and other new urban residents. In addition, we introduced Huqibao, an inclusive comprehensive insurance product for household electric bicycles.  |
| <b>Substandard risk insurance</b>        |  | We introduced China's first insurance product for patients awaiting surgery, "Shenaibao · Breast Cancer Recurrence Protection Plan". It is also the country's first commercial insurance for individuals with pre-existing conditions eligible for payment through personal medical insurance accounts. Shenaibao has been launched on the "Suishenban" platform and rolled out across 16 public hospitals in Shanghai.  |
|  |  |  |

### Sustainable Insurance Project Matrix

|                                  |                           |  |
|----------------------------------|---------------------------|--|
| Inclusive insurance and services | <b>Youth services</b>     | In 2025, we established the distinctive "Qingqing Growth" service model, integrating sports and healthcare to deliver iconic, specialized products and services. We introduced a conservative intervention system for scoliosis realignment therapy (SRT), which served more than 3,000 individuals and involved over 14,000 students in regional screening free of charge. Five "Master Studios" were established to provide sports nutrition, rehabilitation, and psychological services. We also launched "Qingqing Fitness Assessment", offering standardized evaluations for children, adolescents, and professionals. In addition, we delivered physical assessment services to 200,000 newly enrolled students across Shanghai. |
|                                  | <b>Corporate services</b> | We launched Qi'anxin, an integrated corporate health protection solution, providing enterprises and their employees with high-quality healthcare services, pharmaceuticals, and other support. By the end of 2025, Qi'anxin served 20,000 enterprises, effectively meeting employees' personalized and diverse benefits needs.   |
|                                  | <b>SME services</b>       | We upgraded our "Shanghubao" product to deliver comprehensive protection for SMEs across the catering, lodging, wholesale, and retail sectors, encompassing third-party property liability and employee accident coverage. We also assumed a leading role in the Hebei Provincial Department of Commerce's "1,000 Markets, 10,000 Stores" unified insurance initiative, extending coverage to more than 20,000 merchants.  |

Through live-streaming on short-video platforms, CPIC Health is building a matrix of studios centered on various "Blue Medical Insurance" products. By the end of 2025, these live-streams reached 23.47 million customers, offering the public a convenient channel for purchasing insurance products.

#### Case: Innovating in Green Service Models to Support a "Zero-Carbon CIIE"

At the 8th China International Import Expo (CIIE), CPIC purchased and donated carbon credits generated from forestry carbon sinks in approximately 8,000 mu (or 533.3 hectares) of woodland and 640,000 trees in the Greater Khingan Range, as well as carbon-inclusive emission reductions for Shanghai. These efforts paved the way for another "Zero-Carbon CIIE" by establishing an important model where insurance mechanisms are linked with ecological conservation, green development, and rural revitalization.



#### Case: CPIC Technology Launches the "Dolphin e-Carbon" Green Service Platform to Help Enterprises Overcome the "Carbon Barrier" in International Trade

CPIC Technology has taken the lead in exploring an ESG model that integrates insurance and services. In June 2025, at the Shanghai International Carbon Neutrality Expo in Technologies, Products and Achievements, the company unveiled "Dolphin e-Carbon", the insurance sector's first carbon service platform dedicated to the industrial sector. Primarily driven by digital technologies, the platform addresses the challenge of corporate carbon data accounting while leveraging digital finance tools to help enterprises manage carbon price volatility, thereby strengthening their green competitiveness.

#### Case: Digital and Intelligent Empowerment: CPIC Life Facilitates the Upgrade of Medical Insurance Services in Linxia

Harnessing DeepSeek's LLM, CPIC Life developed a big data-driven medical insurance policy consultation system for the Medical Insurance Bureau of Linxia Hui Autonomous Prefecture in Gansu Province. The system introduces an innovative framework that seamlessly integrates intelligent policy consultation with smart data inquiry. It effectively addresses a pain point of ethnic minority regions, i.e., medical insurance policies are often difficult to disseminate, analyze, and inquire about. By doing so, it ushers Linxia's medical insurance services into a new era defined by greater intelligence, precision, and accessibility for the public. By substantially enhancing the inclusiveness, quality, and efficiency of local medical insurance services, the system has earned strong recognition from the provincial medical insurance authorities.

## Responsible Investment, Harnessing the Power of Insurance

We continue to strengthen our responsible investment management framework by integrating ESG risks and opportunities throughout the entire investment process. Furthermore, we reinforce the value-oriented leadership of our responsible investment practices by supporting green transition and fostering the development of new quality productive forces.

### Governance

We have established an ESG Investment Working Group to organize, guide, and oversee ESG investment activities across our subsidiaries. Based on developments in PRI, as well as peer practices and industry trends, we formulate improvement plans and implement ESG assessment schemes to ensure the fulfillment of relevant objectives, thereby constantly strengthening our ESG investment management capabilities.

We have developed the *Responsible Investment Policy and the Guidelines for Responsible Management of Investments (Trial)*, covering investment activities across all asset classes, industries, and markets. We have identified potential ESG risks and opportunities and incorporated them into investment decision-making, thereby promoting the application of ESG factors throughout the green investment process. In 2025, we revised the *ESG Investment Management Measures*, extending their applicability to both domestic and overseas member companies and further integrating ESG principles across the asset-side value chain. Meanwhile, our subsidiaries updated internal policies—including the *Detailed Rules for ESG Bond Investment (Trial)* and the *ESG Investment Management Measures*—broadening the range of applicable funds and introducing negative screening lists. These measures ensure that ESG principles are embedded throughout the entire lifecycle of investment projects, from initial screening and due diligence to investment decision-making, post-investment management, and eventual exit.

### Strategy

We continue to strengthen our responsible investment management framework while

innovating in ESG-themed products and exploring new opportunities in green investment. Through instruments such as debt investment plans, equity investment plans, asset-backed securitization plans, and industrial funds, we directly participate in the financing and development of eco-friendly projects, thereby contributing to the advancement of green sectors.

|   |   |
|---|---|
| <p><b>Strategic allocation of insurance fund assets</b></p> | <p>In 2025, we initiated a project on the strategic allocation of insurance fund assets under climate risk considerations. Through the project, we evaluated, managed, and disclosed climate-related physical and transition risks at the portfolio level. In collaboration with China's leading academic institutions, we examined the implications of climate change risks for long-term investment return expectations, strategic asset allocation, net-zero portfolio construction, and stochastic scenario modeling, while developing corresponding solutions. Risk assessments were conducted across multiple asset classes, and portfolio optimization strategies incorporating carbon risk factors were proposed to support investee entities in achieving green and low-carbon transitions and strengthening their climate resilience.</p> |
| <p><b>Carbon asset accounting</b></p>                       | <p>We conduct portfolio carbon accounting across equities, bonds, funds (excluding money market funds), and other asset classes, covering all internal managers, mandate holders, and external managers. Regarding non-standard assets where underlying emissions data are not readily available, dedicated factor libraries and estimation models are developed for individual assets, thereby broadening the coverage of carbon footprint measurement.</p>  |
| <p><b>Identification of high-carbon assets</b></p>          | <p>We continue to leverage our carbon emissions measurement system to drive the identification, evaluation, and management of high-carbon assets, integrating carbon emissions factors into investment decision-making while progressively lowering the carbon intensity of our portfolios. Carbon accounting has also been incorporated into our ESG rating and analysis framework, enabling the assessment of high-carbon assets across asset classes, regions, and industries, thereby informing portfolio construction and adjustments.</p>   |

## Management of Impacts, Risks, and Opportunities

We integrate ESG risks and opportunities into investment decision-making and embed ESG considerations throughout our responsible investment process.

|   |   |
|---|---|
| <p><b>Listed equity investments</b></p>   | <p>Quantitative ESG ratings and analysts' qualitative ESG assessments are incorporated as key considerations in the investment decision-making process, based on which an ESG investment universe and a negative screening list are established.</p> <p>Risk management units oversee ESG factors across our portfolios, regularly monitor the portfolios' ESG performance, and provide timely risk alerts to investment teams.</p>   |
| <p><b>Fixed-income investments</b></p>  | <p>For debt assets, an ESG investable universe is established based on criteria such as ESG ratings, and investment targets are selected in line with ESG investment strategies.</p> <p>For financial products, ESG factors are fully incorporated into product review and evaluation, while ESG risks are closely monitored throughout the product life-cycle, with appropriate risk mitigation measures implemented as necessary.</p>   |
| <p><b>Alternative investments (e.g. in private equity, infrastructure, and real estate)</b></p> | <p>CPIC takes into full account factors such as environmental impact and corporate governance standards during project evaluation.</p> <p>Through due diligence, CPIC assesses ESG performance and considers the potential impact of factors such as climate change on investments.</p>   |
| <p><b>FOF and outsourced investments</b></p>  | <p>CPIC establishes the <i>ESG Assessment Questionnaire for External Managers</i> to comprehensively evaluate the ESG performance of external managers at both the managerial and investment strategy levels across multiple dimensions, including ESG governance, ESG evaluation systems, ESG risk management, responsible management, and response to climate change, and proactively engages with underachievers to facilitate the enhancement of their ESG capabilities.</p> <p>ESG assessments have been conducted for more than 140 external managers, covering both separately managed accounts and pooled investment vehicles. Compile the scores of each external manager, enabling both horizontal comparisons across managers and vertical comparisons of historical scores. The results serve as a basis for manager selection, appointment, evaluation, and the formulation of responsible management plans.</p> |

In 2025, we upgraded our ESG rating and analysis system by introducing a three-tier evaluation framework covering assets, portfolios, and managers. The system now integrates ESG score reporting, ESG assessments for external managers, ESG portfolio scoring, and carbon footprint applications. It closely monitors trends in ESG score changes and analyzes the distribution of ESG scores across portfolio holdings,

enabling ESG considerations to be more effectively embedded into investment decision-making and strengthening our ESG investment management capabilities. The *Responsible Investment Policy* explicitly outlines stewardship requirements, aiming to systematically reduce ESG risks within the investment portfolio while improving its ESG performance.

|  |   |
|--|---|
| <p><b>Engagement</b></p>   | <p>CPIC engages in proactive and mutual communication with investee companies or issuers to generate value for the broader economy and society.</p>   |
| <p><b>Voting</b></p>   | <p>In 2025, CPIC formulated the <i>Voting Guidelines (Trial)</i>, established a voting framework aligned with the principle of responsible stewardship, and helped investee companies enhance governance standards and corporate value, thereby fulfilling the sustainable development goals of its investment portfolio.</p> <p>CPIC communicates its perspectives to investee companies and participates in key decision-making processes. This spans the full voting cycle, including the formulation and review of voting policies, vote execution, as well as engagement before and after the annual General Meetings of Shareholders and bondholder meetings.</p> |
| <p><b>Participation in public policy making and industry collaboration</b></p> | <p>Through communication and cooperation with regulators, government agencies, industry associations, and other institutions, CPIC actively shares its insights into proposed regulatory frameworks, policies, directives, and reform plans to collectively enhance the impact of responsible investment.</p>   |

## Indicators and Targets

We have established key quantitative targets for responsible investment to enable continuous measurement, management, oversight, and assessment of relevant impacts.

## Our Actions



Cumulative green investment reached  
**RMB 300+** billion



According to the CPIC-Wuhan Metro Infrastructure Debt Investment Plan (Phase III), we invested  
**RMB 1.85 billion**  
in rail transit projects

According to the CPIC-Ningbo Rail Transit Debt Investment Plan (Phase II), we invested an additional  
**RMB 740 million**  
in the construction of Ningbo Rail Transit Line



### Debt investment

#### Green upgrades in infrastructure:

According to the CPIC-Wuhan Metro Infrastructure Debt Investment Plan (Phase III), we invested RMB 1.85 billion in rail transit projects, including Wuhan Metro Line 1 (Phase II) and Line 2 (Phase I). According to the CPIC-Ningbo Rail Transit Debt Investment Plan (Phase II), we invested an additional RMB 740 million in the construction of Ningbo Rail Transit Line 4. All of the projects above received the G1 green certification—the highest grade awarded by China Lianhe Equator Environmental Impact Assessment Co., Ltd.

#### Clean energy:

We invested in green bonds dedicated to new energy projects of the State Power Investment Corporation Limited, with the proceeds primarily allocated to the construction of wind and PV power stations across North and Northwest China.

#### Energy conservation and environmental protection:

We invested in green bonds issued by Guangdong Environmental Protection Group, with the proceeds directed towards critical areas of watershed restoration and wastewater treatment.



We issued the first green real estate asset-backed securities (ABS) in China's data center sector, with a total amount of RMB 860 million. The securities received the highest rating for green ABS (G-1) and represent the market's first labeled green financial product linked to data centers.

## Green Operations, Pursuing Eco-Friendly Development

Upholding the philosophy of "green development through energy conservation and emissions reduction", we have established clear emissions reduction targets while coordinating the decarbonization ecosystem and promoting environmentally friendly employee behavior to support the achievement of the "dual carbon" goals.

### Enhancing the Carbon Management Mechanism

We have established and issued a decarbonization target: reducing operational carbon emissions across the Group by 20% by 2028 from a 2023 baseline. In line with the *Operational Carbon Inventory Management Measures*, we have standardized carbon accounting methods, strengthened oversight of carbon footprint verification processes, and organized specialized training and data validation.

All subsidiaries have continued to strengthen carbon emissions management. Specifically, CPIC P/C has implemented an internal carbon pricing mechanism, rolled out the *Low-Carbon Operations Manual 2.0*, and institutionalized carbon footprint verification and data monitoring to drive an orderly reduction in operational carbon emissions.

### Promoting the "Carbon Inclusive" Platform

The CPIC Behavior-based Carbon Inclusive Incentivization Platform continues encouraging users to adopt low-carbon lifestyles and contribute to the national "dual carbon" goals. In 2025, the platform was featured at major exhibitions and conventions, including the Shanghai International Carbon Neutrality Expo in Technologies, Products, and Achievements, the CIFTIS, the China International Fair for Investment & Trade, and the CIIE, attracting approximately 50,000 visitors. It was also integrated into Shanghai's "Suishenban"

government service platform and teamed up with famed auto companies, further strengthening public-private partnerships and expanding brand influence. By the end of 2025, the platform had extended its presence to 40 branches across more than 300 cities, with a user base exceeding 650,000, demonstrating our innovative commitment and responsibility in ESG and inclusive green development.

### Building Green Campuses

Guided by the principles of green, low-carbon, and healthy building, we are actively advancing the development of sustainable campuses. Our 929 Low-Carbon Operation Demonstration Park reduced energy consumption through retrofits. In 2025, the park generated 153,700 kWh of green electricity. All proprietary projects of Pacific Care Home adhere to the Three-Star Green Building Standards. Several Pacific Care Home communities have obtained Three-Star Green Building pre-certification as well as WELL Gold certification for healthy buildings (including interim status). In 2025, CPIC Mansions in both Beijing and Chengdu attained LEED Platinum.

### Promoting Green Office Practices

We strictly adhere to the *Environmental Protection Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, and other applicable laws and regulations. We also follow internal policies such as the *Green Operation Management Guidelines for CPIC Headquarters Offices*. Furthermore, we have integrated low-carbon concepts into daily operations and established assessment indicators to reduce resource consumption and carbon emissions, with the aim of creating green and efficient office spaces.

We operate in a non-high-pollution industry, and

our core business activities do not have significant negative impacts on the ecological environment or natural resources. With respect to environmental risk response and emergency management, we have established a *Typhoon and Flood Emergency Response Plan*. During the flood season and prior to the arrival of typhoons, we will take precautions, including coordination and notification, the allocation of emergency supplies, and on-site inspections. In the event of unforeseen hazards, we will promptly initiate emergency response and risk mitigation measures. In 2025, we remained fully compliant with environmental regulations, with no recorded violations or penalties, nor any complaints related to environmental issues.



the platform had extended its presence to  
**40 branches**  
across  
**more than 300 cities**  
with a user base exceeding  
**650,000**

|                                     |   |
|-------------------------------------|---|
| <p><b>Energy conservation</b></p>   | <ul style="list-style-type: none"> <li>In alignment with national "dual carbon" goals and CPIC's ESG management objectives, we conducted a comprehensive assessment of energy usage and established targets for energy usage and conservation, GHG emissions reduction, and air pollutant discharge reduction. In 2025, we surpassed the targets established by the Development and Reform Commission of Huangpu District for key entities subject to energy consumption and emissions monitoring, ensuring that the increase in total carbon emissions did not exceed 2% and that the rise in carbon intensity remained within 5%.</li> <li>We formulated the <i>Energy Conservation Management Manual</i>, providing detailed and measurable operational guidelines in areas such as air-conditioning, lighting, and elevators, thereby establishing a systematic approach to energy-saving initiatives in operations.</li> <li>An integrated energy efficiency monitoring platform for building electromechanical systems was deployed to monitor the operational status of key energy-consuming equipment in real time and develop targeted energy-saving plans. Outdated, high-energy-consuming electromechanical equipment was phased out across all buildings.</li> <li>We leveraged technologies such as intelligent control, variable frequency adjustment, cool energy storage air conditioner, and waste heat recovery to optimize energy-saving management of HVAC systems.</li> <li>Lighting systems were optimized to fully utilize natural light. Energy-saving fixtures are selected and lighting is managed through centralized and localized control, with brightness levels and operation times under careful regulation.</li> <li>Elevator systems were scientifically designed with features including centralized group control, zoning by height, and differentiated operation during peak and off-peak hours. Energy-saving technologies such as variable frequency drives, energy feedback systems, driver standby modes, and smart control were implemented to reduce operational energy consumption.</li> <li>We optimized full-lifecycle data center infrastructure management by reducing indirect carbon emissions associated with equipment installation and harnessing alternative cooling systems to lower the power usage effectiveness (PUE) of data centers.</li> <li>In response to the "virtual power plant" initiative, we adjusted power use on demand to alleviate grid pressure. As a result, we were recognized by the Development and Reform Commission of Huangpu District as an "Outstanding Entity in Energy Conservation and Decarbonization in 2024".</li> </ul> |
| <p><b>Water conservation</b></p>    | <ul style="list-style-type: none"> <li>We conducted a thorough review and assessment of water usage and established water consumption and conservation targets based on principles of intensive and economical use of water resources.</li> <li>Water-saving fixtures and equipment were installed, including low-flow toilets, faucets, showerheads, and high-pressure washing nozzles.</li> <li>Rainwater harvesting systems were introduced to make rational use of non-traditional water sources such as reclaimed water and rainwater.</li> <li>Our primary water source is a municipal supply, with no issues in securing adequate access.</li> </ul>   |
| <p><b>Waste reduction</b></p>       | <ul style="list-style-type: none"> <li>Our self-developed digital office platforms, including the "CPIC e-Travel" system, facilitate online execution of administrative tasks, business operations, and procurement processes. As a result, CPIC Life recorded a 93% subscription rate for electronic correspondence, a 93% utilization rate for electronic endorsements, and a 26% adoption rate of electronic policies for individual long-term insurance, saving approximately 150 million sheets of paper over the course of the year.</li> <li>We launched the "Green Catering" initiative and the "Clean Plate" campaign, aiming to reduce food waste at its source through precise demand forecasting, improved menu design, and the introduction of smaller portion options.</li> </ul>   |
| <p><b>Green business travel</b></p> | <ul style="list-style-type: none"> <li>We formulated the <i>Implementation Measures for Green Business Travel Rating</i> and established a corresponding rating framework. In 2025, the rating indicator system was dynamically refined and precisely calibrated in response to operational data and management feedback. A green travel assessment was completed for all subsidiaries, with each entity demonstrating considerable improvements in its scores. The total carbon emissions reduction attributable to business travel across all subsidiaries reached 3,884.6 tonnes. In addition, we organized 12 promotional sessions on green travel practices, attracting active participation from employees through both online and offline channels.</li> </ul>   |
| <p><b>Circular economy</b></p>      | <ul style="list-style-type: none"> <li>In terms of asset utilization, the principles of the circular economy have been integrated into hardware management. During routine office renovations and relocations, a "reuse-first" principle is established, supported by an internal asset reallocation platform. Office furniture, conference system equipment, and other materials are assessed, refurbished, and redeployed to reduce the need for new procurement. In 2025, CPIC headquarters repurposed three sets of furniture, more than 230 employee workstations (including desks and chairs), over 100 cabinets, 6 sets of conference room facilities, and more than 20 lounge sofas.</li> </ul>   |
| <p><b>Waste disposal</b></p>        | <ul style="list-style-type: none"> <li>We collect data on both hazardous and non-hazardous waste, and establish waste treatment targets in accordance with environmental requirements.</li> <li>We promote waste sorting by establishing and implementing waste management regulations and deploying specialized waste collection facilities.</li> <li>We adopt pollution management measures such as sealed containment, odor control, and dust suppression to prevent secondary pollution.</li> </ul>   |

## Biodiversity, Safeguarding Our Shared Homeland

We pioneer the development of biodiversity-themed insurance products, strengthen biodiversity investment management mechanisms, and help the insurance industry deepen its participation in biodiversity protection and governance.

### Biodiversity Risk Management

We have identified biodiversity as an important issue of sustainability management. We conduct biodiversity risk management through responsible stewardship, with a focus on investee companies that present high biodiversity-related risks. This includes evaluating their biodiversity strategies, targets, project implementation, and disclosure plans.

We closely monitor international biodiversity initiatives and accede to, or draw upon, their frameworks. Through investor alliances, we strengthen our voice and influence in biodiversity governance. In addition, we actively participate in biodiversity forums organized by industry associations and green finance alliances, working collaboratively to advance biodiversity disclosure and management standards.



### Biodiversity Insurance

In areas of frequent damage caused by wild Asian elephants, such as Xishuangbanna and Pu'er City of Yunnan Province, we have promoted public liability insurance for wildlife-related damages for over a decade. By 2025, the program had expanded to more than 120 districts and counties in 19 provinces, providing cumulative coverage exceeding RMB 1.84 billion and claims surpassing RMB 100 million.

In 2025, we launched an innovative urban biodiversity insurance program in Shanghai, incorporating coverage for the raccoon dog—a species designated under China's second-class wildlife protection. In addition, we developed specialized insurance products for shrimp, forests, and ancient and heritage trees, providing multidimensional support for biodiversity protection.

### Green Public Welfare Undertakings

In the Sanjiangyuan region of Qinghai Province, we have completed Phase III of our afforestation initiative, planting nearly 120,000 trees across more than 2,000 mu (or 133.3 hectares). This undertaking

is expected to reduce carbon emissions by about 1,600 tonnes annually, thereby constantly supporting the conservation of China's "Water Tower".



planting  
nearly **120,000** trees

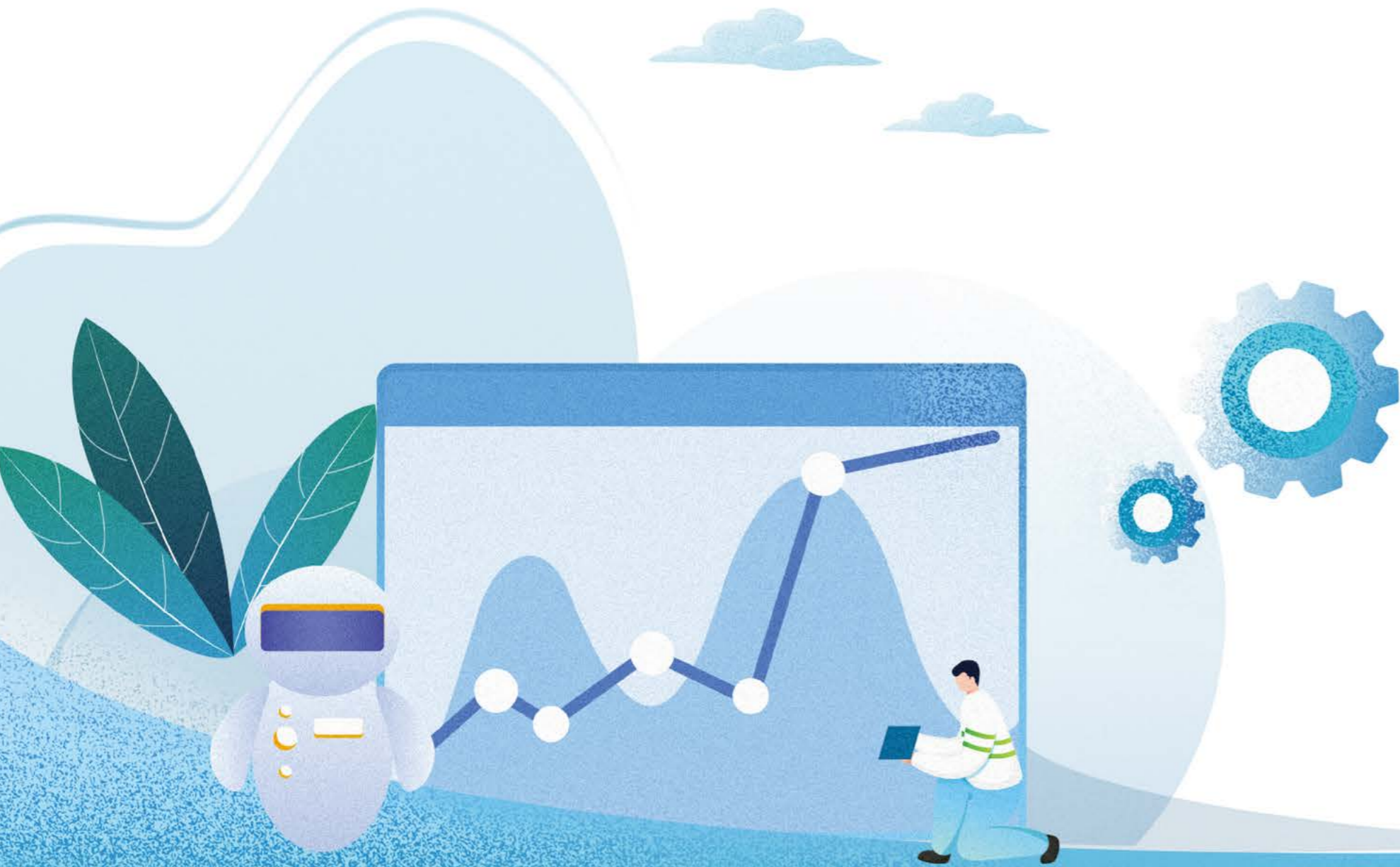
across  
more than **2,000** mu  
(or **133.3** hectares)

This undertaking is expected to  
reduce carbon emissions by about  
**1,600** tonnes annually

# 03 Strengthening Our Innovation Capabilities and Demonstrating Our Commitment to CSR

CPIC has a profound sense of national responsibility. We remain attentive to China's priorities and the aspirations of its people, and implement the three strategies of "health service & elderly care", "AI-plus", and "internationalization", thereby aligning our own development closely with national strategies.

- ▶ Healthy Aging, a Blueprint for Happy Living
- ▶ Innovation-driven, powering the engine of development
- ▶ Rural Revitalization, Shaping a New Landscape of Prosperity
- ▶ International Services, Strengthening Cross-Border Protection



## Healthy Aging, a Blueprint for Happy Living

Guided by the philosophy of "insurance for the people", we integrate health insurance, in-person care, and pension finance to build a comprehensive service system. Through our expertise and compassion, we support every customer at various stages of life, helping them stay healthy and retire with confidence.

### Governance

In 2025, we established the Group Health Service & Elderly Care Ecosystem Strategic Business Unit (SBU) to strengthen top-level design and execution. The SBU oversees strategic planning, resource integration, and business coordination across the health and elderly care sector. It clarifies the responsibilities of each service team while advancing deep integration between our main insurance business and health service & elderly care, thereby fostering a coordinated and synergistic ecosystem.

### Strategy

In 2025, guided by customer needs and anchored in our main insurance business, we formally established the 2026-2030 Health Service & Elderly Care Strategy, together with the "1234" strategic framework, aiming to deepen the integration of insurance with health service & elderly care while seizing the industry's golden window of growth. We will focus on capturing new opportunities in health insurance, promoting coordinated development across Pillars 2 and 3, and shifting the focus of health service & elderly care from broad-based coverage to specialized services closely aligned with insurance business scenarios.

| Health Service & Elderly Care Strategy Framework |   |
|--|---|
| <b>1 strategic direction</b>                     | To build an integrated ecosystem for health service & elderly care                    |
| <b>2 synergistic clusters</b>                    | "Insurance + Investment", "Health Service & Elderly Care"                             |
| <b>3 core strategies</b>                         | Symbiotic growth, scenario integration, value co-creation                             |
| <b>4 support measures</b>                        | Organizational management, talent development, technological support, quality control |

### Management of Impacts, Risks, and Opportunities

We analyze and proactively address risks in health service & elderly care, while seizing market opportunities created by the rapidly aging population and rising demand for higher-quality health services. Building on the strengths of our main insurance business and capital resources, we are implementing targeted strategies and coordinated initiatives to constantly broaden our portfolio of commercial health insurance products and extend their reach. We are also accelerating the development of a dedicated premium medical service network, enhancing service quality across Pacific Care Home's elderly care communities, home- and community-based services, and rehabilitation hospitals, and improving our multi-tiered health service & elderly care system. Furthermore, we are contributing to the pension finance sector by establishing and refining our integrated health and elderly care framework that covers the full continuum of prevention, diagnosis, treatment, rehabilitation, and long-term care, thereby aligning with national strategic priorities while driving high-quality corporate development.



## Indicators and Targets

Our goal is to build a high-quality health service & elderly care ecosystem with distinctive CPIC characteristics, strengthen our ability to serve customers throughout their entire life cycle, and foster a virtuous cycle between these services and our main insurance business, thereby driving strong growth in both health insurance and pension finance.

### Our actions

#### Ensuring access to healthcare

**Strengthening the service brand portfolio:** We are deepening the development of health service brands, including CPIC Health Blue, CPIC Good Doctor, and Yi Bao Li Fang, aiming to establish and improve our health service system.

|                         |   |
|-------------------------|---|
| <b>CPIC Health Blue</b> | We have upgraded our distinctive health services, such as one-stop medical assistance and early disease screening. By the end of 2025, CPIC Health Blue covered 28.204 million customers.   |
| <b>CPIC Good Doctor</b> | Our proprietary AI-powered agent matrix intelligently redefines the entire medical service journey, elevating the end-to-end care model through precise pre-treatment triage, real-time clinical decision support, and personalized post-treatment health management. |
| <b>Yi Bao Li Fang</b>   | Built on insurance-based payment, driven by health services, and empowered through ecosystem collaboration, the Yi Bao Li Fang hospital sector service solution addresses the full life-cycle protection needs of healthcare professionals and their families.        |

  
**130% +**  
 growth in new premiums from commercial insurance annuities

**Improving health services:** We have developed diverse, innovative, and lightweight health services to meet individual, household, and corporate clients. We have also accelerated the expansion of Yipeitong, our "treatment + claims" one-stop solution covering 280,000 people and counting. Notably, Yi Pei Tong has been incorporated into personal insurance products such as Jia'anxin 3.0 and Blue Medical Insurance, benefiting more than 10,000 individual policyholders and enabling a broader customer base to access end-to-end support for both medical treatment and claims settlement.

**Case: AI Tools Preserve Precious Moments for Seniors**

Pacific Care Home Hangzhou International Elderly Care Community has introduced an AI-powered eye-tracking system and a VR-based memory care system to support both the early detection and non-pharmacological intervention of Alzheimer's disease among senior residents. The eye-tracking system records eye-movement patterns at the millisecond level as residents view videos or images, enabling cognitive risk assessment in as little as five minutes. By wearing lightweight VR headsets, seniors with early-stage cognitive impairment can immerse themselves in familiar virtual environments, which helps to stimulate the cerebral cortex and slow memory decline.



**Ensuring access to elderly care**

Capitalizing on the opportunities of the silver economy, we are building a pension finance ecosystem that spans the gamut from retirement security to wealth management and health services, aiming to meet the diverse needs for elderly care.

**Building a Pension Finance Service Ecosystem**

|   |   |
|---|---|
| <p><b>Intensifying efforts in pension investment and operations</b></p> | <p>We are committed to preserving and growing basic pension assets in the long run, with our annuity fund investment performance ranking among the industry's top. In 2025, we officially launched the Zhishijie integrated investment and trading system, delivering measurable and replicable technological support for the long-term, stable growth of pension assets.</p>   |
| <p><b>Enhancing the quality and coverage of annuities</b></p>           | <p>As a policy research service provider, we participate extensively in the design of the enterprise annuity auto-enrollment mechanism for Xiong'an New Area. Thanks to our efforts to advance innovation in talent annuities, we have been appointed as an institutional service provider for the Anhui Talent Annuity Platform. We have also launched a talent annuity initiative for Shanghai's Caohejing Development Zone, further expanding the application of annuities into new scenarios.</p> |
| <p><b>Enhancing pension finance services</b></p>                        | <p>We have enhanced both the application scenarios and customer reach of our retirement planning models, offering enterprises and employees full life-cycle, one-stop solutions that integrate annuity services, value-added health and elderly care benefits, and retirement planning. Through integration with the internal employee service platforms of multiple large enterprises, the overall customer experience of our pension finance services has continued to improve.</p>                 |
| <p><b>Exploring innovation in products and services</b></p>             | <p>We have launched our first floating-return insurance product for Pillar 3 business, achieved breakthroughs in unit-linked insurance accounts, and explored innovative pathways. In Sichuan Province, we introduced Shuzhibao, the first insurance product specifically designed for Alzheimer's disease, providing seniors with comprehensive Alzheimer's-focused health management and protection.</p>  |

**Building an In-Person Service Network for Health and Elderly Care**

**Pacific Care Home's elderly care communities**

We have developed the "Digital Intelligence e-Management" integrated operational service platform, offering a full suite of functions for elderly care communities, including resident admission, records management, cultural and recreational activities, financial management, daily living support, and other services. By the end of 2025, Pacific Care Home had launched 15 elderly care community projects across 13 cities nationwide, with 14 communities already in operation and more than 12,000 beds delivered. This gave shape to a product portfolio spanning three core segments: active, wellness-oriented senior living; resort-style seasonal senior living; and rehabilitation- and nursing-centered senior living.



**"Baisuiju" home-based elderly care**

Baisuiju offers a one-stop home care solution for seniors through its innovative "three stewards, one platform" service model. Its services encompass 24/7 risk monitoring, direct access to medical resources, professional care-giving, and integrated support for daily living needs. Baisuiju has also launched a mobile version of the Life Protection Plan, an innovative offering that combines professional-grade smart wearables for health monitoring, a round-the-clock proactive risk alert system, and an instant SOS response mechanism. Together, these features create a closed-loop safety and health service system that protects seniors both at home and on the go. By the end of 2025, Baisuiju served more than 60,000 users.



**"Nanshanju" home-based elderly care**

Nanshanju adopts an interdisciplinary care model, assembling teams of physicians, nurses, caregivers, rehabilitation therapists, nutritionists, pharmacists, and psychological counselors to deliver personalized home care services for seniors.



**Yuanshen Rehabilitation Hospitals**

As CPIC's flagship brand, Yuanshen Rehabilitation Hospitals have been established in three cities, underpinning a closed-loop service system that spans prevention, diagnosis, treatment, rehabilitation, and elderly care.



## Innovation-driven, powering the engine of development

Embracing technological innovation, we are accelerating the deep integration of cutting-edge technologies—such as artificial intelligence—across our operations, management processes, and business scenarios, with the aim of establishing a key engine to drive high-quality development.

### Governance

We have built a multi-tiered technology governance framework while establishing and improving our organizational structure for technological innovation management. The Board Technological Innovation and Consumer Rights Protection Committee comprises no fewer than three directors. The Group Science and Technology Management Committee oversees the Technology Management Department (Information Security Department) and the Data Management and AI Department. In addition, we have created a technology enterprise dedicated to supporting our main business, and set up a Digital Intelligence Institute focused on forward-looking research. Each subsidiary has its own technology department that collaboratively empowers business development.

### Strategy

In 2025, we finalized our Digital Transformation Plan (DiTP), delivering innovative models across five key domains: new services, new customer segments, new risk controls, new operations, and new investment research. We also launched the AI-plus strategy and unveiled the "633" Strategic Blueprint. Centered on six intelligent development directions, three core competences and three support systems, the blueprint aims to drive high-quality growth with AI tools while positioning us as an AI application leader within the insurance industry.

In response to the Group's AI-plus strategy, CPIC Technology is fully advancing an "All in AI" solution by establishing a dual-engine development pathway that integrates infrastructure construction with scenario-based empowerment.

| "All in AI" solutions       |   |
|-----------------------------|---|
| Infrastructure construction | We have built the insurance industry's first full-stack IT innovation and intelligent computing platform, which integrates 51 core LLM capabilities and supports over 120 business scenarios, with annual API calls surpassing 180 million.   |
| Scenario-based empowerment  | Sales: We have developed the "Dolphin IS" solution. In 2025, intelligent outbound calls surpassed 400,000, with a WeChat conversion rate of more than 10%. The Intelligent Insurance Advisor boosted the service capacity per specialist by 167%, enabling public-domain traffic acquisition and targeted service delivery.   |
|                             | Claims: We have refined the Dolphin IC solution and introduced the integrated Recording-and-Review 1.0 system. In 2025, we processed over 500,000 claims cases.   |
|                             | Management: We have developed four core solutions—Intelligent Coaching, NEV Damage Assessment, Digital Auditors, and Intelligent Consumer Protection Review. In 2025, intelligent training reached over 100,000 employees, while the retention rate of new hires at CPIC P/C increased by 7%. The Coding Assistant empowered more than 2,100 developers, enhancing R&D efficiency by 13%. |
|                             | Asset management: We have established a preliminary intelligent investment research framework spanning three core domains—investment research, risk management, and operations—thereby enabling end-to-end digitization and enhancing the efficiency of the entire investment research process.   |



## Management of Impacts, Risks, and Opportunities

We have established a technology risk management system characterized by centralized coordination, tiered accountability, horizontal collaboration, and vertical integration, enabling early detection, timely response, and effective prevention and control of IT risks. We have clearly defined the positioning and scope of technology risk management, developed a classified and hierarchical control model, and delineated the responsibilities across the three lines of defense. We have formulated the *Technology Risk Management Measures* and *Technology Risk Assessment Standards*, and set up a Key Risk Indicator (KRI) monitoring framework. We have established mechanisms for routine monitoring, risk assessment, and reporting, further strengthening the technology risk management framework and enhancing our risk monitoring and alert capabilities—thereby ensuring that technology risks are predictable, measurable, and controllable. We have guided our subsidiaries in streamlining their business impact analysis (BIA) models and risk assessment methods, refining their frameworks for technology continuity emergency planning and their continuity reporting standards, and enhancing their drill framework and evaluation criteria. As a result, we have obtained ISO 22301 certification for the business continuity management system. In addition, we have organized training for IT personnel from CPIC headquarters and our subsidiaries, further strengthening our technical teams' capabilities of responding to risks such as natural disasters, cyberattacks, and system failures.

### Indicators and Targets

By the end of 2025, technology R&D investment reached RMB 4 billion, accounting for 0.9% of operating revenue. We had 2,332 researchers and developers, representing 2.4% of our workforce. A total of 35 invention patents were adopted across our main business. We filed 273 applications for such patents, of which 13 were granted, bringing the total number of active invention patents to 61.

## Our Actions

### Accelerating the strategic expansion of technology finance

#### Facilitating the growth of technology enterprises

We have developed an innovative product system that delivers comprehensive coverage for technology-oriented SMEs across production, operations, R&D, intellectual property protection, and cybersecurity.

**Lifecycle risk management.** We have launched the "Kechuang Wuyou" comprehensive insurance, which focuses on the pain points and risks faced by technology enterprises across R&D, production, operations, and other key stages. Insurance service solutions are customized to accelerate the cultivation of new quality productive forces.

**R&D risk management.** We have introduced a range of innovative insurance solutions, including R&D Failure Insurance, Technology Commercialization Risk Insurance (having issued the first policy of its kind in China), and Pilot-Stage Insurance (three policies issued). In addition, we launched the country's first humanoid robot-powered insurance product, "Jizhibao", offering protection across the entire industry chain—from R&D to commercialization.

**Intellectual property risk management.** We have issued the first Trade Secret Insurance policy, utilizing financial instruments and insurance products to safeguard enterprises against trade secret infringement while mitigating the costs associated with rights protection.

**Cybersecurity risk management.** Our self-developed Cybersecurity Insurance Risk Control Platform has been integrated into our official WeChat channel, establishing a closed-loop risk mitigation framework that spans pre-insurance assessment, ongoing monitoring, and post-insurance emergency response. This model shifts the paradigm from passive indemnification to proactive risk governance. The Lian'anbao program extends coverage to key enterprises across the technology supply chain, significantly enhancing the security of the industrial ecosystem.

We have taken the lead in formulating the *Three-Year Development Plan for Technology Insurance (2026-2028)*, which systematically delineates the future trajectory of technology insurance across dimensions such as

branding, product innovation, and underwriting for major projects. The plan establishes clear priorities in areas such as product promotion, resource allocation, and capacity building, while articulating the strategic roadmap and implementation focus for the coming three years. It is designed to comprehensively strengthen protection and financial support for technology enterprises throughout their entire lifecycle.

### Case: China's First Humanoid Robot-Powered Insurance Product—"Jizhibao"

In October 2025, CPIC P/C launched Jizhibao, China's first insurance product specifically designed to support the commercial deployment of humanoid robots. Jizhibao pioneers an integrated protection model spanning the entire process from production to sales, leasing, and application, providing comprehensive coverage for physical damage, third-party liability, and losses to the insured parties' own property in an intuitive manner. The product also offers flexible coverage periods—daily, weekly, or monthly—overcoming the constraints of traditional annual policies and accommodating diverse commercial use cases. By bridging the "last mile" between technological innovation and market adoption, Jizhibao accelerates the large-scale deployment of humanoid robots across sectors such as intelligent manufacturing and commercial services, while providing a reference for supporting the development of the humanoid robotics industry.

#### Supporting the development of key industries

We provide comprehensive protection for multiple hi-tech industries, thereby injecting strong momentum into the cultivation of new quality productive forces.

**Integrated circuit.** We serve as the lead underwriter for numerous critical chip and semiconductor projects. Through partnerships with several leading enterprises, we are providing essential support for the development of a secure and controllable industry chain.

**Aerospace.** As the lead underwriter for the launch of Ceres-1 and the upgraded Zhuque-2, as well as the exclusive underwriter for the Navigation Technology Satellite-3 mission, we provide comprehensive protection for both national space programs and commercial spaceflight initiatives.

**Low-altitude economy.** We host the Symposium on High-Quality Development of Low-Altitude Economy, integrating technology, capital, and talent resources to accelerate industry growth. We have jointly launched China's first Comprehensive Low-Altitude Liability Insurance for Logistics Enterprises Operating Unmanned Aerial Vehicles, filling a gap in the domestic market.

**Biopharmaceuticals.** We are actively engaged in strengthening biopharmaceutical industry chains in regions such as Shanghai and Guangdong. Specifically, we are leading the development of insurance products tailored to Shanghai's biopharmaceutical sector and are jointly spearheading the formulation of the *Model Clauses for Human Clinical Trial Liability Insurance in Guangdong Province*, thereby supporting high-quality industry development.

#### Case: CPIC Accelerates the Rise of the Low-Altitude Economy with China's First Drone Inspection Platform Insurance Policy

CPIC P/C successfully issued China's first Drone Inspection Platform Insurance policy, providing bespoke protection solutions for a technology enterprise. Based on city-scale drone inspection scenarios, this insurance product offers comprehensive coverage for third-party bodily injury and property damage arising from platform system failures, algorithmic defects, software malfunctions, and other risks. It fills a gap in operational insurance for China's low-altitude economy.

#### Increasing the efficiency of smart operations

**Advanced infrastructure.** As a global benchmark, the CPIC Intelligent Computing Center represents the first fully domestic, full-stack AI infrastructure at the 100-billion-parameter scale in China's insurance industry. Integrating computing, networking, storage, and cloud capabilities, it facilitates LLM training for scenarios including actuarial analysis and health management.

**Technological cooperation.** We have entered into cooperation agreements with five leading domestic AI enterprises to jointly strengthen capabilities across five key domains: computing power operations, domain-specific LLMs, knowledge management, vision

multimodal LLMs, and speech multimodal LLMs. These partnerships will enhance the autonomy, controllability, and value-creation efficiency of the insurance industry's core AI capabilities.

**R&D.** We have deployed and scaled an enterprise-grade AI Coding Assistant that follows an intelligent R&D workflow spanning five stages—understanding, creation, debugging, testing, and review. By the end of 2025, the Assistant supported more than 2,100 developers, with over 90% daily active usage among core development teams and an average of 3 million model invocations per month.

**Auditing.** We have developed a dynamic audit monitoring platform powered by the dual engines of big data and LLMs, enabling efficient data processing and rapid response. The platform drives a shift from internal control-based auditing to risk-oriented auditing. It also advances the evolution from a purely project-based audit approach to a parallel model that integrates project audits with real-time monitoring.

**Compliance.** Guided by the "1 + 4 + N" framework for strengthening compliance and internal control capabilities, we have established an integrated, data-driven model for risk management and compliant operations. Our four capability centers provide intelligent management tools that significantly empower the compliance functions.

#### Improving the quality of intelligent services

**Underwriting.** The large-scale deployment of the Intelligent Insurance Advisor platform automatically assists insurance specialists in performing tasks such as customer information screening, precise requirement assessment, personalized product matching, and communication script generation, thereby reshaping the entire insurance sales process. As of the end of 2025, the platform had served more than 142,000 customers and enabled in-depth engagement with 31,000 of them. Daily service productivity per specialist increased dramatically from 30 to 80 customers, the issue resolution rate reached 90.3%, and end-to-end response times remained consistently within 8 seconds, substantially enhancing service reliability and customer satisfaction.

**Claims.** A multi-tiered, human-machine collaborative claims framework has been established for health insurance products, balancing efficiency with risk

management through a combination of fully and semi-automated claims processing. Intelligent tools—including mileage tracking, injury liability assessment, and NEV damage estimation—have been developed to facilitate the automated handling of high-value motor insurance claims. For group customers, AI tools are leveraged to standardize and streamline claims processing, loss assessment, and workflow review. AI-enabled client simulation training and customer management tools further enhance agents' professional skills and service quality. In addition, AI-driven insurance advisory services have reduced customer waiting times. In 2025, our online claims services were utilized 947,000 times.

CPIC Life has launched the CPIC Digital and Intelligent Bancassurance Customer Management Solution. Centered on customer needs, the solution provides precise insights into client demand, integrates online and offline touchpoints across all scenarios, and delivers personalized product and service recommendations, thereby enhancing operational efficiency and elevating customer experience throughout the bancassurance business process.

#### Optimizing technology ethics governance

Building upon our institutional framework, management practices, and technical methods, we have established a responsible and trustworthy AI security governance framework to ensure regulatory compliance and efficiently address emerging AI risks. Internally, papers on LLM security and training evaluation datasets are regularly circulated among algorithm teams.

#### Enhancing intellectual property protection

We strictly comply with all applicable laws and regulations, such as the *Copyright Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, and the *Patent Law of the People's Republic of China*. Meanwhile, we have revised the *Intellectual Property Management Measures* and assisted affiliated institutions with trademark registrations, copyright filings, and patent applications to expand our intellectual property portfolio. We have also pursued legal actions against infringement to ensure the comprehensive protection of our intangible asset rights.

## Rural Revitalization, Shaping a New Landscape of Prosperity

Through forward-looking planning and coordinated deployment, we have closely aligned our efforts with the strategic priorities of rural revitalization. We have established a three-tier collaborative framework integrating Group-level coordination, subsidiary-level synergies, and localized implementation, while continuing to innovate in agricultural insurance and integrated financial solutions. The development of a multidimensional, long-term support system reflects our strong sense of responsibility.

### Targeted Rural Support

We closely align with the actual needs of assisted regions. By the end of 2025, we had invested RMB 15.6 million in support of rural industrial revitalization, improvements to village environments, poverty alleviation and education support, as well as infrastructure development.

**Healthcare support.** In remote rural areas, we have launched various health insurance cooperation programs, including critical illness insurance, long-term care insurance, and Huiminbao, so as to address the risk of farmers falling (back) into poverty due to illness, and effectively enhance the level of medical protection.

**On-site assistance.** In strict adherence to the "Four No-Withdrawals" policy, we deployed an additional 283 resident officials to key regions. Our assistance efforts covered priority villages in 26 provinces.

**Consumption support.** We facilitated the sales of agricultural and sideline products through welfare products procurement for the Labor Union, targeted purchases for canteens, live-streamed sales events, direct procurement programs, and employee self-purchases, thus helping farmers increase income and consolidate poverty alleviation outcomes. As of the end of 2025, our consumption support had reached RMB 5.212 million.

### Agricultural Insurance

We promoted the quality and efficiency enhancement of the agricultural insurance business. We developed over 5,000 agricultural insurance products, covering nearly all segments of agriculture, forestry, animal husbandry, and fisheries. In 2025, over 1,400 new agricultural insurance products were launched, providing agricultural risk protection with a total SA of about RMB 1.3 trillion to over 17 million farmers, with claims paid out to nearly 6 million rural households.

**Advancing comprehensive rural revitalization.** We have launched the "Zhen Xing Wu Bao" Integrated Risk Protection Plan, providing comprehensive safeguards to advance rural industrial revitalization, strengthen effective governance, and foster civility, livability, and common prosperity.

**Safeguarding food security.** We have broadened our food security insurance program and cumulatively provided RMB 128.6 billion in SA for the three major staple crops (rice, wheat, and corn), with coverage of over 300 crops in total.

**Supporting local specialty industries.** We are advancing specialty agricultural insurance through our "One County, One Product" and "One County, Multiple Products" initiatives. By the end of 2025, we had extended coverage to more than 3,000 specialty agri-products across 31 provinces, autonomous regions, and municipalities.

**Offering digitized agricultural insurance services.** We have developed Huizhinong, a next-generation core system for *sannong* (i.e., agriculture, rural areas and farmers). Huizhinong digitizes the entire underwriting workflow from data collection, plot identification, and subject verification to policy issuance, underwriting authorization, electronic payment, and policy generation. With greater precision, efficiency, and intelligence, the system supports the high-quality development of *sannong* (i.e., agriculture, rural areas and farmers). We have also pioneered an AI-enabled coordination program linking livestock and poultry breeding insurance with harmless disposal. By migrating traditionally cumbersome offline procedures—such as the collection of claims documents and stamped assessment materials—to a dedicated App, we have made it possible to complete the entire claims process online, in some cases within the same day.



RMB 15.6 million

donated for rural revitalization



283

resident officials deployed to key rural areas

#### Case: Remodeling Technology Insurance to Help Seedlings Move from Labs to Markets

To tackle the challenges faced by agricultural technology projects—namely, high investment, elevated risk, and long development cycles—CPIC P/C joined forces with an agricultural technology company in December 2025 to issue China's first technology commercialization insurance policy for vegetable, fruit, and flower seedlings under the "breeding-propagation-promotion" model at Xiejing'an · Transfar Agricultural Innovation Village. Covering the full seedling development cycle, from laboratory cultivation through large-scale propagation to market promotion, the policy effectively mitigates potential losses in R&D investment arising from uncertain commercialization pathways or research disruptions, thus injecting a dose of security and stability into agricultural innovation.

## International Services, Strengthening Cross-Border Protection

We have continued to strengthen our overseas service network, collaborating with a wide range of stakeholders to explore new models for the international expansion of Chinese enterprises. We have also contributed to the successful delivery of a series of international conventions and exhibitions, fostering global connectivity and win-win cooperation while providing strong impetus for China's high-standard opening-up.

### Expanding Our Overseas Service Footprint

We have steadily expanded our global service network by establishing an International Department to coordinate the development and implementation of our internationalization strategy. We have established partnerships with multinational insurance conglomerates, leading overseas insurers, and national stakeholders. Since 2017, we have provided over RMB 4 trillion in cumulative risk coverage for overseas BRI operations, and insured more than 1,000 major projects across more than 180 countries and regions, covering scenarios such as infrastructure construction, technological cooperation, trade and economic exchange, cultural engagement, and safe development.

CPIC P/C has creatively launched BRI Smart Cloud Platform 4.0, the world's leading risk management platform. The platform is the industry's first to deliver precise global earthquake risk assessment and, through the "CPIC AI Assistant", provides intelligent services such as risk evaluation, expert consultation, and report generation. It also features a disaster alert system that issues the latest earthquake risk information at the earliest possible stage, ushering in a new era of intelligent global risk management services for China's insurance industry.



The First Overseas Cooperation Forum in February 2025 unveiled the bancassurance sector's first cross-border financial services plan, marking the first time CPIC had supported strategic clients in expanding their operations overseas.

## Helping Enterprises "Go Global"

Committed to supporting Chinese enterprises in their global expansion, we are ranked first among Chinese-funded insurers in the number of key projects covered. In partnership with banking institutions, we have issued the *Cross-Border Financial Services Plan to Assist Chinese Enterprises in "Going Global"*. We have also signed a tripartite bancassurance cooperation agreement for the Thai market, thus launching our pilot overseas bancassurance program. Furthermore, we have worked with financial institutions to introduce the *G-FIRST 2.0 Cross-Border Financial Services Plan to Help Chinese Enterprises "Go Global"*. As China's first integrated cross-border financial solution jointly developed by the banking, insurance, and securities sectors, the plan pioneers a new service model characterized by multi-sector coordination and end-to-end coverage, addressing enterprises' diverse needs in investment and financing, risk management, and cross-border payments. In addition, we have developed an innovative end-to-end solution that integrates technology exports with localized services, delivering comprehensive protection for Chinese automakers in Thailand across vehicle exports, localized manufacturing, and on-the-ground operations. Last but not least, we have issued multiple batches of NEV insurance policies in Thailand, filling a gap in the industry's support for the global expansion of the NEV sector.

### Serving International Exhibitions

**China International Import Expo (CIIE):** As the senior partner and designated insurance service provider of the CIIE, we have provided comprehensive insurance coverage and service support for 8 consecutive years. In 2025, we delivered a comprehensive, one-stop insurance solution spanning property, life, and health lines, alongside integrated risk management services, with total SA exceeding RMB 1.28 trillion.

**China International Fair for Trade in Services:** As a global partner and designated insurance service provider of CIFTIS, we have supported the fair for six consecutive years, developing an omnidirectional, multi-tiered, and intelligent protection framework. In 2025, we provided comprehensive insurance coverage totaling RMB 307.6 billion for 400,000 participants.

**Western China International Fair (WCIF):** In 2025, we debuted at the WCIF. As the event's property insurer, we provided a one-stop, full life-cycle insurance solution complemented by risk management services.



RMB **4+** trillion  
in coverage for overseas  
business operations



**1,000+**  
underwritten overseas projects



# 04 Enhancing Service Collaboration for Greater Synergy

CPIC cultivates a robust talent pipeline to harness employee strengths, enhances service experience to earn customer recognition, deepens partnerships to create shared growth opportunities, and gives back to society through public welfare initiatives. Working hand in hand with all stakeholders, we are committed to building a better future together.

- ▶ Caring About Employees and Cultivating a Strong Talent Base
- ▶ Putting Customer First and Creating Long-Term Value Together
- ▶ Driving Coordinated Development with Partners
- ▶ Helping Culture and Sports Flourish in China
- ▶ Caring About People's Well-being and Shaping Better Lives

## Caring About Employees and Cultivating a Strong Talent Base

### Safeguarding Basic Rights and Interests

We remain steadfast in our people-centered philosophy. We comprehensively safeguard employees' legitimate rights and interests while providing open, fair, and equitable opportunities for career development.

#### Fair recruitment management

Guided by national policy priorities and the Group's strategic transformation agenda, we develop annual recruitment plans and expressly embed prohibitions against child labor, forced labor, discrimination, and other related requirements throughout the entire recruitment and management process. We have broadened recruitment channels, standardized job descriptions, and implemented transparent, compliant, and merit-based recruitment procedures. Taking into account regional and role-specific needs, we promote the hiring of women, veterans, ethnic minorities, and other underrepresented groups, with a view to fostering a diverse workforce and ensuring equal employment and development opportunities for people from all backgrounds and regions. In 2025, no incidents of discrimination, child labor, or forced labor were identified in our employment practices.

#### Diverse talent acquisition channels

**Campus recruitment**  
We have signed cooperation agreements with leading domestic universities and formulated the *Interim Measures for University-Enterprise Cooperation and the Internship Base Management Measures* to strengthen long-term collaboration mechanisms and routinely advance campus recruitment and business partnership programs.

**Society-wide recruitment**  
We partner with leading domestic recruitment platforms to expand our outreach, strengthen our employer brand, and ensure broad dissemination of recruitment information.

**Internal referrals and selection**  
Competitive selection mechanisms are adopted for key positions to unlock employee potential, broaden career paths, and promote the best possible alignment between talent and roles.

#### Protecting fundamental labor rights

We strictly comply with the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, and other relevant laws and regulations. We sign, perform, modify, dissolve, or terminate labor contracts in accordance with the law. Upholding the principles of fairness and inclusiveness, we rigorously implement the *Handbook on Employee Code of Conduct*, strictly prohibit child labor and forced labor, and conduct anti-discrimination training to eliminate workplace discrimination and harassment arising from race, ethnicity, religious belief, region, gender, disability, nationality, age, or other factors. In compliance with laws and regulations such as the *Law of the People's Republic of China on the Protection of Rights and Interests of Women* and the *Special Provisions on Labor Protection of Female Employees*, we ensure equal pay for equal work between male and female employees. We have renewed the Group's *Collective Contract* and *Collective Agreement on Special Protection for Female Employees*, and strictly implemented maternity leave, breastfeeding leave, prenatal check-up leave, and parental leave policies.

#### Promoting employment and inclusive development

In line with business development needs and labor market characteristics, we offer appropriate employment opportunities to a diverse range of groups. Dispatched workers are entitled to the same standards as formal employees at the same levels with respect to remuneration, social insurance, and benefits, while also enjoying equal access to union support, holiday allowances, assistance programs, internal training resources, and fair career opportunities. In this way, we are in a strong position to protect the rights and interests of all kinds of laborers. In addition, we provide equal employment opportunities and enhanced communication platforms for employees with disabilities and ex-servicemen.

|  |  |
|--|--|
| CPIC's labor contract and social insurance coverage: | Number of foreign employees:           |
| <b>100%</b>  | <b>13</b>                              |
| Total number of employees:                           | Number of employees with disabilities: |
| <b>96,838</b>  | <b>105</b>                             |

| Parental leave utilization   |       |
|--|-------|
| Number of female employees who took parental leave (person)                          | 1,575 |
| Number of male employees who took parental leave (person)                            | 830   |
| Breakdown of employees who returned to work after parental leave                     |       |
| Number of female employees who returned to work after parental leave (person)        | 1,563 |
| Number of male employees who returned to work after parental leave (person)          | 825   |
| Proportion of female employees who returned to work after parental leave (%)         | 99.24 |
| Proportion of male employees who returned to work after parental leave (%)           | 99.40 |
| Retention of employees after returning from parental leave                           |       |
| Number of female employees still employed 12 months after returning to work (person) | 1,479 |
| Number of male employees still employed 12 months after returning to work (person)   | 510   |
| Female retention rate (%)  | 94.63 |
| Male retention rate (%)  | 61.82 |

#### Compensation and benefits

|                                       |  |
|---------------------------------------|--|
| <b>Remuneration system</b>            | We have formulated the <i>Remuneration Management Measures</i> . Salaries are paid in full and on time each month, and we provide contributions for statutory benefits, including the five social insurances and one housing fund, as well as commercial insurance. A "fixed + floating" remuneration structure has been established for all employees, with the variable performance-based bonuses aligned with job responsibilities and contributions to key projects. In addition, we have enhanced the competitiveness of remuneration for actuarial, investment, underwriting, claims, and other critical specialist roles. |
| <b>Performance evaluation</b>         | We have established an annual performance evaluation framework, a management scheme built on time-bound target responsibility and contractual commitments, as well as dynamic optimization and exit mechanisms, thereby strengthening accountability and improving organizational effectiveness. Leaders at all levels communicate annual performance results to employees and develop targeted improvement plans. Employees who have questions about their results may request a formal review in accordance with the relevant procedures.  |
| <b>Working hours and leave policy</b> | In accordance with the <i>Labor Law of the People's Republic of China</i> regarding working hours and paid annual leave, we have formulated the <i>Interim Measures for Paid Leave Management</i> . We provide employees with statutory paid annual leave and additional paid welfare leave. In cases where regional leave policies differ, the more favorable standard is applied.  |
| <b>Workplace and social security</b>  | We have established a comprehensive, high-standard benefits system that offers all employees social insurance, housing provident fund contributions, enterprise annuity enrollment, health check-ups, hardship assistance, CPIC Good Doctor services, household registration support for qualified talent, talent apartments, and a range of subsidies, including meal and transportation allowances.  |

### Democratic management

We have formulated policies such as the *Labor Dispute Appeal and Mediation Management Measures* and established a multi-channel, multi-level employee grievance mechanism. Labor unions at all levels serve as the designated bodies for receiving grievances. Employees may raise concerns through in-person visits, letters, telephone, email, or a 24/7 intelligent HR Q&A platform. Strict confidentiality safeguards are maintained throughout the process to ensure that employees' legitimate concerns are handled fairly and promptly. Through initiatives such as the "Golden Ideas" campaign, we collect suggestions and feedback from employees to strengthen their sense of ownership in business operations.

In 2025, we commissioned an independent third-party

professional agency to conduct employee engagement and satisfaction surveys, achieving a response rate of 89.7%. The engagement survey focused on six key dimensions: identification, achievement, satisfaction, commitment, loyalty, and advocacy. The satisfaction survey assessed five areas: effective leadership, clear direction, meaningful work, a positive culture, and a strong workforce. Based on the findings, we systematically reviewed and analyzed the underlying issues and developed an employee satisfaction improvement plan for 2026. By refining the response and continuous improvement mechanisms, we will continue to enhance employees' overall satisfaction with organizational management and strengthen their sense of well-being at work.

The labor union has deepened democratic communication and reinforced institutional

safeguards. In 2025, we held the Conference of Labor Union Members' Representatives and the Employee Representative Conference, duly fulfilling democratic procedures while promptly introducing the Group's strategy and drawing on the collective wisdom of employees. We also enhanced the proposal management mechanism. All 150 proposals submitted at the second session of the fourth Employee Representative Conference were fully implemented, with representative satisfaction reaching 100%. These proposals addressed key areas, including innovation-driven transformation and talent development. In parallel, we intensified efforts to build the "Employees' Home", with labor unions at all levels engaging directly with the front-line staff and effectively safeguarding their rights and interests through collective contract signing and labor dispute mediation, thereby fostering harmonious labor relations.

in post. In parallel, we encourage and help employees to pursue leadership-related academic qualifications and professional certifications. In addition, two training programs on high-quality development have been organized for mid-level and senior managers, equipping them with cutting-edge management insights, a global mindset, and stronger abilities in strategic leadership and holistic management. Leveraging the digital "CPIC Online Learning Platform", we have established a leadership development curriculum covering all employees. By developing specialized courses such as *Team Management*, we have systematically enhanced leadership and collaboration capabilities across the organization.

#### Career Development Plan for Specific Roles

|  |  |
|--|--|
| <b>Health and pension insurance talent</b>               | We seek to establish teams of health service & elderly care specialists across our property, life, and health insurance head office, as well as various branches. We will strengthen training, publicity, and empowerment to enhance our marketing capabilities and professional services. |
| <b>Technological innovation talent</b>                   | Specialized and technical professionals are encouraged to apply for talent initiatives such as Shanghai's Eastern Talent Plan and to obtain external professional certifications.  |
| <b>Risk control and audit talent</b>                     | We conduct accurate talent profiling to refine our talent development strategies. We also encourage participation in external certification programs to constantly strengthen the professional skills and risk management capabilities of risk control and audit personnel.                |
| <b>Finance, actuarial science, and investment talent</b> | We are nurturing high-caliber and young professionals in finance, actuarial science, and investment to build a forward-looking, specialized, and internationally competitive talent pipeline for these fields.   |

## Empowering Employee Development

Regarding talent development, oversight, management, retention, and employee care, we have issued more than 70 policies and standards. In 2025, we introduced the *Three-Year Action Plan (2026-2028) for the CPIC Learning Innovation Center (Academic Affairs Department of the Party School)* and established a learning innovation center that is platform-driven, digital, intelligent, and open to all employees. We also revised the *Administrative Measures for Short-Term Overseas Training on Official Business*, further strengthening the institutional framework for talent development and providing solid talent support for high-quality growth.

### Development program for new employees

Our training programs for recent graduates and management trainees integrate mentorship, participation in key projects, integrated classroom and on-the-job training, and cross-functional rotations. Our three-year flexible mobility mechanism provides rotational development opportunities to nurture exceptional talent for the industry.

### Talent pipeline development and capacity building

Under the Group's leadership, we have established multi-tiered, multidimensional talent development programs—including Xinfeng, Zhuoyue, the Youcai Program, and Baige Qianfan—to strengthen the talent pipeline through practice-based training. We have also built a stratified and category-based development framework, offering tailored programs for mid-level and senior managers, young cadres, and specialist talent. In parallel, our subsidiaries conduct regular talent reviews to cultivate a dynamic, layered talent pool, further advancing the development of a

high-caliber, specialized workforce.

### Leadership empowerment and management

We have formulated the *Medium to Long-Term Development Plan for Leadership and Talent Teams (2025-2027)* to enhance the capabilities of subsidiary management teams and build a robust pipeline of successor talent. We have enhanced pre-appointment and role-readiness training for newly promoted managers while delivering annual intensive development programs for those already



CPIC is holding a high-quality development seminar

### Enriching online digital learning resources

We launched the "CPIC Cultural and Creative Products" and "CPIC Survey" platforms and upgraded the "CPIC Digital Instructor" function to provide employees with more targeted and user-friendly digital learning resources and intelligent tools tailored to workplace scenarios. We have also established an organization-wide AI-plus Practice-Based Learning Center to strengthen AI-plus literacy across the organization and support the effective execution of the AI-plus strategy.

#### Percentage of employees receiving regular performance and career development reviews by gender (%)

|                         |       |
|-------------------------|-------|
| <b>Male employees</b>   | 99.77 |
| <b>Female employees</b> | 99.58 |

#### Percentage of employees receiving regular performance and career development reviews by age group (%)

|                                    |       |
|------------------------------------|-------|
| <b>Employees aged 30 and under</b> | 99.39 |
| <b>Employees aged 31 to 40</b>     | 99.89 |
| <b>Employees aged 41 to 50</b>     | 99.73 |
| <b>Employees aged 51 and above</b> | 98.81 |



CPIC Online Learning Platform  
**360,000+**  
participations in AI-plus literacy enhancement programs

**550,000+**  
users



**26,000+**  
courses



**26,000+**  
live-streaming sessions



**16,000+**  
exams

### Strengthening cooperation with external specialized institutions

We have established an open-ended talent development framework that links university education with on-the-job learning, integrates internal and external multi-role training, and connects domestic programs with international study and exchange opportunities. This framework grants employees access to specialized, well-rounded learning and training resources as well as a broad platform for collaboration and sharing, enabling constant improvement in both professional knowledge and practical capabilities.

In 2025, the Group teamed up with prestigious universities to launch specialized initiatives, including "Xinfeng Financial Talent", "Outstanding Financial Talent", as well as audit and finance programs, with the aim of fostering high-caliber interdisciplinary professionals and building a strong pipeline of talent for key positions. We also collaborated with outstanding domestic enterprises to develop practice-based training programs designed to strengthen the strategic thinking of cadres. In partnership with the Australian and New Zealand Institute of Insurance and Finance, we advanced overseas training in green insurance, further broadening the international outlook of our teams. In addition, together with the Insurance Association of China, we conducted research on AI training and applications, actively exploring the digital and intelligent transformation of our talent development system.

#### Case: The Group's First Strategic Health Service & Elderly Care Talent Training Program Opens at Fudan University

On May 24, 2025, CPIC, in partnership with Shanghai Medical College under Fudan University, launched the first strategic health service & elderly care talent training program. Leveraging Fudan University's academic resources, the program focused on key topics such as regulatory policies, health insurance innovation, and pension finance. Through a training model that combines classroom instruction, online study, and action learning, the program aimed to nurture interdisciplinary talent with expertise in health service & elderly care as well as insurance, supporting the close integration of health service & elderly care with the core insurance operations.

### Supporting the enhancement of professional skills

We have formulated the *Employee External Training Management Measures* to standardize the management of degree programs and certification-oriented training. Employees are encouraged to pursue academic degrees or professional certifications as required by their roles and work responsibilities. We offer a range of incentives, including exam leave, reimbursement of exam fees, and rewards for passing the exams. These benefits are available to all employees, including dispatched laborers, and are designed to enhance both the professional skills and general competencies of talent in various fields.

## Ensuring Health and Safety

By enhancing health management and strengthening risk prevention and control, we are committed to fostering a safe, healthy, and sustainable working environment.

### Enhancing health management

We have established a comprehensive health protection framework that ensures 100% coverage of employees through differentiated occupational health examinations. We regularly organize office break workouts, shoulder and neck therapy, fitness programs, and psychological counseling, while also addressing employees' specific health needs. In addition, we host seminars on topics including the mental well-being of students advancing to the next stage of education and their parents, women's health, prevention of common illnesses, and interpretation of health examination reports. Through the CPIC Good Doctor health management platform, which helps employees and their family members maintain and improve their health, they can access services including family doctor consultation, video diagnosis, health record management, and outpatient appointment.



CPIC is holding a special event on women's spinal health and posture improvement

### Ensuring workplace safety

We strictly comply with national laws and local regulations such as the *Production Safety Law of the People's Republic of China* and the *Regulations of Shanghai Municipality on Safe Production*. We have developed and issued the *Group Evaluation Criteria for Workplace Safety Management Standards* and the *CPIC Administrative Measures for the Workplace Safety of Related Parties*. We enforce accountability by promoting the organization-wide signing of the *Letter of Commitment to Workplace Safety* and requiring on-site related parties to execute the *Workplace Safety Management Agreement*. These measures have steadily reinforced our safety defense line. Over the year, no major hazards were identified, and no classified workplace safety accidents occurred.

#### Improving the Workplace Safety Management System

|  |   |
|--|---|
|  <p><b>Strengthening risk prevention and control</b></p>      | <p>We have strengthened our risk identification and tiered control framework, along with our hazard screening and remediation mechanisms, with a focus on vulnerabilities in related-party oversight and foundational management, ensuring that all safety hazards are identified promptly and addressed effectively.</p>   |
|  <p><b>Improving emergency response capabilities</b></p>      | <p>We systematically refine our contingency plans for fire safety, flooding, typhoons, and other scenarios, keeping them continuously updated and well-managed. We organize training and drills covering fire incidents, natural disasters, and other emergency situations. For sudden, sensitive major incidents and disaster-related information, we strictly follow reporting protocols and strengthen our emergency response capabilities, thereby reinforcing the foundation of workplace safety management.</p> |
|  <p><b>Advancing security through digital solutions</b></p> | <p>We have deployed firefighting IoT across major workplaces in Shanghai, developed an intelligent mobile inspection system, and constantly improved the functions of smart security platforms, thereby comprehensively enhancing the effectiveness of safety risk management.</p>  |
|  <p><b>Cultivating a culture of safety</b></p>              | <p>We have implemented a company-wide action plan for workplace safety publicity, training, and education. Through a series of initiatives, including Disaster Prevention and Mitigation Day, Workplace Safety Month, and Fire Safety Awareness Month, we have cultivated a culture in which every employee prioritizes safety and is able to respond effectively in emergencies.</p>   |

RMB **34.75 million**  
in workplace safety investment

**51**  
thematic meetings of the Safety Committee

**100%**  
of employees signed the *Letter of Commitment to Workplace Safety*

**100%**  
safety hazard rectification rate

**2,000+**  
specialized training sessions (e.g., the Workplace Safety Management Cadre Training Courses) organized throughout the year, covering approx.

**40,000**  
safety management personnel,

as well as  
**110,000+**  
employees of CPIC and related parties

**11,000+**  
participations in joint fire drills were recorded over the year

**100%**  
employee health checkup coverage



Provided assistance to  
**2,126**  
employees in need



Distributed  
**RMB 3,275,800**  
in relief funds

## Conveying Care and Warmth

We are dedicated to promoting employee well-being and reinforcing team cohesion by conveying care and warmth throughout the organization in all aspects.

### Supporting female employees

We continue to advance the standardized development of Employee Homes, Employee Lounges, and Nursing Rooms while promoting the CPIC Good Doctor family healthcare program. In addition to statutory maternity leave, breastfeeding leave, prenatal checkup leave, and parental leave, we have introduced an exclusive benefit enabling eligible employees to apply for supplemental leave within one year, based on the local minimum wage standard. We have also enriched the "Fang Hua Hui" initiative for women employees by exploring the creation of an honor system for female staff and supporting their professional growth through platforms such as the Fang Hua Lecture, Fang Hua Salon, and Fang Hua Book Club.



At the first Fang Hua Hui event of 2025, female employees are immersed in the rich cultural legacy of Peking Opera



As part of the Fang Hua Hui initiative, a Fang Hua Lecture themed "Thriving with the Times, Embracing a Vibrant Life" was successfully held at the Shanghai Theater Academy

### Offering empathetic assistance

We have implemented the *Administrative Measures for Employee Assistance (Trial)* across the organization to establish a normalized, ongoing employee care system. These Measures place emphasis on supporting staff facing special circumstances through initiatives such as commercial insurance renewal, mutual aid for critical illness, hardship relief, and educational assistance, ensuring that care and support are delivered in a meaningful manner.

### Organizing various activities

To showcase the vitality, unity, and enterprising spirit of our workforce, we have organized a series of cultural and sports activities, including the "Tai Ai Pao" running event, the "Zhicheng Cup" table

tennis tournament, the "Zhixin Cup" badminton tournament, the "Zhiheng Cup" football tournament, and the "Zhiyuan Cup" e-sports competition.

### Case: Targeted Care for Front-line Employees

In 2025, CPIC Life officially implemented the *Action Plan for the Employee Care Initiative*. Built on the three pillars of whole-career support, comprehensive coverage, and group-specific measures, the initiative responds to the needs of front-line staff by systematically introducing nine categories of tailored support, aiming to deliver sustained care and all-round support to all employees—particularly key groups—during every stage of their professional journeys.

## Empowering Agent Development

We strictly comply with national laws and regulations, including the *Insurance Law of the People's Republic of China*, and actively implement the *Notice of the National Financial Regulatory Administration Regarding Promoting the Deepening of Reform of the Personal Marketing System in the Personal Insurance Industry*. While effectively safeguarding agents' legitimate rights and interests, we have stepped up efforts to continuously transform the agent team toward greater professionalism and higher value through diversified training initiatives.

### Agent benefits and support

Based on agents' ranks, honorary titles, and years of service, we offer a comprehensive benefits program that covers accident and medical insurance as well as personal pension support, delivering robust protection throughout their professional journey. We also remain committed to enhancing agents' work experience by establishing routine communication and feedback mechanisms, actively listening to their perspectives on training empowerment, digital tools, products, and services, and turning these perspectives into concrete improvements, thereby further deepening their sense of belonging and identity with the insurance industry.

### Agent training and development

By aligning responsibilities and behavioral expectations at every level, we steer our agent team towards proactive business development and merit-based earnings, while leveraging AI tools to strengthen operational models and constantly elevate our agent force. Through intelligent training initiatives, CPIC Life has increased life insurance agents' per capita productivity by 14%. It has also introduced the "Cπ Health Service, Elderly Care, and Wealth Planner" program, building a closed-loop system that boosts sales with services and creates value with expertise, thereby enhancing agents' service capabilities and improving the long-term effectiveness of customer relationship management.

### Enhancing agents' compliance in sales and risk prevention capabilities

We have strengthened our end-to-end institutional framework across agent onboarding, contract execution, sales conduct, quality management, and legal compliance. Backed by a digital risk control platform, we have built a risk monitoring indicator system covering sales, recruitment, service, and organizational conduct, enabling routine oversight and dynamic alerts across teams at all levels. In addition, we have intensified compliance communication and education for all agent teams, encompassing new regulatory requirements, audit and inspection priorities, and critical risk control issues in the individual insurance business. These efforts have further enhanced compliance awareness and cultivated a culture of integrity and standardized business operations. In 2025, through curriculum upgrading, institutional refinement, and innovation in tracking methods, we achieved a shift from fragmented learning to systematic capability enhancement. The curriculum

was reorganized into eight modules to reinforce the integration of theory and practice. Notices were issued to clarify tiered objectives, and dynamic, end-to-end management was conducted to ensure the orderly implementation of the training programs.

### Professional Development and Capacity Building of CPIC Life Agents

|                                       |   |
|---------------------------------------|---|
| <p><b>Standardized training</b></p>   | <p>Leveraging the PDS101 Workshop, which combines intensive in-person instruction, online tool-enabled coaching, and structured training to empower supervisors for career advancement, CPIC Life enables new recruits and managers to strengthen their sales and leadership capabilities, navigate career transitions smoothly, and inject fresh momentum into the organization.</p> |
| <p><b>Practice-based training</b></p> | <p>Centered on business rhythms and agent capability models, CPIC Life organizes thematic rotational training, case review sessions, and tiered, role-specific product training. These initiatives accelerate the effective transformation of knowledge into practical application, while enhancing team leadership and precision marketing capabilities.</p>                         |
| <p><b>AI-powered training</b></p>     | <p>In 2025, CPIC Life fully deployed "Intelligent Coach", an AI-powered training system. Leveraging algorithms and knowledge graphs, the system delivers personalized learning content, pioneers a digital training model, and enhances both the learning experience and business conversion effectiveness.</p>   |

## Putting Customer First and Creating Long-Term Value Together

### Protecting Consumer Rights

We have established a comprehensive and well-coordinated consumer protection framework. We have revised the *Group Consumer Protection Management Policy* and introduced protocols, including the *Administrative Measures for Handling Consumer Complaints*, the *Contingency Plan for Major Consumer Complaints*, the *Consumer Protection Assessment Measures*, the *Measures for Financial Literacy Campaigns*, and the *Standards for the Protection of Consumers' Personal Information*. Together, these efforts have enhanced the Group's overall leadership and oversight in consumer protection while promoting greater accountability across its subsidiaries.

#### Enhancing consumer protection governance

We have established and refined the organizational framework for consumer protection management. The Board of Directors bears ultimate responsibility for consumer protection and has established a Consumer Protection Committee. The Consumer Protection Department at the head office is tasked with coordinating the implementation of management requirements while urging and helping all units to carry out consumer protection initiatives. Relevant functional departments collaborate in line with their respective remits to ensure effective communication along business lines.

By establishing long-term mechanisms for developing "Consumer Protection Demonstration Zones" and "Grassroots Consumer Protection Demonstration Sites", we guide our branches to embed consumer protection into grassroots governance, with a focus on diversified financial dispute resolution, the development of educational bases, and practical public-benefit initiatives. We have also developed a dedicated consumer protection recognition system to foster intrinsic motivation at the grassroots level. Furthermore, we have established and executed annual priorities by holding the first company-wide consumer protection research and oversight meeting and institutionalizing joint meetings for the Group's consumer protection efforts. These initiatives have strengthened supervision and guidance in key consumer protection areas. In addition, the Group has deepened coordination between consumer protection and audit functions by refining the *2025 Consumer Protection Audit Plan and enhancing audit* and oversight of subsidiary operations, thereby reinforcing the safeguards for consumer rights and interests.

#### Promoting responsible marketing

We have revised the *Group Consumer Protection Management Policy* to incorporate management mechanisms for, among others, suitability and marketing conduct. In parallel, we have issued the *Notice on Further Strengthening Suitability Management, Marketing Conduct Management, and Personal Information Protection* to reinforce the accountability of relevant subsidiaries and further standardize marketing practices. Additionally, we have organized a company-wide training program on the *Administrative Measures for the Suitability of Financial Institutions' Products* to facilitate the rigorous and orderly implementation of new regulations. We have also developed

the innovative LLM-Powered Consumer Protection Review Assistant, which has been deployed to review marketing and promotional materials as well as product terms and conditions across CPIC's property, life, health, and agricultural insurance businesses. This has enhanced the accuracy of consumer protection reviews and helped strengthen controls at the source of business operations.

#### Customer privacy protection

In strict compliance with the *Personal Information Protection Law of the People's Republic of China* and applicable regulations, we have formulated the *Group Standards for the Protection of Consumers' Personal Information* to regulate the entire life-cycle of consumers' personal information, including its collection, storage, use, processing, transmission, sharing, disclosure, and deletion. In 2025, we enhanced the clarity of our privacy policy and authorization agreements by explicitly setting out the scope of personal information collection, along with the corresponding processing methods, sharing scenarios, security measures, and procedures for withdrawing consent. We also undertook to limit the use of customer information to what is legally permitted or authorized, and to erase users' personal data without delay once their accounts are closed, ensuring robust protection of consumers' personal information. Throughout the year, there were no incidents involving the leakage, theft, or loss of customer information; nor were there any relevant expenditures.

#### Handling customer complaints

We have formulated the *Administrative Measures for Complaint Handling* and the *Contingency Plan for Major Consumer Complaints* to strengthen guidance and oversight for our subsidiaries. By establishing a dispute mediation mechanism, we help the subsidiaries actively collaborate with local industry associations, mediation organizations, and other third-party resources, thereby broadening service channels for dispute resolution and consolidating the foundation for complaint governance. CPIC P/C, CPIC Life, and CPIC Health have further strengthened their end-to-end, closed-loop complaint management frameworks, enhanced digital and intelligent oversight of complaints across all channels, and refined the closed-loop mechanisms for complaint handling, assessment, and accountability. We have also developed specific response strategies in light of each channel's conditions, thereby improving complaint resolution efficiency and elevating customer satisfaction.

#### Promoting financial education

We have established the *Group Administrative Measures for Financial Literacy Campaigns*, strengthening our institutional framework for ongoing public education and outreach. Through the 3-15 Financial Consumer Rights Day, 5-15 Investor Protection Awareness Day, and Financial Education and Publicity Week, we have reached a total of 715 million consumers. Meanwhile, leveraging initiatives such as the 7-8 National Insurance Public Awareness Day and the "Executives Discuss Consumer Protection" program, we have

cultivated a broad-based consumer protection ecosystem. We have taken the lead in introducing consumer protection skits, promoted exemplary public-benefit practices, and collaborated with the TV show "A Better Life" to advance financial literacy and enhance public awareness of risk prevention. We have extended financial literacy and inclusive protection services to remote and poverty-stricken areas. CPIC Life has mobilized its

village-based task forces to establish a 100-member consumer protection vanguard team. At rural revitalization support stations, the team has carried out outreach initiatives to raise awareness of consumer protection, fraud prevention, and intelligent technology. In Xinjiang and Yunnan, CPIC P/C has also launched innovative financial literacy campaigns, including "horseback outreach sessions", "yurt classrooms", and "fieldside classrooms".

### Refining Customer Experience

Prioritizing customers above all else, we harness the Group's comprehensive strengths to elevate the "CPIC Service" brand, continually fostering a distinctive service ethos characterized by responsibility, intelligence, and warmth, while steadily enhancing our service-led competitiveness.

#### Building the "CPIC Service" brand

We have strengthened the organizational framework and operating mechanisms of the "CPIC Service" model, with service officers as the mainstay. Guided by a customer-centric philosophy, we have promoted the standardization, digitization, and transparency of service delivery. Across the Group, we have launched the "Ask the Executives" campaign, through which service officers at all levels engage directly with customers to address their concerns and complaints, identify opportunities for service enhancement, and help remove pain points and operational bottlenecks.

CPIC P/C advances service integration and transformation around three priorities: reducing customer effort to provide no-hassle services, addressing customer concerns to deliver trustworthy services, and building lasting confidence to offer

#### CPIC P/C's Service Commitment

##### No-hassle

By comprehensively deepening its online service operations, CPIC P/C has reduced settlement times for small-value claims to as little as six minutes, delivered seamless remote services across the entire customer life-cycle, and enabled end-to-end online direct handling of bodily injury claims throughout the full care continuum—from maternity and childcare to nursing and assessment—thereby reducing customer effort.

##### Trustworthy

By establishing a "transparent claims" system, CPIC P/C has made auto insurance claims visible and traceable throughout the entire process, while allowing customers to check the progress of multiple service categories at every touchpoint, thereby eliminating their concerns.

##### Carefree

Leveraging a risk mitigation framework and scenario-based products for proactive prevention and control, together with concierge-style services that provide continuous support, CPIC P/C has enhanced the precision and effectiveness of its service offering.

care-free services, ensuring effective implementation and visible results. Placing customer value at the center, CPIC Life has proposed and followed the principle of "putting customers first, using products and services as the main touchpoints, and relying on internal teams for execution". Through six key strategies spanning customer segments, regional markets, products and services, it aims to drive the simultaneous growth of economic and social value.

#### Revamping the customer journey

CPIC P/C has integrated intelligent underwriting, service-driven renewals, online claims processing, and ecosystem-based value-added services across the full customer journey, continuously enhancing the auto insurance experience. In 2025, customer satisfaction with the 95500 service hotline reached 99.98%, sustaining an exceptional level of performance. CPIC Life focuses on key initiatives such as upgrading value-added services, streamlining claims procedures, and increasing transparency in service timeliness, thereby driving a comprehensive improvement in service quality. CPIC Health advances the standardization, modularization, and middle-office systemization of its services, enabling the agile deployment of health offerings and the seamless delivery of customer benefits. It has also established a digital service quality index management platform and launched routine indicator-based alert mechanisms to improve service accessibility and customer satisfaction.

#### Real-time NPS-based customer experience monitoring platform

We have continued to strengthen its NPS-based customer experience management to enhance service efficiency and quality. In 2025, we leveraged our interactive online

Launched **70+** scenarios for the Real-Time NPS-Based Customer Experience Monitoring Platform

NPS management platform to capture real-time customer feedback throughout the service journey, promptly identify and address pain points, conduct targeted surveys, identify service gaps through benchmarking against industry peers, and drive improvements in policy services. These efforts boosted the interactive NPS across key customer journeys in our property, life, and health insurance businesses.

### Digitally upgrading scenario-based services

We have accelerated the rollout of our "AI-plus" initiatives, harnessing digital and intelligent innovations to deeply empower business operations. In doing so, we are building a strong foundation and setting a new benchmark for the insurance industry's intelligent transformation.

### CPIC P/C: Driving service upgrades with digital intelligence

By leveraging the Huiyan · Zhiyuan AI Remote Sensing Platform, CPIC P/C delivers precise agricultural insurance underwriting and claims services. In the auto insurance sector, it has advanced to the "Intelligent Claims 4.0" model, applying AI tools to streamline the intelligent accident reporting process, reduce reporting times for non-injury cases, and enable one-tap reporting alongside real-time progress tracking, thereby comprehensively enhancing the customer experience. It has also built a digital risk control system that, powered by the IoT and end-to-end data integration, enables accurate corporate risk alerts and proactive intervention. Through an innovative model that integrates insurance, services, and technology, it provides all-round accident risk protection to millions of elderly individuals.

### CPIC Life: Enhancing service experience with technology

By leveraging AI, big data, cloud computing, and other technologies, CPIC Life has digitally and intelligently transformed its traditional services, achieving smarter claims processing and risk management. These efforts have propelled its life insurance service quality index to the top of the industry, while reducing application processing time by 0.6 days and claims settlement time by 9 days year on year. CPIC Life has also introduced an intelligent customer management assistant that provides end-to-end support for customer operations, boosting outreach conversion rates by 1.9 times. Through its online store model, CPIC Life has achieved 100% one-stop processing for policy services, thus simplifying business procedures. With a focus on seniors' needs, CPIC Life has enhanced service accessibility and ease of use through improved interactive interfaces and age-friendly upgrades.

Settled **4,243,000** claims

### CPIC Health: Creating a new paradigm for health insurance claims

CPIC Health has launched Yi Pei Tong, a one-stop corporate solution that integrates medical and claims services. Powered by an intelligent customer service and data management platform, Yi Pei Tong has significantly enhanced operational efficiency. By leveraging a technology architecture that combines a rules engine, a knowledge base, and LLMs, it has reengineered its intelligent claims framework and improved per capita efficiency in health insurance claims processing by 80% YoY. With the support of the Di08-4 digital intelligence service middle office, the end-to-end automation rate for individual health insurance claims has surpassed 15%.

Covered **380** companies  
with Yi Pei Tong services

RMB **20.1** billion  
in claims

Settled **484** claims per minute  
through a tiered system

**1,137,000**  
small-value fast-track claims

with a total payout of  
RMB **890** million

### Strategic Client Cooperation

We place emphasis on collaboration with strategic clients, including national ministries, local governments, industry regulators, and leading enterprises. In 2025, we signed 124 strategic agreements, bringing the total number of strategic clients to 1,040, with a 97% signing rate among provincial-level governments. We also deepened engagement with executives from more than 60 conglomerates and established the "CPIC Reception Lounge" as a platform for strategic interaction, thematic forums, specialized exchange, and ecosystem development.

### CPIC Customer Festival

Leveraging the platform of the China International Import Expo in November 2025, the CPIC Customer Festival was held as a high-level, dynamic platform for strategic interaction, thematic forums, specialized exchange, and ecosystem development, attracting a total participation of 1.739 million. The event showcased our forward-looking approach to fostering open industrial collaboration and enhancing strategic alignment, thereby driving, through concrete actions, coordinated innovation and value co-creation across the insurance service ecosystem.



**124**  
new strategic clients

### Investment Ecosystem Conference

In September 2025, CPIC Capital Company Limited (CPIC Capital) hosted its 2025 Investment Ecosystem Conference at Shanghai CPIC Xintiandi Commercial Tower under the theme "Empowering New Quality Productive Forces and Intelligently Leading a New Journey". The conference brought together representatives from Shanghai SASAC, strategic clients, leading investment agencies, and corporate partners.



**1,040**  
strategic clients

## Catastrophe Claims

We have launched "An Hui Bao", the industry's first county-specific catastrophe index insurance product, offering tailored protection against risks such as earthquakes and typhoons. We have also introduced "catastrophe insurance + meteorological alert" service for Shanghai's Huangpu District, pioneering a new model for catastrophe risk management in mega-cities.

We have further strengthened our integrated service framework spanning insurance, prevention, mitigation, rescue, and claims settlement, making every effort to provide claims handling and relief support in response to disasters such as Beijing's gale-force winds and flooding across multiple regions. We have upgraded our risk mitigation management system, advanced technology-enabled initiatives such as a cybersecurity

### Case: Instant Agricultural Insurance Claims Settlement for Xizang

During the winter of 2025, an intense cold spell of -20°C in Gyantse County, Xizang, resulted in the loss of 64 insured sheep owned by 32 herding households. CPIC responded immediately by activating its green claims channel, with staff arriving at the site within two hours and providing support in both Tibetan and Chinese. Loss assessment and claim approval were completed within just three hours, and compensation was transferred directly to the herders' accounts the following day. Through its swift and compassionate response, CPIC provided reassurance to local pastoral communities.



### Case: Emergency Response to an Earthquake in Tingri County, Xigaze

In January 2025, a magnitude 6.8 earthquake struck Tingri County in Xigaze, Xizang. CPIC responded immediately by coordinating efforts across headquarters and local branches as well as its property and life insurance businesses. Teams were promptly deployed to the affected area to assess underwriting exposure, set up service stations, and deliver emergency supplies. A green claims channel was activated to streamline the claims process. The first auto insurance claim was settled just 67 minutes after it was reported, offering timely support for post-disaster recovery.

insurance risk control platform and intelligent agricultural inspection programs, and leveraged satellite remote sensing, artificial intelligence, and other technologies to deliver end-to-end risk prevention and control throughout the risk management life-cycle, thereby improving the precision of disaster prevention and loss mitigation. In addition, we have established green channels for catastrophe claims and simplified documentation requirements. In extreme disaster scenarios, we have completed the first claim payment within as little as two hours, significantly accelerating loss assessment and compensation. From 2023 to 2025, we provided cumulative risk coverage of RMB 2.53 trillion and paid more than RMB 1 billion in claims.

### Case: Response to Flash Flood and Mudslide Disasters in Longsheng County

In May 2025, Longsheng County in Guangxi was struck by sudden flash floods and mudslides. CPIC responded swiftly by activating its emergency response mechanism, coordinating its property and life insurance operations to verify relevant information, and liaising with the local emergency management bureau. It also established on-site claims service stations and introduced nine services, including round-the-clock claims reporting and consultation, as well as streamlined documentation, to ensure the efficient protection of the rights and interests of affected residents.

### Case: Effective Flood Control and Disaster Relief During the Plum Rain Season

Since June 2025, many regions in southern China have been hit by intense rainfall, with provinces such as Hubei suffering severe damage. CPIC proactively activated its flood emergency response plan by establishing a dedicated task force, inspecting enterprises, low-lying roads, and other high-risk areas, and issuing risk alerts. During the torrential rains, claims personnel conducted vehicle rescue operations in waterlogged zones, set up temporary loss assessment stations, provided round-the-clock support, and opened green channels to streamline procedures, ensuring swift loss assessment and claims settlement. Through these professional services, the Company protected the lives and property of affected communities.

2025

Responded to natural disasters  
**55 times**

Total SA under catastrophe insurance achieved  
**RMB 1.15+ trillion**

## Driving Coordinated Development with Partners

In 2025, we further enhanced our supplier management framework. In line with policies including the *Supplier Management Measures and the Supply Chain ESG Management Guidelines (Trial)*, we strengthened ESG risk management across our supplier base by identifying and assessing risks in four key areas: environmental protection, health and safety, employee rights, and business ethics. We also clarified corresponding responsibilities and carried out oversight through on-site inspections, questionnaire-based surveys, and transparent reviews. Furthermore, we steadily advanced the digital management process and built a supplier management system integrating supplier access, evaluation, and operations.

### Supplier access

Before contract execution, we conduct standardized briefings on relevant regulations, including the *Anti-Commercial Bribery Protocol*, and mandate the signing of the Supplier's Declaration, thereby committing suppliers to compliance with CPIC's business ethics. Technology outsourcers are also required to sign the *Supplier Due Diligence Form* and relevant special-purpose agreements to ensure compliance with anti-bribery, anti-corruption, and false advertising standards. In 2025, we recorded no cases of overdue payments to SMEs.

### Supplier assessment and exit mechanism

ESG management has been fully embedded into the annual supplier evaluation system, with a dynamic reward, penalty, and exit mechanism established based on assessment results. Suppliers are classified into four grades—A, B, C, and D. Those rated C are placed on a watchlist, while those rated D are added to a blacklist. Suppliers implicated in negative public opinion are subject to escalating measures, including warnings, downgrades, and termination of cooperation.

In 2025, third-party due diligence was conducted on key suppliers, and any that failed to meet the requirements were removed from the supplier pool. We also screened key suppliers for potential conflicts of interest by reviewing employee-relative affiliations, and implemented controls to manage any identified conflicts of interest.

### Green procurement

We prioritize the procurement and use of green, low-carbon products, equipment, and facilities. We have developed preferential policies for suppliers with strong green and low-carbon credentials and increased the proportion of energy-efficient, environmentally friendly products in our purchases. We review suppliers' ISO 14001 (Environmental Management System) certification status and product energy efficiency ratings. Furthermore, we actively explore decision-making mechanisms to incorporate total lifecycle cost assessments into our evaluation framework.

### Supplier capacity building

We deliver differentiated training based on service category. For technology outsourcers, we offer specialized training on cybersecurity inspections and data privacy protection, with the aim of strengthening security and compliance awareness while enhancing risk prevention and control capabilities.



Centralized procurement from

**600 suppliers**

Spending on local suppliers accounted for

**65% of total expenditure**



New suppliers that were screened using environmental criteria accounted for

**10.63%**

New suppliers that were screened using social criteria accounted for

**89.37%**



**72 suppliers**

went through environmental impact assessments

## Helping Culture and Sports Flourish in China

### Building a Leading Sporting Nation

#### Lifetime pension security for athletes

We have officially launched the "Outstanding Athletes Lifetime Protection Charity Project", pioneering an innovative model that integrates sports, insurance, services, and philanthropy. We have also organized more than 10 policy presentation events for Paris Olympic medalists from over 10 national teams, including those of diving, swimming, and shooting.



#### Coverage for the World Rowing Championships

We provided comprehensive insurance coverage for the event, including the innovative offering for event interruption and cancellation, as well as the accidental injury insurance for the organizing staff. Through professional, end-to-end, and precisely tailored solutions, we helped ensure the competition proceeded smoothly.



#### Coverage for the College Pickleball Invitational in Shanghai

We deployed professional teams to establish service consultation stations at the four venues for the preliminaries and the one for the finals. To mitigate the risk of sports-related injuries during the competition, we developed tailored risk protection plans and delivered comprehensive support to all participants.



#### Coverage for the Shanghai Marathon

As the official sponsor of the 2025 Shanghai Marathon, we offered comprehensive insurance spanning personal accident, public liability, and medical expenses with nearly RMB 20 billion in total SA, giving runners confidence throughout the event.

#### Coverage for the Yangtze River Delta International Triathlon

We customized a dedicated Triathlon Insurance Plan for 1,600 athletes and staff from around the world, providing coverage for public liability, event interruption and cancellation, and accidental injury. Spanning the full course—from swimming and cycling to long-distance running—the plan mitigated risks at every stage and established a safety net for the Yangtze River Delta's first top-tier international triathlon.

### Enriching the Soul Through Aesthetic Education

#### The Rhythm of Life

We have thoughtfully cultivated "The Rhythm of Life" as a signature program designed to inspire appreciation for symphonic art, deepen client engagement, and foster a high-quality ecosystem that integrates brand building with business development. In 2025, in collaboration with the Shanghai Symphony Orchestra, we staged two large-scale concerts in Shanghai and Zhengzhou, delivering an exceptional audiovisual experience to more than 2,000 strategic and mid- to high-end clients. In addition, we hosted a number of exclusive "Masters by Your Side" music therapy salons, creating a warm and culturally enriching environment while strengthening the emotional bond among our clients, our brand, and our business.



The Zhengzhou stop of "The Rhythm of Life" celebrates CPIC's remarkable 10-year journey



"The Rhythm of Life" 2025 CPIC Customer Festival Concert in Shanghai

#### Cultural interaction

We partnered with the Shanghai International Light Festival to demonstrate our commitment through drone light shows and architectural projection mapping. Our campaigns at the on-site marketplaces incorporated financial consumer protection education and health services into the public experience, conveying the brand philosophy of "finance for good".



In addition, we collaborated with the China Shanghai International Arts Festival to stage a special performance, themed "Enjoy a World of Art, with CPIC by Your Side", at the CPIC booth during the CIIE. By creatively linking a major international cultural event with a national economic and trade platform, the performance further promoted cultural exchange between China and the rest of the world.



## Caring About People's Well-being and Shaping Better Lives

As a responsible insurer, we harness industry strengths and specialized resources to collaborate with the China Welfare Institute, leading universities, and other social partners in launching the "Guarding Every Moment" public welfare partnership network, aiming to cultivate a philanthropic ecosystem built on shared resources, complementary advantages, and value co-creation.

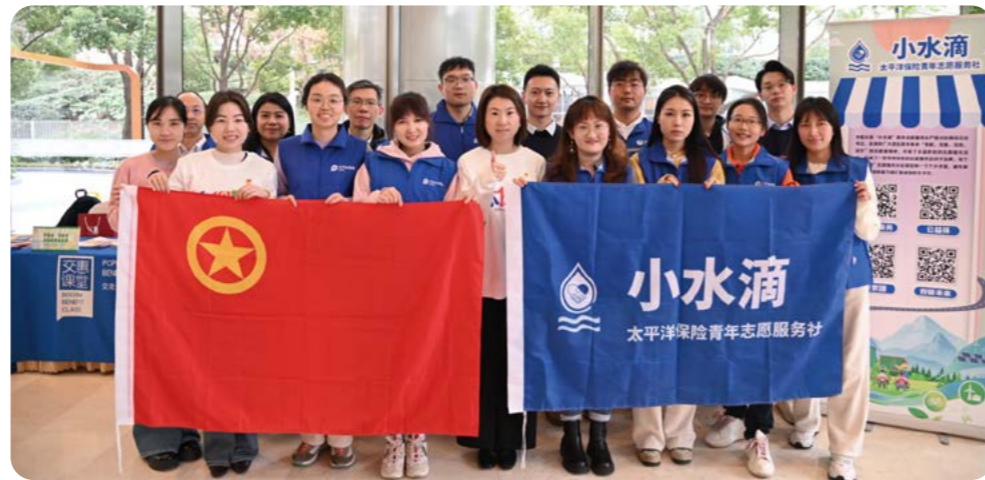
### CPIC Blue Foundation

Built on the "Guarding Memories and Love" public service framework, the CPIC Blue Foundation hosts the "Lan Zhi" event series and nurtures professional caregivers to preserve the memories and dignity of elderly people living with cognitive impairment. It has also established the Xing'anxin Autism Care Program and launched initiatives, including the Xingxin Haizi Calligraphy and Art Training Program for 1,000 Children and the "Illuminating Dreams" Teenager Health Initiative, thereby creating a support network for children with special needs. In addition, we have continued to advance integrated models such as "Insurance + Philanthropy", "Party Building + Philanthropy", and "Technology + Philanthropy", not only channeling sustained resources into charitable endeavors but also leveraging public welfare practices to strengthen our main business.

Under the banner of the "Droplet" volunteer service brand, 3,081 young volunteers have participated in important missions, including the Q1 Sales Kickoff Campaign, the Young Client Ambassador, consumer protection literacy campaigns, support for international exhibitions and conventions, and disaster relief during typhoons and floods. In 2025, CPIC's volunteers completed service missions totaling 7,163 hours.

#### Case: Developing the Innovative "Philanthropy + Sports + Health" Service Model

The CPIC Blue Foundation donated to the Shanghai Table Tennis Association in support of the 2nd Shanghai Parkinson's Table Tennis Championships, jointly exploring an innovative intervention model that integrates table tennis with cognitive training. During the event, volunteers in blue vests shared knowledge on brain health with senior participants, demonstrated scientific intervention tools, and offered free early-stage screening services.



As part of the "Learn from Lei Feng" campaign on March 5, the Droplet volunteer team organized health checkups, spread financial knowledge, and provided insurance advice for community residents.



During the 8th CIFE, the Droplet volunteer team established seven specialized service teams covering key areas, including risk screening, multilingual assistance, and technical support. These teams served more than 10,000 people in total.

### Illuminating the future with responsibility

Since 2008, we have been carrying out the public welfare campaign, "Illuminate the future with responsibility". On August 18, 2025, the youth volleyball summer camp themed "Responsibility Illuminates the Future, Volleyball Lets Dreams Take Flight" officially opened at the Zhangzhou Chinese Women's Volleyball Training

Base in Fujian. Nearly 70 participants, including students from 10 CPIC Hope Primary Schools and children of our clients, began a volleyball journey defined by aspiration and determination.



Donated HKD **10 million** to support relief efforts for the Tai Po fire in Hong Kong

Community investment per RMB 1 million of revenue: **RMB 172.35**

Total annual external donations and consumption support: **RMB 75+ million**

**17** public welfare teams nationwide

**14** "Lan Zhi Jia"

**9** care service outlets

**10** dementia-friendly communities

Supported **362** children in need and their families

**3,081** Droplet employee volunteers

**7,163** hours of service

# 05 Strengthening the Foundation for Sustainable Development

CPIC has developed a more scientific and efficient corporate governance framework, strengthened business ethics and operational compliance, reinforced data security and customer information protection, and unleashed endogenous growth drivers to steadily strengthen the foundation for sustainable development.

- ▶ Corporate Governance for Enduring Value Creation
- ▶ Business Ethics, Laying a Solid Foundation for Development
- ▶ Information Security, Building a Stronger Line of Defense



## Corporate Governance for Enduring Value Creation

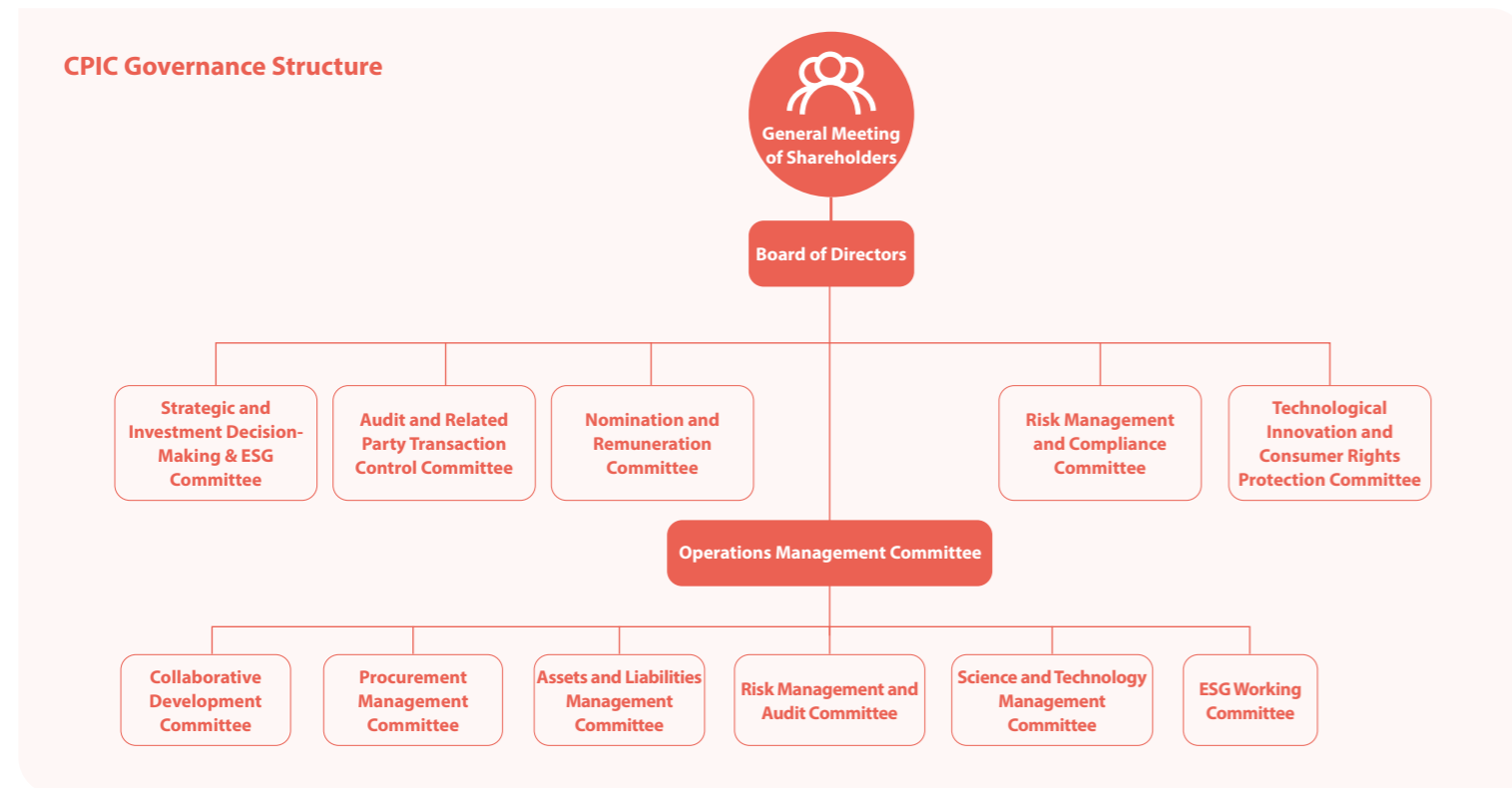
We have strengthened our scientific, standardized, and transparent governance framework, steadily bolstering our development resilience while fostering enduring corporate vitality and creating shared value.

### Governance

We comply with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Insurance Law of the People's Republic of China*, together with other applicable laws and regulations. Our streamlined corporate governance framework comprises the General Meeting of Shareholders, the Board of Directors, and senior management, forming an operating mechanism marked by effective coordination, sound checks and balances, and a high degree of institutional integrity. The Chairman's primary responsibilities include presiding over the General Meeting of Shareholders, convening and chairing Board meetings, supervising and reviewing the

implementation of Board resolutions, and executing documents related to securities issuance. The President reports to the Board, leads the management team, organizes the execution of Board resolutions, and directs the Company's operational and managerial affairs.

In December 2025, the revised *Articles of Association* received regulatory approval, and the Board of Supervisors was officially abolished. Its powers, as prescribed under the *Company Law of the People's Republic of China* and other regulatory rules, were assumed by the Board Audit and Related Party Transaction Control Committee.



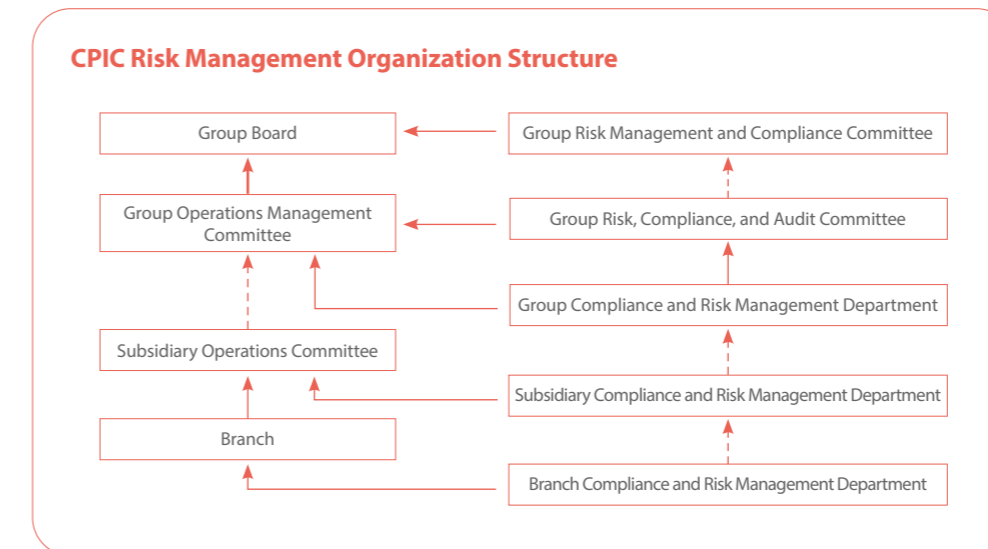
### Strategy

CPIC's 15th Five-Year Plan sets out the guiding principles, principal objectives, strategic tasks, and major initiatives that underpin the high-quality development over the next five years. We have defined our vision as "building a world-class insurance and financial services group distinguished by market leadership and international competitiveness" and established a "1 + N" planning framework, anchored by the Group's master plan and supported by three strategies together with specialized business-line plans. In particular, the three strategies of health service & elderly care, AI-plus, and internationalization serve as the pillars of deeper and more substantive development in the years ahead. Health service & elderly care responds proactively to population aging and aligns with the "Healthy China" strategy by deepening the integration of products and services, strengthening our industrial presence, and advancing the coordinated upgrading of insurance and wellness. As a key engine of innovative development, AI-plus accelerates the technology-enabled transformation of business operations, fosters breakthroughs in business models and formats, strengthens risk management capabilities, and unlocks new drivers of growth. Internationalization is intended to build enduring core competencies, enhance our ability for coordinated development across domestic and overseas markets, and broaden the avenues for high-quality growth.

### Management of Impacts, Risks, and Opportunities

#### Risk management framework

We have established a risk management framework in which the Board of Directors bears ultimate responsibility, the management team provides direct oversight, dedicated risk management entities and relevant functional departments work in close coordination, and all business units and roles are encompassed. The Boards of Directors of the Group and its subsidiaries serve as the highest risk management authorities within their respective entities and bear ultimate responsibility for the effectiveness of risk management frameworks and their overall risk profiles. Each year, the Group



Held **2** General Meetings of Shareholders  
Reviewed and approved **17** resolutions at the General Meeting of Shareholders

Held **11** Board meetings  
Reviewed and approved **88** resolutions at the Board meetings

Held **6** Audit and Related Party Transaction Control Committee meetings

Held **6** Nomination and Remuneration Committee meetings

Board reviews the effectiveness of the Group's (and its key subsidiaries') risk management and internal control systems, and maintains continuous oversight of the issuers' risk management and internal monitoring frameworks. The Risk Management and Compliance Committee is responsible for identifying, assessing, and controlling risks arising from insurance operations. On a quarterly basis, it reviews the Chief Risk Officer's risk assessment report. Annually, it considers management's report and assurance on the adequacy and effectiveness of the risk management systems, while also evaluating the systems' overall performance. By engaging with the Chief Risk Officer and other senior executives from time to time, the Committee constantly monitors the effectiveness of the risk management systems. At the Group level, as well as within its insurance and asset management subsidiaries and certain non-insurance subsidiaries, independent risk management units have been established to coordinate and oversee relevant activities across functional departments. At the same time, functional departments and branches bear primary responsibility for managing risk.

### Risk management system

We have issued and implemented the *Risk Management Policy* informed by leading domestic and international standards, including those relating to ESG risks, to guide and enhance our risk management practices. We have established an institutional framework for risk management that covers four specific categories and seven general categories. The specific risks include financial contagion risk, concentration risk, organizational opacity risk, and non-insurance risk. The seven general categories comprise insurance risk, market risk, credit risk, strategic risk, reputational risk, liquidity risk, and operational risk. This framework effectively integrates business policies with risk management requirements. We have defined the entire risk management cycle, encompassing objective setting, information gathering, identification and assessment, early warning, response, reporting, and oversight and improvement. These processes have been embedded into our intelligent risk control system and our all-encompassing, look-through risk management platform, thus strengthening our closed-loop risk management mechanism and highlighting the

forward-looking, systematic, and digital nature of our risk management approach. The Group and its major subsidiaries have established risk appetite frameworks, with subsidiaries aligning theirs with Group requirements and their own circumstances.

Furthermore, we have identified emerging risks associated with the advancement of our three strategies—health service & elderly care, AI-plus, and internationalization—and have implemented classified and tiered control measures. We have also established key risk indicators and monitoring mechanisms for different lines of business. In parallel, through targeted measures, streamlined management processes, and clearly specified responsibilities across all lines of defense, we have enhanced our ability to address the challenges posed by new technologies.

### ESG risk management

The Strategic and Investment Decision-Making & ESG Committee reports to the Board of Directors and is responsible for reviewing our long-term development strategy, major investment decisions, and ESG governance matters, as well as providing its opinions and suggestions. The Committee also identifies and assesses ESG risks and material ESG issues, develops ESG strategies, sets ESG objectives and plans, oversees the implementation of these plans, reviews ESG performance reports, and advances the integration of ESG into business operations and management practices. As the Company's highest governing body, the Board of Directors bears ultimate responsibility for overseeing ESG risk management and ensuring that relevant mechanisms remain aligned with our overall strategy and risk appetite.

We have also refined our ESG risk limit indicators and embedded ESG into both our risk appetite statement and the calibration of risk limits. In particular, we focus on risk exposure, retention levels, loss exposure, and capital requirements associated with natural disasters. Through continuous monitoring, we rigorously manage potential large-scale claims arising from such disasters and effectively mitigate the risk of weakened solvency.

## Indicators and Targets

9

male directors

5

female directors

accounting for

35.7%

Female executives account for

17.5%

Outside directors account for

85.7%

Independent directors account for

35.7%

## Our Actions

### Enhancing Board diversity

We have established protocols on Board diversity and incorporated them into the *Nomination and Remuneration Committee Policy*. The Policy explicitly requires both the Committee and the Board to regularly assess Board composition by taking a holistic view of factors such as gender, age, cultural and educational background, professional qualifications, skills, knowledge, as well as industry and regional experience. The Board is made up of leading figures from a wide range of fields, most of whom possess extensive professional experience and backgrounds in international financial institutions. Specifically, the Board comprises 9 male directors and 5 female directors. Seven of its members have an accounting background, one has a legal background, and fourteen have a background in finance, management, emerging technologies, or other disciplines. The Board also includes at least one ethnic minority director. Such a composition supports well-informed decision-making and strengthens corporate governance.

### Safeguarding investors' rights and interests

Through our institutional frameworks and protocols, we effectively safeguard the rights and interests of shareholders, especially small- and medium-sized ones. For matters that may affect the interests of minority shareholders—including profit distribution proposals, executive remuneration, and key related-party transactions— independent directors issue objective, impartial, and independent opinions in accordance with prescribed rules.

### Improving communication with investors

We continue to build a diversified communication platform with a focus on investors. Through multi-location online and offline earnings presentations, global roadshows, and investor surveys, we

have established a bridge of communication with capital markets around the world. We have also pioneered an insurance-focused Capital Markets Open Day campaign to foster deeper communication on business operations. To ensure efficient engagement with minority investors, their questions are collected beforehand and addressed during meetings, while both video participation and written inquiry channels are made available, with 100% of inquiries answered on the day they are submitted. Specific personnel are assigned to manage investor hotlines, fax inquiries, email correspondence, and the investor column of our official website. In addition, we publish the *Investor Newsletter* in both Chinese and English and respond promptly through platforms such as E-interaction, ensuring fair access to our business information for all investors.

### Reinforcing information disclosure

In strict accordance with the Securities Law of the People's Republic of China and other laws and regulations, as well as the rules of domestic and foreign regulatory authorities on information disclosure, we have prepared the 2024 Annual Report, the 2024 Sustainability Report, the 2025 Quarterly Reports, and the 2025 Semi-annual Report. In preparing the reports, we guarantee truthful, accurate, complete, timely, and fair information disclosure, consistently improve information disclosure and management, and ensure the compliance and synchronization of information disclosures across Shanghai, Hong Kong, and London markets.



7

of its members have an accounting background



1

has a legal background



14

have a background in finance, management, emerging technologies, or other disciplines

## Business Ethics, Laying a Solid Foundation for Development

We consistently adhere to the principles of integrity and compliance while maintaining the highest standards of business ethics. We remain committed to observing moral boundaries and integrating business ethics and compliance across every aspect of our operations and development.

### Compliance and Internal Control

We have further strengthened our institutional framework for compliance by revising our *Compliance Policy* and issuing targeted compliance guidelines. We have established and refined the compliance governance structure spanning the Board of Directors, the Risk Management and Compliance Committee, the Operations Management Committee, the Risk, Compliance, and Audit Committee, the Compliance Officer, and the Legal and Compliance Department. The Board of Directors sets the compliance management objectives and bears ultimate responsibility for their fulfilment. We have implemented a three-year compliance plan to enhance the sophistication of compliance controls across seven dimensions: improving top-level design, deeply integrating compliance into corporate strategy, strengthening risk oversight, advancing compliance at the grassroots level, accelerating digital and intelligent enablement, cultivating a compliance culture and ecosystem, and reinforcing the talent foundation.

We have built a next-generation smart risk control system to digitally and intelligently empower compliance management. We have advanced the deployment of the "Zhihui Youban" risk review assistant, enabling front-line personnel to quickly identify risk trends and control priorities in key areas. We have launched the Compliance Day campaign themed "Strengthening Our Foundation and Empowering Our Capabilities", aiming to foster a culture of compliance and promote its integration into daily operations. Themed training programs for senior management and employees have further reinforced compliance performance across all levels of the organization.

### Anti-Unfair Competition

We have integrated the *Anti-Monopoly Law of the People's Republic of China*, the *Law of the People's*

*Republic of China Against Unfair Competition*, as well as other applicable laws, rules, and financial regulations into our compliance management system. We have established and refined our risk identification and management mechanisms across critical processes, including the review of internalized regulations, contract examination, compliance oversight for major projects, and operational risk management. We have strengthened company-wide awareness of and accountability for antitrust compliance, effectively mitigating monopolistic risks, safeguarding fair market competition, and proactively cultivating a culture of compliant operations, thereby contributing to the standardized development of the industry. In 2025, we were not involved in any litigation, nor were we subject to any material administrative penalties, in connection with unfair competition, including false advertising, monopolistic conduct, or trade secret infringement.

### Anti-Money Laundering (AML)

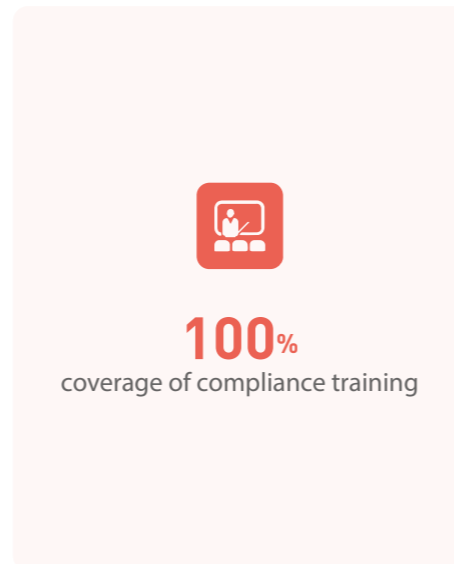
We strictly comply with the *Anti-Money Laundering Law of the People's Republic of China* and other laws and regulations, as well as the *Group's Money Laundering Risk Management Measures*. We have run a month-long AML awareness campaign and offered specialized training on the *Guidelines for the Self-Assessment of Money Laundering Risks by Financial Institutions*, providing clear, practical support for the self-assessment process.

### Anti-Corruption

In strict compliance with applicable laws and regulations, including the *Measures for the Administration of Criminal Cases Involving Financial Institutions*, we have formulated and implemented policies, including the *Interim Anti-Fraud Provisions*,

the *Violation Reporting Management Regulations*, the *Employee Misconduct Accountability Procedures*, and the *Accountability Procedures*. We have also revised the *Accountability Measures for Criminal Cases*. Together, these policies have established the protocols for the reporting, investigation, handling, escalation, and accountability of fraudulent, illegal, and irregular conduct. In addition, we have established a whistleblowing hotline and a corresponding email address to receive reports of violations. Upon identifying any fraud or misconduct, the relevant departments promptly initiate an investigation, report the findings, and take appropriate accountability measures.

The *Violation Reporting Management Regulations* have explicitly set out the safeguards for whistleblowers and defined accountability for any retaliatory actions taken against them. Each year, we conduct self-assessments to evaluate fraud and other internal



control risks. In 2025, we were not involved in any major legal proceedings related to corruption or bribery.

By mandating the signing of the *Supplier's Declaration*, we ensure our strict compliance with applicable laws and regulations against bribery, corruption, false advertising, and other forms of business misconduct. All suppliers participating in centralized procurement are subject to qualification reassessment, and an independent third-party professional agency has been engaged to conduct due diligence on 181 key suppliers. This review covers suppliers' financial standing, registered corporate information, business conditions, and ethical conduct. Suppliers found to have issues such as financial instability or deficient corporate records are removed from the supplier pool. We have established a supplier blacklist system under which any supplier involved in serious misconduct is blacklisted. Serious misconduct expressly includes bribing tendering agencies, relevant company personnel, or evaluation panel members, as well as offering any other improper benefits to secure contract awards or transactions. Before contract execution, all suppliers receive training on the *Anti-Commercial Bribery Protocol* and relevant regulations. In 2025, 100% of partners signed anti-commercial bribery provisions along with data security and confidentiality agreements, while all technology outsourcers executed documents related to anti-commercial bribery and investigative cooperation, including the *Supplier Due Diligence Form*.

The Group Audit Center regularly conducts internal control audits for the Group's headquarters, subsidiaries, and branches. These audits cover procurement and supplier management, with a focus on whether partner suppliers meet qualification requirements, whether supplier selection is conducted in a compliant and reasonable manner, and whether there are any instances of bid rigging, sham bidding, or improper transfer of benefits. We have formulated the *Management Measures for Information Technology Outsourcing* and engaged a third-party professional agency to conduct regular due diligence reviews of our IT outsourcers and issue corresponding reports. These reviews include checks for any unlawful conduct, administrative penalties, or legal proceedings.

### Anti-Fraud

We have established an anti-fraud framework supported by policies on whistleblowing, remediation, and accountability. Such a framework standardizes the detection, investigation, handling, correction, and accountability processes for non-compliance, thereby creating a closed-loop mechanism for addressing fraud and corruption.



## Information Security, Building a Stronger Line of Defense

### Refining Management Mechanisms

To meet national data security requirements and align with the Group's integrated governance framework and tiered, classified management protocols for member institutions, we have fulfilled our data security responsibilities at every level. The Party organizations and Boards of Directors at the Group's headquarters and member institutions assume primary responsibility for data security within their respective entities. The principal leaders of the Group's headquarters and member institutions serve as the foremost persons accountable for data security and personal information protection, while the executives in charge of data security bear direct responsibility.

In strict compliance with the *Cybersecurity Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, the *Regulations on Network Data Security Management*, and other applicable laws and regulations, we have formulated policies such as the *Group Cybersecurity Policy* and the *Group Data Management Policy (Trial)*, and have updated and issued the *Group Data Security Management Measures* and the *Implementation Rules for Secure Data Classification and Grading*. Through these efforts, we have established and improved our institutional framework for data security while requiring our subsidiaries to refine their own rules and procedures in alignment with regulatory requirements and the Group's management policies, so as to constantly strengthen our data security management capabilities.

### Standardizing the Management Process

We conduct comprehensive reviews and evaluations of our information security achievements, ensuring control over the entire data life-cycle, including collection, storage, processing, transmission, use, and destruction.

| Data Security Management Measures |  |
|-----------------------------------|--|
| <b>Data collection</b>            | We adhere strictly to the principles of lawfulness, justification, "transparency", "minimum and necessary". All data collection activities must have a legal basis and a legitimate purpose. We do not collect personal information that is irrelevant to the products or services we provide. We fully respect the principle of informed consent. Prior to any data collection, we clearly inform the information subject of the purpose, method, and scope of our collection and use and obtain explicit consent from the information subject. We will not provide personal information to a third party without the consent of the person from whom we collect the information.   |
| <b>Data storage</b>               | All data is stored in the data center, and no data is stored overseas. If any client data has to be moved out of the production environment at the data center, we will perform data masking in advance. The period of storage will not exceed the limit set out in the rules of collection and use. If a user cancels his/her account, his/her personal information will be deleted promptly.   |
| <b>Data processing</b>            | Upon obtaining consent, we process only the minimum types and amounts of personal information necessary. When receiving requests to search, modify, or delete personal data, we will do so within a reasonable timeframe and at a reasonable cost. All our released client software allows users to deactivate their accounts, and our product-attached privacy agreements clearly outline the methods and procedures for accessing, modifying, and erasing personal information. When data processing is delegated to a third party, we ensure that it is limited to the minimum scope necessary. The respective rights and obligations of both parties are clearly set out in the authorization agreement, and a range of technical safeguards are implemented to maintain data security throughout transmission and processing. |
| <b>Data transmission</b>          | We employ TLS encryption to secure the transmission of critical data in Internet application systems, ensuring the safe transfer of sensitive information. Additionally, we implement a company-wide network and endpoint data leakage prevention system to further enhance data security.   |
| <b>Data use</b>                   | We undertake to limit the use of customer information to what is legally permitted or authorized. We implement security controls for core databases by giving minimum operational permissions to all data users and enforcing rigorous access management through two-factor authentication (including bastion host access and privileged account authorization). We employ trusted computing platforms to guarantee the lawful and compliant use of data assets throughout external partners' data empowerment operations.   |
| <b>Data destruction</b>           | We implement secure data destruction through technical measures, including media degaussing and disk soft-erasure procedures.  |

### Enhancing Risk Prevention and Control

We have established a data security governance framework encompassing classification and grading, technical safeguards, and relevant rules. We have also revised and thoroughly enforced the *Implementation Rules for Data Classification and Grading* alongside the 2025 Catalogue of Standards, achieving 100% coverage of data classification and grading. Through the deployment of technological platforms for data masking, leak prevention, auditing, and API security monitoring, we have implemented differentiated security controls. Supported by our data security platform, we carry out continuous risk monitoring to enhance the proactive identification and mitigation of potential threats. In parallel, we have developed a unified security assessment framework for data processing activities, enabling the systematic advancement of data security assessments across the Group. In 2025, all critical information infrastructure systems completed cryptographic compliance upgrades, passed on-site evaluations by the State Cryptography Administration, and received commercial cryptography application security certificates.

We have also formulated and implemented the *Data Leak Prevention Management Measures* and the *Group Cybersecurity Emergency Plan*, clearly defining the mechanisms for the handling, notification, and reporting of unforeseen events. Regular emergency drills are conducted to enhance the management and response capabilities for cybersecurity and data security incidents. During the 2025 national cybersecurity attack-and-defense exercise, we first established a panoramic framework integrating defense, offense, and adjudication, along with a three-tier joint defense mechanism spanning the Group as well as its subsidiaries and branches. We successfully fulfilled all exercise targets and, for the second consecutive year, established ourselves as an industry leader. In addition, we were recognized by the Shanghai Office of the Cyberspace Administration of China as an "outstanding" entity for city-wide cybersecurity work of the year. In 2025, we recorded no data security incidents requiring regulatory reporting; nor were any such incidents reported by regulators.

### Standardizing Audit and Certification

We have continued to strengthen our information security compliance and capability certification framework, and regularly engaged third-party professional institutions to conduct Multi-Level Protection Scheme (MLPS) assessments, critical information infrastructure evaluations, and mobile client certifications. In 2025, the Group and its subsidiaries successfully completed the annual audits for ISO/IEC 27001, covering information security management systems, and ISO/IEC 29151, covering personally identifiable information protection. We also newly obtained ISO 22301 certification for business continuity management systems across all subsidiary data centers. These accomplishments reflect our alignment with international standards in business continuity, risk prevention and control, and emergency response, and establish a robust security foundation for our digital transformation.

### Enhancing Security Awareness and Capabilities

We have carried out cybersecurity awareness training for all employees, published the *Information Security Express* on a monthly basis, and regularly updated the *Cybersecurity Essentials* to strengthen day-to-day awareness building. In September 2025, we launched a Cybersecurity Awareness Week campaign under the theme "Empowering a More Secure and Smarter New Journey with AI Tools", reaching nearly 100,000 employees and business partners at home and abroad through lectures, training sessions, hands-on activities, and interactive programs. In parallel, we have leveraged the CPIC Online Learning Platform to deliver sessions on topics such as data loss prevention and anti-phishing technology. We have also carried out policy communication initiatives and conducted two rounds of social engineering drills over the year, systematically enhancing employees' risk awareness and embedding a strong culture of security throughout the Company.

Furthermore, we have reinforced training in cybersecurity capabilities and regularly organized cybersecurity technology exchange sessions. Internal and external experts are invited to deliver sessions on the latest policies, technology trends, AI security, and data compliance, benefiting cybersecurity professionals across the Group and its subsidiaries. We actively provided professional credential and skills training for employees in critical roles, while strictly enforcing a certification-based appointment mechanism. Over the year, the Group has conducted five cybersecurity emergency drills, including simulations of ransomware attacks and data leakage incidents. Our key information systems are supported by a constantly enhanced off-site disaster recovery center in Chengdu. The center is designed to sustain prolonged systemic disruptions arising from campus-level catastrophic events affecting our production data centers, including explosions, fires, localized flooding, earthquakes, major power infrastructure failures, and significant equipment breakdowns.



# 06 Disclosure of Financial Information Related to Climate

- ▶ Governance
- ▶ Strategy
- ▶ Management of Impacts, Risks, and Opportunities
- ▶ Indicators and Targets

## Governance

### Governance Structure

CPIC has integrated sustainable development principles into the corporate strategy and established a Group-level ESG framework encompassing the Board of Directors as well as management and executive teams. This framework creates a closed-loop management system linking strategy and implementation, thereby promoting a more professional and systematic approach to ESG practices.

The Board of Directors fully exercises its strategic leadership by regularly reviewing our ESG and climate action plans as well as the progress of their implementation, to ensure that our climate initiatives remain closely aligned with the corporate strategy. At the management level, the Group ESG Working Committee held four meetings and reviewed 37 proposals in 2025, defining the annual ESG objectives and priorities while continually strengthening oversight and inspection. This has deepened the integration of climate action into our main business. On the execution front, our subsidiaries and relevant business lines advanced the year's key ESG initiatives in an orderly manner, ensuring the effectiveness of green investment, insurance, and operations while constantly enhancing our capability of responding to climate risks.

Strengthening management's professional support. Members of the Group ESG Working Committee have brought their experience and expertise in areas such as green insurance, responsible investment, low-carbon operations, and risk management. They are able to provide specialized support for major climate-related decisions, ensuring that our climate governance remains both professional and forward-looking.

Activating green execution across the workforce. We have established a multi-level, multi-dimensional training system and, through the online "Sustainable Development Classroom", developed a suite of courses covering green insurance, ESG investment, low-carbon operations, and carbon markets. These extensive learning resources have not only enhanced climate literacy among our employees, but also embedded ESG principles further into our operations, significantly strengthening the organization's overall capacity for climate change response.

### Capacity Building

We are committed to building an efficient and reasonable pipeline of climate governance talent, with the aim of enhancing climate risk management capabilities at every level.

Enhancing the Board's strategic decision-making capability. In collaboration with external experts, we have developed tailored ESG training programs for the Board of Directors. These programs offer in-depth analysis of global and domestic climate policies as well as stock exchange disclosure requirements, and clearly specify directors' core responsibilities in responding to climate risks. As a result, Board members are better equipped to stay abreast of regulatory developments and to strengthen their strategic judgment and decision-making on climate-related matters.

### Assessment and Incentive Mechanisms

We have actively promoted the integration of ESG indicators with the performance-based salaries of the Board of Directors and senior management. In line with our overall strategic plans and with due regard to the macroeconomic environment, we set annual ESG targets and embed them in our performance evaluation system, ensuring that executive decision-making remains closely aligned with our sustainable development goals. In the area of climate action, we have created a multi-dimensional quantitative assessment framework encompassing carbon asset accounting and management, reductions in operational carbon emissions, the development of green finance, and the establishment of climate risk assessment and reporting mechanisms. This framework has effectively enhanced accountability for climate risk management and facilitated the realization of our green and low-carbon transition plans.



# Strategy

## Identification of Climate-Related Risks and Opportunities

### Climate-related risks

| Risk category  | Impact duration* | Impact severity               | Affected value chain segment | Impact description |  |
|----------------|------------------|-------------------------------|------------------------------|--------------------|--|
| Physical risks | Short-term       | Short-, medium- and long-term | High                         | Liabilities        | The intensification of climate change is contributing to a growing frequency of extreme weather and catastrophic events, including torrential rain, flooding, typhoons, and heatwaves. Consequently, property loss insurance products—such as motor, non-motor, and agricultural insurance—may come under greater claims pressure, potentially resulting in a higher combined ratio and reduced underwriting profitability. Moreover, rising claim payouts may drive up reinsurance costs, further squeezing the margins of direct insurance operations. Re-insurers may also tighten coverage terms by excluding certain climate-related disasters, increasing deductibles, or imposing cession limits in high-risk regions, thereby increasing our retained risk exposure. |
|                |                  |                               |                              | Assets             | Our investments in areas such as infrastructure and real estate are vulnerable to direct losses arising from extreme weather events, which may reduce the overall portfolio value.   |
|                |                  |                               |                              | Operations         | Extreme weather events also expose our employees and premises to elevated safety risks. In particular, when field operations are required in the aftermath of a disaster, the personal safety risks faced by relevant employees increase significantly.  |
| Physical risks | Long-term        | Medium- and long-term         | Medium-high                  | Liabilities        | In the long run, climate risks, including rising sea levels, increasing average temperatures, shifts in soil productivity, and water scarcity, not only exacerbate property losses but also pose a growing threat to human health. For example, the enduring effects of climate change may change the trajectory of key indicators, including mortality rates among healthy individuals, mortality rates among disabled populations, and disease incidence. Climate change may also exacerbate anxiety, post-traumatic stress, and other mental health conditions, thereby increasing the underwriting risk associated with life and health insurance businesses.  |
|                |                  |                               |                              | Assets             | Rising sea levels and the growing frequency of extreme climate events across a wider range of regions may increase the proportion of climate-sensitive portfolios, thus exposing us to an elevated risk of accelerated asset impairment.   |

| Risk category      | Impact duration*       | Impact severity               | Affected value chain segment        | Impact description   |   |
|--------------------|------------------------|-------------------------------|-------------------------------------|--|---|
| Transition risks   | Policy and legal risks | Short-, medium- and long-term | Medium                              | Liabilities and assets   | As climate-related policies, laws, and regulations are becoming increasingly stringent, traditional industries pursuing low-carbon transition are under mounting cost pressure. Moreover, regulators have imposed increasingly stringent requirements on insurers' risk prevention and control capabilities, compelling them to devote additional resources to strengthening the relevant functions. For example, enhanced customer risk management, rigorous due diligence, and strong post-investment oversight are all likely to drive up operating costs. Compared with liabilities, our assets are more exposed to transition risk. If the financial performance of portfolio holdings in high-emission and high-pollution sectors deteriorates, we may face heightened default risk, declining asset valuations, and reduced liquidity. |
|                    |                        |                               |                                     | Operations   | China is progressively refining green building standards and strengthening low-carbon operation requirements. If the number of immovables owned by us continues to increase, additional investments will be required to achieve eco-friendly operations.  |
|                    | Technical risks        | Medium- and long-term         | Medium-high                         | Liabilities  | As China's "dual carbon" strategy gathers momentum, an increasing number of industries are pursuing low-carbon transformation by accelerating the development of clean-energy technologies and phasing out conventional ones. In the early stages of adoption, emerging technologies may be prone to more frequent failures or damage, particularly in sectors such as electric vehicles and renewable energy. This could lead to a rise in claims and, in turn, negatively affect our profitability.   |
|                    |                        |                               |                                     | Assets   | In the course of the green transition, some of our investment targets may require additional funding for technological upgrading and business restructuring, and in certain cases may even fail to transition successfully, thereby reducing the value of the Company's assets.   |
| Reputational risks | Short- and medium-term | Low                           | Liabilities, assets, and operations | As public awareness of sustainable development continues to strengthen, a company's ability to manage climate risks attracts increasing attention from stakeholders. If the company fails to take sufficiently proactive and effective measures to address stakeholder concerns, its reputation among regulators, customers, and the wider society may suffer. |   |

**Climate-related opportunities**

| Opportunity category  | Impact duration*              | Impact severity | Affected value chain segment | Impact description  |
|---|-------------------------------|-----------------|------------------------------|---|
| Products, services, and market opportunities                        | Short-, medium- and long-term | High            | Liabilities                  | Climate insurance is an important tool for managing climate risks. As the low-carbon transition proceeds across society, demand for green and climate-related insurance products continues to expand. We can respond by developing innovative offerings tailored to a broad spectrum of climate risks, thereby addressing the growing need for climate-related protection. In addition, we can leverage our expertise in risk prevention and control to create customized climate solutions and deliver extensive support to a wider range of industries. |
|   |                               |                 | Assets                       | With the deepening of the eco-friendly transition, demand for green capital is also increasing across all sectors. Through a combination of direct and indirect funding approaches, we can seize broad opportunities for sustainable development investment.  |
| Opportunities for enhancing resource efficiency and energy sourcing | Medium- and long-term         | Medium          | Assets                       | We can proactively mobilize investees to adopt lower-carbon, more sustainable technologies and equipment, enhance resource and energy efficiency, and support their green transition while driving the robust growth of our portfolio value.  |
|   |                               |                 | Operations                   | Improving resource efficiency and enhancing the use of clean energy are key measures for reducing GHG emissions. To achieve effective decarbonization, we need to increase investment in management capabilities, facilities, and equipment. In the medium to long term, however, these efforts can yield substantial energy savings and effectively reduce operating costs.  |

\*Our analysis of climate-related risks and opportunities covers the following time horizons: short term (up to 1 year), medium term (more than 1 year to 5 years), and long term (more than 5 years). These horizons are aligned with our relevant strategic plans.

**Green and Low-Carbon Transition Plans**

Based on China's "dual carbon" strategy and in light of market and industry trends, we formulated the CPIC Green and Low-Carbon Transformation Plan in 2025, further clarifying the overall framework, implementation pathways, and main objectives for green development. We are committed to leveraging our expertise in insurance and capital deployment to actively address the challenges of climate change, expand support for the green, low-carbon, and circular economy, strengthen the prevention of climate and other ESG risks, enhance climate resilience throughout the industry chain, and constantly improve the standards of green operations, thereby providing strong support for the development of a "Beautiful China" and the achievement of the "dual carbon" goals.

**Main initiatives**

**Advancing the high-quality development of green insurance:** Bolster the provision of green insurance solutions in key sectors such as NEVs, deepen product innovation in emerging areas, including green shipping and carbon markets, and strengthen our precision pricing and risk management capabilities.

**Enhancing catastrophe insurance capacity:** Broaden catastrophe insurance coverage, enhance catastrophe response capabilities, and improve catastrophe risk-sharing mechanisms.

**Refining the sustainable investment management framework:** Promote the integration of ESG factors throughout the entire investment decision-making process, explore innovative pathways for insurance capital to support low-carbon technologies and industrial upgrading, strengthen carbon emissions management across asset portfolios, and drive an orderly reduction in carbon intensity.

**Establishing a leading low-carbon and energy-efficient operation model:** Develop a carbon emissions management system that covers the entire organization to effectively advance green office practices and low-carbon operations.

**Strengthening the climate risk management**

**framework and relevant capabilities:** Incorporate climate risk response into the comprehensive risk management process and enhance the mechanisms for climate risk assessment, monitoring, and reporting.

**Deepening ESG cooperation and exchange:** Play a proactive role in advancing the global sustainable development agenda by deepening international cooperation. Enhance studies on industrial policies and risk management, and broaden collaboration with professional institutions to develop innovation platforms that integrate industry, academia, and research.

**Resources provided to advance the green transition**

We actively allocate resources to address climate risk. We have established ESG- and climate risk-related budgets that cover a wide range of areas, including the procurement of climate risk analysis models, ESG data, and ESG advisory services. In 2025, total investment in these areas exceeded RMB 19 million. We have also increased our investment in talent development by leveraging our postdoctoral work stations to carry out quantitative climate risk research, thus providing professional decision-making support for green and low-carbon transition.

**Current financial impact**

On the liability side, we recorded pre-reinsurance catastrophe losses of RMB 3.31 billion in 2025. By dynamically adjusting underwriting strategies, strengthening controls in high-risk regions, and streamlining our reinsurance structure, we effectively contained the impact of catastrophe losses on overall operations. On the asset side, we continued to seek green investment opportunities, with cumulative green investments surpassing RMB 300 billion by the end of 2025.

From an operational perspective, we proactively pursued energy-efficiency upgrades and expanded the adoption of clean energy. In 2025, we completed a range of initiatives, including rooftop PV installations and the replacement of conventional lighting with energy-efficient

systems. We also participated in the virtual power plant collaboration project of the Development and Reform Commission of Huangpu District and received subsidies in support of relevant energy-conservation initiatives.

**Expected financial impact**

In 2026, our ESG- and climate-related budget is approximately RMB 20 million, mainly allocated to expert advisory services, data acquisition, and the R&D of systems and models. In the medium to long term, on the liability side, climate change will increase the frequency of extreme weather events, placing upward pressure on the combined ratio. At the same time, the wave of low-carbon transition is creating new market demand, which in turn will support growth in green insurance premium income. When it comes to assets, transition risks associated with carbon-intensive holdings may lead to asset devaluation, whereas a greater allocation to green assets is expected to generate stable long-term investment returns. From an operational perspective, although energy-efficiency upgrades require upfront capital investment, the resulting improvements in energy performance and resource utilization will contribute to sustained reductions in operating costs.

Due to factors such as data availability and the rationality of assessment methods, we primarily conduct qualitative analysis on the financial impacts of climate-related risks and opportunities. We will continue to enhance our data collection processes and refine our assessment methods, thereby laying a strong foundation for the quantitative analysis and disclosure of climate-related financial impacts.

**Climate-Related Scenario Analysis and Stress Testing**

**Liabilities**

In 2025, we further advanced our climate risk research by carrying out physical climate risk stress tests across key sectors and regions, thereby constantly enhancing our capability of responding to climate risks.

### Key Elements of Physical Risk Stress Testing

|                            |  |
|----------------------------|--|
| <b>Scope</b>               | Corporate property insurance, household property insurance, and agricultural insurance |
| <b>Target year</b>         | 2030 and 2050  |
| <b>Hazards</b>             | Typhoons and flooding  |
| <b>Geographic coverage</b> | Guangdong Province, Fujian Province, and Hubei Province                                |
| <b>Scenarios</b>           | SSP2-4.5 and SSP5-8.5  |

The findings suggest that climate change will drive up disaster-related losses, with the magnitude of the increase differing markedly across scenarios. Generally, both claim frequency and loss ratios under the SSP5-8.5 scenario are significantly higher than those under the SSP2-4.5 scenario. While climate risk will put some pressure on our medium- to long-term solvency margin, the overall impact remains manageable.

Given the long-term effects, complexity, and uncertainty of climate change, existing climate scenario analysis and stress-testing methods remain constrained by limitations in models, data, and other factors. We will continue to iterate our climate scenario analysis models, carry out regular data assessments, and improve our strategic planning in a timely manner based on assessment results. Through these efforts, we aim to strengthen our capability of effectively responding to climate change while further enhancing our financial resilience.

### Assets

In 2025, we initiated climate-related scenario analysis and stress testing research. By leveraging an AI-powered climate and meteorological LLM together with a global disaster database, the research simulates the likelihood and geographic distribution of extreme climate events. It also incorporates a Computable General Equilibrium (CGE) model that links NGFS scenarios with domestic policy frameworks to quantitatively assess the effects of transition risk on industrial profitability and asset value. By creatively integrating frontier AI, climate science, macroeconomic modeling, and investment management systems, the research establishes a scientific foundation for making decisions on how insurance capital can navigate climate-related challenges and optimize asset allocation.

## Management of Impacts, Risks, and Opportunities

### Management Mechanisms

We have formulated the CPIC Risk Management Policy, incorporating climate change and other ESG-related risks into our comprehensive risk management framework. The Group requires its principal member companies to align with operational realities while constantly enhancing the identification, monitoring, and mitigation of ESG risks arising from business activities. Emphasis is placed on policyholders with ESG-related exposures, owners of physical projects backed by insurance capital, and major contractors and suppliers, whose weak governance or management practices may result in environmental or social harm and give rise to relevant risks during construction, production, and operations. Accordingly, ESG requirements are integrated across management processes and embedded within the comprehensive risk management system.

We have also incorporated ESG-related indicators into the Group's risk limit management framework. In response to the physical risks posed by climate disasters, concentration risk limits have been established to monitor exposure levels in high-risk regions and to guard against significant claims arising from extreme climate events. Through ongoing data monitoring, we ensure that our risk exposure remains within the Group's risk appetite. In 2025, the Group closely monitored the risk limit indicators, all of which remained within normal ranges throughout the year, with no limit breaches recorded.

### Response Strategies

**Liabilities:** With a focus on key business areas most exposed to climate risks, including PV power and offshore wind energy, we have constantly strengthened our risk management rules and procedures across underwriting, risk inspection, and claims management. We have deepened both the research and application of catastrophe models, including those of AIR and China Re, while building a nationwide meteorological catastrophe database to further assess the impact of extreme weather events such as typhoons and torrential rains. In addition, we have reinforced our loss prevention capabilities by integrating offline services with online monitoring, with the aim of delivering end-to-end risk mitigation services to clients. Furthermore, we have continued to strengthen our catastrophe risk diversification mechanisms, ensuring that the design of our reinsurance programs fully reflects the high frequency of extreme weather-driven catastrophic events, while constantly expanding reinsurance coverage for extreme climate-related catastrophes.

**Assets:** ESG considerations have been systematically embedded into the investment management process spanning research and analysis, decision-making, and risk control, with the aim of achieving optimal long-term risk-adjusted returns. Furthermore, we continue to refine our ESG rating and analysis framework, strengthen due diligence oversight and external manager evaluation, and effectively identify, manage, and address climate risks across our asset portfolio.

## Indicators and Targets

### Liabilities

We actively advance innovation in insurance offerings across clean energy, green transportation, climate resilience, environmental governance, and carbon market development. Having launched multiple first-of-their-kind products, we remain at the forefront of China's green insurance market. In 2025, our total SA on green insurance exceeded RMB 310 trillion. By the end of the year, we had developed a total of 40 innovative green insurance products.

### Investments

Leveraging the long-term effects of insurance capital, we have steadily expanded our investment in green and low-carbon sectors through instruments including green debt investment plans, green equity investment plans, industrial funds, and portfolio-based insurance asset management products. By the end of 2025, our green investment had exceeded RMB 300 billion. Additionally, in line with internationally recognized standards such as PCAF, we have measured the carbon emissions and carbon intensity of all our internally and externally managed assets, as well as client mandates. Regarding non-standard assets in areas such as transportation, logistics, energy, municipal infrastructure, affordable

housing, and urban renewal, where underlying emissions data are not readily available, dedicated factor libraries and estimation models have been developed for individual assets, thereby broadening the coverage of carbon footprint measurement.

### Operations

Guided by the "dual carbon" goals, we have established our medium-term operational carbon emissions target and continued to advance the development of a low-carbon, energy-efficient operating model. By progressively refining energy efficiency management and applying innovative technologies, we have constantly reduced operational energy consumption and reduced our environmental impact.

Our decarbonization target has been reviewed and approved by the Group ESG Working Committee. To ensure its fulfillment, we have established a quarterly review mechanism and held Committee meetings on a regular basis to track the progress and oversee the orderly advancement of decarbonization initiatives. For indicators and performance related to GHG emissions as well as resource and energy consumption, please refer to the ESG Performance section of this Report.

### Operational carbon emissions target:

Reducing operational carbon emissions across the Group by **20%** by 2028 from a 2023 baseline

Notes: CPIC's operational carbon emissions inventory covers Scope 1 emissions (from stationary sources, mobile sources, refrigerants, and fire extinguishers), Scope 2 emissions (from the Company's electricity consumption and heating), and Scope 3 emissions (from external procurement and business travel).

GHG types included in the target: carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons, and sulfur hexafluoride.

### Portfolio Carbon Footprint

| Asset type    | Carbon emissions (tonne of CO <sub>2</sub> e) | Carbon accounting coverage |
|---------------|---|----------------------------|
| <b>Stocks</b> | 14,551,011.87                                 | 99.92%                     |
| <b>Bonds</b>  | 5,259,567.27                                  | 99.16%                     |

Note: The calculation is based on holdings valued at net asset value (market price) as of December 12, 2024.

# 07 ESG Performance

- ▶ Environmental Performance
- ▶ Social Performance

## Environmental Performance

### Emissions

| Exhaust gas emissions                                     | 2025   | 2024   | 2023   |
|---|--------|--------|--------|
| NO <sub>x</sub> emissions (kg)                            | 19,271 | 16,735 | 19,926 |
| SO <sub>x</sub> emissions (kg)                            | 282    | 174    | 218    |
| PM emissions (kg)   | 1,542  | 1,290  | 1,521  |
| NO <sub>x</sub> emission density (kg per RMB 100 million) | 4.43   | 4.14   | 6.15   |
| SO <sub>x</sub> emission density (kg per RMB 100 million) | 0.06   | 0.04   | 0.07   |
| PM emission density (kg per RMB 100 million)              | 0.35   | 0.32   | 0.47   |

### GHG emissions

| GHG emissions  | 2025    | 2024    | 2023    |
|--|---------|---------|---------|
| GHG emissions (Scope 1) (tonne of CO <sub>2</sub> equivalent)                            | 33,306  | 44,792  | 45,085  |
| GHG emissions (Scope 2) (tonne of CO <sub>2</sub> equivalent)                            | 178,106 | 171,018 | 202,742 |
| GHG emission density (Scope 1) (tonne of CO <sub>2</sub> equivalent per RMB 100 million) | 7.65    | 11.08   | 13.92   |
| GHG emission density (Scope 2) (tonne of CO <sub>2</sub> equivalent per RMB 100 million) | 40.93   | 42.32   | 62.59   |

- Notes: 1. GHG types included in the calculations: carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons, and sulfur hexafluoride.
2. Sources of GHG emissions: stationary emission sources, mobile emission sources, process emission sources, and fugitive emission sources. Scope 1 emissions mainly come from stationary sources, mobile sources, refrigerants, and fire extinguishers, while Scope 2 emissions mainly come from the Company's electricity consumption and heating.
3. GHG calculation standards: Calculations are conducted in accordance with the *Guidelines for Accounting and Reporting of Greenhouse Gas Emissions for Enterprises—Power Generation Facilities (2021 Revision)* issued by China's Ministry of Ecology and Environment and the *2006 IPCC Guidelines for National Greenhouse Gas Inventories* published by the Intergovernmental Panel on Climate Change (IPCC). Calculation factors are selected from the Ministry of Ecology and Environment's *China Product Life Cycle Greenhouse Gas Emission Coefficient Database 2022*, Defra (the UK Department for Environment, Food & Rural Affairs), and other factor databases.
4. GHG calculation boundary: all companies administered by CPIC (including all its branches and subsidiaries).
5. GHG emissions are accounted for using the operational control approach.
6. Based on the Company's latest data, revisions were made to the 2023 and 2024 data in the 2025 report.
7. So far, no carbon credits have been purchased to offset the Company's operational carbon emissions.



## Waste discharge

| Waste generation   | 2025   | 2024   | 2023   |
|--|--------|--------|--------|
| <b>Hazardous waste</b>   |        |        |        |
| Lead-acid battery (tonne)  | 249.84 | 23.85  | 23.12  |
| Carbon powder (tonne)  | 25.93  | 42.67  | 57.67  |
| Ribbon (tonne)   | 3.48   | 3.39   | 3.12   |
| Waste lighting tube (tonne)  | 5.22   | 4.94   | 6.63   |
| Total emissions of hazardous waste (tonne)                           | 284.47 | 74.85  | 90.54  |
| Density of hazardous waste emissions (tonne per RMB 100 million)     | 0.07   | 0.02   | 0.03   |
| <b>Non-hazardous waste</b>   |        |        |        |
| Domestic waste (tonne)   | 13,769 | 13,684 | 13,098 |
| Density of non-hazardous waste emissions (tonne per RMB 100 million) | 3.16   | 3.39   | 4.04   |

Note: 1. In 2025, hazardous waste generation increased due to battery replacement at CPIC Technology's Luoqing Data Center, during which the original batteries were decommissioned and recycled.

## Resource and energy consumption

| Energy consumption  | 2025        | 2024        | 2023        |
|---|-------------|-------------|-------------|
| Natural gas consumption (m <sup>3</sup> )                   | 3,013,236   | 2,570,947   | 2,245,326   |
| Natural gas efficiency (m <sup>3</sup> per RMB 100 million) | 692         | 636         | 693         |
| Electricity consumption (kWh)                               | 342,612,955 | 327,867,421 | 337,940,289 |
| Electricity efficiency (kWh per RMB 100 million)            | 78,733      | 81,137      | 104,320     |
| Total energy consumption (MWh)                              | 460,065     | 467,019     | 506,144     |

Notes: 1. The statistical boundary of resource and energy consumption includes all companies administered by CPIC (including all its branches and subsidiaries).

2. Total energy consumption is calculated based on the consumption of electric power, natural gas, and other fuels and according to the conversion factors provided in the *General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020)*.

3. Based on the Company's latest data, revisions were made to the 2023 and 2024 data in the 2025 report.

| Water resource consumption                            | 2025      | 2024      | 2023      |
|---|-----------|-----------|-----------|
| Total water consumption (tonne)                       | 2,901,235 | 2,489,238 | 2,415,627 |
| Water resource efficiency (tonne per RMB 100 million) | 667       | 616       | 746       |

| Resource consumption by data centers            | 2025 | 2024 | 2023 |
|---|------|------|------|
| Chengdu Data Center PUE                         | 1.40 | 1.44 | 1.45 |
| Luoqing Data Center PUE                         | 1.38 | 1.39 | 1.40 |
| PUE of other self-owned and rented data centers | 1.32 | 1.35 | 1.60 |

Note: 1. PUE = Total equipment energy consumption by data centers / IT equipment energy consumption

| Paper consumption             | 2025    | 2024    | 2023    |
|-------------------------------|---------|---------|---------|
| Office paper consumption (kg) | 622,909 | 630,364 | 664,532 |

### Electronic performance

| Electronic performance                                   | 2025    | 2024    | 2023    |
|--|---------|---------|---------|
| Electronic insurance policies (in 10,000 copies)         | 46,198  | 39,408  | 42,337  |
| Proportion of life insurance mobile policy service (%)   | 92.39   | 90      | 89      |
| Electronic invoices (in 10,000 copies)                   | 3,730   | 3,401   | 2,685   |
| Business volume via mobile exhibition (in 10,000 copies) | 12,225  | 7,236   | 4,568   |
| Electronic endorsements (in 10,000 copies)               | 3,263   | 3,542   | 1,688   |
| Electronic letters (in 10,000 copies)                    | 21,605  | 23,238  | 21,258  |
| Message notifications (in 10,000 copies)                 | 109,152 | 129,550 | 141,128 |
| Mobile claim settlements (in 10,000 copies)              | 1,150   | 8,452   | 1,107   |
| Video conferences (times)                                | 88,953  | 154,529 | 26,663  |

## Social Performance

### Anti-corruption

| Anti-corruption training | 2025    | 2024    | 2023    |
|--------------------------|---------|---------|---------|
| Participants (person)    | 942,273 | 336,266 | 186,747 |
| Training hours (hour)    | 469,996 | 177,833 | 102,798 |

### Employment

| Employee profile   | 2025   | 2024    | 2023    |
|--|--------|---------|---------|
| Total Number of Employees (person)                             | 96,838 | 100,193 | 104,270 |
| Number of people employed during the reporting period (person) | 6,152  | 5,499   | 6,119   |
| Number of foreign employees (person)                           | 13     | 12      | 13      |
| Number of employees with disabilities (person)                 | 105    | 107     | 133     |
| Proportion of employees with disabilities (%)                  | 0.11   | 0.11    | 0.13    |
| Number of ex-servicemen recruited (person)                     | 164    | /       | /       |
| Proportion of ex-servicemen recruited (%)                      | 0.17   | /       | /       |
| Labor contract signing rate (%)                                | 100    | 100     | 100     |
| Social insurance coverage (%)                                  | 100    | 100     | 100     |
| Proportion of employees entitled to enterprise annuity (%)     | 89.18  | 83.17   | 85      |
| Days of paid annual leave per employee (day)                   | 9.83   | 9.52    | 9.21    |

| Employee profile                       | 2025        | 2024        | 2023        |
|--|-------------|-------------|-------------|
| <b>By gender (person)</b>              | <b>2025</b> | <b>2024</b> | <b>2023</b> |
| Male                                   | 46,944      | 48,629      | 50,109      |
| Female                                 | 49,894      | 51,564      | 54,161      |
| <b>By employment type (person)</b>     | <b>2025</b> | <b>2024</b> | <b>2023</b> |
| Employees under the labor contract     | 91,639      | 94,990      | 98,732      |
| Employees under labor dispatch         | 5,038       | 5,067       | 5,403       |
| Re-employed employees after retirement | 161         | 136         | 135         |
| Part-time employees                    | 2,399       | /           | /           |
| <b>By age (person)</b>                 | <b>2025</b> | <b>2024</b> | <b>2023</b> |
| Employees aged 30 and under            | 15,631      | 17,968      | 22,031      |
| Employees aged 31 to 40                | 47,020      | 49,903      | 51,237      |
| Employees aged 41 to 50                | 25,562      | 24,102      | 22,883      |
| Employees aged 51 and above            | 8,625       | 8,220       | 8,119       |
| <b>By region (person)</b>              | <b>2025</b> | <b>2024</b> | <b>2023</b> |
| Employees in North China               | 10,413      | 10,869      | 11,194      |
| Employees in Northeast China           | 5,602       | 5,837       | 6,114       |
| Employees in East China                | 38,471      | 40,164      | 41,116      |
| Employees in Central China             | 12,920      | 13,392      | 13,878      |
| Employees in South China               | 12,631      | 12,795      | 14,088      |
| Employees in Southwest China           | 11,350      | 11,381      | 11,926      |
| Employees in Northwest China           | 5,451       | 5,755       | 5,954       |

| Employee profile                       | 2025        | 2024        | 2023        |
|--|-------------|-------------|-------------|
| <b>By ethnic group (person)</b>        | <b>2025</b> | <b>2024</b> | <b>2023</b> |
| Employees of the Han ethnic group      | 91,377      | 94,686      | 98,693      |
| Employees of ethnic minorities         | 5,461       | 5,507       | 5,564       |
| <b>Women in management</b>             | <b>2025</b> | <b>2024</b> | <b>2023</b> |
| Number of women in management (person) | 2,171       | 1,986       | 2,033       |
| Proportion of women in management (%)  | 27.47       | 25.87       | 26.52       |

### Employee turnover

| Employee turnover (%)       | 2025        | 2024        | 2023        |
|-----------------------------|-------------|-------------|-------------|
| General turnover            | 7.57        | 6.69        | 9.47        |
| <b>By gender</b>            | <b>2025</b> | <b>2024</b> | <b>2023</b> |
| Male                        | 8.81        | 7.28        | 10.38       |
| Female                      | 6.41        | 6.14        | 8.62        |
| <b>By age</b>               | <b>2025</b> | <b>2024</b> | <b>2023</b> |
| Employees aged 30 and under | 14.58       | 14.66       | 19.69       |
| Employees aged 31 to 40     | 8.65        | 6.19        | 8.40        |
| Employees aged 41 to 50     | 3.23        | 3.05        | 4.16        |
| Employees aged 51 and above | 1.88        | 3.00        | 3.44        |

| Employee turnover (%)        | 2025        | 2024        | 2023        |
|------------------------------|-------------|-------------|-------------|
| <b>By region</b>             | <b>2025</b> | <b>2024</b> | <b>2023</b> |
| Employees in North China     | 7.13        | 4.39        | 7.24        |
| Employees in Northeast China | 5.71        | 4.16        | 6.23        |
| Employees in East China      | 7.53        | 6.58        | 8.14        |
| Employees in Central China   | 6.45        | 5.35        | 8.33        |
| Employees in South China     | 9.23        | 11.36       | 16.45       |
| Employees in Southwest China | 7.81        | 7.52        | 10.94       |
| Employees in Northwest China | 8.90        | 5.44        | 9.34        |

### Occupational health and safety

| Work-related injuries                                | 2025  | 2024  | 2023  |
|--|-------|-------|-------|
| Work-related deaths (person)                         | 3     | 0     | 1     |
| Working days lost due to work-related injuries (day) | 4,177 | 3,899 | 1,838 |
| Proportion of work-related deaths (%)                | 0.003 | 0     | 0.001 |

Notes: 1. In 2025, one employee died in a traffic accident while commuting, for which the other party was fully responsible; two employees died of sudden illnesses during working hours.  
2. The work-related fatality in 2023 involved an employee of the Qinhuangdao Sub-branch in Hebei who died in a traffic accident while commuting to work.

### Employee training

| Employee training information                                    | 2025      | 2024      | 2023      |
|--|-----------|-----------|-----------|
| Total Expenditure on Employee Training (in RMB 10,000)           | 645       | 360       | 349       |
| Total number of trainees (person)                                | 123,928   | 121,352   | 100,207   |
| Proportion of employees provided with training (%)               | 100       | 100       | 100       |
| Total duration of employee training (hour)                       | 2,899,896 | 3,045,935 | 2,394,947 |
| Average duration of employee training (hour)                     | 29.95     | 25.1      | 23.9      |
| Training expense per employee (RMB)                              | 66.61     | 35.93     | 33.47     |
| <b>Employees provided with training by gender (%)</b>            |           |           |           |
| Male   | 48.48     | 47.5      | 48.1      |
| Female   | 51.52     | 52.5      | 51.9      |
| <b>Employees provided with training by professional rank (%)</b> |           |           |           |
| Senior management  | 0.10      | 0.09      | 0.08      |
| Middle management  | 1.18      | 0.1       | 0.99      |
| Management on other levels                                       | 6.92      | /         | /         |
| General employees  | 91.80     | 99.81     | 92.65     |
| <b>Per capita training duration by gender (hour)</b>             |           |           |           |
| Male   | 29.95     | 25.1      | 23.9      |
| Female   | 29.95     | 25.1      | 23.9      |
| <b>Per capita training duration by professional rank (hour)</b>  |           |           |           |
| Senior management  | 37.06     | 24.72     | 23.62     |
| Middle management  | 30.70     | 24.9      | 23.38     |
| Management on other levels                                       | 29.93     | /         | /         |
| General employees  | 29.93     | 25.3      | 23.37     |

Notes: 1. Per capita training expenditure = total expenditure on employee training / total number of employees.  
2. In 2025, average duration of employee training = total duration of employee training / total number of employees.

## Suppliers

| Number of suppliers by region | 2025 | 2024 | 2023 |
|-------------------------------|------|------|------|
| Northeast China               | 3    | 3    | 2    |
| North China                   | 151  | 143  | 118  |
| East China                    | 362  | 345  | 319  |
| Central China                 | 13   | 10   | 10   |
| South China                   | 51   | 53   | 46   |
| Southwest China               | 15   | 20   | 9    |
| Northwest China               | 1    | 1    | 2    |
| Overseas suppliers            | 4    | 1    | 2    |

## Consumer complaints

| Consumer complaints in 2025   | CPIC P/C | CPIC Life      | CPIC Health    |
|---|----------|----------------|----------------|
| Customer complaints directly received (case)                          | 251,883  | 143,563        | 3,909          |
| Complaints forwarded by regulatory authorities (case)                 | 446      | 2,172          | 63             |
| Complaints per RMB 100 million in premiums (case)                     | 0.22     | 0.84           | 1.45           |
| Complaints per 10,000 policies (case)                                 | 0.00     | 0.11           | 0.12           |
| Complaints per 10,000 customers (case)                                | /        | 0.05           | 0.06           |
| Timeliness of response to consumer complaints and settlement rate (%) | 100      | 100            | 100            |
| Auto insurance complaints (%)   | 82.17    | Not applicable | Not applicable |
| Non-auto insurance complaints (%)                                     | 17.83    | Not applicable | Not applicable |
| Sales disputes (%)  | 35.76    | 56.4           | 11.11          |
| Claim settlement disputes (%)   | 64.24    | 8.2            | 28.57          |
| Other disputes (%)  | 0.00     | 35.4           | 60.32          |

| Consumer complaints in 2025 | CPIC P/C | CPIC Life | CPIC Health |
|-----------------------------|----------|-----------|-------------|
| <b>By region (%)</b>        |          |           |             |
| Northeast China             | 4.76     | 11.4      | /           |
| North China                 | 12.30    | 16.3      | 35.93       |
| East China                  | 39.71    | 32.5      | 39.27       |
| Central China               | 11.02    | 19.8      | /           |
| South China                 | 15.42    | 5         | 23.57       |
| Southwest China             | 11.93    | 5.8       | 1.23        |
| Northwest China             | 4.86     | 9.1       | /           |

| CPIC P/C's response to complaints   | 2025  | 2024  | 2023  |
|---|-------|-------|-------|
| <b>Complaint response (call center service indicators)</b>                      |       |       |       |
| Incoming call completion (%)  | 98.68 | 98.74 | 98.50 |
| 95500 hotline service IVR satisfaction (%)                                      | 99.98 | 99.98 | 99.98 |
| <b>Complaint response (claim settlement efficiency indicators)</b>              |       |       |       |
| Per case payment cycle for the cases of the year (auto insurance) (day)         | 13.8  | 12.1  | 16.1  |
| Per case payment cycle for cases of less than RMB 10,000 (auto insurance) (day) | 12.1  | 9.3   | 8.6   |
| <b>Complaint response (complaint handling efficiency indicators)</b>            |       |       |       |
| Timeliness of property insurance complaint handling (%)                         | 100   | 100   | 100   |

| CPIC Life's response to complaints     | 2025  | 2024  | 2023  |
|--|-------|-------|-------|
| Incoming call completion (%)           | 99.01 | 98.43 | 99.27 |
| Response in 20s (%)                    | 99    | 98.43 | 99.26 |
| Incoming call service satisfaction (%) | 99.78 | 99.67 | 99.63 |

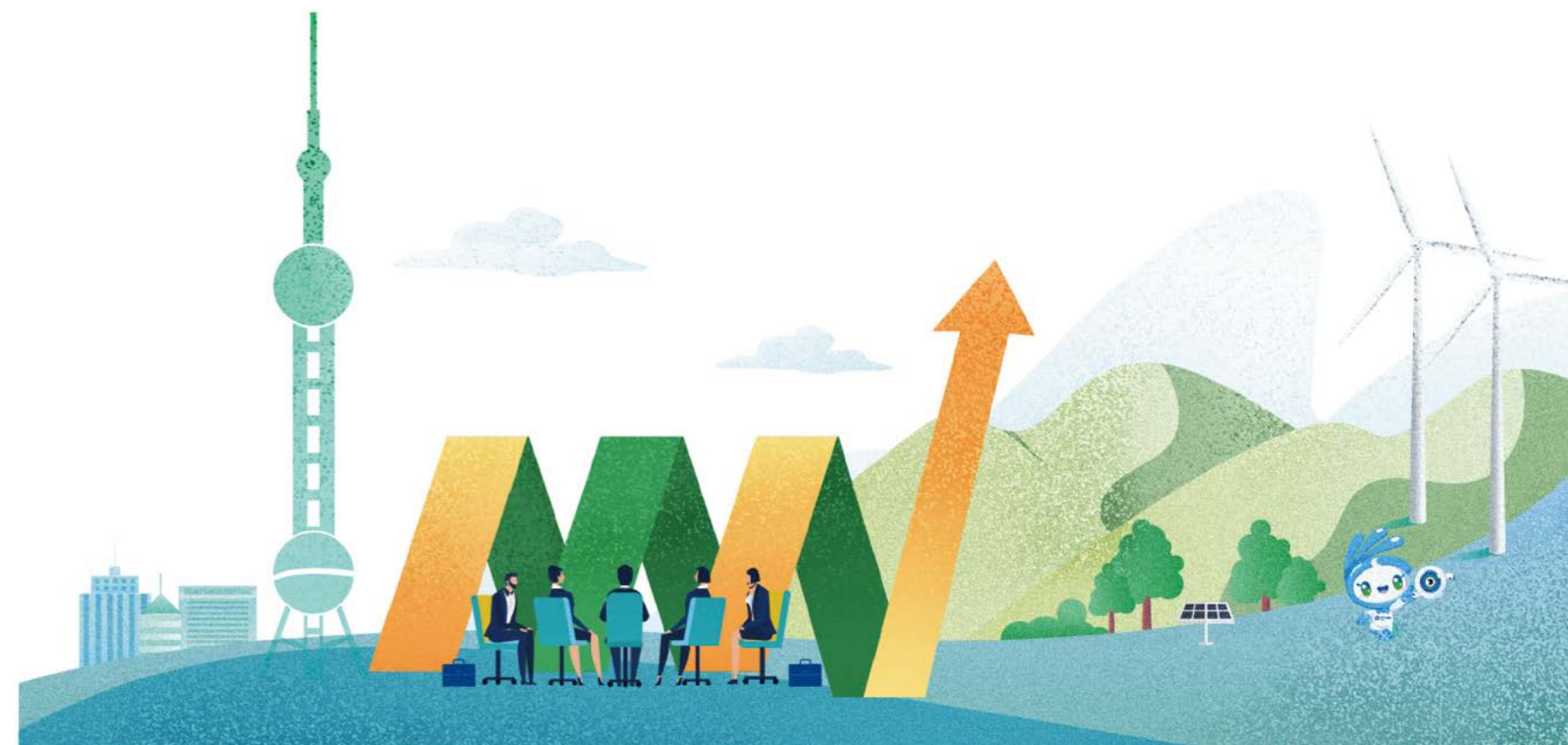
| CPIC Life's response to complaints                                | 2025        | 2024        | 2023        |
|---|-------------|-------------|-------------|
| <b>Claims settlement efficiency indicators</b>                    | <b>2025</b> | <b>2024</b> | <b>2023</b> |
| Average payment time for small-amount claims (day)                | 0.32        | 0.19        | 0.15        |
| Settlement of small-amount claims within 5 days (%)               | 98.7        | 98.2        | 98.5        |
| <b>Complaint handling efficiency</b>                              | <b>2025</b> | <b>2024</b> | <b>2023</b> |
| Life insurance-related major complaint settlement (%)             | 100         | 100         | 100         |
| Life insurance-related general complaint settlement (%)           | 100         | 100         | 100         |
| Life insurance-related timely complaint settlement (%)            | 100         | 100         | 100         |
| Average time for handling life insurance-related complaints (day) | 6.05        | 5.96        | 7.33        |

| Satisfaction indicators  | 2025  | 2024  | 2023  |
|--|-------|-------|-------|
| Number of customer satisfaction surveys distributed (in 10,000 copies) | 1,600 | 1,600 | 1,700 |
| Changjiang Pension hotline service satisfaction (%)                    | 99.74 | 99.78 | 99.7  |
| CPIC Health call center service satisfaction (%)                       | 98.13 | 99.6  | 99.62 |

| Punishments for violations of marketing and underwriting laws | 2025 | 2024  | 2023 |
|---|------|-------|------|
| <b>CPIC P/C</b>   |      |       |      |
| Punishments received (case)                                   | 28   | 39    | 17   |
| Total penalties (in RMB 10,000)                               | 785  | 1,606 | 479  |
| Warnings received (case)                                      | 6    | 7     | 2    |
| <b>CPIC Life</b>  |      |       |      |
| Punishments received (case)                                   | 9    | 10    | 4    |
| Total penalties (in RMB 10,000)                               | 162  | 76    | 24   |
| Warnings received (case)                                      | 3    | 5     | 1    |

# 08 Appendices

- ▶ [Appendix 1: Content Index](#)
- ▶ [Appendix 2: ESG Rating and Index Performance](#)
- ▶ [Appendix 3: Comments and Feedback](#)



## Appendix 1: Content Index

### HKEX Environmental, Social and Governance Reporting Code Index

|  |                      |     |
|--|----------------------|-----|
| <b>Mandatory disclosure requirements</b> | Governance structure | P02 |
|  | Reporting principles | P01 |
|  | Reporting boundary   | P01 |

| Subject areas and aspects   | General disclosures and KPIs   | Page(s)        |
|-----------------------------|--|----------------|
| Aspect A1: Emissions        | General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to exhaust gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. | P26-27         |
|                             | A1.1: The types of emissions and respective emissions data.  | P80-81         |
|                             | A1.3: Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).  | P81            |
|                             | A1.4: Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).  | P81            |
|                             | A1.5: Description of emission target(s) set and steps taken to achieve them.   | P27            |
|                             | 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.   | P27            |
| Aspect A2: Use of Resources | General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.   | P26-27         |
|                             | A2.1: Direct and/or indirect energy consumption by type (e.g., electricity, gas or oil) in total (kWh in 1,000s) and intensity (e.g., per unit of production volume, per facility).  | P81            |
|                             | A2.2: Water consumption in total and intensity (e.g., per unit of production volume, per facility).  | P82            |
|                             | A2.3: Description of energy use efficiency target(s) set and steps taken to achieve them.  | P27            |
|                             | 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.   | P27            |
|                             | A2.5: Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.   | Not applicable |

| Subject areas and aspects                        | General disclosures and KPIs  | Page(s) |
|--|---|---------|
| Aspect A3: The Environment and Natural Resources | General Disclosure: Policies on minimizing the issuer's significant impact on the environment and natural resources.  | P26-27  |
|  | A3.1: Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.   | P26-27  |
| Aspect B1: Employment                            | General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. | P43-44  |
|  | B1.1: Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.  | P85     |
|  | B1.2: Employee turnover rate by gender, age group and geographical region.  | P86-87  |
| Aspect B2: Health and Safety                     | General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.   | P48     |
|  | B2.1: Number and rate of work-related fatalities occurred in each of the past three years, including the reporting year.  | P87     |
|  | B2.2: Lost days due to work-related injury.   | P87     |
|  | B2.3: Description of occupational health and safety measures adopted, how they are implemented and monitored.   | P48     |
| Aspect B3: Development and Training              | General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.   | P45-46  |
|  | B3.1: The percentage of employees trained by gender and employee category (e.g., senior management, middle management, etc.).   | P88     |
|  | B3.2: The average training hours completed per employee by gender and employee category.  | P88     |
| Aspect B4: Labor Standards                       | General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.   | P43     |
|  | B4.1: Description of measures to review employment practices to avoid child and forced labor.   | P43     |
|  | B4.2: Description of steps taken to eliminate such practices when discovered.   | P43     |

| Subject areas and aspects          | General disclosures and KPIs   | Page(s)        |
|------------------------------------|--|----------------|
| Aspect B5: Supply Chain Management | General Disclosure: Policies on managing environmental and social risks of the supply chain.   | P56            |
|                                    | B5.1: Number of suppliers by geographical region.  | P89            |
|                                    | B5.2: Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.  | P56            |
|                                    | B5.3: Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.   | P56            |
|                                    | B5.4: Description of practices used to encourage greater use of environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.   | P56            |
| Aspect B6: Product Responsibility  | General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress. | P51            |
|                                    | 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.  | P51; P89-91    |
|                                    | B6.3: Description of practices relating to observing and protecting intellectual property rights.  | P37            |
|                                    | B6.4: Description of quality assurance process and recall procedures.  | Not applicable |
| Aspect B7: Anti-corruption         | B6.5: Description of consumer data protection and privacy policies, how they are implemented and monitored.  | P51            |
|                                    | 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.   | P67-68         |
|                                    | 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.   | P68            |
|                                    | B7.2: Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.   | P67-68         |
| Aspect B8: Community Investment    | B7.3: Description of anti-corruption training provided to directors and staff.   | P68            |
|                                    | 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.   | P57-60         |
|                                    | B8.1: Focus areas of contribution (e.g., education, environmental concerns, labor needs, health, culture, sport).  | P57-60         |
|                                    | B8.2: Resources contributed (e.g., money or time) to the focus area.   | P57-60         |

### HKEX Guidance on Climate Disclosures Index

| Framework         | Recommended disclosures  | Disclosure index |
|-------------------|--|------------------|
| Governance        | Description of how the Board of Directors monitors climate-related risks and opportunities   | P72              |
|                   | Description of the management team's duties in assessing and managing climate-related risks and opportunities  | P72              |
| Strategy          | Description of how the organization identifies risks and opportunities related to short-, medium-, and long-term climate change                              | P73-75           |
|                   | Description of the impact of climate-related risks and opportunities on the organizational structure's business, strategies, and finance                     | P73-75           |
|                   | Description of the organization's strategic adaptability, taking into account different climate-related scenarios  | P76-77           |
| Risk management   | Description of the organization's process for identifying and assessing climate-related risks  | P77              |
|                   | Description of the organization's process for managing climate-related risks   | P77              |
|                   | Description of how the organization integrates its processes for identifying, assessing, and managing climate-related risks with its overall risk management | P77              |
|                   | Disclosure of the goals used by the organization to assess climate-related risks and opportunities according to its strategy and risk management process     | P78; P80-82      |
| Goals and targets | Disclosure of Scope 1, Scope 2, and Scope 3 (if applicable) GHG emissions and related risks  | P80              |
|                   | Description of the targets used by the organization in managing risk-related risks and opportunities and the accomplishment of the targets                   | P78              |

## SSE Guidelines No. 14 for Self-Regulation of Listed Companies—Sustainability Report (Trial) Index

| Dimension                         | No. | Topic   | Page(s)                        |
|-----------------------------------|-----|---|--------------------------------|
| Environment                       | 1   | Climate change response                       | P72-78                         |
|                                   | 2   | Pollutant discharge                           | P26-27                         |
|                                   | 3   | Waste disposal                                | P27                            |
|                                   | 4   | Ecosystem and biodiversity protection         | P28                            |
|                                   | 5   | Environmental compliance management           | P26-27                         |
|                                   | 6   | Energy usage                                  | P26-27                         |
|                                   | 7   | Usage of water resources                      | P27                            |
|                                   | 8   | Circular economy                              | P27                            |
| Society                           | 9   | Rural revitalization                          | P38                            |
|                                   | 10  | Social contribution                           | P57-60                         |
|                                   | 11  | Innovation-driven development                 | P35-37                         |
|                                   | 12  | Technology ethics                             | P37                            |
|                                   | 13  | Supply chain security                         | P56                            |
|                                   | 14  | Fair treatment of SMEs                        | P56                            |
|                                   | 15  | Safety and quality of products and services   | P19-22; P31-37; P39-40; P51-56 |
|                                   | 16  | Data security and customer privacy protection | P51; P69                       |
| Sustainability-related governance | 17  | Employees                                     | P43-50                         |
|                                   | 18  | Due diligence                                 | P23-24; P56; P68               |
|                                   | 19  | Communication with stakeholders               | P15                            |
|                                   | 20  | Anti-commercial bribery and anti-corruption   | P67-68                         |
|                                   | 21  | Anti-unfair competition                       | P56; P67                       |

## ESG Indicator System for State-Owned Listed Companies in Shanghai 2026 Index of the State-owned Assets Supervision and Administration Commission of Shanghai

| First-level indicator | Second-level indicator         | Third-level indicator   | Page(s) |
|-----------------------|--------------------------------|---|---------|
| Environment           | E1<br>Environmental management | Development of green products and use of environmental technologies | P19-22  |
|                       |                                | Revenues from green products or services                            | P20-22  |
|                       | E2 Energy                      | Energy saving measures  | P27     |
|                       |                                | Total energy consumption  | P81     |
|                       |                                | Energy intensity  | P81     |
|                       | E3 Water resources             | Water resource plans and targets                                    | P27     |
|                       |                                | Volume of recycled water  | -       |
|                       | E5 Climate change              | Climate change management   | P72     |
|                       |                                | Initiatives for the achievement of the "dual carbon" goal           | P76     |
|                       |                                | GHG emissions (Scope 1)   | P80     |
|                       |                                | GHG emissions (Scope 2)   | P80     |
|                       |                                | GHG emissions (Scope 3)   | P78     |
|                       |                                | GHG emissions intensity   | P80     |
|                       | E6 Biodiversity                | Biodiversity protection measures                                    | P28     |
| Society               | S1<br>Brand value management   | Brand strategy planning and resource support                        | P52-53  |
|                       |                                | Product/Service quality management system and standards development | P52-53  |
|                       |                                | Incubation of new brands and revitalization of established ones     | P52-53  |
|                       |                                | Brand premium driven by core technology                             | P36     |
|                       |                                | Brand satisfaction and loyalty                                      | P91     |
|                       |                                | Brand globalization performance                                     | P54     |
|                       |                                | Brand public benefits   | P57-60  |
|                       |                                | Brand protection  | P37     |

| First-level indicator         | Second-level indicator   | Third-level indicator               | Page(s)                          |
|-------------------------------|--|-------------------------------------|----------------------------------|
| Society                       | S2<br>Products and services  | Information security                | P51; P69-70                      |
|                               |  | Customer privacy protection         | P51                              |
|                               |  | Responsible promotion               | P51                              |
|                               |  | Product and service accessibility   | P10; P21-22; P31-34; P38; P52-53 |
|                               |  | Customer complaint handling         | P51                              |
|                               |  | Customer complaints/Settlement rate | P89-91                           |
|                               |  | Product development and innovation  | P35-37                           |
|                               |  | R&D investment amount               | P36                              |
|                               |  | R&D intensity                       | P36                              |
|                               |  | Number of R&D personnel             | P36                              |
|                               |  | Intellectual property protection    | P37                              |
|                               |  | Number of valid patents             | P36                              |
|                               |  | S3<br>Employee responsibility       | Employee hiring and composition  |
|                               | Protection of employee rights and interests                        |                                     | P43-45                           |
|                               | Employee turnover  |                                     | P86-87                           |
|                               | Employee democracy management                                      |                                     | P45                              |
|                               | Remuneration and benefit system                                    |                                     | P44                              |
|                               | Employee care  |                                     | P49                              |
|                               | Employee satisfaction  |                                     | P45                              |
|                               | Employment generation performance                                  |                                     | P43                              |
|                               | Establishing a rational and effective employee grievance mechanism |                                     | P45                              |
|                               | Occupational health and safety management                          |                                     | P47-48                           |
|                               | Obtaining OHSMS certification                                      | -                                   |                                  |
| Emergency management measures | P48  |                                     |                                  |

| First-level indicator                           | Second-level indicator   | Third-level indicator                       | Page(s)   |               |
|---|--|---|---|---------------|
| Society   | S3<br>Employee responsibility  | Total spending on workplace safety          | P48   |               |
|   |  | Workplace safety training performance       | P48   |               |
|   |  | Work-related injuries and fatalities        | P87   |               |
|   |  | Employee medical checkup coverage           | P48   |               |
|   |  | Employee career development system          | P45   |               |
|   |  | Measures for employee training and practice | P45-47  |               |
|   |  | Achievements in employee development        | P45-47  |               |
|   |  | S4<br>Supply chain responsibility           | Supplier management system                                | P56           |
|   | Supply chain maintenance   |   | P56   |               |
|   | Leading and driving the coordinated development of private businesses and SMEs |   | P56   |               |
|   | Suppliers' ESG management  |   | P56   |               |
|   | Contributing to national strategies and regional development                   |   | P36-37; P39-40  |               |
|   | S5<br>Corporate responsibility   | Five Financial Priorities                   | P09-10; P21-22; P31-34; P36-38                            |               |
|   |  | Community relations                         | P57-60  |               |
|   |  | Tax contributions                           | P15   |               |
|   |  | Promoting common prosperity                 | P38   |               |
|   |  | G1<br>Corporate governance                  | Integration of Party leadership into corporate governance | P45; P59; P70 |
|   |  |   | Proportion of outside directors                           | P65           |
|   | Compliance management system   |   | P67   |               |
| Risk management system                          | P64-65   |   |   |               |
| Audit system                                    | P68  |   |   |               |
| Measures to avoid the breach of business ethics | P67-68   |   |   |               |
| Business ethics training performance            | P68  |   |   |               |

| First-level indicator | Second-level indicator               | Third-level indicator                                      | Page(s)                 |
|-----------------------|--------------------------------------|--|-------------------------|
| Governance            | G1<br>Corporate governance           | Anti-monopoly and fair competition                         | P67                     |
|                       |                                      | Whistleblower protection policy                            | P67                     |
|                       |                                      | Honest operations and the development of the credit system | P15; P50                |
|                       | G2<br>ESG governance                 | Board engagement in ESG management                         | P13                     |
|                       |                                      | ESG organizational structure                               | P13                     |
|                       |                                      | ESG strategy/targets                                       | P13                     |
|                       |                                      | Identification of ESG stakeholders                         | P15                     |
|                       |                                      | Identification of material topics and indicators           | P14; P80-91             |
|                       |                                      | ESG-related policies                                       | P13                     |
|                       |                                      | Conducting communication with stakeholders                 | P15                     |
|                       |                                      | Linking the management's remuneration with ESG performance | P13                     |
|                       |                                      | Considering ESG elements in specific businesses            | P23-24                  |
|                       |                                      | ESG expertise and skills                                   | P16                     |
|                       |                                      | ESG reporting mechanisms                                   | P01                     |
|                       |                                      | Third-Party ESG assessment                                 | P07; P109               |
|                       |                                      | ESG-oriented digital transformation                        | P24                     |
|                       |                                      | Advancing ESG practices across overseas operations         | P23                     |
|                       |                                      | G3<br>Data governance                                      | Basic platform building |
|                       | Data aggregation and interconnection |  | P69-70                  |
|                       | Data governance system               |  | P69-70                  |

## GRI Content Index

|                   |  |
|-------------------|--|
| <b>Note</b>       | During the period from January to December 2025, CPIC reported the information quoted in this GRI Content Index by reference to the GRI standards. |
| <b>GRI 1 used</b> | GRI 1: Foundation 2021   |

| GRI standards                   | Disclosures  | Page(s) |
|---------------------------------|--|---------|
| GRI 2: General Disclosures 2021 | 2-1 Organizational details   | P05     |
|                                 | 2-2 Entities included in the organization's sustainability reporting             | P01     |
|                                 | 2-3 Reporting period, frequency and contact point                                | P01     |
|                                 | 2-4 Restatements of information  | P81-82  |
|                                 | 2-5 External assurance   | -       |
|                                 | 2-6 Activities, value chain and other business relationships                     | P05     |
|                                 | 2-7 Employees  | P43-49  |
|                                 | 2-8 Workers who are not employees  | P50     |
|                                 | 2-9 Governance structure and composition   | P63     |
|                                 | 2-10 Nomination and selection of the highest governance body                     | P66     |
|                                 | 2-11 Chair of the highest governance body  | P63     |
|                                 | 2-12 Role of the highest governance body in overseeing the management of impacts | P63     |
|                                 | 2-13 Delegation of responsibility for managing impacts                           | P13     |
|                                 | 2-14 Role of the highest governance body in sustainability reporting             | P13     |
|                                 | 2-15 Conflicts of interest   | -       |
|                                 | 2-16 Communication of critical concerns  | P13-16  |
|                                 | 2-17 Collective knowledge of the highest governance body                         | P16     |
|                                 | 2-18 Evaluation of the performance of the highest governance body                | P13     |
|                                 | 2-19 Remuneration policies   | P43-44  |
|                                 | 2-20 Process to determine remuneration   | P44     |

| GRI standards                      | Disclosures  | Page(s)                                      |
|------------------------------------|--|--|
| GRI 2: General Disclosures 2021    | 2-21 Annual total compensation ratio   | -  |
|                                    | 2-22 Statement on sustainable development strategy                                   | P13  |
|                                    | 2-23 Policy commitments  | P24; P56; P68                                |
|                                    | 2-24 Embedding policy commitments  | P24; P56; P68                                |
|                                    | 2-25 Processes to remediate negative impacts   | P51-52                                       |
|                                    | 2-26 Mechanisms for seeking advice and raising concerns                              | P23-25                                       |
|                                    | 2-27 Compliance with laws and regulations  | P26; P37; P43; P48; P50-51; P63; P66-67; P69 |
|                                    | 2-28 Membership associations   | P03  |
|                                    | 2-29 Approach to stakeholder engagement  | P15  |
|                                    | 2-30 Collective bargaining agreements  | P45  |
| GRI 3: Material Topics 2021        | 3-1 Process to determine material topics   | P14  |
|                                    | 3-2 List of material topics  | P14  |
|                                    | 3-3 Management of material topics  | P14  |
| GRI 101: Biodiversity 2024         | 101-1 Policies to halt and reverse biodiversity loss                                 | P28  |
|                                    | 101-2 Management of biodiversity impacts   | P28  |
|                                    | 101-3 Access and benefit-sharing   | -  |
|                                    | 101-4 Identification of biodiversity impacts   | P28  |
|                                    | 101-5 Locations with biodiversity impacts  | -  |
|                                    | 101-6 Direct driving forces of biodiversity loss                                     | -  |
|                                    | 101-7 Changes in biodiversity status   | -  |
|                                    | 101-8 Ecosystem services   | P28  |
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed                                | P38  |
|                                    | 201-2 Financial implications and other risks and opportunities due to climate change | P73-76                                       |
|                                    | 201-3 Defined benefit plan obligations and other retirement plans                    | P44; P50; P85                                |
|                                    | 201-4 Financial assistance received from the government                              | -  |









| GRI standards                           | Disclosures  | Page(s) |
|---|--|---------|
| GRI 202: Market Presence 2016           | 202-1 Ratios of standard entry-level wage by gender compared to local minimum wage   | -       |
|   | 202-2 Proportion of senior management hired from the local community                 | -       |
| GRI 203: Indirect Economic Impacts 2016 | 203-1 Infrastructure investments and services supported                              | P38-39  |
|   | 203-2 Significant indirect economic impacts  | P22     |
| GRI 204: Procurement Practices 2016     | 204-1 Proportion of spending on local suppliers                                      | P56     |
|   | 205-1 Operations assessed for risks related to corruption                            | P67     |
| GRI 205: Anti-corruption 2016           | 205-2 Communication and training about anti-corruption policies and procedures       | P67-68  |
|   | 205-3 Confirmed incidents of corruption and actions taken                            | P67-68  |
|   | 206-1 Legal actions for anti-competitive behavior, antitrust, and monopoly practices | P67     |
| GRI 206: Anti-competitive Behavior 2016 | 207-1 Approach to tax  | -       |
|   | 207-2 Tax governance, control and risk management                                    | -       |
|   | 207-3 Stakeholder engagement and management concerns related to tax                  | -       |
|   | 207-4 Country-by-country reporting   | -       |
| GRI 207: Tax 2019                       | 301-1 Materials used by weight or volume   | -       |
|   | 301-2 Recycled input materials used  | -       |
|   | 301-3 Reclaimed products and their packaging materials                               | -       |
| GRI 301: Materials 2016                 | 302-1 Energy consumption within the organization                                     | P81     |
|   | 302-2 Energy consumption outside of the organization                                 | -       |
|   | 302-3 Energy intensity   | P81     |
|   | 302-4 Reduction of energy consumption  | P27     |
|   | 302-5 Reductions in energy requirements of products and services                     | P27     |
| GRI 302: Energy 2016                    | 303-1 Interactions with water as a shared resource                                   | P27     |
|   | 303-2 Management of water discharge-related impacts                                  | -       |
|   | 303-3 Water withdrawal   | P27     |
|   | 303-4 Water discharge  | -       |
|   | 303-5 Water consumption  | P82     |
| GRI 303: Water and Effluents 2018       |  |         |
|   |  |         |
|   |  |         |
|   |  |         |
|   |  |         |

| GRI standards                                   | Disclosures   | Page(s) |
|---|---|---------|
| GRI 305: Emissions 2016                         | 305-1 Direct (Scope 1) GHG emissions  | P80     |
|   | 305-2 Energy indirect (Scope 2) GHG emissions   | P80     |
|   | 305-3 Other indirect (Scope 3) GHG emissions  | P78     |
|   | 305-4 GHG emissions intensity   | P80     |
|   | 305-5 Reduction of GHG emissions  | P26     |
|   | 305-6 Emissions of ozone-depleting substances (ODS)   | -       |
|   | 305-7 Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions | P80     |
| GRI 306: Waste 2020                             | 306-1 Waste generation and significant waste-related impacts  | P27     |
|   | 306-2 Management of significant waste-related impacts   | P27     |
|   | 306-3 Waste generated   | P81     |
|   | 306-4 Waste diverted from disposal  | -       |
|   | 306-5 Waste directed to disposal  | -       |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria   | P56     |
|   | 308-2 Negative environmental impacts in the supply chain and actions taken                                      | P56     |
| GRI 401: Employment 2016                        | 401-1 New employee hires and employee turnover  | P86-87  |
|   | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees        | P44     |
|   | 401-3 Parental leave  | P43-44  |
| GRI 402: Labor/Management Relations 2016        | 402-1 Minimum notice periods regarding operational changes  | -       |
| GRI 403: Occupational Health and Safety 2018    | 403-1 Occupational health and safety management system  | -       |
|   | 403-2 Hazard identification, risk assessment, and incident investigation  | P48     |
|   | 403-3 Occupational health services  | P47-48  |
|   | 403-4 Worker participation, consultation, and communication on occupational health and safety                   | P47-48  |
|   | 403-5 Worker training on occupational health and safety   | P47-48  |
|   | 403-6 Promotion of worker health  | P47-48  |

| GRI standards  | Disclosures  | Page(s) |
|--|--|---------|
| GRI 403: Occupational Health and Safety 2018                   | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships  | -       |
|  | 403-8 Workers covered by an occupational health and safety management system   | -       |
|  | 403-9 Work-related injuries  | P87     |
|  | 403-10 Work-related ill health   | P47-48  |
| GRI 404: Training and Education 2016                           | 404-1 Average hours of training per year per employee  | P88     |
|  | 404-2 Programs for upgrading employee skills and transition assistance programs                                      | P45-47  |
|  | 404-3 Percentage of employees receiving regular performance and career development reviews                           | P46     |
| GRI 405: Diversity and Equal Opportunity 2016                  | 405-1 Diversity of governance bodies and employees   | P43     |
|  | 405-2 Ratio of basic salary and remuneration of women to men   | -       |
| GRI 406: Non-discrimination 2016                               | 406-1 Incidents of discrimination and corrective actions taken   | P43     |
| 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 | -       |
| GRI 408: Child Labor 2016                                      | 408-1 Operations and suppliers at significant risk for incidents of child labor                                      | P43     |
| GRI 409: Forced or Compulsory Labor 2016                       | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor                       | P43     |
| GRI 410: Security Practices 2016                               | 410-1 Security personnel trained in human rights policies or procedures  | -       |
| GRI 411: Rights of Indigenous Peoples 2016                     | 411-1 Incidents of violations involving the rights of indigenous peoples   | -       |
| GRI 413: Local Communities 2016                                | 413-1 Operations with local community engagement, impact assessments, and development programs                       | -       |
|  | 413-2 Operations with significant actual and potential negative impacts on local communities                         | -       |
| GRI 414: Supplier Social Assessment 2016                       | 414-1 New suppliers that were screened using social criteria   | P56     |
|  | 414-2 Negative social impacts in the supply chain and actions taken  | P56     |
| GRI 415: Public Policy 2016                                    | 415-1 Political contributions  | -       |
| GRI 416: Customer Health and Safety 2016                       | 416-1 Assessment of the health and safety impacts of product and service categories                                  | -       |
|  | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services                  | -       |
| GRI 417: Marketing and Labeling 2016                           | 417-1 Requirements for product and service information and labeling  | P51     |
|  | 417-2 Incidents of non-compliance concerning product and service information and labeling                            | P51     |
|  | 417-3 Incidents of non-compliance concerning marketing communications  | -       |
| GRI 418: Customer Privacy 2016                                 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data                   | P51     |

## SDGs Content Index

| SDGs  | Our actions   |
|---|---|
|    | <ul style="list-style-type: none"> <li>We have invested RMB 15.6 million to support the sales of agricultural and sideline products, industrial revitalization, improvements to village environments, poverty alleviation and education support, as well as infrastructure development, thereby addressing a wide range of rural needs.</li> </ul>  |
|    | <ul style="list-style-type: none"> <li>We have broadened our food security insurance program and cumulatively provided RMB 128.6 billion in SA for the three major staple crops (rice, wheat, and corn), with coverage of over 300 crops in total, thus offering comprehensive protection for food security.</li> </ul>   |
|    | <ul style="list-style-type: none"> <li>With a clearly defined health service &amp; elderly care strategy, we have continued to diversify our commercial health insurance offerings, developed a broad range of innovative health services, and accelerated the establishment of an exclusive, premium medical service network, thereby providing multi-tiered, end-to-end health protection for the public.</li> </ul>  |
|    | <ul style="list-style-type: none"> <li>We have also established the "Xing'anxin Autism Care" Program and launched initiatives, including the Xingxin Children's "Dream Calligraphy &amp; Art" Training Program for 1,000 Children and the "Starlight Joy: Illuminating Dreams" Youth Health Promotion Initiative, thereby creating a support network for children with special needs.</li> <li>We have organized the "Illuminating the Future with Responsibility" Student Aid and Volunteer Teaching Campaign.</li> </ul>                |
|   | <ul style="list-style-type: none"> <li>Recruitment and workplace environment: All forms of gender discrimination are strictly prohibited.</li> <li>Remuneration: Equal pay for equal work is upheld for men and women alike. Salaries are paid in full and on time each month, and a non-discriminatory remuneration and performance evaluation mechanism is in place.</li> <li>Training and promotion: Gender equality and inclusive growth are advanced and sustained through institutionalized career development pathways.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>Water-saving fixtures and equipment were installed, including low-flow toilets, faucets, showerheads, and high-pressure washing nozzles.</li> <li>Rainwater harvesting systems were introduced to make rational use of non-traditional water sources such as reclaimed water and rainwater.</li> </ul>   |
|  | <ul style="list-style-type: none"> <li>We deliver protection for natural disasters and accidents during both the construction and operational phases of green energy projects. In 2025, total insurance coverage for the clean energy industry exceeded RMB 73 trillion, spanning sectors such as wind power, PV power, and hydropower.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>We prioritize employees' physical and mental well-being as well as work-life balance. We have organized employee sports games and, through the CPIC Blue Foundation, provided psychological counseling and cognitive health support.</li> <li>We enhance health management and strengthen risk prevention and control, aiming to foster a safe, healthy, and sustainable working environment.</li> </ul>   |

| SDGs  | Our actions  |
|---|--|
|    | <ul style="list-style-type: none"> <li>In 2025, we helped 2,126 employees in need and distributed RMB 3.2758 million in relief funds.</li> </ul>   |
|    | <ul style="list-style-type: none"> <li>In compliance with laws and regulations such as the Law on the Protection of Women's Rights and Special Provisions on Labor Protection of Female Employees, we ensure equal pay for equal work between male and female employees. We have renewed the Group's <i>Collective Contract</i> and the <i>Collective Agreement on Special Protection for Female Employees</i>, and strictly implemented maternity leave, breastfeeding leave, prenatal check-up leave, and parental leave policies.</li> </ul>  |
|    | <ul style="list-style-type: none"> <li>All proprietary projects of Pacific Care Home adhere to the Three-Star Green Building Standards. Several Pacific Care Home communities have obtained Three-Star Green Building pre-certification as well as WELL Gold certification for healthy buildings (including interim status).</li> </ul>  |
|    | <ul style="list-style-type: none"> <li>In line with policies including the <i>Supplier Management Measures</i> and the <i>Supply Chain ESG Management Guidelines (Trial)</i>, we have strengthened ESG risk management across our supplier base by identifying and assessing risks in four key areas: environmental protection, health and safety, employee rights, and business ethics. We have also clarified corresponding responsibilities and carried out oversight through on-site inspections, questionnaire-based surveys, and transparent reviews.</li> </ul>   |
|   | <ul style="list-style-type: none"> <li>We have established and issued a decarbonization target: reducing operational carbon emissions across the Group by 20% by 2028 from a 2023 baseline.</li> <li>The CPIC Behavior-based Carbon Inclusive Incentivization Platform continues encouraging users to adopt low-carbon lifestyles and contribute to the national "dual carbon" goals. By the end of 2025, the platform had extended its presence to 40 branches across more than 300 cities, with a user base exceeding 650,000.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>In areas of frequent damage caused by wild Asian elephants, such as Xishuangbanna and Pu'er City of Yunnan Province, we have promoted public liability insurance for wildlife-related damages for over a decade. By 2025, the program had expanded to more than 120 districts and counties in 19 provinces, providing cumulative coverage exceeding RMB 1.84 billion and claims surpassing RMB 100 million.</li> <li>In the Sanjiangyuan region of Qinghai Province, we have completed Phase III of our afforestation initiative, planting nearly 120,000 trees across more than 2,000 mu (or 133.3 hectares). This undertaking is expected to reduce carbon emissions by about 1,600 tonnes annually.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>Upholding integrity, compliance, and business ethics, we have established and improved the mechanisms for preventing and controlling corruption risks.</li> </ul>   |
|  | <ul style="list-style-type: none"> <li>We are deepening exchanges and collaboration with diverse stakeholders to enhance sustainability and actively participating in ESG-related international communication, policy development, and research programs.</li> </ul>   |

## Appendix 2: ESG Rating and Index Performance

| ESG index name   | Note     |
|--|----------|
| Hang Seng A-share Sustainability Company Benchmark Index | Included |
| CSI 300 ESG Leaders Index                                | Included |
| CSI 300 ESG Benchmark Index                              | Included |
| Beautiful China ESG 100 Index                            | Included |
| MSCI ESG Rating  | AAA      |

## Appendix 3: Comments and Feedback

### Dear Readers,

Thank you for reading the *2025 China Pacific Insurance Sustainability Report*. To better meet your needs, provide more professional and valuable information, and drive our continuous improvements in sustainability performance, we look forward to your valuable comments on the report!

Address: No. 1 Zhongshan South Road, Shanghai; Zip code: 200010  
 Department: Brand Department of China Pacific Insurance (Group) Co., Ltd.

Thank you!

China Pacific Insurance (Group) Co., Ltd.  
 March 2026



Scan the code to view the electronic copy of the Report