

China Pacific Insurance Sustainability Report



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Introduction

About the Report

This Report marks the fourth 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 presents CPIC's philosophy, actions, and achievements in advancing sustainable development.

Reporting scope

Organizational scope: This Report is prepared with China Pacific Insurance (Group) Co., Ltd. as the primary entity and covers all its affiliated institutions.

Reporting period: This is an annual report focusing on the period from January 1, 2024, to December 31, 2024.

Reporting standards

This Report has been prepared in accordance with the following guidelines and regulations: the *Guidelines No. 14 on Self-Regulation for Listed Companies—Sustainability Reporting (Trial)* issued by the Shanghai Stock Exchange (SSE); the *Environmental, Social and Governance Reporting Guide and Climate Disclosure Guidance* issued by the Hong Kong Stock Exchange (HKEX); the *ESG Reporting Guidance* issued by the London Stock Exchange (LSE); the *Guiding Opinions on Strengthening the Institutional Mechanism for Consumer Rights Protection in the Banking and Insurance Sector and the Green Finance Guidelines for the Banking and Insurance Industries* issued by the former China Banking and Insurance Regulatory Commission; and the *ESG Indicator System for State-Owned Listed Companies in Shanghai* issued by the State-owned Assets Supervision and Administration Commission of 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); the *Task Force on Climate-related Financial Disclosures (TCFD)* framework; FTSE Russell ESG rating indicators; MSCI ESG rating indicators; the *GRI Standards (2021)* issued by the Global Reporting Initiative; the *Basic Standards for Corporate Sustainability Disclosures (Trial)* issued by the Ministry of Finance (MOF); and the *Guidelines on Corporate Sustainability Reporting in China (CASS-ESG6.0)* issued by the Chinese Academy of Social Sciences (CASS).

This Report addresses: the implementation of the *Principles for Sustainable Insurance (UN PSI)* and the *Principles for Responsible Investment (UN PRI)*.

Reporting principles

Materiality: This Report identifies and responds to the key topics impacting CPIC's sustainable development.

Quantification: This Report discloses CPIC's key ESG performance indicators in quantitative terms.

Balance: The content of this Report reflects objective facts, presenting both positive and negative indicators.

Consistency: The metrics and calculation methods used across different reporting periods are kept as consistent as possible.

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), the Hong Kong Stock Exchange (www.hkex.com.hk), and China Pacific Insurance (www.cpic.com.cn).

Terminology note

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

Board Statement

CPIC has always placed Environmental, Social, and Governance (ESG) work at the core of its strategic priorities. Leveraging its professional strengths in insurance, the Company continues to strengthen ESG capabilities, extend the breadth and depth of ESG practices, fully implement ESG regulatory standards, and consistently innovate insurance products and services, thus contributing CPIC's strength to the sustainable development of the economy and society.

Strengthening the ESG governance framework.

By integrating ESG principles into corporate governance, we have built a top-down governance structure with clearly defined responsibilities. The Board of Directors serves as the highest decision-making body for ESG matters, overseeing the formulation and implementation of ESG plans and making strategic decisions on ESG development. Under the Board, the Strategic and Investment Decision-Making & ESG Committee is responsible for identifying and assessing ESG risks and key topics, studying and planning ESG strategies, setting ESG targets,

plans, and performance evaluation criteria, and supervising the execution of ESG plans.

Enhancing ESG management. We actively conduct stakeholder research, promptly identifying ESG opportunities and risks, and defining key topics for each year. Greater focus is placed on core priorities such as supporting the real economy and promoting green development. We have issued institutional documents including the *Guidelines for Responsible Investment Management (Trial)* and the *Operational Carbon Inventory Management Measures*, and have encouraged subsidiaries to establish corresponding ESG-specific policies. The Group and its major subsidiaries have established a comprehensive risk preference framework, strengthened ESG risk management in an all-round manner, and deeply integrated ESG factors into risk preference statements and risk limit settings.

Implementing ESG targets. We continue to implement the *Environmental, Social and Governance Plan (2023–2025) of China Pacific*

Insurance (Group) Co., Ltd., further integrating ESG into our core business operations. Efforts have been made in key areas such as sustainable insurance, responsible investment, and green and low-carbon operations. On the liability side, we have expanded the supply of green finance and inclusive finance products and services, with the total amount of green insurance exceeding RMB 147 trillion. Coverage of inclusive insurance such as long-term care insurance and critical illness insurance has also continued to grow. On the investment side, we have built a green investment management framework to support the green transition of the economy and society, with green investment totaling more than RMB 260 billion. On the operational side, we have strengthened low-carbon management and optimized the ESG carbon footprint management platform.

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 2025.



Message from the Chairman

Serving the National Interest and Fulfilling Our Commitment to the People in Insurance

The year 2024 marked a crucial stage for CPIC in anchoring high-quality development and deepening its sustainability practices. Guided by our mission of "Serving the National Interest and Fulfilling Our Commitment to the People in Insurance", we have fully integrated ESG principles and the "Five Forces" of sustainability—**strategic traction, value creation, responsibility, synergy, and internal drive—into our corporate strategy and business operations.** By leveraging insurance industry's role in economic and social security, we have made significant contributions to the "Five Major Financial Service Systems" and delivered results resonating with both national strategies and public needs. Our MSCI ESG rating was elevated to AA, the highest rating ever awarded to an insurance institution in Chinese mainland, marking CPIC's advancement into the ranks of leading global integrated insurance groups in sustainability performance.

In 2024, we outlined a blueprint driven by sustainability to guide the Company toward high-quality development. We fulfilled our role as a strategic leader by fully implementing both the High-Quality Development Three-Year Plan and the ESG Three-Year Plan. ESG core topics for the year were identified based on the assessment of financial and impact materiality, providing direction for key initiatives. **We enhanced our ESG governance** by establishing a closed-loop management system encompassing governance structure, management policies, and incentive and restraint mechanisms to ensure the orderly advancement of ESG initiatives. **Aligning with international ESG standards,** we actively engaged in global dialogue by participating in the 2024 ESG Global Leaders Summit, the United Nations Environment Programme Finance Initiative (UNEP FI) signatory roundtable, and the ESG Investment Forum organized by the United Nations Principles for Responsible Investment (UN PRI). These efforts have further strengthened our ESG management capabilities and expanded our international influence.

In 2024, we harnessed the sustainable value to drive the green transition and empower low-carbon economic development. In green insurance, our total coverage exceeded RMB 147 trillion. We intensified innovation and expansion in areas such as new energy, carbon finance, and carbon sinks, launching more than 30 pioneering green insurance products including the industry's first Shipping Decarbonization Insurance and Carbon Quota Pledge Insurance. **In green investment,** we established a green investment management framework and deployed capital through debt investment plans, equity investments, asset-backed plans, and industrial funds, with total green investments surpassing RMB 260 billion. **In green operations,** we continued to advance low-carbon management by optimizing our ESG carbon footprint

platform, conducting carbon inventories, expanding the coverage of the "CPIC Behavior-based Carbon Inclusive Incentivization Platform", and establishing demonstration parks for green and low-carbon operations. **In biodiversity protection,** our efforts grew increasingly diverse and comprehensive from preserving the Sanjiangyuan public welfare forest, to protecting mangroves and wild Asian elephants, showcasing our commitment to safeguarding natural ecosystems in multiple dimensions.

In 2024, we fulfilled our sustainable responsibility by serving national strategies and safeguarding people's wellbeing. We deepened our commitment to opening up, supporting national platforms such as the China International Import Expo (CIIE) and the China International Fair for Trade in Services (CIFTIS), and providing strong insurance support for the Belt and Road Initiative (BRI). Our overseas insurance coverage extended to more than 180 countries and regions, with cumulative insured amounts exceeding RMB 3 trillion. **To enhance people's livelihoods,** over 200 million individuals were covered by critical illness insurance, and more than 90 million received services under long-term care insurance. We also offered insurance services to new urban residents in areas such as entrepreneurship, employment, and education. Insurance coverage for small and micro enterprises exceeded RMB 5 trillion, while agricultural insurance claims benefited over 5 million farming households. Moreover, nine CPIC Home communities began operations. **To strengthen disaster resilience,** we responded swiftly and effectively to major natural disasters. Adhering to the principles of "ensuring prompt, sufficient, and reasonable compensation", we minimized losses to people's lives and property. Total payouts for major disasters surpassed RMB 8 billion for the year.

In 2024, we harnessed the sustainable synergy to unite ecosystems and co-create a new model of development. Our talent development system became more structured, with tiered and categorized training programs rolled out through initiatives such as the "High-end Talent Development Program", the "Future Leadership Development Program", and the "Diverse Youth Talent Development Program", all designed to build a strong pipeline of young talent. Over 21,000 training courses are now available on the CPIC Online Learning Platform. Moreover, customer experience was further enhanced through smarter services. We optimized the intelligent claims model for auto insurance, strengthened one-stop policy services for life insurance, and advanced digital-intelligent operations for health insurance, thereby improving both service efficiency and customer satisfaction. **Our network of partnerships also grew stronger.** We signed strategic agreements with 1,024 clients, while the "Pujiang Reception Lounge"



continued to expand its influence. We joined hands with suppliers to develop a green supply chain. In addition, **sports and cultural activities were more vibrant than ever**. We partnered with the Chinese Women's Volleyball Team and the Chinese Swimming Team to form the "CPIC Blue Team", engaged customers and the public through Olympic-themed events, and brought the "Expert Guidance at Your Side" program into Pacific Care Home.

In 2024, we strengthened our core capabilities through sustainable internal drive, laying a solid foundation for long-term development. We maintained sound and efficient corporate governance, upheld the leadership of the Party building, continuously optimized our governance system, enhanced investor communication channels, and safeguarded investor rights and interests to ensure standardized, transparent, and effective governance. **Our risk prevention and control measures were strong and proactive.** We improved the risk management framework and conducted ESG risk assessments and management across both the liability and investment sides, effectively addressing various risk challenges and firmly upholding the bottom line of preventing systemic financial risks. **Significant progress was also made in data governance.** We enhanced data management mechanisms, standardized data processes, and strengthened data risk prevention, laying a solid foundation for data security.

The year 2025 marks the conclusion of the 14th Five-Year Plan and represents a pivotal moment for deepening reform. Guided by the "Five Forces" of sustainable development, we will continue to enhance our ESG governance system and advance CPIC's distinctive path toward sustainability. Our shared vision will take root through thoughtful planning and flourish through continued dedication. Together with all sectors of society, **we will leverage insurance to safeguard our lucid waters and lush mountains, and channel the vitality of finance to enhance people's wellbeing, thus working hand in hand to paint a magnificent picture of harmony between humanity and nature !**

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 and the first Chinese insurance company to be listed in Shanghai, Hong Kong SAR, and London.

CPIC holds a full range of insurance licenses, covering property insurance, life insurance, pension insurance, health insurance, agricultural insurance, and asset management. It provides comprehensive risk protection solutions, wealth planning, and asset management services to over 180 million customers.

Corporate culture

Our vision

To build a world-class insurance and financial services group with global influence

Our mission

To be a responsible insurance company

Core values

Integrity for All, Stability for Life. Pursuit of Excellence, Innovation for Mutual Success

Brand slogan

A Drop of Help in Ordinary Times, a Pacific of Support When It Matters Most



Annual Highlights and Performance

Business performance

Indicators	2024	2023	2022
Group Operating Revenue (RMB million)	404,089	323,945	332,140
Group Net Assets (RMB million)	291,417	249,586	196,477
Number of Group Customers (10,000 persons)	18,318	17,987	17,053

Environmental performance

Indicators	2024	2023	2022
Per Capita Greenhouse Gas (GHG) Emissions (tons of CO ₂ equivalent/person)	2.14	2.38	2.09
Number of Electronic Policies (10,000 copies)	39,408	42,337	58,103
Number of Video conference/Teleconference (sessions)	154,599	26,707	37,322

Social performance

Indicators	2024	2023	2022
Total Number of Employees (persons)	100,193	104,270	110,862
Percentage of Female Employees (%)	51.56	51.94	52.66
Total Expenditure on Employee Training (RMB 10,000)	360	349	366
Public Welfare Donations (RMB million)	57	65	50
Social Contribution per Share (RMB)	10.18	6.24	7.37

Governance performance

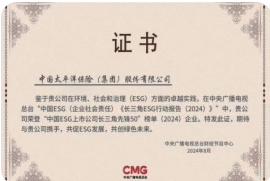
Indicators	2024	2023	2022
Number of Board Meetings (sessions)	9	9	7
Investor Services (instances)	1,165	1,014	678
Anti-Corruption Training for Employees (persons)	336,266	186,747	102,161

Honors

Social responsibility & ESG



Top 30 ESG Pioneers of China's Listed Companies in the Financial Industry (2024)



Top 50 ESG Pioneers of China Listed Companies in Yangtze River Delta (2024)

- In 2024, CPIC received an **AA** rating from MSCI ESG, **the highest rating ever awarded to an insurance institution in Chinese mainland**
- CPIC was included for the third consecutive year in **"Pioneer 100 Index of State-Owned Enterprises in Corporate Social Responsibility"** and **"Pioneer 100 ESG Index of Listed State-Owned Enterprises"** of the State-owned Assets Supervision and Administration Commission of the State Council (SASAC)
- CPIC was awarded by the China Association for Public Companies for **2024 Best Practices in Listed Companies' Sustainable Development**
- CPIC was listed by China Media Group in the **"Top 50 ESG Pioneers of China Listed Companies in Yangtze River Delta (2024)"** and **"Top 30 ESG Pioneers of China's Listed Companies in the Financial Industry (2024)"**

- CPIC received the **"Model Award for Social Responsibility"** for the 15th consecutive year from Yicai's Corporate Social Responsibility (CSR) Ranking
- CPIC was awarded **"2023 ESG Best Practice Case among Public Companies"** by China Association for Public Companies
- In the 2024 Phoenix Star Awards for Listed Companies, CPIC was honored as the **"Most Socially Responsible Listed Company"**



Most Socially Responsible Listed Company

Corporate governance

- CPIC Chairman Fu Fan received the **2024 Outstanding Director Award for Listed Companies** from The Hong Kong Institute of Directors
- CPIC was honored by the China Association for Public Companies for **2024 Best Practices in Board Governance for Listed Companies**
- China Pacific Property Insurance Co., Ltd. (CPIC P/C) has been rated the **highest in operational performance by the industry association for 9** consecutive years, and China Pacific Life Insurance Co., Ltd. (CPIC Life) for **8** consecutive years





Technological innovation

- CPIC achieved **Level 5 certification under the Data Management Capability Maturity Model (DCMM)**
- CPIC was named as one of the **Top 10 Data Management Brands**
- CPIC was awarded as the FinTech Development Award **by the People's Bank of China**
- Pacific Insurance Technology Co., Ltd. (CPIC Technology) was selected for the SASAC's list of **Technology Reform Enterprises**
- The Insightful Risk Control project by CPIC Technology received the **"7th Digital Transformation and Innovation Award (2024)"** from the Digital Transformation and Innovation Committee.



CPIC services

- CPIC P/C and CPIC Life **maintained a leading position** in regulatory evaluations for consumer protection, while the Pacific Health Insurance Co., Ltd. (CPIC Health) Service Quality Index **ranked among the top** in the specialized health insurance sector
- The Digital intelligence Consumer Protection initiative was recognized as an **"Outstanding Case in Financial Consumer Protection and Service Innovation (2023)"** by China Banking and Insurance News
- Pacific Care Home Nanjing International Elderly Care Community was named **"Insurance Customer's Most Satisfactory Retirement Community of the Year"**
- Changjiang Pension Insurance Co., Ltd. (Changjiang Pension) received two honors from Asia Asset Management: **"Best Enterprise Annuity Manager in China (2024)"** and **"Pension FinTech Innovation Award in China (2024)"**



Brand communication

- CPIC ranked **5th** for 4 consecutive years in Brand Finance's **"Top 100 Most Valuable Insurance Brands Globally"**
- CPIC was selected as one of BrandZ's **Most Influential Chinese Insurance Brands**
- CPIC received **Ecosystem Brand Evaluation** at the Ecosystem Brand Summit for two consecutive years
- CPIC was recognized by China Insurance and Banking Media as a **"2024 Jinnuo Case of Financial Brand Influence in China"**



Ecosystem Brand Evaluation

Spotlight: Advancing the "Five Major Financial Service Systems"

CPIC has consistently upheld a broad view of insurance, guided by the principle of "Serving the National Interest and Fulfilling Our Commitment to the People in Insurance". We are accelerating the development of new quality productive forces and deepening efforts across the "Five Major Financial Service Systems". By fully leveraging the insurance industry's role in economic and social security, we have built a robust net for economic and social security, as well as disaster prevention, thus contributing to boosting China's strength in finance.

Driven by innovation to optimize technology finance

CPIC actively supports China's innovation-driven development strategy by providing risk protection and financial support for R&D of science and technology, the transformation of research outcomes, and the industrialization of innovations. We continuously enhance our technology finance services to support the country's pursuit of greater self-reliance and strength in science and technology.

Provided technology insurance services to **105,000+** enterprises

Total coverage achieved RMB **110+** trillion

Technology-related investments achieved RMB **100+** billion

Insurance coverage in the low-altitude economy reached RMB **7.03** billion

Offered RMB **600+** billion in protection to **300+** enterprises across the integrated circuit industry chain

Served **2,300+** pharmaceutical companies

Coverage in the biotechnology and new pharmaceutical technology sectors achieved RMB **280.3+** billion

Launched an innovative product named as "**Mid-Test Phase Expense Loss Insurance**"

Aiming for sustainability to strengthen green finance

CPIC leverages its professional strengths on liability and asset sides to continuously innovate in the supply of green finance products and services, providing strong support for the green and low-carbon transition of the economy and society.

Total green insurance coverage exceeded RMB **147** trillion

Catastrophe risk insurance coverage reached about RMB **975.2** billion

Environmental liability insurance coverage achieved RMB **12.4+** billion

Insurance coverage for the clean energy industry achieved RMB **20+** trillion

Green investment scale achieved RMB **260+** billion

Committed to people's wellbeing to advance inclusive finance



CPIC upholds the principle of finance for social good, with a focus on improving people's livelihoods. From contributing to a multi-tiered healthcare security system and supporting the growth of small and micro enterprises, to helping bridge the urban-rural income gap and promoting rural revitalization, we continue to strengthen inclusive finance to safeguard a better life for the people.

200+ million individuals covered by critical illness medical insurance

90+ million individuals covered by long-term care insurance

The "Hu Hui Bao (Shanghai City-Sponsored Health Insurance Program)" project recorded **26+** million insured individuals, with cumulative claims exceeding RMB **2** billion

Insurance coverage for new urban residents exceeded **27** million individuals

Helped small and micro business owners secure RMB **300+** billion in financing

Provided RMB **663.4** billion in coverage for various types of agricultural risks

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

Offered RMB **131.9** billion in insurance coverage for the three major staple crops

5+ million farming households benefited from agricultural insurance claims

Focus on security and wellbeing to expand elderly care finance



CPIC is actively deploying its elderly care business with a focus on healthy aging. By integrating insurance payment, service enablement, and ecosystem building, we aim to improve the effectiveness of elderly care services and promote the growth of elderly care industry.

Total assets under the first and second pension pillars reached RMB **812.14** billion

Pension insurance coverage amounted to RMB **744.8** billion

CPIC Care Home launched **15** elderly care community projects across **13** cities, with **9** communities already in operation. More than **8,800** care beds delivered and over **1,300** elderly residents currently living in the communities

Driven by Intelligence to Deepen Digital Finance



CPIC continues to explore the field of digital finance and is actively advancing its "Digital Intelligence CPIC". We are building leading digital intelligence capabilities, leveraging our strengths in big data governance, and accelerating the implementation of scenario-based applications such as digital workforce solutions.

The Digital Insurance Technology Platform (DiTP) plan was fully implemented, with digital workforce tools deployed to over **2,000** employees, resulting in nearly a **20%** increase in productivity

Digital intelligence services delivered to **68.14** million customer interactions

AI-powered services were accessed **1.5+** billion times



01

Driven by Sustainable Development

CPIC continues to enhance its ESG management system by integrating ESG into the Company's business operations and management processes. We have accelerated the development of core ESG capabilities and deepened the integration of ESG with our core business to provide strong support for high-quality development.

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



Sustainable Development Strategy

CPIC has formulated the *CPIC High-Quality Development Plan for the year 2023–2025* and the *CPIC Environmental, Social and Governance (ESG) Plan (2023–2025)* to fully integrate the vision of sustainable development into all aspects of its operations. Through these plans, we have accelerated the development of our ESG management system and capabilities while continuously improving ESG governance across the Company.

In 2024, CPIC steadily advanced the development of ESG-related systems and mechanisms. We issued institutional documents such as the *Guidelines for Responsible Investment Management (Trial)* and the *Operational Carbon Inventory Management Measures*, established an ESG rating and analysis platform, and launched a carbon footprint platform for operational ends. Subsidiaries including CPIC Capital Company Limited (CPIC Capital) and CPIC Life formulated the *ESG Investment Management Measures (Trial)*, while CPIC Asset Management Co., Ltd. introduced the *Environmental, Social and Governance (ESG) Risk Management Guidelines (Trial)*.

Sustainable Development Governance

CPIC has put in place a complete ESG governance structure incorporating the decision-making body, the management and the execution, with clearly defined roles and responsibilities. This framework lays a solid foundation for ESG practices. The performance-based compensation of CPIC's Executive Directors and senior management is linked to ESG performance indicators.

CPIC has established ESG-related performance indicators covering the Group and its major subsidiaries, ensuring the effective implementation of ESG governance.

ESG functional departments and positions have been established or designated within the Group's specialized business lines and seven subsidiaries. Based on their respective circumstances, these entities have initiated the development of dedicated ESG teams to strengthen the organizational foundation and clarify goals and responsibilities. The Company has also accelerated the development of relevant systems, forming a relatively complete closed-loop management framework including governance policies, professional standards, and incentive and restraint mechanisms, providing strong support for the advancement of ESG initiatives.



Materiality Topic Analysis

Analytical Methods of Major Topics

CPIC identifies basic topics by analyzing national policies, macroeconomic directions, and industry trends. We benchmark against the United Nations Sustainable Development Goals (SDGs), ESG disclosure guidelines issued by stock exchanges, sustainable development reporting standards, and external ESG rating indicators to develop a comprehensive topic library. Through





departmental interviews, surveys, expert discussions, and communication with stakeholders, we evaluate and prioritize topics from two dimensions: **financial materiality on the Company and impact materiality on the economy, society, and environment**. Based on this methodology, 30 core topics were selected as the foundation for report preparation to respond to the expectations and demands of all sectors of society.

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">Understand corporate activities and business relationshipsAssess the external environmentIdentify key impacts on stakeholders	<ul style="list-style-type: none">In accordance with sustainability guidelines and regulations issued by the National Financial Regulatory Administration, the Shanghai Stock Exchange, the Hong Kong Stock Exchange, the London Stock Exchange, and the State-owned Assets Supervision and Administration Commission of Shanghai, and with reference to disclosure requirements from international organizations such as the International Sustainability Standards Board (ISSB), the United Nations, and the Global Reporting Initiative (GRI), we identify key topics based on CPIC's actual circumstancesWe assess the impacts, risks, and opportunities related to each topic and compile a comprehensive list of major topics for the Company	<ul style="list-style-type: none">Impact materiality assessmentFinancial materiality assessmentIntegration of impact and financial materiality results	<ul style="list-style-type: none">Summarize the results and methodologies of the dual materiality and process-based analyses, including both impact and financial materiality assessmentsDisclose relevant content in accordance with the <i>Guidelines No. 14 on Self-Regulation for Listed Companies—Sustainability Reporting (Trial)</i> issued by the Shanghai Stock Exchange, the <i>Environmental, Social and Governance Reporting Guide and Climate Disclosure Guidance</i> issued by the Hong Kong Stock Exchange, and the <i>ESG Reporting Guidance</i> issued by the London Stock Exchange

Analysis Results of Major Topics



Communication with Stakeholders

Stakeholders	Stakeholder Expectations	Communicating Channels
<div> Customers</div>	Accessibility of Financial Services High-Quality Products and Services Data and Privacy Security, Consumer Rights Protection Communication and Interactive Mechanisms	Customer Product Demand Research NPS Survey and Monitoring 95500 Customer Service Hotline Online Service Platforms for Customers Customer Service Activities Social Media
<div> Employees</div>	Fair and Equitable Recruitment Open and Transparent Communication Channels Compensation and Benefits System Career Development Prospects Professional Skills Support Health and Safety Protection Work-Life Balance	Employee Representative Conferences Employee Complaint Channels Departmental Communication Meetings OA System and Instant Messaging Platforms Business Supervision, Training, and Technical Support Employee Cultural, Sports, and Care Activities
<div> Shareholders</div>	Enhancing Economic Value Sound Corporate Governance Compliant Information Disclosure Comprehensive Risk Management Compliance and Integrity in Development Protection of Minority Shareholder Rights	General Shareholders' Meetings Periodic Reports and Information Disclosures Roadshows and Reverse Roadshows Capital Market Open Days Social Media Online Communication Channels
<div> Government and Regulatory Authorities</div>	National Strategies Risk and Compliance Management Lawful Tax Payment Compliant Information Disclosure Promoting Industry Development	Participation in Government Meetings Visits and Work Briefings Policy Research Periodic Reports Thematic Reports Industry-Academia-Research Collaboration

Stakeholders	Stakeholder Expectations	Communicating Channels
 Suppliers	Fair Procurement Green Procurement Win-Win Cooperation	Procurement Activities Supplier Management System Supplier Surveys Project Collaboration
 Partners	Win-Win Cooperation Industry Innovation	Exchange and Sharing of Practical Experience Project Cooperation Meeting-Based Communication Industry and Cross-Sector
 Society	Emergency Disaster Response Public Welfare and Philanthropy Response to Social Hotspot Issues Financial Literacy Popularization	Serving for Rural Revitalization Strategy Public Welfare and Volunteer Services Sports and Cultural Initiatives Financial Literacy Education Diverse Communication Channels
 Environment	Climate Change Mitigation Biodiversity Protection Pollution Prevention and Control Resource Utilization Efficiency	Green Buildings and Sustainable Operations Green Investment and Green Insurance Green Public Welfare

Sustainable Development Exchange

CPIC continuously strengthens exchange to enhance its overall performance in sustainable development.

Enhancing international ESG engagement. We participated in the United Nations Environment Programme Finance Initiative (UNEP FI) signatory roundtable, jointly hosted an ESG investment seminar with the United Nations Principles for Responsible Investment (UN PRI), and took part in the 2024 ESG Global Leaders Summit (GLS) to promote global ESG cooperation, development, and mutual benefit.

Contributing to ESG standards development. We have strengthened our research capabilities by collaborating with Fudan University to establish

the Green Insurance Research Academy under the Institute of Insurance Application and Innovation, setting a model for "industry-academia-research-government-application" integration. Our research project *Climate Risk Transmission Mechanisms and Their Impact on Insurance Companies* was officially approved by Insurance Society of China (ISC). CPIC also contributed to the drafting and revision of supporting documents for the *ESG Information Disclosure Guidelines for Insurance Institutions* issued by the Insurance Association of China (IAC).

Expanding ESG training and awareness. We launched a "Sustainable Development" information column on the Company's internal OA platform, releasing monthly ESG updates and research reports. On the "CPIC Online Learning Platform", we opened

a "Sustainable Development Courses" featuring 24 courses. Additionally, we carried out green awareness activities aligned with national and international events such as National Energy Conservation Week, National Ecology Day, and Earth Day.





02 Sustainable Value Creation

CPIC actively implements China's "dual carbon" strategy by continuously improving its green finance management system. By fully leveraging resources across the liability, investment, and operational ends, we drive the green transformation of the economy and society.

- ▶ Green Insurance: Supporting the Green Transition
- ▶ Green Investment: Empowering Industrial Upgrading
- ▶ Green Operations: Practicing Low-Carbon and Eco-Friendly Development
- ▶ Biodiversity: Building a Harmonious Homeland Together



Green insurance coverage achieved

RMB **147+** trillion



RMB **674+** billion in insurance
provided for photovoltaic projects



RMB **947+** billion in insurance
provided for wind power projects



RMB **275+** billion in insurance
provided for hydropower projects



RMB **74+** billion in insurance
provided for nuclear power projects



Pioneered the development of
30+ green insurance products

Green Insurance: Supporting the Green Transition

In 2024, CPIC's green insurance coverage exceeded RMB 147 trillion. We pioneered the development of more than 30 green insurance products, including the first-ever EU carbon emission cost index insurance for the shipping industry, carbon quota pledge insurance, and carbon asset loss insurance for CCUS (carbon capture, utilization, and storage) projects.

Catastrophe insurance

As one of the leading catastrophe insurers in China, CPIC develops a variety of catastrophe insurance products tailored to local conditions, including relief-based, innovative, and index-based solutions. In 2024, we provided about RMB 975.2 billion in catastrophe risk coverage, offering strong support for society in mitigating major disaster risks.

New energy vehicle insurance

CPIC has developed innovative insurance products and services for new energy vehicles (NEVs), working closely with industry partners to provide comprehensive risk protection across all segments of the NEV value chain. In 2024, we insured over 4.6 million NEVs.

Ecological carbon sink insurance

CPIC has developed an innovative range of ecological carbon sink insurance products covering forest, grassland, wetland, and marine carbon sinks, aligning closely with the goals of ecological conservation. In 2024, Zhejiang Province launched its first "blue carbon + property rights + judiciary" ecological compensation transaction in Xiangshan County. In Guangdong Province, we pioneered forest carbon sink insurance, which has already been implemented across multiple cities.

Clean energy insurance

CPIC provides risk protection for natural disasters and accidents during both the construction and operational phases of green energy projects. In 2024, total insurance coverage for the clean energy industry exceeded RMB 20 trillion. We provided over RMB 947 billion in coverage for wind power projects, serving 5,400 wind power projects; over RMB 674 billion in coverage for photovoltaic projects, serving more than 17,000 photovoltaic projects; over RMB 275 billion in coverage for hydropower projects; and more than RMB 74 billion in coverage for nuclear power projects.

Green transportation insurance

CPIC provides insurance coverage for more than 300 rail transit lines nationwide, with total insured mileage exceeding 12,000 kilometers and cumulative insurance coverage reaching approximately RMB 3 trillion.



Carbon asset-related insurance

CPIC has launched a series of innovative, cutting-edge carbon asset insurance products, including carbon asset loss insurance, carbon emission allowance pledge loan guarantee insurance, emission reduction equipment damage-linked carbon loss insurance, and carbon asset repurchase performance guarantee insurance. Each of these products marked a breakthrough with the industry's first policy issued in its

category, effectively enabling key emission-control enterprises to unlock the financial value of their carbon assets and activate their liquidity.

In July 2024, CPIC, serving as the exclusive global insurance partner of Yucun Village in Anji County of Zhejiang Province, jointly launched China's first zero-carbon comprehensive rural insurance policy with the Village.



Case: Shanghai's first carbon inclusion asset loss insurance was successfully launched

In December 2024, CPIC, in collaboration with Shenneng Co., Ltd. and SAIC Motor, successfully launched Shanghai's first carbon inclusion asset loss insurance policy. This groundbreaking initiative filled a critical gap in risk management for carbon asset losses and marked another significant milestone in Shanghai's green finance innovation and development.

Environmental pollution liability insurance

CPIC provides environmental pollution risk coverage to more than 7,000 enterprises in sectors such as chemicals and power, with total insured amounts exceeding RMB 12.4 billion.

For Pudong New Area, we have provided over RMB 160 million in cumulative coverage for environmental pollution liability insurance.



Insured over

4.6 million NEVs



Provided about RMB **3 trillion**
in coverage for more than
300 rail transit lines



Offered RMB **12.4+ billion** in
environmental pollution liability
insurance to more than
7,000 enterprises

Green Investment: Empowering Industrial Upgrading

CPIC continues to improve its green investment management framework. Through various investment forms such as debt investment plans, equity investment plans, asset-backed plans, and industrial funds, it continues to make efforts in different areas including clean transportation, clean energy, resource conservation, recycling and pollution prevention, ecological protection, and infrastructure. In 2024, CPIC's total green investment exceeded RMB 260 billion.

Improving the green investment management framework

CPIC has formulated the *Responsible Investment Policy* and the *ESG Investment Management Measures*, covering investment activities across all asset classes, industries, and markets. Subsidiaries have also developed institutional documents such as the *Green Finance Investment Management Measures* and *ESG Bond Investment Rules*, embedding ESG factors throughout the entire investment and risk management process to ensure the effective implementation of ESG investment and risk control systems.

In building ESG investment capabilities, CPIC has established an ESG evaluation standards platform and a rating and analysis system to better integrate ESG considerations into investment decision-making. An ESG Investment Working Group has been formed to organize, guide, and oversee ESG investment activities across subsidiaries, ensuring the effective implementation of annual ESG priorities.

Strengthening support for green development

Green investment projects	
 Green upgrades in infrastructure	<ul style="list-style-type: none">• Under the Pacific–Wuhan Metro Infrastructure Debt Investment Plan (Phase II), CPIC made an additional investment of RMB 1.9 billion to support the construction of Phase I of Wuhan Metro Line 7 and the Caidian Line. The project received a G1 green certification—the highest grade awarded by China Lianhe Equator Environmental Impact Assessment Co., Ltd.• Under the Pacific–Chengdu Rail Transit Infrastructure Debt Investment Plan (Phase II), CPIC made an additional investment of RMB 1.3 billion. This project also received the top-tier G1 green certification from China Lianhe Equator Environmental Impact Assessment Co., Ltd.
 ESG-themed products	<ul style="list-style-type: none">• CPIC completed the registration and issuance of the Changjiang Pension ESG Preferred Asset Management Product, with a total scale of RMB 460 million.
 NEVs	<ul style="list-style-type: none">• CPIC has completed investment in NEV projects, with a total investment of RMB 800 million.
 Debt investment	<ul style="list-style-type: none">• CPIC has completed the registration of RMB 6.2 billion in green debt investment plans.



Total green investment exceeded
RMB **260 billion**

Enhancing green investment process management

CPIC has developed the *Responsible Investment Policy*, *ESG Investment Management Measures*, and the *Guidelines for Responsible Investment Management (Trial)* to identify potential ESG risks and opportunities and incorporate them into investment decision-making, thereby promoting the application of ESG factors throughout the green investment process.

In responsible investment management, CPIC has clearly defined its approaches to engagement, voting, and oversight.

Engagement: CPIC engages in proactive and mutual communication with investee companies or issuers, covering areas such as corporate governance and risk management. The engagement process is rigorous and may be conducted

independently or in collaboration with others, using channels such as emails and phone calls, with discussions centered on ESG topics.

Voting: Voting is treated as a critical tool for participating in major decision-making. Voting decisions align with investment themes and responsible management objectives, involving processes such as policy formulation and research, and addressing extensive issues concerning investment, environment and society.

Supervision: Within the organizational structure of responsible investment management, CPIC is responsible for evaluating the stewardship capabilities of external managers and taking appropriate actions when necessary. Relevant departments within the Group are responsible for interpreting and revising the guidelines for responsible investment.

Considering ESG factors in listed equity investments	<ul style="list-style-type: none"> Quantitative ESG ratings and analysts' qualitative ESG assessments are used as key reference factors in the investment decision-making process. Based on the ESG rating system, an ESG investment pool and a negative screening list are established Risk management departments oversee ESG factors within investment portfolios, regularly monitor ESG performance, and promptly alert investment teams to potential ESG risks
Considering ESG factors in fixed-income investments	<ul style="list-style-type: none"> For investments in standard bond assets, CPIC builds an ESG investable pool based on ESG ratings and other factors, and selects investment targets in accordance with ESG investment strategies For financial product investments, ESG factors are thoroughly considered during product review and evaluation. ESG risks are continuously monitored throughout the product's duration, and appropriate risk mitigation measures are taken when necessary
Considering ESG factors in private equity, infrastructure, and real estate investments	<ul style="list-style-type: none"> Pay attention to the environmental and social impacts of projects and take into account factors such as environmental impact and corporate governance in a comprehensive manner during the project evaluation stage Assess ESG performance through due diligence, taking into consideration factors including climate change and their potential impact on investments
Considering ESG factors in FOF and outsourced investments	<ul style="list-style-type: none"> Establish 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 climate change Conduct ESG assessments for over 120 external managers, covering both segregated funds and pooled or collective investment vehicles. The assessments include compiling overall scores and sub-scores by section for each external manager, enabling comparisons across managers as well as historical score comparisons. The results serve as a basis for manager selection, appointment, evaluation, and the formulation of responsible management plans

Conducting carbon asset accounting

CPIC has carried out preliminary calculations of carbon emissions and carbon intensity for portfolios covering all relevant entities within the Group and multiple asset classes. For non-standard asset types, we have developed dedicated factor libraries and estimation models to expand the scope of carbon

accounting. This work provides critical data support and a decision-making basis for conducting climate scenario analysis, assessing asset transition potential, and reducing the carbon emission levels of investment portfolios.

Green Operations: Practicing Low-Carbon and Eco-Friendly Development

CPIC issued the *Operational Carbon Inventory Management Measures* to standardize carbon accounting procedures, unify carbon emission calculation standards across the Group, and strengthen the management of carbon emission data.

Carbon footprint management platform

In the area of carbon data management, CPIC successfully developed and launched an in-house ESG carbon footprint management platform for operations. The platform has been adopted for regular use by the Group's headquarters and seven subsidiaries. Based on national and industry standards, it ensures a unified approach to carbon emission accounting across the Group.

Behavior-based Carbon Inclusive Incentivization Platform

CPIC continues to promote the "CPIC Behavior-based Carbon Inclusive Incentivization Platform", offering the public a new channel to participate in low-carbon living and contribute to the national dual carbon goals. By the end of 2024, the platform had expanded to 40 CPIC branches across more than 300 cities, serving over 530,000 users.



Green and low-carbon park

CPIC's 929 Low-Carbon Operation Demonstration Park completed its low-carbon and energy-saving renovation project, effectively reducing and controlling workplace energy consumption. By the end of 2024, the park had generated 144,000 kWh of green electricity, accounting for 3.05% of its total annual electricity consumption. CPIC Care Home communities in Chengdu, Nanjing, Hangzhou, and Shanghai's Putuo and Chongming districts have all received Three-Star Green Building Design Certifications.

Green office practices

CPIC strictly adheres 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 regulations. We also follow internal policies such as the *Green Operation Management Guidelines for CPIC Headquarters Offices* to integrate the concept of green development and energy conservation into daily operations. This includes the establishment of assessment indicators and the implementation of initiatives such as smart building systems, efficient energy management, resource conservation, energy-saving technology upgrades, green business travel, and low-carbon office practices, all of which have provided great impetus for achieving sustainable development.

As CPIC operates in a non-high-pollution industry, our core business activities do not cause significant negative impacts on the ecological environment or natural resources. In 2024, CPIC remained fully compliant with environmental regulations, with no recorded violations or penalties, nor any complaints related to environmental issues.



Resource Conservation

- We have independently developed digital office platforms such as "CPIC e-Travel" for business travel management, enabling online operations for office work, business processing, and procurement procedures. With an electronic correspondence subscription rate of 91% at CPIC Life, an electronic endorsement usage rate of 92%, and a 43.3% digital policy replacement rate for individual long-term insurance, these digital business processes collectively helped reduce paper usage by over 100 million sheets throughout the year.
- An ESG-based green business travel rating system for operations was established, along with the release of the *Green Business Travel Rating Implementation Measures*, strengthening policy guidance for green business travel.
- Green dining practices were actively promoted, including eco-friendly meal planning and the "Empty Plate" Campaign to reduce food waste.
- During routine renovations and office relocations, materials such as office furniture and conference system equipment were reused to support circular resource utilization.



Energy Conservation

- In alignment with national "dual carbon" goals and ESG management objectives, CPIC conducted a comprehensive assessment of energy usage and established targets for energy consumption, greenhouse gas emissions reduction, and air pollutant emission reduction.
- An integrated energy efficiency monitoring platform for building electromechanical systems was deployed to monitor energy consumption in real time, analyze the operational status of key energy-consuming equipment, and develop targeted energy-saving plans.
- A *Winter and Summer Air Conditioner Energy-Saving Operations Manual* was developed, leveraging 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.
- Lighting systems were optimized to fully utilize natural light, with energy-saving fixtures strategically selected and installed. Lighting is managed through centralized and localized control, with careful regulation of brightness levels and operation times, giving priority to LED lights and other efficient lighting components.
- 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. Outdated, high-energy-consuming electromechanical equipment was systematically phased out across all buildings.
- The CPIC headquarters building participated in a "virtual power plant" project, adjusting power use on demand to alleviate grid pressure. It received the highest Green rating on the latest energy-saving performance indicator chart issued by the Development and Reform Commission of Huangpu District.



100+ million
sheets of paper was saved
throughout the year



Electronic correspondence
subscription rate at CPIC Life
reached **91%**



Electronic endorsement
usage rate reached **92%**



Digital policy replacement rate for
individual long-term insurance
reached **43.3%**



Water purification
systems provided
201,494liters
of drinking water



Reduced the use of
402,988
plastic bottles



**Water
Conservation**

- In line with ESG management objectives, CPIC conducted a thorough review and assessment of water usage and established water consumption targets based on principles of intensive and economical use of water resource.
- Water-saving fixtures and equipment were installed, including low-flow toilets, faucets, showerheads, and high-pressure washing nozzles.
- Rainwater harvesting systems were introduced to make rational use of non-traditional water sources such as reclaimed water and rainwater.
- Smart water purification systems were adopted to replace bottled water. In 2024, these systems provided 201,494 liters of drinking water, reducing the use of 402,988 plastic bottles, cutting carbon emissions by 17.7 tons, and saving 58 tons of petroleum.
- The Company's primary water source is municipal supply, with no issues in securing adequate access.



Waste Disposal

- In accordance with ESG management objectives, CPIC conducted a detailed review and assessment of both hazardous and non-hazardous waste and set waste disposal targets in line with environmental protection requirements.
- We promote waste sorting, stipulate and implement waste management regulations with specialized waste collection facilities.
- Pollution prevention measures such as sealed containers, odor control, and dust suppression were applied to prevent secondary pollution.

Biodiversity: Building a Harmonious Homeland Together

CPIC actively contributes to biodiversity protection and ecological conservation, taking a multidimensional and comprehensive approach to safeguarding biodiversity and promoting ecological development.

In areas of frequent damage caused by wild Asian elephant such as Dai Autonomous Prefecture of Xishuangbanna and Pu'er City of Yunnan Province, CPIC has promoted public liability insurance for wildlife-related damages for over a decade. To date, cumulative claims have exceeded RMB 460 million, benefiting more than 280,000 farming households.

In collaboration with forestry departments in provinces of Zhejiang and Jiangsu, CPIC has advanced the "Forest Chiefs + Ancient & Rare Trees Insurance" mechanism. This program provides timely compensation for trees requiring protection and restoration due to accidents, meteorological or

geological disasters, and pest or disease outbreaks preventing normal growth.

We launched China's first mangrove China Certified Emission Reduction (CCER) carbon sink loss insurance product, offering insurance services for the CCER project in the Jiulong River Estuary Mangrove Provincial Nature Reserve in Longhai District of Fujian Province. This product serves as a practical model for carbon finance and biodiversity finance.

CPIC also continues to protect the Sanjiangyuan Public Welfare Forest, contributing to the preservation of its lucid waters and lush mountains. It covers over 2,000 mu (about 133.33 hectares) with nearly 120,000 trees and a survival rate exceeding 90%, reducing carbon emissions by 1,600 tons annually.



Cumulative claims for wildlife liability insurance exceeded RMB

460 million, benefiting more than **280,000 households**



CPIC Sanjiangyuan Public Welfare Forest

spans over **2,000 mu**, with a survival rate exceeding **90%**, reducing carbon emissions by **1,600 tons** annually







03 Sustainable Responsibility

Fully recognizing the political and people-centered nature of financial work, CPIC promoted the effective implementation of three major strategies of regional expansion, comprehensive health, and big data, and fulfilled our role in economic and social security, contributing to the advancement of Chinese modernization.

- ▶ Fulfilling Our Mission to Support Economic Development
- ▶ Putting People First to Enhance Social Welfare
- ▶ Specializing in Risk Management to Strengthen Disaster Resilience
- ▶ Driving Digital Intelligence Transformation to Enhance Financial Quality and Efficiency
- ▶ Promoting Regional Coordination to Optimize Development Mechanisms



Insurance coverage for the
CIIE reached RMB

1.27+ trillion

Insurance coverage for the
CIFTIS reached RMB

282 billion



Overseas business
coverage reached

RMB **3+** trillion

1,200+

projects insured

Fulfilling Our Mission to Support Economic Development

Deepening opening-up

Serving international exhibitions

China International Import Expo (CIIE). As a core supporting enterprise and designated insurance service provider, CPIC has served the CIIE for seven consecutive years. In 2024, CPIC provided a comprehensive insurance coverage plan exceeding RMB 1.27 trillion for the 7th CIIE. We also hosted five professional forums and press conferences, attracted over 40 batches of partners and strategic client delegations, and engaged nearly 30,000 participants in low-carbon initiatives.

China International Fair for Trade in Services (CIFTIS). CPIC has served as a global partner and designated insurance provider for five consecutive sessions. We offered full-process insurance and risk management services covering 'booth setup, exhibition period, and post-event dismantling'. In 2024, total insured coverage reached RMB 282 billion.

Providing strong insurance support for the Belt and Road Initiative

Over the past decade, CPIC has provided over RMB 3 trillion in overseas risk protection, with coverage extending to more than 180 countries and regions, and supporting over 1,200 projects.

In 2024, CPIC actively supported Chinese enterprises in their global expansion efforts. Among Chinese insurers, we ranked first in the number of key projects covered and led the industry in engineering insurance premiums. CPIC provided coverage for numerous landmark Belt and Road Initiative (BRI) projects and has hosted five consecutive "international overseas business cooperation conferences". We continue to enhance our overseas service capabilities, with the South America task force completing the long-term deployment of personnel abroad.



Supporting technological innovation

Building a specialized product system

Insurance related with technology R&D and achievement transformation risk. CPIC focuses on key areas such as high-end equipment, new materials, and electronic software to promote the transformation of scientific and technological achievements. In 2024, we launched the "Mid-Test Phase Expense Loss Insurance", addressing a gap in risk protection during the technical R&D and achievement transformation. We also explored insurance-investment linkage models, with total technology-related investments exceeding RMB 100 billion.

Insurance related with application and promotion risk of technological achievements. Our pioneering insurance services covered key technologies, critical core components, and advanced materials, including advanced ships, large-scale motors, unmanned aerial vehicles, underground infrastructure, and environmental filtration. In 2024, insurance coverage for technology application and promotion risks reached RMB 3.51 billion.

Insurance related with intellectual property (IP) risk. CPIC has developed about 20 intellectual property insurance products, covering the entire lifecycle of IP creation, protection, and application. In 2024, insurance coverage for IP-related risks totaled RMB 950 million.

Basic risk in scientific and technological activities. CPIC launched the "Cybersecurity Insurance Innovation Alliance", creating integrated insurance + service solutions and issuing the first policy under this new model. We also introduced the "Cybersecurity Insurance Risk Control Platform", helping insured enterprises achieve a closed-loop risk management service system.

Targeted support for key technology sectors

Aerospace. In aviation, CPIC provided coverage for the maiden and test flights of national key aircraft models such as the C919 and MA700 and supported the overseas operation of the domestically produced ARJ21. In the space sector, we insured the Fengyun series of national meteorological satellites, the Kuaizhou series launch rockets of China Aerospace Science and Industry Corporation (CASIC), and multiple rockets and satellites. In the low-altitude economy segment, we established the "Drone Insurance Innovation Lab", launched China's first "Low-Altitude Economy Third-Party Liability Insurance", and founded the "Low-Altitude Economy Industry Insurance Research Center". In 2024, total insurance coverage in the aerospace sector reached RMB 47.8 billion.

Biopharmaceuticals. In line with the drug marketing authorization holder (MAH) system, CPIC launched clinical trial liability insurance and pharmaceutical safety liability insurance. We also provided risk protection for multinational, multi-center clinical trials to support the Chinese pharmaceutical companies to 'go global', and introduced medical testing compensation liability insurance to support the promotion of new technologies. In 2024, CPIC served more than 2,300 pharmaceutical enterprises, with insurance coverage in the biotechnology and new pharmaceutical technology fields exceeding RMB 280.3 billion.

Integrated Circuits. CPIC has served for years as the lead insurer for key enterprises such as Semiconductor Manufacturing International Corporation (SMIC), BOE Technology Group Co., Ltd. (BOE), and Nexchip Semiconductor Corporation (Nexchip). We provided innovative risk protection solutions including R&D loss insurance for integrated circuits and product liability coverage for smart vehicle chips. In 2024, CPIC offered over RMB 600 billion in insurance coverage to more than 300 companies across the integrated circuit industry chain.



Technology-related investment exceeded RMB

100 billion



Insurance coverage in the aerospace sector reached RMB

47.8 billion



Insurance coverage in biotechnology and new pharmaceutical technologies

exceeded RMB **280.3 billion**



Provided insurance to over **300** integrated circuit enterprises, with total coverage exceeding

RMB **600 billion**



Exclusive protection plan for DiDi drivers covered **56** cities, with **575 million** orders insured



Insurance coverage for Meituan and Ele.me users reached **490 million** individuals



Facilitated RMB **300+** billion in financing



Developed **27** internet-based health insurance products, serving **2.42 million** customers

Putting People First to Enhance Social Welfare

CPIC is implementing a comprehensive health strategy to support the development of a multi-tiered healthcare security system, expand its presence in the elderly care industry, and build service capabilities covering the entire customer lifecycle.

Expanding and improving social security

Inclusive health insurance

Critical illness insurance. CPIC continues to deepen its engagement in critical illness insurance to safeguard people's health. In 2024, this service covered 106 cities, with more than 200 million individuals insured.

Long-term care insurance. CPIC Life has underwritten 68 long-term care insurance projects across 16 provinces and municipalities nationwide, providing solid protection for over 90 million individuals. We launched the CPIC Care long-term care service brand and published a white paper on long-term care research, developing a comprehensive 33453 full-chain solution for long-term care insurance.

Huiminbao. We have participated in more than 200 Huiminbao programmes. Among them, "Hu Hui Bao" stands as a benchmark, with 26 million insured individuals. In 2024, it insured 6.416 million individuals, maintaining the top position in participation among urban customized inclusive insurance products in China for four consecutive years. More than one million claims have been handled, with total payouts exceeding RMB 2 billion.

Insurance for new urban residents

CPIC provides insurance services for new urban residents in key areas such as entrepreneurship, employment, housing, and education, covering more than 27 million individuals. Our occupational injury insurance pilot project for workers in new employment forms in Shanghai won the third collective prize in the Shanghai Insurance Industry's Special Contribution Competition.

Support for medium, small and micro-sized enterprises

CPIC is committed to the sustainable development of medium, small and micro-sized enterprises, providing them with over RMB 5 trillion in risk protection. We have developed a Bank + Guarantee Insurance model that has helped more than 550,000 small and micro-sized enterprises owners secure over RMB 300 billion in financing from banks and other financial institutions. CPIC also offers insurance-backed credit enhancement services to ease financing and guarantee challenges faced by medium, small and micro-sized enterprises (owners) and self-employed individuals.

Health products and services

In 2024, CPIC launched 27 internet-based health insurance products, reaching 2.42 million customers. We developed specialized insurance products for individuals with pre-existing conditions, such as lung nodules, addressing the needs of non-standard body types. Our independently developed "Spinal Scoliosis SRT Conservative Intervention System" and the "Pediatric Critical Illness Insurance" include coverage for 20 rare pediatric diseases. The "Qingqing Chengzhang" (a juvenile health promotion programme) continued to expand, completing physical assessments for 300,000 teenagers. For women, the breast cancer recurrence critical illness product Female Health Guardian 2.0 received the 2024 Inclusive Finance Best Practice Award in the Insurance Industry.

For the first time, CPIC enabled direct claim settlement services integrating basic medical insurance and commercial insurance at 12 public hospitals, allowing patients to complete all reimbursement and claim procedures in a single visit.

Rural revitalization

Targeted rural support. In 2024, CPIC invested RMB 17.57 million in rural assistance initiatives, supporting industrial revitalization, improving village infrastructure, and enhancing living environments.

Healthcare support. To advance the Healthy China strategy in rural areas, CPIC promoted critical illness insurance, long-term care insurance, and other government-backed insurance programs in remote rural regions. These efforts helped prevent and alleviate poverty caused by illness and expanded the reach of Huiminbao programmes into rural areas.

On-site assistance. In strict adherence to the "Four no-withdrawals" policy, CPIC deployed 269 resident officials to key regions in 2024, including 62 serving as first secretaries. Our assistance efforts covered priority villages in over 20 provinces such as Xinjiang Uygur autonomous region, Gansu Province, Yunnan Province, Sichuan Province, and Guizhou Province, working closely with local governments to promote rural revitalization.

Consumption support. CPIC addressed the challenge of unsold agricultural products by welfare products procurement for the Labor Union, organizing targeted purchases for canteens, livestreaming sales events, direct procurement programs, and employee self-purchases, thus helping farmers increase income continuously and consolidate poverty alleviation outcomes.

Agricultural insurance. Promote the quality and efficiency enhancement of agricultural insurance business. CPIC has developed nearly 5,000 agricultural insurance products, covering nearly all segments of agriculture, forestry, animal husbandry, and fisheries. In 2024, 1,409 new agricultural insurance products were launched, providing RMB 663.4 billion in coverage to 19.36 million farming households, with claims benefiting over 5 million farming households.

Safeguarding national food security. We further expanded coverage for major staple crops such as rice, wheat, and corn, offering RMB 131.9 billion in insurance protection.

Supporting specialty agricultural industry. Through local specialized agricultural insurance programs such as "One County, One Product" and "One County, Multiple Products", CPIC provided insurance coverage for over 100 local specialty agricultural products across 27 provinces, autonomous regions, and municipalities.

Comprehensive Insurance Packages. In Shaanxi Province, we launched the Rural Revitalization Insurance, covering over 40 agricultural items across 6 major categories. In Jiangsu, we introduced a comprehensive insurance package for family farms, covering 12 crop types including strawberries and leafy greens. These packages also included protection for land lease payments and market risks, significantly expanding the breadth and depth of agricultural insurance.

Digital agricultural insurance underwriting and claims. Advancing and developing agricultural new quality productive forces, CPIC continues to enhance the emergency response and organizational support system for agricultural catastrophes and launched the upgraded "E-agricultural Insurance 10.0" platform. Advanced technologies including big data, Artificial Intelligence (AI), Internet of Things (IoT), satellite imaging, and infrared detection are used to strengthen risk reduction and management.

Fisheries disaster prevention and loss mitigation. We are pioneering inclusive financial models for fisheries disaster risk reduction. CPIC established China's first pondside aquatic animal disease testing lab—CPIC e-Inspection Station—which was selected as a demonstration insurance case by the Food and Agriculture Organization (FAO) of the United Nations.



Invested RMB **17.57** million
in rural revitalization support



Deployed **269** resident
officials to key rural areas



Developed **1,409** new
agricultural insurance
products, serving farming
households **19.36**
million times



Provided insurance coverage
for **100+** types of
specialty agricultural products



Combined total of the first and second pension pillars reached
RMB **812.14** billion



Pension insurance coverage
amounted to RMB
744.8 billion



Health care services
provided to over
10 million individuals

Targeted measures for key groups

Pension protection

Basic pension (first pillar). As one of the 21 official pension fund managers, Changjiang Pension Insurance Co., Ltd. (Changjiang Pension) steadily manages several basic pension fund portfolios. By continuously optimizing asset allocation, it has enhanced fund investment returns.

Enterprise and occupational annuities (second pillar). The combined assets under the first and second pension pillars reached RMB 812.14 billion, with total assets under management amounting to RMB 1.34 trillion. In 2024, Changjiang Pension launched Shanghai's first regional talent annuity plan—Lingang New Area Talent Enterprise Annuity Plan—and signed letters of intent with nearly 70 innovative enterprises. From 2022 to Q3 of 2024, Changjiang Pension's enterprise annuity single and pooled fixed-income portfolios ranked first and second, respectively, in cumulative investment returns within the industry.

Commercial and personal pensions (third pillar). Focusing on full life-cycle elderly care planning needs, CPIC Life enriches pension product and service offerings, with 7 personal pension products currently available. In 2024, CPIC Life provided RMB 744.8 billion in pension coverage, with an average annuity coverage of RMB 215,000 per person.

Elderly care services

Pacific Care Home. In 2024, Pacific Care Home had launched 15 elderly care community projects in 13 cities, with 9 communities in operation and more than 1,300 elderly residents. Pacific Care Home also introduced its specialized dementia care brand "Happy Memory Care", currently operating in 5 communities and serving nearly 100 individuals with dementia. The Xin Xiang Experience Plan was fully upgraded, along with the rollout of the "Star Club" initiative.

Yuanshen Rehabilitation. Yuanshen Rehabilitation is CPIC's dedicated rehabilitation medical brand exploring innovative healthcare-rehabilitation-wellness integration. Facilities have been established in cities of Xiamen and Jinan, with construction of the Guangzhou Yuanshen Rehabilitation Hospital commencing in 2024. The project plans to provide over 400 specialized rehabilitation beds. CPIC has built a comprehensive elderly care service system covering prevention, diagnosis, treatment, rehabilitation, and wellness, serving more than 10 million individuals.



Specializing in Risk Management to Strengthen Disaster Resilience

CPIC leverages its professional expertise to support the reinforcement of disaster prevention networks, accelerate the development of risk mitigation capabilities, optimize major disaster risk prevention systems, and enhance its ability to address major risks. On one hand, we promoted the "Water Sprite" IoT flood monitoring and alert system to help minimize the impact of natural disasters such as typhoons and heavy rain, keeping flood-related losses under control during the rainy season. On the other hand, we launched green channels for catastrophe claims, streamlined documentation processes, and responded swiftly to major disaster events including the early-year freezing rain and typhoons Yagi and Bebinca. We acted quickly to assess damages, process claims, and ensure prompt, sufficient, and reasonable compensation, thus minimizing losses to people's lives and property. Total payouts for major disasters surpassed RMB 8 billion for the year.

Guangdong Meizhou-Dabu expressway collapse (May 2024). Following the collapse of the road surface at K11+900 meters in the Dabu-to-Fujian direction, CPIC immediately activated its emergency response mechanism, coordinating between headquarters and branches, and between P/C and life businesses. We proactively investigated the situation and opened a green channel for claims, implementing eight service initiatives including 24/7 claims support, simplified documentation, and waivers for designated hospitals and cost limits.

Dongting Lake levee breach, Hunan Province (July 2024). After the breach of the Dongting Lake primary levee in Tuanbei Village, Huarong County, Yueyang City, CPIC quickly launched its major disaster emergency response plan. An emergency team was deployed to the spot, the green channel for claims was opened, and all efforts were made to ensure timely and full compensation. We maintained comprehensive service throughout prevention, mitigation, relief, and claims.

7.17 Fire Incident in Zigong City, Sichuan Province (July 17, 2024). Following the fire at Jiuding Building in Zigong City, CPIC responded immediately under the principle of putting people and life first. Headquarters and branches worked together across business lines with coordinated P/C and life insurance to launch the emergency response, coordinate relief efforts, and conduct thorough investigations overnight. Meanwhile, we carried out full-scope checks across all relevant lines of business, including life, engineering, employer liability, property, accident, workplace safety, and public liability insurance, and were committed to delivering fast, efficient, and customer-centered claims services.



Total payouts for major disasters reached

RMB **8+** billion for the year





Technology R&D investment
reached RMB **3.6 billion**



Number of R&D personnel
totaled **2,070**

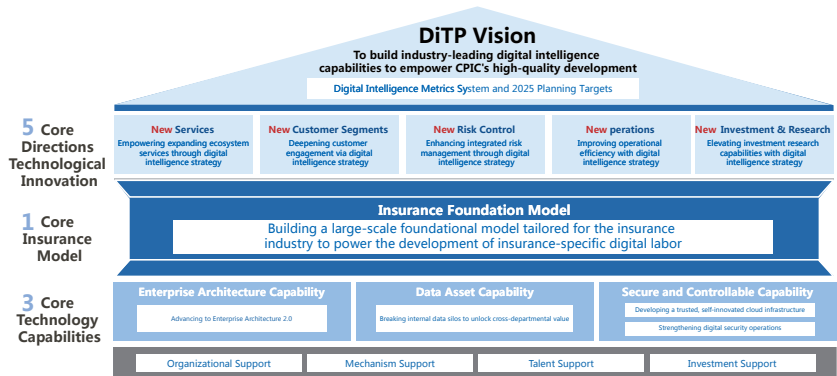
Driving Digital Intelligence Transformation to Enhance Financial Quality and Efficiency

CPIC remains committed to innovation-driven development and advances the implementation of the "digital intelligence at CPIC" plan. By leveraging its big data governance system and accelerating scenario-based applications including digital workforce deployment, CPIC is fostering new quality productive forces and empowering high-quality corporate development. In 2024, the Company invested RMB 3.6 billion in technology R&D, with a dedicated team of 2,070 R&D individuals.

Comprehensively advancing the DiTP plan

Advancing the implementation of the new 2023–2025 Digital Transformation Plan (DiTP), CPIC focused on big data and artificial intelligence (AI), driving forward the "513" Project. In 2024,

the Company achieved its annual goals: full-scale launch of five strategic directions, dedicated efforts on one core model, and continuous enhancement of three key capabilities.



Optimizing digital business processes

CPIC continues to enhance its Business Partner (BP) service mechanism, increasing support for innovation in digital intelligence research. By strengthening the application of AI and foundational models, the

Company has significantly improved efficiency across key business scenarios such as sales, service operations, risk control, and investment.

Improving the data governance platform

A unified and intelligent data governance platform has been developed, upgrading the traditional "rules + personnel" model to a more advanced "framework + platform" approach. The platform includes functional modules for metadata management, data

security, data ownership and accountability, and data standards management, steadily realizing the systematization, standardization, automation, and intelligence of data governance.

Promoting Regional Coordination to Optimize Development Mechanisms

CPIC is deepening its "Strategic Regional Expansion" by advancing coordinated business development across four key regions: the Yangtze River Delta, the Guangdong-Hong Kong-Macao Greater Bay Area, the Beijing-Tianjin-Hebei Region, and the Chengdu-Chongqing Economic Circle. The Company actively explores pilot initiatives in major projects and critical sectors, driving breakthrough outcomes.

Integrated development of Yangtze River Delta

Leveraging the region's concentration of strategic clients, CPIC promotes integrated financial services across insurance, guarantee, and banking to support the real economy. Dedicated insurance solutions have been developed for key technology fields including biopharmaceuticals and intelligent driving. The Company also expanded offerings in catastrophe and occupational injury insurance and enriched the health and elderly care service portfolio.

Development of the Greater Bay Area

Focusing on innovation and cross-border services, CPIC Life policies issued in Hong Kong SAR can now directly cover Pacific Care Home eldercare services. CPIC Health Insurance has partnered with over 137 well-known medical institutions in the Greater Bay Area to establish direct billing networks. CPIC P/C collaborated with the Zhuhai City's government to build a cross-border comprehensive insurance system, providing over RMB 889 million in customs bond services for 25 enterprises and pioneering a "carbon tariff insurance" product. Meanwhile, CPIC further integrated into intelligent manufacturing clusters and deepened partnerships in AI, advanced manufacturing, and biopharmaceuticals. The Company enhanced its catastrophe insurance system, upgraded the Greater Bay Area Risk Mitigation Lab, and strengthened climate resilience across both asset and liability portfolios. Through the advantage of CICC-Ti Group Green Carbon Technology Fund, CPIC invested in green energy, transportation, urban infrastructure, and manufacturing.

Coordinated Development of Beijing Tianjin-Hebei Region


CPIC launched the first digital risk management platform for the BRI, providing early warnings for BRI engineering insurance risks and delivering over RMB 100 million in risk mitigation services. The Company developed procurement platforms for China's central SOEs covering different scenarios such as product liability and bid bond insurance. Following a pilot new materials risk solution launched in collaboration with the Chinese Academy of Sciences (CAS), CPIC expanded trials across regions. A hazardous waste environmental liability insurance product was jointly developed with the Ministry of Ecology and Environment, along with a supporting information platform. CPIC also established a regional service center in Beijing-Tianjin-Hebei to improve claims service quality and efficiency.

Development of the Chengdu-Chongqing Economic Circle

CPIC signed strategic cooperation agreements with local governments, focusing on new quality productive forces, green and low-carbon transformation, and comprehensive rural revitalization. The Company prioritized frontline operational deployment, implementing the Dolphin IC solution and promoting collaborative projects such as Dolphin Bay OMO. Cooperation with West China Hospital of Sichuan University continued to explore integrated development of healthcare and commercial insurance. CPIC also formed strategic partnerships with leading enterprises to advance collaboration in insurance, risk mitigation, and fund application.







04 Sustainable Synergy

CPIC adheres to a people-oriented approach to enhance employee cohesion and creativity. Focusing on customer-centered philosophy, the Company delivers high-quality CPIC Services, embraces responsibility to promote development of public welfare and sports and cultural sectors, as well as fosters collaboration to jointly build a thriving ecosystem.

- ▶ Employee Development, Building a Talent Hub
- ▶ Customer First, Enhancing Service Experience
- ▶ Partner Collaboration, Creating Win-Win Results
- ▶ Exciting Sports and Cultural Activities: Building a Better Life
- ▶ Dedicating to Social Welfare, Spreading Warmth and Care

Employee Development, Building a Talent Hub

Protecting employee rights

Fair and open market-oriented talent recruitment strategy

CPIC strictly complies 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. The Company signs, performs, modifies, dissolves, or terminates labor contracts in accordance with the law, ensuring that all contracts are fully implemented and that every employee enjoys equal opportunities for employment and career development. In 2024, both the labor contract coverage rate and social insurance contribution rate reached 100%. There were no instances of discrimination, child labor, or forced labor in employment practices.

CPIC continues to develop open and effective talent policies, innovating in talent concepts, mechanisms, and approaches while actively introducing high-caliber talents. Recruitment strategies are aligned with strategic goals, with all business units forecasting hiring needs and formulating annual recruitment plans based on development priorities. The Company places strong emphasis on building a professional talent team, focusing on areas aligned with national policies and strategic transformation needs of the Group. Key recruitment areas include strategic and scarce talents covering healthcare and elderly care, technology, investment, actuary, and risk control. The proportion of highly educated, high-level certified, and highly skilled talents continues to grow, effectively supporting CPIC's "three major" strategies.

CPIC also ensures open and equal recruitment of fresh graduates, enhancing university-enterprise collaboration and promoting deep integration of industry, academia, and research. The Company has signed cooperation agreements with leading domestic universities and introduced management measures such as the *Interim Measures for University-Enterprise Cooperation* and the *Internship Base Management Measures*. Nearly 100 internship bases have been established, creating a pipeline for the early and precise recruitment of top university talents. In addition, CPIC has established a postdoctoral research station, focusing on foundational, practical, and forward-looking research topics related to the development of China's financial and insurance markets, providing strong intellectual support for the Company's reform and growth.

Complete, standardized, and accessible career development pathways

CPIC and its subsidiaries offer diversified career paths, establishing multi-channel, multi-group, and multi-level career development frameworks for employees. The Company promotes cross-institutional, cross-functional, and cross-departmental mobility, implements position management by professional sequence, and aligns it with corresponding performance-based incentive mechanisms. An internal talent market has been established, with competitive selection for key positions to ensure the right person is matched with the right role. Appointment procedures are standardized, contract-based management is strictly enforced, and a system of term-based target responsibility agreements has been introduced to optimize motivation and accountability.

Talent retention and a diverse, inclusive workplace culture

CPIC continuously improves its talent management system, revising and enhancing relevant policies around talent selection, employment, development, and retention. A culture of policy-driven talent attraction, sincere appreciation, and dedicated retention efforts helps to inspire motivation and entrepreneurship within the workforce. The Company has significantly enhanced the employees' sense of gaining, offering extensive benefits such as corporate annuities, annual health checkups, hardship assistance, CPIC Good Doctor services, household registration support, and talent apartment housing. These initiatives have boosted employees' sense of belonging and loyalty, reflected in a steady decline in voluntary turnover rates.

CPIC is committed to building a diverse workforce, considering employees' cultural, professional, and experiential backgrounds. The Company provides equal employment opportunities regardless of ethnicity or region, and has revised its employee conduct handbook and implemented anti-discrimination training to prevent any form of harassment or bias based on race, region, gender, disability, or nationality. CPIC also supports employees with disabilities by ensuring equal job opportunities and offering inclusive communication platforms. To further advance diversity, the Company sets quantifiable recruitment targets for different groups including women, veterans, and ethnic minorities, based on regional and role-specific needs.

Total number of employees:
100,193

Proportion of female managers:
25.85%

New jobs:
5,499人





Number of foreign employees: **12**

Number of employees with disabilities:
107

Remuneration and benefits

CPIC is committed to fostering a performance-driven culture built on the principles of "results orientation, process management, continuous optimization, and personal accountability". The Company emphasizes market benchmarking and performance-linked incentives, ensuring that remuneration is closely tied to performance evaluations. All employees, including those in non-management and non-sales positions, receive a remuneration package composed of fixed

and variable components. The variable portion, which includes performance bonuses, is determined based on individual job responsibilities and the completion of key projects, reflecting each employee's value contribution and sense of responsibility. Through comprehensive and closed-loop performance management, CPIC drives goal achievement, galvanizes its workforce, and supports the Company's high-quality development.

 Remuneration System	CPIC has formulated the Remuneration Management Measures, adhering to the principle of equal pay for equal work regardless of gender. Salaries are paid in full and on time each month, and the Company provides contributions for statutory benefits including the five social insurances and one housing fund, as well as commercial insurance. An enterprise annuity system is also in place for all employees under labor contracts.
 Performance Evaluation	<p>CPIC conducts performance evaluations on an annual basis, covering all key stages including performance planning, process management, evaluation, result application, and feedback. Once the annual assessment results are finalized, leaders at all levels engage in feedback discussions with employees, provide coaching, and jointly develop targeted improvement plans to enhance individual performance and job effectiveness.</p> <p>If an employee has any objections to their performance evaluation, he/she may submit a written request for reconsideration within one month to the evaluator and the Group Human Resources Department. Upon receiving the request, the Human Resources Department will conduct a review in accordance with the relevant provisions of the <i>Interim Measures for Performance Appraisal Reconsideration of China Pacific Insurance (Group) Co., Ltd.</i></p>
 Leave Policy	In accordance with the <i>Labor Law of the People's Republic of China</i> regarding working hours and paid annual leave, CPIC has formulated and implemented the <i>Interim Measures for Paid Leave Management</i> . The Company provides all employees with statutory paid annual leave and additional paid company welfare leave. In cases where regional leave policies differ, the more favorable standard is applied.
 Workplace and Social Security	CPIC has also built a medium to long-term employee welfare security system by establishing supplemental pension and medical insurance programs. This comprehensive protection mechanism covers all employees and helps enhance their elderly care benefits.

Democratic management

CPIC actively promotes employee participation in company development through initiatives such as the "Golden Ideas" activity, collecting suggestions and feedback from employees to strengthen their sense of ownership in business operations. Labor disputes are handled appropriately through clear systems, including the Labor Dispute Appeal and Mediation Management Measures, which assign responsibility for receiving complaints to trade unions at all levels. Multiple channels are available for appeals, including in-person visits, mail, telephone, and email. The Company has standardized procedures for addressing violations and enforces strict confidentiality measures to safeguard employees' rights throughout the appeal process.

CPIC also regularly conducts employee satisfaction surveys to assess and improve internal management efficiency, reduce the turnover rate of core talents, and enhance employee engagement and recognition. CPIC P/C has carried out employee recognition assessments for three consecutive years, enabling the Company to gain clear insights into employee satisfaction and promptly take targeted improvement measures. The assessments cover CPIC P/C headquarters and 40 branch offices, with a coverage rate of 98.7%, and employee recognition continues to rise.

Empowering employee development

Enhancing a diversified training system

CPIC has formulated the *Medium to Long-Term Development Plan for Leadership and Talent Teams* and established supporting systems such as the *Employee Development Manual*, *Guiding Opinions on the Cultivation of Young Talent during the 14th Five-Year Plan*, and the *Employee External Training Management Measures*. These frameworks follow a layered and categorized approach with tailored strategies. The Company has launched a range of multi-level, multidimensional training programs that integrate both training and practical experience, including the "High-end Talent Development Program", "Future Leadership Development Program", "Elite Talent Program", and "Diverse Youth Talent Development Program", all aimed at building a strong pipeline of young talents. In addition, CPIC has developed specialized leadership training programs and executive training courses to enhance the capabilities of its management team.



New Employee Training Program

For newly hired fresh graduates, CPIC has developed a dedicated training program including mentorship, hands-on experience through key projects, integrated training and practical exercises, and cross-functional job rotations. The program follows a three-year cycle, providing structured rotational opportunities to develop well-rounded professionals and nurture top talents for the industry.



Young Leadership Development Program

To strengthen the development of a younger leadership team, CPIC issued the *Interim Measures for Trainee Development Management of China Pacific Insurance (Group) Co., Ltd.* in 2024 and officially launched its first trainee program. By establishing an integrated mechanism of "systematic selection – trainee development – practical empowerment", the Company promotes vertical talent mobility and cultivates a pipeline of talent to support its long-term and strategic development.



Mid-to-Senior Management Training

CPIC organized two sessions of high-quality development training programs for mid-to-senior management, aligning with the directives of the Central Financial Work Conference and effectively advancing the implementation of the "Five Major Financial Service Systems".

Expanding digital learning resources

CPIC has fully leveraged CPIC Online Learning Platform and CPIC Live-streaming, to build an integrated ecosystem facilitating both external connectivity and internal communication. These platforms deliver rich and accessible digital learning resources tailored to all employees while providing intelligent, one-stop solutions for innovative operations, thus empowering both individual growth and the Company's development.

By the end of 2024, the platforms had over 550,000 users, more than 21,000 courses offered, over 22,000 live sessions conducted, and more than 11,000 exams administered.

Enhancing employee professional skills

CPIC has established the *Employee External Training Management Measures* to standardize the management of external training programs such as degree education and professional certification. The Company encourages employees to pursue academic degrees or professional qualifications by offering support measures including exam leave, reimbursement of exam fees, and rewards for successful certification.

Collaborative talent development with external institutions

CPIC engages in deep collaboration with universities and other educational institutions to design specialized training programs and curricula tailored to employees' development needs.

CPIC, in collaboration with the Fudan University Institute of Insurance Application Innovation and the Fudan International School of Finance, launched the High-end Financial Talent Program. This initiative actively fosters a dual-embedded mechanism between universities and enterprises, focusing on high-end talent development aligned with the Company's long-term strategic needs. Emphasizing the integration of training and practical application, the program aims to cultivate high-level, versatile financial professionals. It has also pioneered a

new model of non-degree executive education at Fudan University, contributing to the creation and transformation of academic research outcomes.

CPIC Life has actively collaborated with external training institutions in building its talent pipeline, with a total of 1,427 employees trained. For high-potential core employees, the Company introduced the licensed course *The 7 Habits of Highly Effective People* by Franklin Covey; for newly appointed frontline managers, it adopted DDI's series of online training courses; for frontline managers, it implemented the licensed course *Situational Leadership® (SLI)* by 51job; and for branch general managers, it partnered with EMBA experts and professors from Shanghai Jiao Tong University.

Upholding the Bottom Line of Safety

CPIC firmly upholds the concept of safe development, adheres to strict and comprehensive management, reinforces accountability for safety, and enhances work safety training to ensure that safety bottom lines are never breached and red lines are never crossed. In 2024, the Company invested RMB 3 million in work safety training and conducted 417 training sessions.

Continuous strengthening of safety management. CPIC strictly complies with national and local laws such as the *Production Safety Law of the People's Republic of China* and the *Regulations of Shanghai Municipality on Safe Production* and implements internal systems such as the *Group-wide Work Safety Responsibility Management Measures* and the *Annual Work Safety Performance Evaluation Plan*. The Company enforces accountability through the signing of *Work Safety Responsibility Commitment Letters*, steadily reinforcing its safety defense line.

Enhancing work safety capabilities. CPIC has improved emergency response management by updating and dynamically managing contingency

plans for fire prevention, flooding, and typhoons, as well as conducting regular emergency drills and fire evacuation exercises. Safety awareness training is also conducted to cultivate a culture of shared responsibility where everyone takes responsibility for safety, and everyone is equipped with ability of emergency response. The Company strengthens hazard identification and promptly eliminates potential safety risks to ensure the effectiveness of all safety measures. Meanwhile, CPIC advances its digital and information-based safety infrastructure by installing IoT-enabled fire protection systems in major office sites in Shanghai, developing an intelligent mobile inspection system, and upgrading its smart security platform to improve risk control efficiency.



CPIC Online Learning Platform



Platform users exceeded
550,000



21,000+
courses offered



22,000+
live sessions conducted



417 work safety
training sessions held



RMB **3 million**
invested in work
safety training



100% health
checkup coverage



Assistance provided to
350 employees
in need, with RMB
775,000 in
relief funds distributed

Caring for Employees

Protecting physical and mental wellbeing

CPIC places strong emphasis on occupational health management by offering tailored health checkups for all employees, achieving 100% coverage. The Company regularly organizes workplace exercises, shoulder and neck therapy, fitness activities, psychological counseling, and health seminars focused on the prevention and treatment of common illnesses. Through the CPIC Good Doctor platform, CPIC provides employees and their families with services such as family doctor consultations, video diagnosis, health management, and outpatient appointment scheduling.

Supporting female employees

CPIC enhances support for female employees by signing the Collective Agreement on Special Protection for Female Employees of CPIC with the labor union. The Company strictly enforces policies on maternity leave, breastfeeding leave, prenatal checkup leaves, and parental leave. Facilities such as Employee Homes, Employee Lounge, and Nursing Rooms have been established. Moreover, the CPIC Good Doctor care plan has also been extended to women. In 2024, CPIC launched the "Fang Hua Hui" brand and a series of related activities to enhance support, strengthen cohesion and sense of belonging among female employees, and promote diversity, equality, and inclusion.

Empathetic Assistance

CPIC proactively supports employees facing hardship, establishing a regular employee care system. Assistance is provided to those experiencing serious illness, natural disasters, or other emergencies. In 2024, the CPIC labor union assisted nearly 350 employees in need, distributing a total of RMB 775,000 in aid and care packages.

Organizing various activities

By integrating the essence of Chinese financial culture with CPIC's corporate values, the Company has launched cultural initiatives such as the Sincerity and Trust programs to promote healthy and sustainable lifestyles. A variety of recreational activities including badminton, table tennis, and stand-up comedy, are organized to enhance employee engagement and sense of belonging.

Fang Hua Hui: uniting female strength



In September 2024, CPIC officially launched the "Fang Hua Hui" brand featuring four major programs and diverse activity platforms such as the Fanghua Lecture. The initiative embodies contemporary values, highlights the strength and charm of female, and reflects CPIC's unique approach to empowering female employees.

Embodying Female Commitment. Uniting the strength of female, promoting the spirit of role models, and organizing International Women's Day activities.

Safeguarding Female Happiness. Protecting the rights and interests of female employees, establishing family workshops, and building public welfare platforms.

Caring for Female Health. Creating Nursing Rooms, holding health seminars, and enhancing female wellbeing and awareness.

Supporting Female Growth. Hosting a variety of events including Fang Hua Book Club, Fang Hua Lecture, Fang Hua Salon, and Fang Hua Hui Lounge.

Putting Customers First, Enhancing Service Experience

Protecting Consumer Rights

Practicing responsible marketing

CPIC strictly complies with the *Law of the People's Republic of China* on the Protection of Consumer Rights and Interests, the *Advertising Law of the People's Republic of China*, and other applicable laws and regulations. The Company firmly prohibits all forms of exaggeration, false advertising, and unfair competition. It upholds pricing transparency and has established a standardized pricing management system to regulate product design, pricing, and training for marketing personnel. In 2024, there were zero marketing-related litigation cases and no violations involving product or service information and labeling.

Enhancing consumer protection governance

CPIC fully implements regulatory guidelines such as the *Guiding Opinions on the Establishment of Consumer Protection Mechanisms in Banking and Insurance Institutions* and the *Consumer Protection Management Measures for Banking and Insurance Institutions*. The Company issued the *2024 Consumer Protection Priorities of CPIC*, focusing on root-cause management, governance enhancement, service improvement, and joint protection to continually elevate its consumer protection. CPIC led the drafting of the industry *Consumer Protection Self-Regulatory Convention* and jointly issued the convention with several companies. It also organized system-wide thematic training sessions. CPIC appointed service officers to resolve difficult issues in auto insurance claims, life insurance sales, and policy cancellations. In 2024, complaints through proprietary and regulatory channels both declined across CPIC P/C, CPIC Life, and CPIC Health, and Customer Net Promoter Scores (NPS) for key customer journeys showed steady improvement. Meanwhile, the

Company advanced smart consumer protection by enhancing the construction of "Consumer Protection Demonstration Zones" to improve grassroots service efficiency and customer experience.



△ Jointly signed the Consumer Protection Self-Regulatory Convention

Protecting customer privacy

In accordance with the *Application Information Security Management Measures*, CPIC mandates that all institutions and employees must not disclose, tamper with, or destroy collected personal information. Personal data may not be provided to third parties without the consent of the individual, nor may it be illegally sold or disclosed. The Company exercises strict control over the collection, storage, and use of sensitive data, ensuring privacy protection across all business operations.

Handling customer complaints

CPIC has established the *Customer Complaint Quality Management Measures* to standardize complaint handling across its subsidiaries and improve the overall complaint management system. It maintains open and accessible complaint channels and takes a proactive approach to addressing financial consumer grievances. The

Company has set up a complaint handling closed-loop coordination mechanism to ensure quick transfer and resolution of complaints, with end-to-end monitoring and management to guarantee that all cases are resolved.

Promoting financial education






CPIC actively participates in nationwide educational campaigns such as the 3-15 Financial Consumer Rights Day, 5-15 Investor Protection Awareness Day, and Financial Education Publicity Month, integrating financial education into daily operations and ensuring long-term effectiveness. The Company created online and offline interactive education halls that received praise from both the industry and regulators. Signature events like Executives Discuss About Consumer Protection, Consumer Protection in Rural Areas, and the Five Outreach Channels helped deliver financial knowledge to grassroots communities. CPIC also launched innovative initiatives such as the Outstanding Financial Consumer Protection Short Video Contest and Showcase, leveraging media platforms to broaden outreach and impact.



△ Consumer Rights Protection Education and Promotional Video produced by CPIC has obtained the award of the Most Popular Financial Education Work of the Year

Enhancing customer service experience

Building a high-quality service system

 Integrity and Compliance	CPIC issued the CPIC Service Integrity Declaration and proactively implemented the requirements of the Consumer Protection Self-Regulatory Convention for the Insurance Industry.
 Comprehensive Policies	The Company established a 4-tiered CPIC Service Officers system centered on customer needs, with clearly defined roles and coordinated responsibilities. These officers serve as key enablers of integrated consumer protection governance by listening to customer voices, following up on feedback, identifying service difficulties and process bottlenecks, and improving service quality.
 Transparent Claims	CPIC Property Insurance focused on developing a Transparent Auto Insurance Claims Service, with a fully upgraded CPIC Caring Service claims platform enabling customers to view claims rules, detailed damage assessments, and progress updates all in one place.
 Prompt Response	CPIC Life intensified efforts toward centralized service operations, enabling one-stop completion for various policy services such as claims and payouts.
 Accurate Insights	The NPS Real-Time Customer Experience Monitoring Platform has been rolled out across more than 70 service scenarios, covering critical customer journeys. The platform gathers feedback from multiple perspectives to drive improvements in processes and smart service applications based on frequently reported customer concerns.

Upgraded elderly-friendly services

CPIC has built a combined online and offline elderly-friendly service system, enabling customers aged 60 and above to access human-assisted services with one click. The Company has strengthened traditional counter-based personalized services by offering dedicated service channels and "senior service windows", assigning designated staff for on-site support, and providing appointment-based home visits to better serve elderly customers.

The NPS Real-Time Customer Experience Monitoring Platform has been launched across **70+** service scenarios

Digital intelligence empowering customer services

CPIC remains committed to leveraging technology, continuously innovating in the application of cutting-edge technologies in product and service delivery. By proactively sensing and identifying customer needs, the Company enhances service efficiency.

Intelligent auto insurance services

The Smart Claims 4.0 model for auto insurance services has been optimized. NEV owners can report claims online with one click via in-vehicle apps, complete AI-based preliminary damage assessments, and receive intelligent inspection reports generated by automakers, enabling fast and efficient claim repairs. Customers can also use CPIC's Transparent Claims mini-program to experience standardized, transparent, and dispute-free auto claims services.

One-stop life insurance services

CPIC has enhanced its one-stop life insurance policy service capability. The innovative Cloud Service platform now allows for 100% one-stop processing of policy services. Through the ongoing development of centralized services, claims and payouts can be completed in a single step, reducing the average service time to 5.3 minutes.

Digital operations for health insurance

The Company continues to strengthen its digital operations for health insurance. The Yi Pei Tong cost-control tool provides customers with a one-stop medical and claims service via a dedicated concierge, ensuring seamless integration of online and offline medical resources. The online claims service brand Smart and Quick Claims enables a fully visualized and predictable claims process, allowing customers to receive fast, self-service reimbursements in as little as 5 minutes.

Deepening strategic client cooperation

CPIC places great importance on collaboration with strategic clients, including national ministries, local governments, industry regulators, and leading enterprises. In 2024, the Company signed 137 new strategic agreements, bringing the total number of strategic clients to 1,024, with a 97% signing rate among provincial-level governments.

At the same time, CPIC continued to strengthen its strategic client ecosystem, promoting nearly 90 top-level group interactions and further expanding the influence of the "Pujiang Reception Lounge".

Case: "Pujiang Reception Lounge" Series of Events

Beijing-Tianjin-Hebei Session. In January 2024, CPIC hosted a strategic client event in Beijing dedicated to the Beijing-Tianjin-Hebei region, alongside a New Year Capital Market Exchange. Over 150 participants attended, including regional strategic clients, institutional investors, media representatives, and executives from the Group and its subsidiaries.

CHO100 Session. In April 2024, CPIC jointly hosted the CHO100 Spring Forum with the National School of Development at Peking University. The event gathered experts and scholars from the university as well as Chief Human Resources Officers from more than 80 leading companies in technology, finance, biomedicine, infrastructure, and manufacturing sectors.

Yangtze River Delta BBE Session. In October 2024, CPIC held a "Pujiang Reception Lounge" aboard a CPIC-branded cruise ship. The event featured expert discussions on economic trends and the launch of a workplace employee welfare protection service. More than 30 key partners from government agencies, financial institutions, leading enterprises, and industry associations across the Yangtze River Delta region participated.



137 new strategic clients signed

Total strategic clients reached 1,024

Average service processing time reduced to 5.3 minutes

100% one-stop processing for policy services achieved

Partner Collaboration, Creating Win-Win Results

Continuing to refine its supplier management system, CPIC has established policies such as the *Supplier Management Measures* and the *Supply Chain ESG Management Guidelines (Trial)* to build an effective supplier management framework. In procurement and supplier management processes, the Company implements a tiered qualification and evaluation system to ensure efficiency and compliance across the supply chain. Strengthening the ESG risk management of suppliers, CPIC identifies and assesses ESG risks in environmental protection, health and safety, employee rights, and business ethics, defines clear accountability requirements, and conducts supervision through on-site inspections, questionnaires, and disclosure of reviews. The Company steadily advances the digital management process and builds a supplier management system integrating supplier access, evaluation, and operations.



Centralized procurement
from **576** suppliers



Supplier access

In strict accordance with national laws and regulations as well as CPIC's rules and based on the principles of transparency, fairness, and cost-effectiveness, we give priority to suppliers that provide energy-saving and eco-friendly products. All prospective suppliers must register with the procurement department and sign an ESG commitment letter before participation.

We include sustainability requirements in the Supplier's Declaration, demanding that suppliers provide products and services that meet our ESG management standards; establish a green supply chain management system; safeguard employees' fundamental rights, health, and safety; and maintain business ethics and regulatory compliance.



Supplier evaluation

We conduct annual supplier evaluations, perform on-site audits for key suppliers, and implement a dynamic reward-exit mechanism based on evaluation results to mitigate supply chain risks. In 2024, we sourced from 576 suppliers under centralized procurement.



Green procurement

CPIC make efforts to increase the proportion of energy-saving and eco-friendly products in our procurement. We conduct rigorous reviews of suppliers' ISO 14001 (Environmental Management System) certification status and product energy efficiency ratings. Further, we actively explore decision-making mechanisms to incorporate total lifecycle cost assessments into our evaluation framework.

Exciting Sports and Cultural Activities: Building a Better Life

Focusing on the sports and cultural sectors, CPIC boost China's strength in sports, facilitates cultural exchanges, and promotes the growth of sports and cultural activities to contribute to building a better life.

Boosting China's strength in sports

Winning Together with "CPIC Blue Team"

During the Paris Olympics, CPIC set up the "CPIC Blue Team", which included China's swimming team, women's volleyball team, and gymnast Zhang Boheng. CPIC provided a package of insurance solutions covering health and group accident insurance, with total coverage reaching RMB 468 million. Centered around the "CPIC Blue Team", CPIC launched integrated Olympic marketing activities, generating 4.42 billion brand impressions. The "Winning Together with CPIC Blue Team" activity attracted over 10 million clients to participate in the cheer and card-collection activity, fostering public engagement in sports and healthy lifestyles. In addition, CPIC partnered with Olympic athletes to organize client interaction events to promote sportsmanship and strengthen client engagement.



Lifetime pension security for athletes

In collaboration with the China Sports Foundation and other partners, CPIC launched the "Outstanding Athletes Lifetime Protection Charity Project" and developed customized coverage. The 130 Paris Olympic medalists became the inaugural beneficiaries, pioneering the provision of lifetime pension security through commercial insurance. This breakthrough injects new impetus into boosting China's strength in sports and promoting Healthy China initiative.



Coverage for the World Aquatics Swimming World Cup in Shanghai

As the official partner of China's national swimming team, CPIC was selected as the "Domestic Partner of the World Aquatics Swimming World Cup 2024 in Shanghai" to provide comprehensive coverage including athlete accident and medical insurance, public liability insurance, and event cancellation insurance.



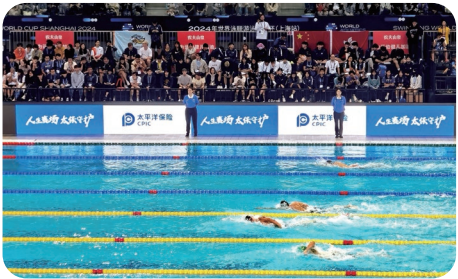
Over **10** million participants in the "Winning Together with CPIC Blue Team"



4.42 billion brand impressions through Olympic integrated marketing activities



130 elite athletes covered under the lifetime pension security program



Coverage for the Shanghai Marathon

As the official sponsor of the 2024 Shanghai Marathon, CPIC offered comprehensive insurance protection including personal accident, medical coverage, and public liability insurance with nearly RMB 20 billion in total coverage, giving runners confidence throughout the event.



Promoting cultural communication

The Rhythm of Life

For 15 years, CPIC has partnered with the Shanghai Symphony Orchestra to present "The Rhythm of Life", a premium concert series designed to bring symphonic music to audiences while strengthening client engagement. In 2024, the program was successfully carried out in Beijing, Chengdu, and Hong Kong SAR, offering medium-to-high-end clients an unforgettable musical experience. Additionally, CPIC launched a music therapy program in collaboration with Pacific Care Home, bringing joy to senior residents through the power of music.



Cultural innovations

For the first time, CPIC collaborated with the Shanghai International Film Festival to make exclusive screenings for about 500,000 viewers. In partnership with China Huafu Week, the Company attracted 270,000 young customers by merging insurance with traditional fashion. CPIC also partnered with the Civilization of Ancient Egypt Exhibition at Shanghai Museum, inviting more than 2,000 medium-to-high-end clients with brand impression exposed to over one million viewers. Furthermore, CPIC joined hands with Disney for a ticket sales activity, attracting 25,000 visitors to the theme park and delivering pleasant cultural experience to clients and the public.



Dedicating to Social Welfare, Spreading Warmth and Care

Since its establishment, CPIC has upheld its social responsibility as a state-owned enterprise, actively engaging in philanthropy and volunteer initiatives. In 2024, CPIC contributed RMB 57.11 million in charitable donations.

Staying true to our philanthropic mission

CPIC has strengthened its "CPIC Blue" public welfare brand. In elderly care, CPIC has expanded the "Guarding Memories and Love" dementia care program, hosted nearly 100 "Lan Zhi" events, and established 16 "Lan Zhi Jia". In youth care, CPIC has launched the "Illuminating Dreams" teenager health initiative, built a support system for children with autism, and provided 421 disadvantaged children and their families with accident insurance and health kits.

In volunteer services, CPIC has continued to strengthen the "Droplet" volunteer service brand. Over 3,800 young volunteers have participated in important missions including the Q1 Sales Kickoff Campaign, the Young Client Ambassador, World Consumer Rights Day, the CIIE, the CIFTIS, and disaster relief during typhoons and floods. In 2024, CPIC's volunteers completed 1,117 service missions totaling 7,164 volunteer hours.



△ Jingdezhen parent-child ceramic art for children with autism

Illuminate the Future with Responsibility

Leveraging resources from its collaboration with the Chinese women's volleyball team and other organizations, CPIC further advanced the "Illuminate the Future with Responsibility" Hope Primary School initiative. In July 2024, supported by the China Volleyball Association and the China Volleyball Development Foundation, CPIC organized the Volleyball Summer Camp at the Zhangzhou volleyball training base. Nearly 70 participants, including students from five Hope primary schools, children of employees from CPIC branches in three cities, and children of CPIC's strategic clients, took part in volleyball learning and training and visited Chinese Women's Volleyball Team Spirit Training Center. The purpose of the event was to broaden teenagers' horizons, promote the spirit of the Chinese women's volleyball team, and contribute to teenager volleyball education and development.



△ Liu Xiaotong, former Chinese women's volleyball player and Rio Olympics champion, is conducting a class at the Volleyball Summer Camp



Total annual donations under public welfare programs: RMB

57.11 million



Established **16**
"Lan Zhi Jia"



Supported **421** disadvantaged children in need and their families



Volunteer services by **3,800+**
Droplet volunteers



7,164
hours of services





05 Sustainable Internal Drive

CPIC continues to drive high-quality development through enhanced Party building. By improving corporate governance, upholding integrity and compliance, and strengthening risk management, the Company establishes a solid foundation for sustained excellence.

- ▶ Corporate Governance for Business Integrity and Compliance
- ▶ Risk Management for Stronger Awareness of Bottom Line
- ▶ Data Governance for Enhanced Security

Corporate Governance for Business Integrity and Compliance

Improving the corporate governance structure

In accordance 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*, and other relevant laws and regulations, CPIC has built a corporate governance framework comprising the General Meeting of Shareholders, the Board of

Directors, the Supervisory Committee, and the Top Management. This structure ensures mutual cooperation, coordination, and balance among the bodies of power, decision-making, supervision, and execution. In 2024, CPIC successfully completed the transition of the Board and executive leadership at both the Group and subsidiaries.

Enhancing diverse Board

The Nomination and Remuneration Committee evaluates the qualifications of director candidates based on gender, age, cultural background, education, professional experience, skills, expertise, and tenure potential before making recommendations to the Board. The committee also reviews the Board's structure, size, and composition on a periodic basis. CPIC's Board of Directors consists of leading figures in multiple fields, all of whom have extensive professional

experience and backgrounds from global financial institutions.

The Chairman is mainly responsible for formulating company plans, making strategic decisions, and chairing Board meetings. The President is mainly responsible for reporting work to the Board of Directors, leading the management, and overseeing daily operations.



Held **3** general meetings

Reviewed and approved **17** resolutions



Held **9** Board meetings

Reviewed and approved **98** resolutions



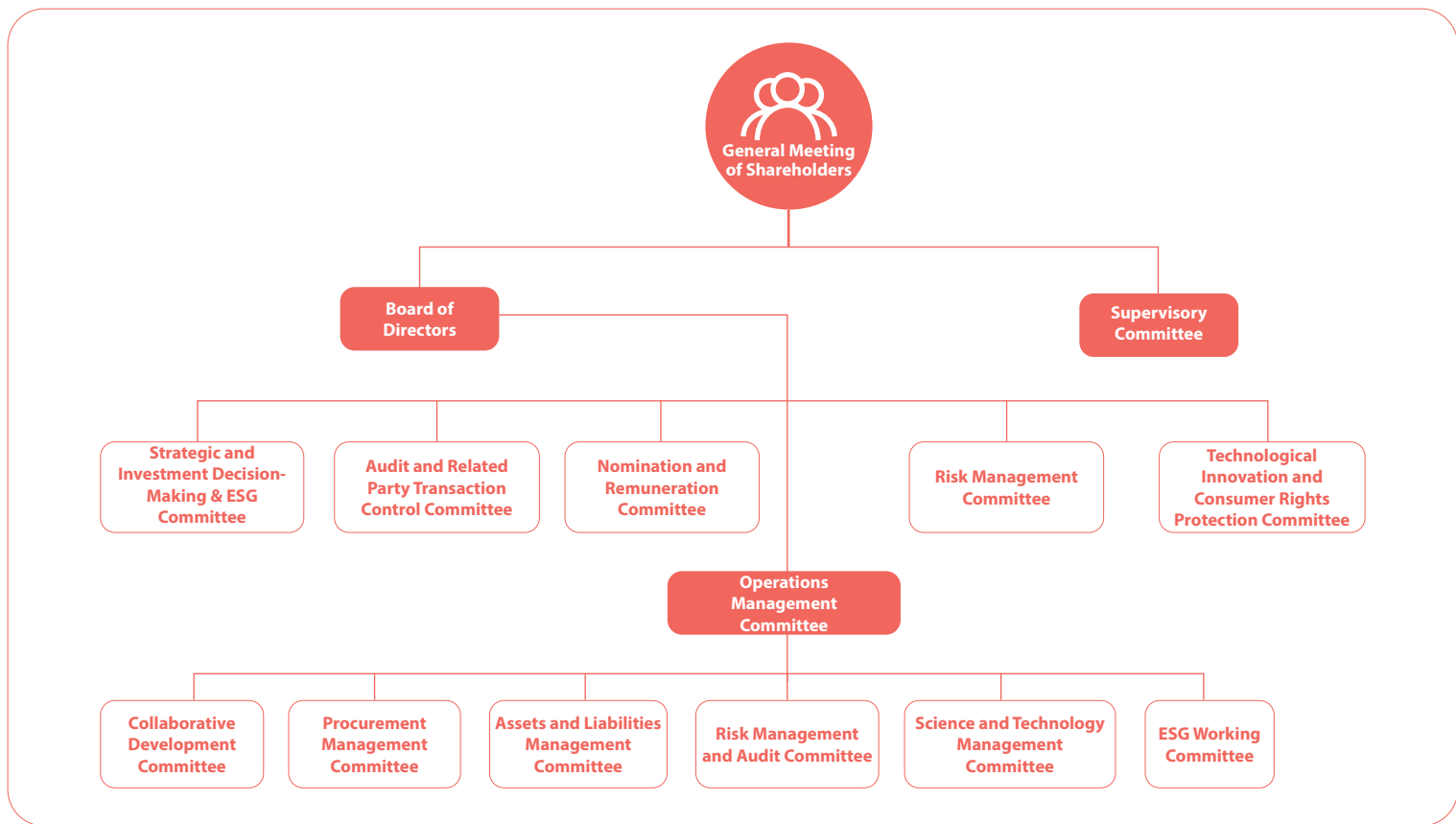
Female directors
account for
26.67%



Outside directors
account for
86.67%



Independent directors
account for **1/3**



Improving communication with investors

CPIC continues to build a diversified communication platform with a focus on investors. The Company hosts performance briefings, global roadshows, and investment forums through various formats such as in-person events, live streaming, and teleconferences. We also actively participate in investor reception days organized by industry self-regulatory bodies and brokerage strategy meetings, communicating the Group's development strategy and business performance to the capital markets. Meanwhile, CPIC also strengthens communications with investors by visiting more than 40 investment institutions and strategic partners. The Company designates personnel

to maintain the investor hotline, fax, email, website column, WeChat official account, and E-interaction platform to gather and respond to investor feedback.

Safeguarding investors' rights and interests

CPIC fosters two-way, positive interactions with its shareholders in an institutional and mechanism-based manner to continuously enhance shareholder returns and investment value. With competitive cash dividends as a primary reward mechanism, CPIC delivers timely, substantial shareholder rewards. To date, the Company has distributed over RMB 100 billion in cumulative cash dividends.

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 *2023 Annual Report*, the *2023 Sustainability Report*, the *2024 Quarterly Reports*, and the *2024 Semi-annual Report*. In preparing the reports, we guarantee truthful, accurate, complete, and timely information disclosure, consistently improve information disclosure and management, and ensure the compliance and synchronization of information disclosures across Shanghai, Hong Kong, and London markets.

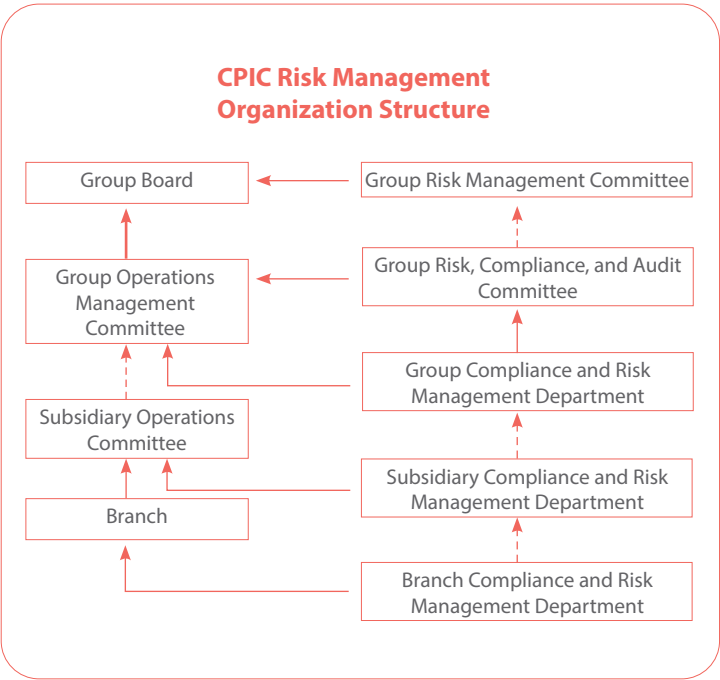
Risk Management for Stronger Awareness of Bottom Line

Risk management

Risk management structure

CPIC has built a risk management organization structure involving all corporate bodies and positions. Specifically, the Board of Directors bears ultimate responsibility; the management performs direct leadership; the risk management departments provide support; and relevant functional departments provide close cooperation. The Boards of Directors of the Group and all subsidiaries serve as their respective top authority for risk management, bearing ultimate

responsibility for their respective risk governance system and risk condition. The CPIC headquarters, insurance and asset management subsidiaries, and some non-insurance subsidiaries have set up relatively independent risk management departments to plan, coordinate, and supervise the functional departments in risk management, while the functional departments and branches serve as the first responsible department for risk management.



Risk management system

CPIC has built a risk management system covering unique risks and seven categories of risk. To be specific, unique risks include risk contagion, concentration risk, organizational opacity risk, and non-insurance business risk; the seven categories of risk involve insurance risk, market risk, credit risk, strategic risk, reputational risk, liquidity risk, and operational risk, which effectively connect systems in business areas with risk management requirements. Meanwhile, we take a combination of measures throughout the process of risk management, including defining clear goals, collecting risk information, identifying and assessing risks, providing risk warnings, addressing and reporting risks, and supervising and improving risk management to strengthen closed-loop risk management.

The Group and key subsidiaries have established a risk appetite system. While the Group is responsible for developing a risk appetite system at the group level, key subsidiaries develop an independent risk appetite system meeting the Group's requirements, accommodating their own situations, and compatible with the Group's system.

ESG risk management

CPIC has fully incorporated ESG factors into its risk appetite statements and exposure limit settings, focusing on natural disaster-related risk exposures, retention levels, loss exposures, and capital requirements. With a periodic

monitoring mechanism, CPIC prevents substantial claims triggered by natural disasters through rigorous measures, thereby effectively reducing the risk of declining solvency.

Compliance management

Compliance and internal control

CPIC strictly complies with the *Anti-Unfair Competition Law of the People's Republic of China* and other laws and regulations, as well as resolutely opposes monopolistic and unfair competition practices. In 2024, the Company was not involved in any major legal proceedings regarding anti-competition behavior, antitrust, or anti-monopoly practices.

CPIC has enhanced its audit governance framework by strengthening the accountability system and reinforcing goal-oriented responsibility fulfillment. The Group has intensified business ethics oversight through centralized management of internal audits spanning all Group entities while establishing robust policies, including the *Internal Audit Project Management Measures* and the *Audit Management Measures for Directors and Executives*. Adopting a rigorous risk-based methodology, we regularly conduct internal control audits and executive reviews to reinforce employee conduct monitoring and business ethics supervision. Our executive audit program mandates triennial reviews for all insurance branch leadership with 100% coverage, examining critical areas

including decision-making and implementation of major issues, and integrity in professional conduct. Furthermore, we perform tailored internal control audits across headquarters, subsidiaries, and branches at 1-3 year intervals, with frequency determined by entity classification and dynamic risk assessment outcomes.



100% partners signing
anti-corruption agreements

Anti-money laundering

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 incorporate money laundering, terrorist financing, and proliferation financing risk into our comprehensive risk management system. Under risk-based principles, we formulate and implement money laundering risk management strategies, advance anti-money laundering (AML) efforts on all fronts, and continuously enhance the effectiveness of money laundering risk control.

We have reinforced our internal controls and optimized the Group-level management structure for AML. We implement a multi-layered approach to improve subsidiary-level internal control for AML and refine AML management systems. Our AML training program covers all our employees, including executives. By concentrating on both regulatory priorities and issues across the industry, we conduct in-depth studies of typical AML cases to build risk prevention mechanisms addressing root causes.



336,266 participants
in anti-corruption training



177,833 hours
of anti-corruption training

Anti-corruption

We have established comprehensive anti-corruption policies, including the *Error Tolerance, Correction, and Accountability Policy*; the *Case Accountability Measures*; the *Implementation Rules for Accountability in Investment Violations*; the *Violation Reporting Management Regulations*; the *Employee Misconduct Accountability Procedures*; and the *CPIC Negative List for Incorruptibility*. These policies identify the key areas, critical links, and departmental authorities for the control of violations and malpractices and standardize the reporting, investigating, handling, and accountability procedures.

We have established an anti-fraud management mechanism by formulating the *Interim Provisions of China Pacific Insurance (Group) Co., Ltd. on Anti-Fraud Practices*, which defines the specific scope of fraud and identifies the key areas, critical links, and departmental authorities for anti-fraud practice. For any signs and clues of fraudulent activities inside and outside of CPIC, the relevant functional departments conduct investigations within their scope of duties. Once any violations are detected, audit, compliance, and other relevant departments will verify facts, collect evidence, and prepare investigation reports, while the designated functional departments will take disciplinary actions accordingly.

We have formulated the *Violation Reporting Management Regulations* to standardize the handling and accountability procedures and strengthen supervision over violations. We operate a well-defined accountability mechanism under the leadership of the Party Committee and Board of Directors, enhancing communication and coordination with external regulatory and disciplinary inspection authorities to effectively prevent corruption risk.

We have established the *Employee Misconduct Accountability Procedures*, which explicitly define disciplinary measures for corrupt practices, including prohibited solicitation or acceptance of gifts, benefits, or other improper inducements. The policy mandates immediate corrective action requiring full restitution of improperly obtained assets, coupled with tiered disciplinary sanctions proportionate to the gravity of the offense and its consequences.

Reinforcing our measures to protect whistleblowers. We strictly maintain the confidentiality of whistleblowers' names, addresses, and report contents to ensure anonymity in our investigations. We provide lawful and timely protection for the personal safety and property of whistleblowers and their immediate family members while imposing severe penalties in accordance with regulations against any retaliatory actions that threaten whistleblowers' physical safety or damage their property or reputation.

Conducting anti-corruption training. By virtue of the "CPIC Online Learning Platform" and the "Pioneer Team" application, we provide Party discipline training and education for Party members across the entire system. We have conducted anti-corruption training programs for all cadres, totaling 177,833 hours and reaching 336,266 participants. In 2024, CPIC was not involved in any major legal proceedings related to corruption cases.

Attaching great importance to suppliers' anti-corruption management. We attach the *Anti-Commercial Bribery Protocol* to all our contracts with suppliers as an essential appendix. All suppliers are required to comply with the

relevant requirements specified in the *Anti-Commercial Bribery Protocol* to ensure regulated and incorruptible behavior in our procurement activities. We have established the *Criteria for Identifying Supplier Misconduct*, defining the behavior that offers bribes or other illicit benefits for the purpose of winning a bid as misconduct. Once such misconduct is detected, we will conduct investigations and impose the corresponding penalties. In 2024, 100% of our partners signed the *Anti-Commercial Bribery Protocol* and the *Security and Non-Disclosure Agreement*.

Enhancing our supplier oversight through audits and due diligence. The Group's audit center regularly conducts internal control audits of the

headquarters, subsidiaries, and branches. The audits involve procurement and supplier management, evaluating whether our suppliers meet the qualification requirements, whether the selection of suppliers is reasonable and meets the requirements, and whether there are such cases as bid rigging, complementary bidding, and improper benefit transfer. The Company has formulated the *Management Measures for Information Technology Outsourcing* and engages professional third-party institutions to periodically conduct due diligence on information technology service providers and produce due diligence reports covering legal compliance history, administrative punishments, and legal proceedings.

Data Governance for Enhanced Security

CPIC has proactively strengthened its cybersecurity infrastructure and protection, continuously enhancing its dual-driven capabilities in both business development support and network security assurance. In 2024, CPIC received neither internal reports of data security incidents nor regulatory notifications regarding such events.

Improving the data management system

In response to China's data security requirements, we have established a well-defined hierarchical management structure on the principle of "aligning powers and duties". The Group's cybersecurity and information technology leadership team serves as the governing body for data security, with the Group President acting as team leader and the technology division head as deputy leader.

In accordance with the *Cybersecurity Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, and the *Data Security Management Measures for Banking and Insurance Institutions*, we have

developed and continuously improved a series of management policies, including the *Cybersecurity Policy*, the *Interim Measures for Data Security Management*, the *Implementation Rules for Data Security*, Classification, and Grading, and the *Data Leakage Prevention Measures*. The policies set out data collection purposes and methods while implementing both administrative and technical measures to prevent and address potential data leaks. We have also updated and issued the *Information Security Management Measures for Application Systems*, the *User Management Measures for Information Systems*, and the *Terminal Security Management Measures*.

Standardizing the data management process

We conduct comprehensive reviews and evaluations of our achievements in information security and identify both strengths and areas for improvement across the entire data lifecycle, from data collection, storage, and processing to transmission, use, and destruction.

Data security management measures	
Data collection	We adhere strictly to the principles of lawfulness, justification, "transparency", and "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. 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.
Data storage	All data are 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. 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.
Data processing	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 reasonable cost. All our commercially 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.
Data transmission	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.
Data use	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 full regulatory compliance of data assets throughout external partners' data empowerment operations.
Data destruction	We implement secure data destruction through technical measures including media degaussing and disk soft-erasure procedures.

Enhancing data risk prevention

We conduct regular audits and certifications by engaging professional third-party institutions to assess the classified protection of information security, test and assess critical information infrastructure, and assess as well as certify mobile financial client software for published applications. Both the Group and its subsidiaries maintain annual certification for ISO 27001 (Information Security Management Systems) and ISO 29151 (Code of Practice for Personally Identifiable Information Protection).

To prevent and mitigate losses and damages from cybersecurity incidents, we have formulated and published the *Data Leakage Prevention Management Measures* and the *Cybersecurity Incident Emergency Response Plan*, along with an SOP checklist for cybersecurity incident sub-plans. Specifically for data

breaches, we have developed the *Data Breach Incident Emergency Handling Manual*, which outlines preventive measures, post-incident responses, and tiered reporting procedures. For prevention and early warning, we have established a cybersecurity incident warning and monitoring mechanism with classified warning levels, along with corresponding warning release and response processes. For emergency responses, the Group's relevant departments and bodies must promptly report to regulators and perform emergency handling through measures including containment, mitigation, tracing, eradication, and recovery. For post-incident handling, the emergency coordination office organizes investigations to assess the cause, nature, impact, losses, accountability, and lessons learned. Relevant parties should take corrective actions according to the investigation results and opinions.

Conducting data security training

We organize annual cybersecurity and data security training covering data security, data management, privacy protection, and classification and grading of data security, with mandatory participation for all employees. In 2024, we conducted two company-wide training sessions on cybersecurity awareness, with 784,000 participants and over 110,000 assessments. For technical upskilling, we organized multiple skill training sessions, including certified application development and security training, anti-social engineering workshops, and specialized information security programs, alongside seminars on regulatory policies, ransomware defense, and AI security risks.

In addition, we host an annual "Cybersecurity Awareness Week" featuring online and offline activities such as workshops, quizzes, thematic lectures, and case studies to promote public awareness on digital China initiatives, sensitive personal data protection, and AI security.

Engaging in data security research

Contributing to industry standards and research projects, we have participated in Financial Technology Committee's research project of *Dynamic Defense System for Financial Data Risks*, and the standard development project of *Technical Specifications for Zero Trust Financial Applications*; we have also led revisions to the *Insurance Information Security Risk Assessment Indicators*, a project under the China Financial Standards Technical Committee (CFSTC).

Advancing data security product development

We embed data security and privacy protection requirements into our *Application System Information Security Management Measures*. We incorporate specific data security specifications into product development and conduct security audits at every stage, including project initiation, requirements analysis, design, and testing, to ensure robust product-level data protection. Meanwhile, we annually subject all commercially released client software to third-party verification of its data security and privacy protection compliance, thereby guaranteeing full adherence to regulatory standards.

Strengthening intellectual property protection

In accordance with the *Copyright Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, the *Patent Law of the People's Republic of China*, and other relevant laws and regulations, we have built a system encompassing the *Comprehensive Management Measures for Intellectual Property*, the *Trademark Management Measures*, and the *Comprehensive Emergency Response Plan for Intellectual Property*. We have organized promotions on IP governance and published a catalog of core trademarks to strengthen the promotion and protection of core trademarks. Additionally, we have rolled out a diversity of IP insurance products and services as strong defenses against risks in enterprise innovation.



Cybersecurity training:

784,000 participants
and **110,000+**
individuals for assessment



Patents: **14** inventions
applied in main business, **56**
applications filed, **5** patents
granted, **29** valid patents

06 Disclosure of Financial Information Related to Climate

- ▶ Governance
- ▶ Strategy and Objectives
- ▶ Identification and Assessment of Climate Risk
- ▶ Climate Risk Response and Practice
- ▶ Climate Scenario Analysis and Stress Testing



Governance

CPIC has established a three-tier ESG governance structure incorporating the decision-making body, the management and the execution, providing organizational and managerial foundations for climate change response. We have enhanced our working mechanisms by incorporating climate initiatives into annual ESG plans, continuously monitoring the progress of key tasks,

and implementing an incentive-restraint mechanism to ensure closed-loop management. We have strengthened our institutional foundations, integrating climate response measures into the management system, standard frameworks, and operational processes to consistently improve our climate risk management and control capabilities.

Strategy and Objectives

In response to China's "dual-carbon" strategy, we leverage our insurance expertise to facilitate transition toward green and low-carbon economic and social development, mitigate climate change impacts, improve our capacity to adapt to climate change, and enhance climate resilience across industrial chains.

Elevating the strategic priority of climate change response. We incorporate climate change into our strategic management framework, deepen the analysis of climate policies and market trends, and continuously evaluate climate risk and opportunities, elevating climate change response to a top strategic level.

Strengthening the climate risk management system and capacity building. We integrate climate risk management into the total risk management system and conduct scenario analysis and stress testing, while further improving the risk identification, reporting, warning, and response mechanism to enhance our abilities to manage and control climate risk.

Accelerating green financial development. By utilizing the functions of insurance in liabilities and assets, we provide insurance and financial support for economic activities concerning environmental improvement, climate change response, and efficient energy use, thereby contributing to the implementation of China's climate strategy and the accomplishment of the "dual-carbon" goals.

Developing operational carbon reduction plans. We inspect carbon emissions from operating activities across the entire system and set carbon reduction targets and work plans to drive a substantial decrease in GHG emissions from our operating activities.

Identification and Assessment of Climate Risk

Climate risk response

Climate risk - physical risk type	Major risk response	Timeframe	Impact	Analysis of impact on CPIC
Extreme weather risk	<ul style="list-style-type: none">Liabilities: As climate change worsens and extreme weather and natural disasters are becoming more frequent, insurance providers are facing more risks of underwriting, such as property loss covered by auto, non-auto, and agricultural insurance.Assets: Extreme weather events may expose insurance providers to a great impact of disasters across infrastructure and real estate investments, thereby eroding the asset value of investment portfolios.Operations: Frequent extreme weather events may escalate operational risks for corporate facilities and worksites while simultaneously compounding threats to employee health and safety.	Short, medium, and long term	High	<ul style="list-style-type: none">With extensive experience in catastrophe insurance development, we develop technical tools, including scientific catastrophe risk assessment models and risk radar systems, and incorporate climate change factors into insurance risk assessment and pricing. Our emphasis on risk surveying plays a pivotal role in helping clients reduce or avoid losses caused by disasters. We will conduct more in-depth climate scenario analysis and stress testing to ensure both business portfolio distribution and pricing take climate factors into consideration. We plan to deepen our research on the impact of long-term temperature rises on human health and longevity, providing information for the development of life insurance and health insurance.We include ESG in our investment research and decision-making and develop methodologies to select ESG and green-themed investment targets as part of our effort to gradually deepen our understanding of climate-related investment risk.
Long-term risk	<ul style="list-style-type: none">Liabilities: Over the long term, climate change may trigger irreversible risks, including rising sea levels, increasingly higher average temperatures, and more frequent heat waves. These risks pose more challenges not only for property damage insurance through increased claim payouts but also for life and health insurance.Assets: It may increase operating costs, which in turn affects the investment portfolio value of insurance providers.	Long term	Medium to high	<ul style="list-style-type: none">We develop an Emergency Response Plan for Catastrophic Natural Disasters or Major Fire, Production, and Transportation Safety Incidents to effectively address severe natural catastrophes such as floods, typhoons, and seismic events.
Climate risk - transition risk type	Major risk response	Timeframe	Impact	Analysis of impact on CPIC
Policy and legal risk	<ul style="list-style-type: none">Liabilities and assets: The increasingly stringent climate-related policies and regulatory requirements are imposing significant challenges on traditional industries in their low-carbon transitions. It may affect some of the clients and investment targets of insurance providers, which will in turn pass on the risk to insurance providers. For example, policyholders may face emerging risks in their low-carbon transitions that may lead to elevated claims incidence.Operations: China is promoting the development of green buildings and green data centers. As a result, insurance providers may be subject to more requirements for low-carbon operations in the future, entailing higher management costs.	Short, medium, and long term	Medium	<ul style="list-style-type: none">We engage in climate-related product innovation and development, and constantly improve and adjust our actuarial models in practice. We develop the Sustainable (Green) Insurance Standard Guide, vigorously develop green insurance, and keep strengthening capacity building to provide professional support for clients in preventing losses from disasters."Reducing carbon emissions from asset portfolios" is one of our core ESG goals. We gradually and orderly reduce the carbon intensity of our asset portfolios through a combination of measures, including developing management measures on green investment, continuously engaging in green investment, and imposing investment restrictions on high-carbon industries step by step.We incorporate green offices, green data centers, and green buildings as an important part of our social responsibility to continuously improve our operational performance in green development.

Climate risk - transition risk type	Major risk response	Timeframe	Impact	Analysis of impact on CPIC
Technical and market risk	<ul style="list-style-type: none"> Liabilities: Traditional technologies will be phased out at a faster speed due to various factors, including the rapid development of clean energy technologies, the increasingly higher standards for energy consumption across industries, and the growing market demand for green products and services. As there is a lack of claims records, the question of how to price insurance for new technologies may pose a challenge. Assets: Technology improvements and business structure adjustments may affect the operating costs and competitiveness of some investment targets, even causing failure in transformation, thereby leading to the risk of asset impairment in insurance providers. 	Medium- and long-term	Medium to high	<ul style="list-style-type: none"> We foster cooperation with professional third-party institutions, closely follow the development of new low-carbon technologies, and make sure to form targeted risk control solutions and product pricing mechanisms. We are progressively integrating ESG factors into our investment research and decision-making processes, strengthening risk identification and management for high-carbon projects while systematically increasing the proportion of green investments. We will improve ESG rating system building and steadily advance the low-carbon transformation of asset allocation.
Reputational risk	<ul style="list-style-type: none"> Addressing climate change has become one of the sustainability topics with the most concerns at home and abroad. Companies that have yet to participate in climate action are more prone to scrutiny from stakeholders, which will have a negative impact on their brand image and reputation. 	Short and medium term	Low	<ul style="list-style-type: none"> We keep intensifying internal capacity building for ESG and climate change response in an effort to contribute to sustainable development through effective management and practices. We vigorously promote the development of green brands, forge close communication with stakeholders, and actively advocate green and low-carbon initiatives.

Seizing climate opportunities

Opportunity type	Analysis of major opportunity factors	Timeframe	Impact	Analysis of impact on CPIC
Products, services, and market opportunities	<ul style="list-style-type: none"> Liabilities: The low-carbon transformation of social development gives rise to a series of green insurance and service demands. Meanwhile, by virtue of their expertise in risk management, insurance providers are able to assist the insured companies in climate risk assessment, monitoring, and warning and offer climate risk reduction services. Assets: Since the "dual-carbon" goals were proposed, China's green finance market has entered a phase of fast development. The growing demand for green finance presents significant growth opportunities for insurers' green investments. 	Short, medium, and long term	High	<ul style="list-style-type: none"> We launch various products related to addressing disasters caused by climate change, including climate insurance and catastrophe insurance. We create new products and services in the fields of low-carbon technology, carbon markets, eco-carbon sinks, and green transportation and constantly enrich our pool of green insurance products for clients in green and strategic emerging industries, such as renewable energy power generation and NEVs. Through climate risk surveying, we provide clients with professional and insightful risk control solutions. We directly participate in green project investment and development through debt investment plans, equity investment plans, asset-backed schemes, and industrial funds, while continuously increasing our green investment allocation and launching multiple asset management products with ESG and carbon neutrality themes.
Resource efficiency and energy source opportunities	<ul style="list-style-type: none"> Operations: As important measures to reduce GHG emissions, increasing energy efficiency and boosting the utilization of clean energy can help companies cut medium- and long-term operating costs and become models in climate action. 	Medium and long term	High	<ul style="list-style-type: none"> To reduce energy and resource consumption, we make great efforts in formulating low-carbon operation policies, implementing energy-saving and carbon reduction measures, accelerating the application of digital systems, and encouraging employees to form environmental habits. We gradually increase the proportion of new energy vehicle purchases and will promote operational carbon neutrality in a more systematic manner.

Note: CPIC categorizes the timeframe for the impact of climate-related risk and opportunities into short term (1-3 years), medium term (3-10 years), and long term (more than 10 years).

Climate Risk Response and Practice

With a scientific and systematic risk management structure, we keep improving the total risk management system as an active response to multiple challenges, including extreme weather, long-term climate risk, changes in policies and regulations, technological innovations, and market fluctuations. We contribute to

the accomplishment of the "dual-carbon" goals by developing innovative green insurances, implementing a green investment concept, and promoting eco-friendly operations.

Liabilities

We steadily enhance research and resource allocation to tackle climate change and catastrophe risks while actively adopting and mastering advanced catastrophe risk assessment technologies and tools. Leveraging AIR catastrophe models, we conduct regular risk accumulation monitoring and typhoon early warnings for multi-line, multi-peril catastrophe risks, incorporating a calculation module for physical climate risks, including typhoons in property insurance and multi-peril impacts in agricultural insurance. We implement a systematic, comprehensive strategy to support ecological conservation initiatives, such

as green and low-carbon industries and environmental protection, as well as social and economic resilience efforts, including common prosperity, poverty alleviation, and risk reduction management, while pioneering innovative sustainable insurance solutions. Additionally, we introduce carbon inclusion and carbon asset loss insurance and shipping industry carbon emission cost price index insurance, driving new risk management demands in emerging sectors through innovation.

Assets

In guiding entrusted investment, we strengthen support for the green, low-carbon, and circular economy to guard against environmental, social, and governance risks. We enhance the management of credit granting, due diligence, and compliance evaluation in prospective investment projects, utilizing the ESG risk assessment results of investment targets as a key factor in investment decision-making. We reinforce post-investment management by formulating and implementing targeted measures for investment targets with potential

major environmental, social, and governance risks. In equity investment, we integrate ESG requirements into the property insurance equity investment management system. Across all investment phases, we conduct ESG audits for investment projects to ensure adherence to relevant requirements. In addition, we perform ESG evaluations for external investment managers to assess their ESG performance at the investment strategy level.

Operations

We develop appraisal metrics for low-carbon operations, implement the "finance + physical assets + carbon emissions" integrated management model, put into effect the Low-Carbon Operation Manual, and guide the allocation of NEVs to enhance the efficiency of traditional energy. We have developed the standards for green decoration and green building materials at the workplace and completed the construction of a pilot low-carbon operation demonstration park at Park Area 929 in the headquarters. Furthermore, we build a drone-sharing

mechanism and promote the reuse management of office furniture to reduce solid waste. We consolidate similar functional requirements across existing institutional information systems to reduce server idle capacity, promote the establishment of office supply allocation standards at all organizational levels, and develop a comprehensive management platform covering procurement, warehousing, and distribution processes.

Climate Scenario Analysis and Stress Testing

To enhance its climate risk management expertise, CPIC initiated a climate risk scenario analysis and liability stress testing project in 2024. Drawing on international frameworks like IPCC, the Company creatively developed China-adapted climate scenario models and quantified natural disasters' impact on insurance portfolios by refining existing AIR catastrophe modeling and proprietary physical risk analysis models.

Timeframe

Considering that climate change is a long-term and progressive issue, the Company has chosen 2030, 2040, 2050, 2060, and 2080 as the key points in time to conduct climate scenario analysis and stress testing.

Analysis scope

Based on the Company's actual business operations and the degree of impact from climate risks, CPIC has defined the scope of analysis to include corporate property insurance, engineering insurance, auto insurance, and agricultural insurance.

Disaster factors

Based on the characteristics of regional natural disasters in China, we have chosen strong typhoons and rainstorm-induced floods as the major climate risk factors.

Scenario selection

We have selected SSP1-2.6, SSP2-4.5, SSP5-8.5, and 3060 dual-carbon scenarios.

Analysis and conclusion

Analysis of natural disaster trends: The results indicate an overall increasing trend in the intensity of climate change-induced natural disasters over time. Further, greater global temperature rise correlates with stronger typhoons and rainstorm-induced floods, with disaster intensity across climate scenarios ranking as follows: SSP5-8.5 > SSP2-4.5 > 3060 Dual Carbon > SSP1-2.6.

Analysis of impact on the insurance portfolio: Overall, insurance losses caused by typhoons and rainstorm-induced floods generally exhibit a gradual increasing trend over time. According to calculations, even in the SSP5-8.5 scenario, the annual average loss (AAL) of the insurance portfolio shows relatively moderate growth, with overall risks remaining manageable.

Given the long-term, complex, and uncertain nature of climate change, current climate scenario analysis and stress testing methods are subject to limitations from models and data. The Company will continue to update and optimize climate risk analysis models while performing regular calculations to ensure adequate preparedness for climate risks.

07

ESG Performance

- ▶ Environmental Performance
- ▶ Social Performance



Environmental Performance

Emissions

Waste emissions	2024	2023	2022
NOX emissions (kg)	16,735	19,926	17,862
SOX emissions (kg)	174	218	218
PM emissions (kg)	1,290	1,521	1,643
NOX emission density (kg per RMB 100 million)	4.14	6.15	5.38
SOX emission density (kg per RMB 100 million)	0.04	0.07	0.07
PM emission density (kg per RMB 100 million)	0.32	0.47	0.49

GHG emissions

GHG emissions	2024	2023	2022
GHG emissions (Scope 1) (ton of CO ₂ equivalent)	44,275	44,162	43,519
GHG emissions (Scope 2) (ton of CO ₂ equivalent)	170,143	200,897	188,008
Greenhouse gas emission density (Scope 1) (ton of CO ₂ equivalent per RMB 100 million)	10.96	13.63	13.10
GHG emission density (Scope 2) (ton of CO ₂ equivalent per RMB 100 million)	42.11	62.02	56.61

Notes: 1. Greenhouse 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), with 2022 emission data updated based on this boundary.

Waste discharge

Waste generation	2024	2023	2022
Hazardous waste			
Lead-acid battery (ton)	23.85	23.12	98.33
Carbon powder (ton)	42.67	57.67	34.15
Ribbon (ton)	3.39	3.12	8.05
Waste lighting tube (ton)	4.94	6.63	3.02
Total emissions of hazardous waste (ton)	74.85	90.54	143.54
Density of hazardous waste emissions (ton per RMB 100 million)	0.02	0.03	0.04
Non-hazardous waste			
Domestic waste (ton)	13,684	13,098	4,909.28
Density of non-hazardous waste emissions (ton per RMB 100 million)	3.39	4.04	1.48

Resource and energy consumption

Energy consumption	2024	2023	2022
Natural gas consumption (m ³)	2,715,963	2,496,213	2,043,191
Natural gas efficiency (m ³ per RMB 100 million)	672	771	615
Electricity consumption (kWh)	340,890,545	355,865,398	310,203,029
Electricity efficiency (kWh per RMB 100 million)	84,360	109,854	93,395
Total energy consumption (mWh)	467,019	506,144	460,317

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/T2589-2020)*.
3. The 2023 energy consumption and emission statistics contained discrepancies and have now been corrected to reflect actual conditions.

Water resource consumption	2024	2023	2022
Total water consumption (ton)	2,489,238	2,415,627	2,071,132
Water resource efficiency (ton per RMB 100 million)	616	746	623.57

Resource consumption by data centers	2024	2023	2022
Chengdu Data Center PUE	1.44	1.45	1.49
Luojing Data Center PUE	1.39	1.4	1.49
PUE of other self-owned and rented data centers	1.35	1.6	/

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

Paper consumption	2024	2023	2022
Office paper consumption (kg)	630,364	664,532	723,129

Electronic performance

Electronic performance	2024	2023	2022
Electronic insurance policies (in 10,000 copies)	39,408	42,337	58,103
Proportion of life insurance mobile policy service (%)	90	89	92
Electronic invoices (in 10,000 copies)	3,401	2,685	1,706
Business volume via mobile exhibition (in 10,000 copies)	7,236	4,568	4,620
Electronic endorsements (in 10,000 copies)	3542	1,688	5,840
Electronic letters (in 10,000 copies)	23,238	21,258	23,261
Message notifications (in 10,000 copies)	129,550	141,128	171,707
Mobile claim settlements (in 10,000 copies)	8,452	1,107	668
Video conferences (times)	154,529	26,663	37,237

Note: E-invoices: Due to adjustments in our business model, some invoices are not issued automatically; we promote the issuance of consolidated invoices.

Social Performance

Anti-corruption

Anti-corruption training	2024	2023	2022
Participants (person)	336,266	186,747	102,161
Training hours (hour)	177,833	102,798	51,906

Empolymment

Employee profile (person)	2024	2023	2022
Headcount	100,193	104,270	110,862
New employees	5,499	6,119	10,180
Labor contract signing rate	100	100	100
Social insurance coverage	100	100	100
Average days of paid annual leave per employee	9.52	9.21	8.87
Foreign employees	12	13	14
Employees with disabilities	107	133	203
By gender			
Male employees	48,629	50,109	52,480
Female employees	51,564	54,161	58,382

Employee profile (person)	2024	2023	2022
By employment type			
Employees under the labor contract	94,990	98,732	104,502
Employees under labor dispatch	5,067	5,403	6,148
Re-employed employees after retirement	136	135	212
By age			
Employees aged 30 and under	17,968	22,031	27,998
Employees aged 31 to 40	49,903	51,237	52,853
Employees aged 41 to 50	24,102	22,883	21,869
Employees aged 51 and above	8,220	8,119	8,142
By region			
North China	10,869	11,194	11,805
Northeast China	5,837	6,114	6,406
East China	40,164	41,116	42,104
Central China	13,392	13,878	14,709
South China	12,795	14,088	16,803
Southwest China	11,381	11,926	12,718
Northwest China	5,755	5,954	6,317
By ethnic group			
Employees of the Han ethnic group	94,686	98,693	105,052
Employees of ethnic minorities	5,507	5,564	5,796

Employee turnover (%)	2024	2023	2022
General turnover	6.69	9.47	13.80
By gender			
Male employees	7.28	10.38	15.67
Female employees	6.14	8.62	11.65
By age			
Employees aged 30 and under	14.66	19.69	29.57
Employees aged 31 to 40	6.19	8.40	10.82
Employees aged 41 to 50	3.05	4.16	4.11
Employees aged 51 and above	3.00	3.44	2.82
By region			
North China	4.39	7.24	6.63
Northeast China	4.16	6.23	6.00
East China	6.58	8.14	13.09
Central China	5.35	8.33	15.15
South China	11.36	16.45	20.40
Southwest China	7.52	10.94	19.28
Northwest China	5.44	9.34	8.55

Employee health and safety

Work-related injuries	2024	2023	2022
Work-related deaths (person)	0	1	0
Proportion of work-related deaths (%)	0	0.001	0
Working days lost due to work-related injuries (day)	3,898.5	1,838	3,247

Note: The work-related fatality case in 2023 involved an employee from CPIC P/C's Qinhuangdao Central Branch in Hebei Province, who passed away in a traffic accident while commuting to work.

Employee training

Employee training information	2024	2023	2022
Total spending on employee training (RMB 10,000)	360	349	366
Proportion of employee training (%)	100	100	100
Average hours of employee training	25.1	23.9	/
By gender			
Proportion of training for male employees (%)	47.5	48.1	47.7
Average hours of training for male employees	25.1	23.9	13.7
Proportion of training for female employees (%)	52.5	51.9	52.3
Average hours of training for female employees	25.1	23.9	13.7
By employee type			
Proportion of training for the top management (%)	0.09	0.08	0.1
Average hours of training for the top management	24.72	23.62	13.4
Proportion of training for the middle management (%)	0.1	0.99	0.8
Average hours of training for the middle management	24.9	23.38	13.0
Proportion of training for general employees (%)	99.81	92.65	99.1
Average hours of training for general employees	25.3	23.37	14.6

Note: The statistical basis for the employee training data of 2022 was adjusted to all back office employees.

Suppliers

Supply chain count by region	2024	2023	2022
By region			
Northeast China	3	2	2
North China	143	118	130
East China	345	319	323
Central China	10	10	6
South China	53	46	51
Southwest China	20	9	13
Northwest China	1	2	1
Overseas suppliers	1	2	1

Consumer complaints

Consumer complaints in 2024	CPIC P/C	CPIC Life	CPIC Health
Total complaints (cases)	259,004	152,011	1,700
Consumer complaints forwarded by regulatory authorities (cases)	669	1,745	12
Complaints forwarded by regulatory authorities per RMB 100 million in premiums (cases per RMB 100 million in premiums)	0.33	0.73	0.39
Complaints forwarded by regulatory authorities per 10,000 policies (cases per 10,000 policies)	0	0.09	0.04
Complaints forwarded by regulatory authorities per 10,000 persons (cases per 10,000 persons)	Not applicable	0.03	0.01
Timeliness of response to consumer complaints and settlement rate (%)	100	100	100
Auto insurance complaints (%)	81.1	Not applicable	Not applicable
Non-auto insurance complaints (%)	18.9	Not applicable	Not applicable
Sales disputes (%)	38.36	66.2	2.94
Claim settlement disputes (%)	61.64	10.5	47.12
Other disputes (%)	0	23.3	49.94

Consumer complaints in 2024	CPIC P/C	CPIC Life	CPIC Health
By region			
Northeast China (%)	5.03	11.2	/
North China (%)	12.08	15.7	22.41
East China (%)	40.16	34.1	39.18
Central China (%)	11.39	19.2	/
South China (%)	15.65	5.0	37.76
Southwest China (%)	10.73	5.8	0.65
Northwest China (%)	4.96	9.1	/

CPIC P/C response to complaints	2024	2023	2022
Call center service indicators			
Incoming call completion (%)	98.74	98.50	98.29
95500 hotline service IVR satisfaction (%)	99.98	99.98	99.99
Claim settlement efficiency indicators			
Per case payment cycle for the cases of the year (auto insurance) (day)	12.1	16.1	10.3
Per case payment cycle for cases of less than RMB 10,000 (auto insurance) (day)	9.3	8.6	10.2
Complaint handling efficiency indicators			
Timeliness of property insurance complaint handling (%)	100	100	100

CPIC Life Insurance response to complaint	2024	2023	2022
Incoming call completion (%)	98.43	99.27	99.65
Response in 20s (%)	98.43	99.26	99.55
Incoming call service satisfaction (%)	99.67	99.63	98.21
Claims settlement efficiency indicators			
Average payment time for small-amount claims (day)	0.19	0.15	0.17
Settlement of small-amount claims within 5 days (%)	98.2	98.5	99
Complaint handling efficiency			
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)	5.96	7.33	7.19
Satisfaction indicators			
Changjiang Pension hotline service satisfaction (%)	99.78	99.7	99.5
CPIC Health call center service satisfaction (%)	99.6	99.62	99.61

Punishments for violation of marketing and underwriting laws	2024	2023	2022
China Pacific Property Insurance			
Punishments received (cases)	39	17	18
Total penalties (RMB 10,000)	1,606	479	407
Warnings received (cases)	7	2	3
China Pacific Life Insurance			
Punishments received (cases)	10	4	4
Total penalties (RMB 10,000)	76	24	26
Warnings received (cases)	5	1	2

08 Appendix

- ▶ **Appendix 1:** Implementation Progress of United Nations Principles for Sustainable Insurance (UNPSI)
- ▶ **Appendix 2:** Implementation Progress of United Nations Principles for Responsible Investment (UNPRI)
- ▶ **Appendix 3:** Content Index
- ▶ **Appendix 4:** ESG Rating and Index Performance
- ▶ **Appendix 5:** Comments and Feedback



Appendix 1: Implementation Progress of United Nations Principles for Sustainable Insurance (UNPSI)

Principles for Sustainable Insurance	Our progress
We incorporate ESG topics related to insurance into our decision-making process	<ul style="list-style-type: none">● In 2024, the Group's ESG Working Committee held five meetings, where 37 topics were reviewed.● The Group's business units and seven subsidiaries have established or designated ESG functional departments and positions. Based on their actual conditions, they are advancing the development of dedicated teams to strengthen organizational foundations, set forth targets and tasks, and promote ESG initiatives.
We work with clients and business partners to deepen our understanding of ESG topics, management relevant risks, and seek solutions.	<ul style="list-style-type: none">● We steadily enrich our supply of green insurance products and services, focusing on a number of areas, including green transportation, climate change response, clean energy, pollution and emission reduction, the protection of ecological resources, and biodiversity protection.
We collaborate with the government, regulatory authorities, and other key stakeholders to promote widespread action on ESG across society.	<ul style="list-style-type: none">● We have attended the UNEP FI discussion and delivered a keynote speech.● We have established the Green Insurance Research Academy under the Institute of Insurance Application and Innovation in collaboration with Fudan University, committed to setting a model for "industry-academia-research-government-application" integration. The research project titled <i>Climate Risk Transmission Mechanism and Its Impact on Insurance Companies</i> was approved by the Insurance Society of China.● We have contributed to the development and revision of supporting documents for the IAC's <i>Guidelines for Environmental, Social, and Governance (ESG) Disclosure by Insurance Institutions</i>.
We exhibit our accountability mechanism and transparency and regularly disclose our progress in implementing the <i>Principles</i> .	<ul style="list-style-type: none">● Aligned with the recommended framework of the G20 Financial Stability Board's Task Force on Climate-related Financial Disclosures (TCFD), we disclose Governance, Strategy and Objectives, Identification and Assessment of Climate Risk, and Climate Risk Response and Practice in the Disclosure of Financial Information Related to Climate section.● We have formulated and issued the <i>Guidelines for Responsible Management of Investments (Trial)</i>, which sets out the definition of responsible management, implementation methods, and relevant requirements to enhance the ESG performance of investment targets.● We publish the <i>CPIC Report on Climate Change Response</i> to improve transparency in information disclosure

Appendix 2: Implementation Progress of United Nations Principles for Responsible Investment (UNPRI)

Principles for Responsible Investment	Our action
We incorporate ESG matters into our investment analysis and decision-making process.	<ul style="list-style-type: none"> According to the <i>Responsible Investment Policy</i> and the <i>ESG Investment Management Measures</i>, current ESG risks in transactions must be identified and quantified prior to investment and shall be incorporated as key considerations in decision-making, thereby enhancing the rationality and sustainability of investment decisions.
We strive to become an active owner that includes ESG matters into ownership decision-making and practices.	<ul style="list-style-type: none"> We accelerate ESG investment capacity building by establishing a unified ESG evaluation standard platform and rating analysis system. We have also set up an ESG investment task force to organize, guide, and oversee subsidiaries in completing ESG investment-related work. Our subsidiaries, aligned with their core business functions, actively innovate green financial products and services and continuously strengthen financial support for key sectors, contributing to sustainable development.
We seek to have our investees reasonably disclose ESG-related issues.	<ul style="list-style-type: none"> With a focus on green investment, we pay attention to the environmental and social impact of projects, taking into account factors such as environmental impact and corporate governance quality in our project evaluations. We refine due diligence processes to evaluate investees' ESG performance and the potential impact of climate change and other factors on investments.
We promote the adoption and implementation of the Principles for Responsible Investment across the investment sector.	<ul style="list-style-type: none"> We have participated in drafting the industry's first self-regulatory framework covering green insurance products, green investment of insurance funds, and insurers' green operations—the <i>Green Insurance Classification Guidelines (2023)</i> and the <i>Guidelines for Environmental, Social, and Governance (ESG) Disclosure by Insurance Institutions</i>. We have contributed to the development and revision of supporting documents for the IAC's <i>Guidelines for Environmental, Social, and Governance (ESG) Disclosure by Insurance Institutions</i>.
We strive to enhance the implementation effect of the Principles for Responsible Investment through concerted efforts.	<ul style="list-style-type: none"> We strengthen the building of working mechanisms, incorporate climate response-related work into our annual ESG plans, continuously monitor and oversee climate-related key tasks, and establish corresponding incentive and restraint mechanisms to form closed-loop management. Based on the characteristics of each business segment, we incorporate climate change response-related work into our management policies, standard system, and implementation process and consistently improve our abilities to manage and control climate risk. We have established the <i>Guidelines of China Pacific Insurance (Group) Co., Ltd. for Responsible Management of Investments (Trial)</i> to continuously promote the application of ESG factors throughout the pre-investment, investment, and post-investment stages.
We report the implementation and progress of the Principles for Responsible Investment.	<ul style="list-style-type: none"> With a focus on green transportation, climate change response, clean energy, pollution and carbon reduction, the protection of ecological resources, and biodiversity protection, we drive society toward steady, orderly, and progressive green and low-carbon transformation. In 2024, our green investment surpassed RMB 260 billion.

Appendix 3: Content Index

HKEX Environmental, Social and Governance Reporting Guide Index

Mandatory disclosure requirements	Governance structure	P02; P13
	Reporting principles	P01
	Reporting boundary	P01; P14

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 air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	P23-25
	A1.1: The types of emissions and respective emissions data.	P68-69
	A1.2: Direct (Scope 1) and energy indirect (Scope 2) GHG emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P68
	A1.3: Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P69
	A1.4: Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P69
	A1.5: Description of emissions target(s) set and steps taken to achieve them.	P23-25
	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.	P25
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	P23-25
	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).	P69-P70
	A2.2: Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P70
	A2.3: Description of energy use efficiency target(s) set and steps taken to achieve them.	P23-25
	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.	P25
	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 impacts on the environment and natural resources.	P19-26
	A3.1: Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P23-26
Aspect A4: Climate Change	General Disclosure: Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact the issuer.	P62-66
	A4.1: Description of the significant climate-related issues which have impacted, and those which may impact the issuer, and the actions taken to manage them.	P62-66
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.	P39-42
	B1.1: Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	P72-73
	B1.2: Employee turnover rate by gender, age group and geographical region.	P74
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.	P42-43
	B2.1: Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	P75
	B2.2: Lost days due to work injury.	P75
	B2.3: Description of occupational health and safety measures adopted, and how they are implemented and monitored.	P42-43
Aspect B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	P41-42
	B3.1: The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P75
	B3.2: The average training hours completed per employee by gender and employee category.	P75
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.	P39
	B4.1: Description of measures to review employment practices to avoid child and forced labor.	P39
	B4.2: Description of steps taken to eliminate such practices when discovered.	P40

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.	P47
	B5.1: Number of suppliers by geographical region.	P76
	B5.2: Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	P47; P58
	B5.3: Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	P47
	B5.4: Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	P47
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.	P44; P58-59
	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.	P44; P76-78
	B6.3: Description of practices relating to observing and protecting intellectual property rights.	P60
	B6.4: Description of quality assurance process and recall procedures.	Not applicable
	B6.5: Description of consumer data protection and privacy policies, and how they are implemented and monitored.	P58-P60
Aspect B7: Anti-corruption	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P57-58
	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.	P58
	B7.2: Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	P58
	B7.3: Description of anti-corruption training provided to directors and employees.	P58
Aspect B8: Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	P48-50
	B8.1: Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	P48-50
	B8.2: Resources contributed (e.g. money or time) to the focus area.	P48-50

HKEX *Guidance on Climate Disclosures*

Framework	Recommended disclosures	Disclosure index
Governance	Description of how the Board of Directors monitors climate-related risks and opportunities	P62
	Description of the management team's duties in assessing and managing climate-related risks and opportunities	P62
Strategy	Description of how the organization identifies risks and opportunities related to short-, medium-, and long-term climate change	P63-64
	Description of the impact of climate-related risks and opportunities on the organizational structure's business, strategies, and finance	P63-64
	Description of the organization's strategic adaptability, taking into account different climate-related scenarios	P66
Risk management	Description of the organization's process for identifying and assessing climate-related risks	P62-64
	Description of the organization's process for managing climate-related risk	P62-64
	Description of how the organization integrates its processes for identifying, assessing, and managing climate-related risks with its overall risk management	P62-64
Goals and targets	Disclosure of the goals used by the organization to assess climate-related risks and opportunities according to its strategy and risk management process	P68-70
	Disclosure Scope 1, Scope 2, and Scope 3 (if applicable) GHG emission and related risks	P68
	Description of the targets used by the organization in managing risk-related risks and opportunities and the accomplishment of the targets	P62; P65

Shanghai Stock Exchange *Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial) Index*

Dimension	No.	Topic	Page(s)
Environment	1	Climate change tackling	P62-66
	2	Pollutant discharge	P23-25
	3	Waste disposal	P25
	4	Ecosystem and biodiversity protection	P26
	5	Environmental compliance management	P23
	6	Energy usage	P24
	7	Usage of water resources	P25
	8	Circular economy	P24
Society	9	Rural revitalization	P32
	10	Contributions to the society	P50
	11	Innovation-driven	P30
	12	Ethics of science and technology	P60
	13	Supply chain security	P47; P58
	14	Equal treatment to small and medium-sized enterprises	P47
	15	Safety and quality of products and services	P44
	16	Data security and customer privacy protection	P44; P58-60
	17	Employees	P39-43
Sustainability-related governance	18	Due diligence	P58
	19	Communication with stakeholders	P15-16
	20	Anti-commercial bribery and anti-corruption	P57
	21	Anti-unfair competition	P57

Shanghai State-owned Listed Companies' Environmental, Social, and Governance (ESG) Indicator System
Index of State-owned Assets Supervision and Administration Commission of Shanghai

First-level indicator	Second-level indicator	Third-level indicator	Page(s)
Environment	Environmental management	Targets and policies for environmental management	P23
		Development of green products and use of environmental technologies	P19
		Total spending on environmental protection	-
		Environmental training performance	P25
	Energy	Targets and planning of energy management	P24
		Energy saving measures	P24
		Development and application of renewable energy	P23
		Total energy consumption	P69
	Resource	Resource management system and planning	P24
		Targets and planning of water resources	P25
		Water saving measures	P25
		Annual total water consumption	P70
		Management of other resource use	P24
	Pollutant	Targets and planning of wastewater management	P25
		Wastewater emission reduction measures	P25
		Amount of wastewater reuse	-
		Wastewater pollutant emissions	-
		Targets and planning of waste gas management	P24
		Waste gas emission reduction measures	P24
		Waste gas pollutant emissions	P68
		Targets and planning of solid waste management	P25
		Solid waste disposal measures	P25

First-level indicator	Second-level indicator	Third-level indicator	Page(s)
Environment	Pollutant	Solid waste emissions	P69
		Recycling, utilization, and disposal amount of solid waste	-
		Management of other pollutants	P25
	Climate change	Identify climate change risk and develop targets and strategies to tackle climate change	P62
		Measures that support the "dual-carbon" goals	P65
		Carbon audit/examination measures	P23
		GHG emissions	P68
	Biodiversity	Biodiversity protection system	P26
		Biodiversity protection measures	P26
Society	Product and service	Product safety and quality management system	P19-20
		Product development and innovation	P46
		Intellectual property protection	P60
		Customer information protection and privacy	P44; P58-59
		Customer service management system	P44
		Responsible promotion	P44
		Customer complaints/settlement rate	P76-77
		Customer satisfaction	P78
	Employee responsibility	Employee hiring and composition	P72-73
		Employee turnover rate	P74
		Employee democracy management	P40

First-level indicator	Second-level indicator	Third-level indicator	Page(s)
Society	Employee responsibility	Remuneration and benefit system	P40
		Employee care	P43
		Employee satisfaction	P40
		Employee occupational health and safety management	P43
		Emergency safety management measures	P42
		Total spending on production safety	P42
		Production safety training performance	P42
		Work-related injuries and fatalities	P75
		Employee medical checkup coverage	P43
		Employee career development system	P39
		Measures for employee training and practice	P41-42
		Achievements in employee development	P42
	Supply chain responsibility	Supplier management system	P47
		ESG audit of suppliers	P47
	Community responsibility	Charity activities	P50
		Spending on charity	P50
		Volunteer service performance	P50
	Corporate responsibility	Serving national or Shanghai municipal strategies	P09-P10
		Tackling public crisis	P34
		Information security	P58-60
		Public services	P48-49
		Tax contributions	P06

First-level indicator	Second-level indicator	Third-level indicator	Page(s)
Governance	Corporate governance	CPC leadership	P53
		Appointing different individuals as Chairman/General Manager	P54
		Proportion of outside directors	P54
		Compliance management system	P57
		Risk management system	P56
		Audit system	P57
		Measures to avoid the breach of business ethics	P57
		Anti-monopoly and fair competition	P57
	ESG governance	Board engagement in ESG management	P13
		ESG organizational structure	P13-14
Governance	ESG governance	ESG strategy/targets	P13
		Identification of ESG stakeholders	P15
		Identification of substantive ESG topics	P14
		ESG-related policies	P13
		Conduct communication with stakeholders	P15
		Link the management's remuneration with ESG performance	P13
		Consider ESG elements in specific businesses	P21-22
	Data governance	Basic platform building	P35
		Data aggregation and interconnection	P35
		Data governance system	P35

GRI Content Index

Note	During the period from January to December 2024, CPIC reported the information quoted in this GRI Content Index by reference to the GRI standards.
GRI 1 used	GRI 1; Foundation 2021

GRI standards	Disclosures	Page(s)/Remark(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 Restatement of information	P68-75
	2-5 External assurance	-
	2-6 Activities, value chain and other business relationships	P05
	2-7 Employees	P39-43
	2-8 Workers who are not employees	P72
	2-9 Governance structure and composition	P13
	2-10 Nomination and selection of the highest governance body	-
	2-11 Chair of the highest governance body	P04
	2-12 Role of the highest governance body in overseeing the management of impacts	P02
	2-13 Delegation of responsibility for managing impacts	-
	2-14 Role of the highest governance body in sustainability reporting	P02
	2-15 Conflicts of interest	-
	2-16 Communication of critical concerns	P14-16
	2-17 Collective knowledge of the highest governance body	P54
	2-18 Evaluation of the performance of the highest governance body	P02
	2-19 Remuneration policies	P40
	2-20 Process to determine remuneration	P40

GRI standards	Disclosures	Page(s)/Remark(s)
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio	-
	2-22 Statement on sustainable development strategy	P02
	2-23 Policy commitments	P22
	2-24 Embedding policy commitments	P22
	2-25 Processes to remediate negative impacts	P44
	2-26 Mechanisms for seeking advice and raising concerns	P22
	2-27 Compliance with laws and regulations	P58
	2-28 Membership associations	P81
	2-29 Approach to stakeholder engagement	P14-16
	2-30 Collective bargaining agreements	-
GRI 3: Materiality Topics 2021	3-1 Process to determine materiality topics	P14
	3-2 List of materiality topics	P14
	3-3 Management of materiality topics	P14
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	P06
	201-2 Financial implications and other risks and opportunities due to climate change	P63-64
	201-3 Defined benefit plan obligations and other retirement plans	P39
	201-4 Financial assistance received from government	-
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	P21
	203-2 Significant indirect economic impacts	P32
GRI 204: Procurement Practices 2016	204-1 Proportion of Spending on Local Suppliers	-
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	P57-58
	205-2 Communication and training about anti-corruption policies and procedures	P57-58
	205-3 Confirmed incidents of corruption and actions taken	P57-58









GRI standards	Disclosures	Page(s)/Remark(s)
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	P57
GRI 207: Tax 2019	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 301: Materials 2016	301-1 Materials used by weight or volume	-
	301-2 Recycled input materials used	-
	301-3 Reclaimed products and their packaging materials	-
GRI 302: Energy 2016	302-1 Energy consumption within the organization	P69
	302-2 Energy consumption outside of the organization	-
	302-3 Energy intensity	P69
	302-4 Reduction of energy consumption	P24
	302-5 Reductions in energy requirements of products and services	P24
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	P25
	303-2 Management of water discharge-related impacts	-
	303-3 Water withdrawal	P25
	303-4 Water discharge	-
	303-5 Water consumption	P70
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	-
	304-2 Significant impacts of activities, products, and services	P26
	304-3 Habitats protected or restored	P26
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	-
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	P68
	305-2 Energy indirect (Scope 2) GHG emissions	P68
	305-3 Other indirect (Scope 3) GHG emissions	-

GRI standards	Disclosures	Page(s)/Remark(s)
GRI 305: Emissions 2016	305-4 GHG emissions intensity	P68
	305-5 Reduction of GHG emissions	-
	305-6 Emissions of ozone-depleting substances (ODS)	-
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	P68
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	-
	306-2 Management of significant waste-related impacts	-
	306-3 Waste generated	P69
	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	-
	308-2 Negative environmental impacts in the supply chain and actions taken	-
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	P73-74
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	P40
	401-3 Parental leave	P40
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	P42
	403-2 Hazard identification, risk assessment, and incident investigation	-
	403-3 Occupational health services	P43
	403-4 Worker participation, consultation, and communication on occupational health and safety	P40
	403-5 Worker training on occupational health and safety	P42
	403-6 Promotion of worker health	P43
	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	P75
	403-10 Work-related ill health	-

GRI standards	Disclosures	Page(s)/Remark(s)
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	P75
	404-2 Programs for upgrading employee skills and transition assistance programs	P41
	404-3 Percentage of employees receiving regular performance and career development reviews	-
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	P39; P54
	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	P39
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	P39
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	P39
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 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	-
	414-2 Negative social impacts in the supply chain and actions taken	-
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	P44
	417-2 Incidents of non-compliance concerning product and service information and labeling	P44
	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	P44

SDGs

SDGs	Our action
	<ul style="list-style-type: none">• We leverage the essence of insurance to enhance our support for rural development, rural construction, and rural governance and explore long-term mechanisms for rural revitalization.
	<ul style="list-style-type: none">• In 2024, we developed 1,409 new agricultural insurance products and provided RMB 663.4 billion in coverage for 19.36 million farming households, with payouts benefiting over 5 million households.
	<ul style="list-style-type: none">• CPIC Home has launched 15 projects across 13 cities in China, featuring three product lines—Wellness Living, Joyful Living, and Care Living—to serve retirees at all life stages, offering a comprehensive "3+2+X" senior living ecosystem.• Critical illness insurance covers over 200 million individuals.• Our healthcare brands include CPIC Good Doctor, CPIC Health Blue, and Yuanshen Rehabilitation.
	<ul style="list-style-type: none">• We have organized the "Illuminate the Future with Responsibility" initiative, featuring educational donations and volunteer teaching.• We have hosted the Volleyball Summer Camp at the Zhangzhou volleyball training base to continuously advance youth volleyball education. Participants from five Hope primary schools and client families in three cities participated in the camp.
	<ul style="list-style-type: none">• Recruitment: We prohibit all gender-based discriminatory behavior.• Compensation: We uphold the principle of equal pay for men and women and pay salaries in full on a monthly basis.• Training and promotion: We prohibit all gender-based discriminatory behavior in strict accordance with our rules and policies.
	<ul style="list-style-type: none">• We use water-saving fixtures, such as low-flow toilets, faucets, and showers and high-pressure water guns, and make reasonable use of non-conventional water sources, such as reclaimed water and rainwater.
	<ul style="list-style-type: none">• We insure green energy projects against natural disasters and accidents in construction and operation stages, meeting the insurance demand of hydropower, photovoltaic power, and offshore wind power.
	<ul style="list-style-type: none">• We attach great importance to our employees' physical and mental health and work-life balance. We organize staff games and provide employees with counseling and brain health care through the CPIC Blue charitable foundation.• In 2024, the Group's labor union visited nearly 350 employees in need and distributed financial assistance and supplies worth RMB 775,000.

SDGs	Our action
	<ul style="list-style-type: none"> • We have developed 20 intellectual property insurance products, covering the creation, protection, and application of intellectual property, with RMB 950 million in coverage.
	<ul style="list-style-type: none"> • In compliance with the <i>Law of the People's Republic of China on the Protection of Rights and Interests of Women</i>, the <i>Special Provisions on Labor Protection of Female Employees</i>, and other relevant laws and regulations, we uphold the principle of equal compensation for male and female and strictly implement maternity leave, breastfeeding leave, prenatal checkup leave, and parental leave.
	<ul style="list-style-type: none"> • Critical illness insurance reaches 106 cities, covering some 200 million individuals. • Long-term care insurance serves more than 90 million individuals. • With 6.416 million participants in 2024, Hu Hui Bao has ranked first nationwide for four years for the number of participants in city-specific inclusive insurance.
	<ul style="list-style-type: none"> • We observe the <i>Supplier Management Measures</i>, develop the <i>Supplier ESG Management Standards</i>, and add ESG-related content to the Supplier's Declaration.
	<ul style="list-style-type: none"> • We have successfully developed and launched the ESG carbon footprint management platform for operations and officially commenced carbon audits in operations across the Group. • As of the end of 2024, the platform had covered 40 CPIC branches and over 300 cities, with over 530,000 users registered on the platform.
	<ul style="list-style-type: none"> • In Xishuangbanna and Pu'er, where wild Asian elephants frequently cause damage, we have consistently promoted public liability insurance for wildlife incidents for over a decade. Cumulative compensation has exceeded RMB 460 million, benefiting over 280,000 farming households. • In collaboration with local forestry departments, we have established the "Forest Chiefs + Ancient & Rare Trees Insurance" mechanism to continuously protect ancient and rare tree communities.
	<ul style="list-style-type: none"> • We strengthen integrity risk prevention and control to mitigate corruption and bribery risks. • We regularly communicate information on compliance and risk prevention to employees, including compliance requirements, anti-fraud, anti-money laundering, and prevention of illegal fundraising.
	<ul style="list-style-type: none"> • We partner with external institutions to conduct sustainability research and share findings in risk management, climate change, work safety and other fields.

Appendix 4: ESG Rating and Index Performance

ESG index name	Note
Hang Sang 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	AA
Top 50 ESG Pioneers of China Listed Companies in Yangtze River Delta (2024)	Ranking 36 th
Top 30 ESG Pioneers of China's Listed Companies in the Financial Industry (2024)	Ranking 16 th
Pioneer 100 Index of State-Owned Enterprises in Corporate Social Responsibility (2024)	Ranking 42 th
Pioneer 100 ESG Index of Listed State-Owned Enterprises (2024)	Ranking 100 th

Appendix 5: Comments and Feedback

Dear Readers,

Thank you for reading the China Pacific Insurance (Group) Co., Ltd. 2024 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: 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 2025



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