

PING AN

Expertise Creates Value



TOGETHER WITH HOPE

Ping An Group, 2024

Contents

1

About Ping An ESG

2

Sustainable Strategy

3

Sustainable Governance

4

Sustainable Business

5

Sustainable Operations

6

Sustainable Community



ESG Governance Structure



- **Strategy level:** The Board of Directors and its Strategy and Investment Committee oversee all ESG issues.

- **Management level:** The Sustainable Development Committee supervises the management of green finance, rural revitalization, and other key ESG initiatives.

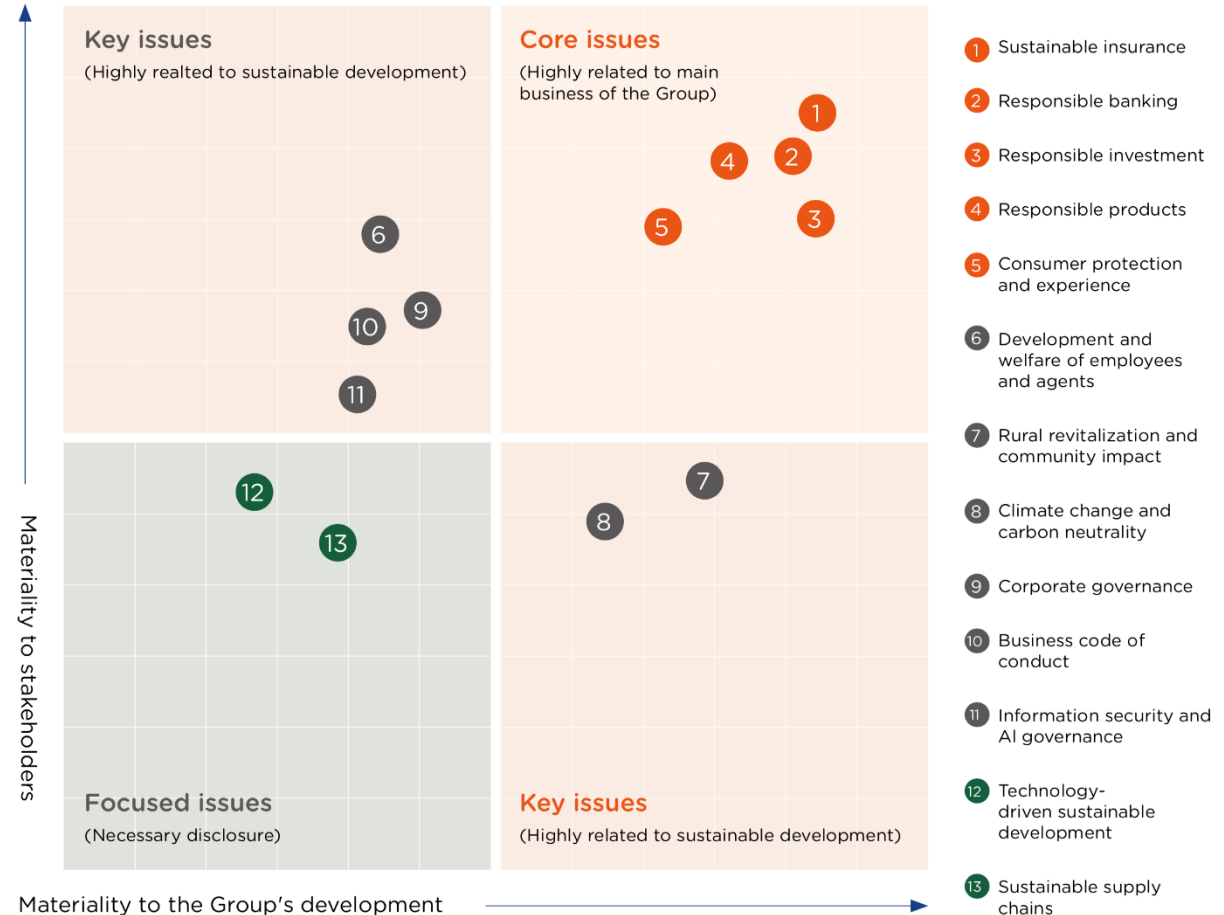
- **Execution level:** Group ESG Office and other functional centers of the Group coordinate ESG activities within and outside the organization.

- **Practice level:** A matrix consisting of the Group’s functional units and member companies is responsible for ESG execution.

Materiality Assessment Matrix

“The company’s overall management of material ESG issues is strong.”
— Sustainalytics

The Materiality Matrix of Ping An Group



Ping An's ESG Policy Statements

| Key Topics | 15 ESG policy statements |
|--|---|
|  <p>1. Corporate Governance</p> | <p>Business Code of Conduct Employee Code of Conduct Policy Statement on Anti-Corruption and Anti-Bribery of Ping An Group (2024)</p> |
|  <p>2. Responsible Investment</p> | <p>Policy Statement on Responsible Investment (2024) Policy Statement on Coal Related Business (2024)</p> |
|  <p>3. Sustainable Insurance</p> | <p>Policy Statement on Sustainable Insurance</p> |
|  <p>4. Information Security and AI Governance</p> | <p>Policy Statement on Information Security (2024) Policy Statement on Privacy Protection (2024) Policy Statement on AI Ethics Governance</p> |
|  <p>5. Product Liability and Customer Protection</p> | <p>Policy Statement on Responsible Product Management</p> |
|  <p>6. Sustainable Supply Chain</p> | <p>Policy Statement on Sustainable Supply Chain</p> |
|  <p>7. Development and Security of Employee and Agent</p> | <p>Policy Statement on Employee Right (2024) Policy Statement on Agent Welfare and Management</p> |
|  <p>8. Community and Environment Influence</p> | <p>Policy Statement on Biodiversity Policy Statement on Community Impact</p> |




Index & Rating

Recognition

Description

| | | |
|---|------------|---|
|  MSCI ESG Rating | A | Ranked first in multi-line insurance & brokerage industry in Asia-Pacific region |
|  CDP Rating | B | Highest level for financial companies in China |
|  Sustainalytics | Low risk | Best score among insurance companies in China |
|  Sustainability Yearbook (China) 2023 | 50 (0-100) | Top 1% of Chinese Companies in S&P Global ESG Score |

China ESG Standards

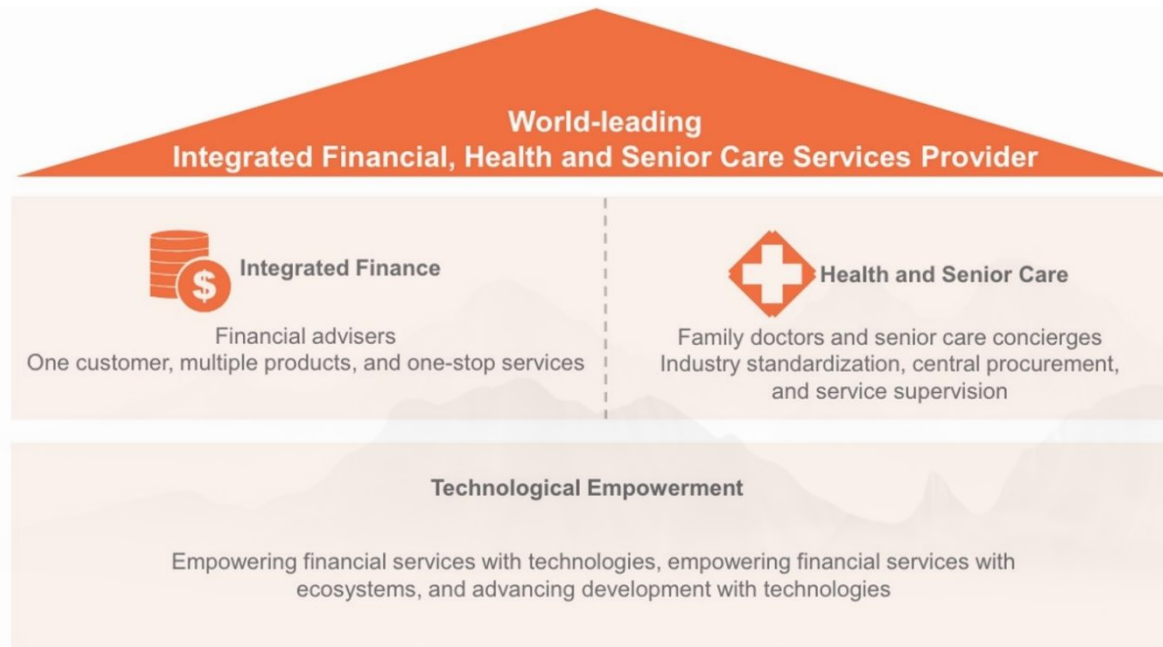
| | | |
|---|--|--|
|  Insurance Association of China | The Guidance for Disclosure of ESG Information for Insurance Institutions. | First domestic self-regulatory guidance in insurance industry |
|  中国企业改革与发展研究会 CHINA ENTERPRISE REFORM AND DEVELOPMENT SOCIETY | Guidance for Enterprise ESG Disclosure | China's first ESG disclosure standard |

Global Initiatives

| | | | |
|--|--|--|--|
|  UNEP FINANCE INITIATIVE | <ul style="list-style-type: none"> • UNEP FI • UNEP FI Global Steering Committee member • UNEP FI Leadership Council member |  PSI Principles for Sustainable Insurance | The first company in mainland China to sign up for the UNEP FI Principles for Sustainable Insurance |
|  PRI Principles for Responsible Investment | The first asset owner signatory in China to join the UN-supported Principles for Responsible Investment |  Climate Action 100+ | The first asset owner signatory in China that joined Climate Action100+ |

We strive to become a world-leading integrated financial, health and senior care services provider.


Adhering to the philosophy of “**people-centric**” and “**finance for people**”, Ping An integrated sustainability into its business strategy by launching a unique Chinese “**managed care model**” that seamlessly combines financial services, health and senior care services.




 **64%** of **232 million** retail customers used services from the health and senior care ecosystem.

 Ping An owns approximately **50,000** in house and contracted external doctors

Ping An has partnered with:

 more than **36,000** hospitals

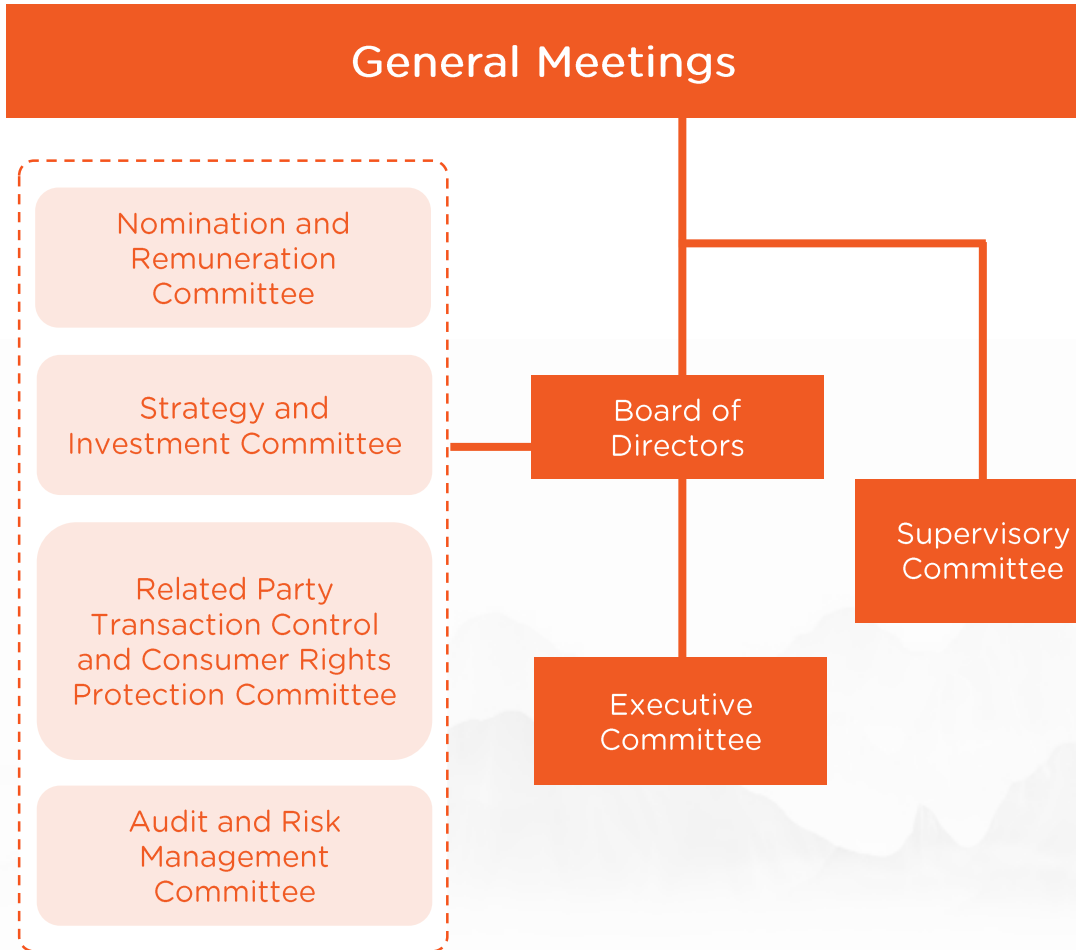
 more than **100,000** healthcare management institutions

 Approximately **230,000** pharmacies

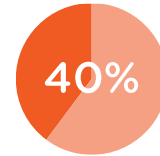


The home-based senior care service covers **54** cities in China.

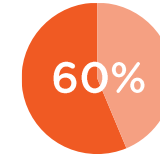
Corporate Governance Structure



👍 Independency:



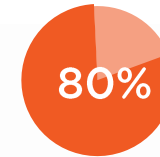
of directors are **independent**



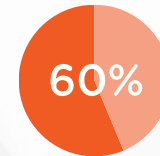
of supervisors are **independent**



of Nomination and Remuneration Committee are **independent directors**



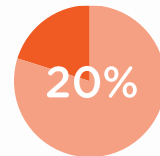
of Audit and Risk Management Committee are **independent directors**



of Related Party Transaction Control and Consumer Rights Protection Committee are **independent directors**



Diversity:

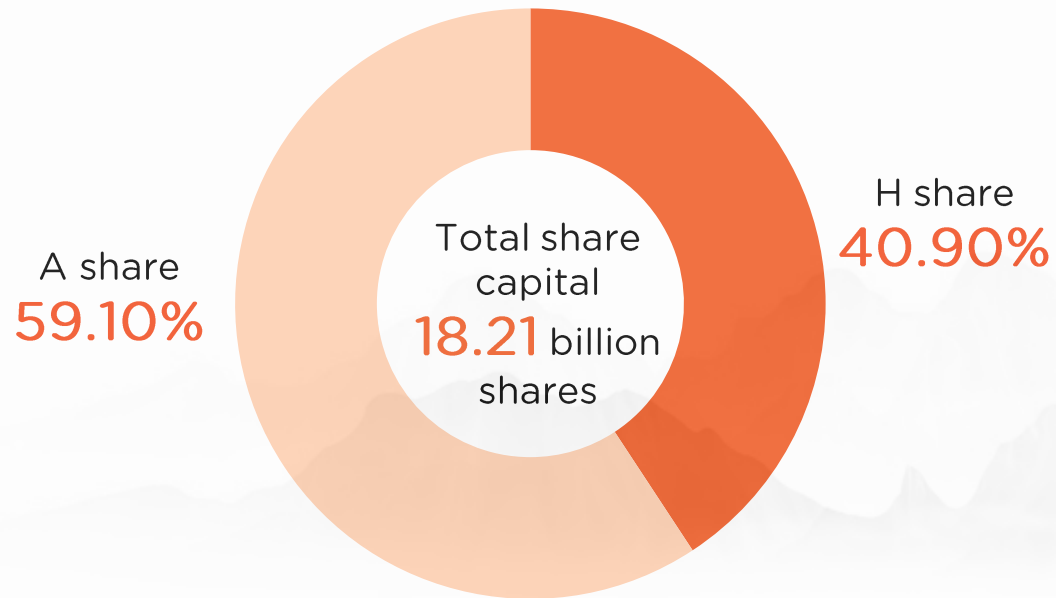


of the directors are **female**



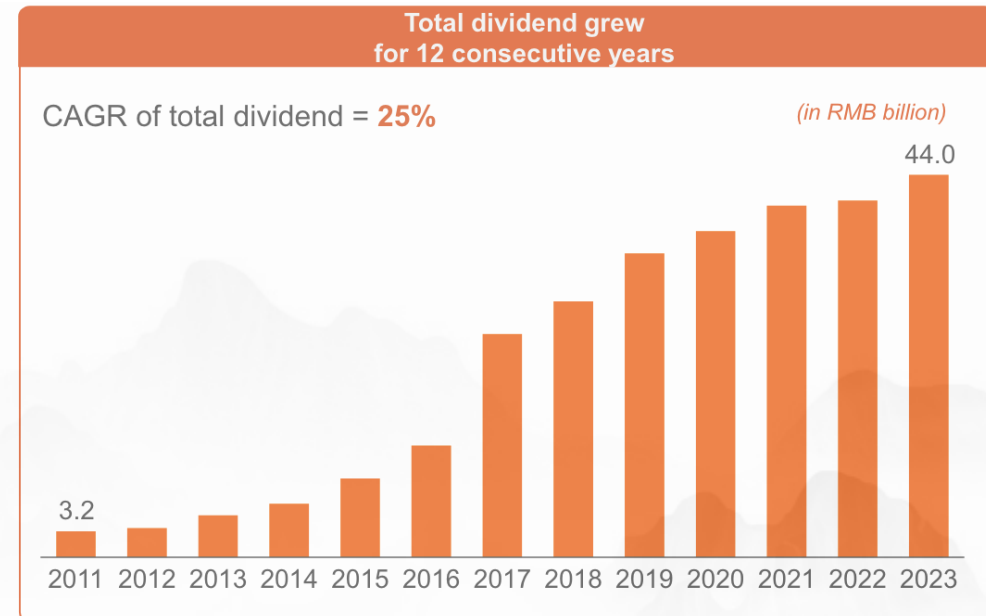
There is no controlling shareholder nor de facto controller.

Ping An is a **mixed-ownership company**, dually listed on the Shanghai Stock Exchange (A-shares) and the Stock Exchange of Hong Kong (H-shares). The shareholding structure of the Group is relatively scattered.



Continuously Improving Dividend Level for Long-term and Stable Returns for Investors

Ping An attaches importance to shareholder returns. The annual dividend and interim dividend has grown every year. Since 2012, the cumulative total dividend surpassed **RMB300 billion**.



“ Ping An’s attainment of ISO 27001 certification, an information security best practice, underscores its commitment to safeguarding data integrity. The coordination of information security efforts by its technology development committee further enhances its privacy management. ”

— Sustainalytics



Certifications

- ISO 20000 IT Service Management System Certification
- ISO 22301 Business Continuity Management System Certification
- ISO/IEC 27001 Information Security Management System Certification
- ISO/IEC 27017 Cloud Services Information Security Management System Certification
- ISO/IEC 27018 Cloud Privacy Data Protection System Certification
- The Level 4 Classified Protection of Cybersecurity
- CSA STAR Cloud Security Certification
- ITSS Cloud Computing Service Competency Assessment Level 2 Certification (Private Cloud)



Training and drills

Conducted **50** information security training and courses for all employees and related third-party personnel.

Completed **59** security emergency drills with its member companies, covering 9 emergency drill scenarios such as ransomware, anti-DDOS attacks, phishing emails.

In 2023, Ping An had **ZERO** significant information leaks or other cybersecurity incidents, nor did it incur any fines or penalties related to information security.

Sustainable Insurance

Premium income of Sustainable Insurance

RMB557.7 billion

↑ **2%** YoY

Premium income of green Insurance

RMB37 billion ↑ **49%** YoY

Premium income of inclusive insurance

RMB14 billion ↓ **52%** YoY

Premium income of social insurance

RMB506 billion ↑ **3%** YoY

■ Case

DRS 2.0 and the Catastrophe Emergency Service Platform

In response to the impact of climate risks, Ping An integrated climate-related factors into actuarial models, and integrated historical underwriting and claim data into the underwriting and pricing systems.

Ping An's DRS system covers 8 kinds of disaster risk maps, including typhoons and rainstorms, and 15 disaster early warnings. In 2023, Ping An issued **572,000** warnings about the potential impact of typhoons, rainstorms, floods and other disasters. In addition, We sent **8.57 billion** early warning messages, covering **87.04** million individuals and enterprises, and provided on-site hazard investigation and other services for over **52,000** customers.



Responsible Banking

Total responsible banking business reached **RMB 1,211 billion**, with a compound annual growth rate of **↑35%** over the past three years

Green Banking Business Scale

RMB189 billion ↑ **4%** YoY

Inclusive Banking Business Scale

RMB718 billion ↑ **10%** YoY

Social Banking Business Scale

RMB303 billion ↑ **15%** YoY

■ Case

Ping An Bank Grants a Loan to Pioneering CCUS Project amounted RMB180 million in China's Steel Industry

CCUS technology plays a key role in achieving carbon neutrality as it effectively reduces CO₂ emissions by capturing CO₂ from industrial emission sources and either using it or injecting it into geological formations for storage.

In 2023, Ping An Bank disbursed a loan to Baotou Iron and Steel Group Co., Ltd. under a **RMB180 million** financing agreement for a pioneering carbon capture project, the first encompassing the whole chain of China's steel industry.

The carbon capture, utilization, and storage (CCUS) demonstration project will have a total capacity of **2 million tonnes**. It is expected to assist Baotou Iron and Steel Group to achieve a reduction in carbon dioxide (CO₂) emissions of **365,300 tonnes** per year, equivalent to planting nearly **19 million trees**.



Responsible Investment

RMB 725.3 billion, accounted for **15%** of total insurance funds investment

100% integrated ESG factors into the entire investment decision-making process for its insurance funds.

More than **83%** of the assets in the Group's insurance fund investment portfolio were managed by asset managers that are UN PRI signatories.

Green investment

RMB128.6 billion **↑19%** YoY

Inclusive investment

RMB22.9 billion **↑180%** YoY

Social investment

RMB573.8 billion **↓17%** YoY

Case

Engagement in Climate Action 100+—China Shenhua

In 2023, through the "Climate Action 100+", Ping An participated in discussions with China Shenhua Energy Company Limited, concentrating on substantive ESG issues such as materiality disclosure, carbon emissions targets, and low-carbon transition.

Ping An gained insights into China Shenhua's approach to addressing ESG risks and opportunities. In terms of addressing climate change issues, Ping An and China Shenhua conducted in-depth exchanges on new energy generation, new energy storage technologies, CCUS projects and carbon markets.



Carbon Reduction in 2023

Total GHG emissions (operations) was **426,082.62 tCO₂e¹** ↓**14%** from the previous year.

Scope 1²
21,962.59 tCO₂e

Scope 2³
373,693.96 tCO₂e

Scope 3⁴
30,426.07 tCO₂e



Carbon emissions per capita: **1.35 tCO₂e/ person** ↓**5.6%** YoY



Ping An employee carbon account platform was launched, covering **113,200** employees.



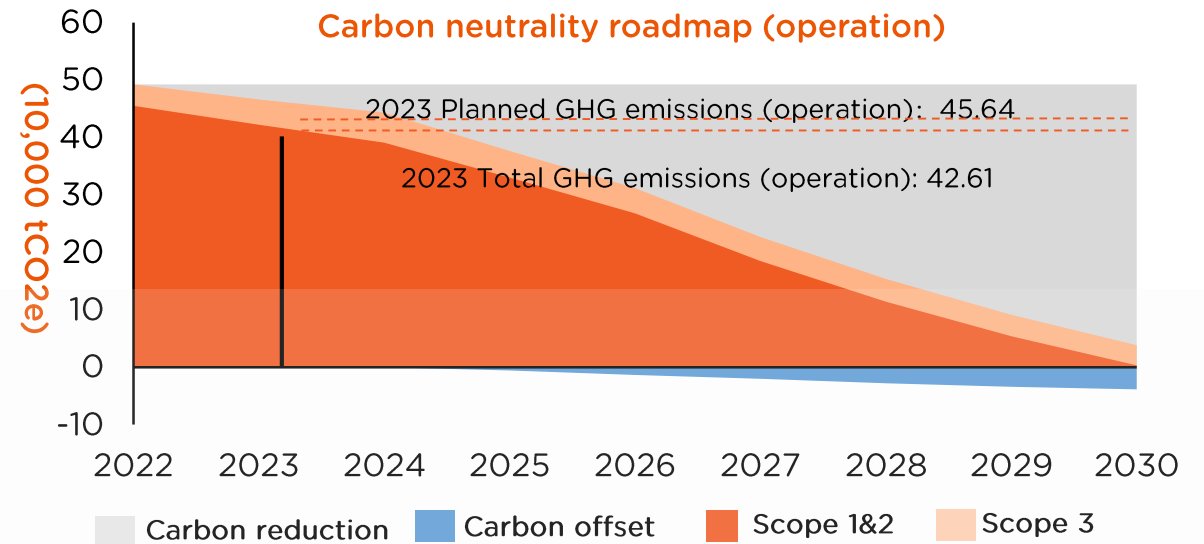
Number of green and healthy buildings: **29**



Solid waste produced: **81,585 tonnes** ↓**58%** YoY

1. Tonnes of carbon dioxide equivalent
2. Scope 1 GHG emissions refer to carbon emissions from combustion of energy sources, such as natural gas, gasoline and diesel
3. Scope 2 GHG emissions refer to carbon emissions from purchased electricity
4. Scope 3 emissions are carbon emissions from business paper consumption and employee traveling

Ping An has pledged to achieve operational carbon neutrality by 2030



Step 1
Energy conservation



Step 2
Purchase green power



Step 3
Carbon offset

Employees

Ping An adheres to the talent philosophy of upholding integrity and innovation, continuously attracts and accommodates talents from all walks of life, different cultures, and backgrounds.



Internal and external
online courses

67,400



Employee satisfaction
score

87 points



Female senior managers

42%



Number of employees participated in
the Core Personnel Stock Ownership
Plan and Long-Term Service Plan

103,232,

a coverage rate of **36%**

Customers

Remaining customer needs-oriented, Ping An continuously develops its integrated finance model of “one customer, multiple products, and one-stop services” under the people-centered philosophy.



Retail customers

232



NPS

59



Percentage of retail customer
with 4 or more contracts within
the Group **25.3%**



The coverage of training on consumer
rights protection

98.5%

Since 2018, Ping An has launched **the Rural Communities Support Program** to support health and education in rural areas. In 2023, Ping An continuously fulfilled its social responsibility through the Rural Communities Support Program



Healthcare

Bridging the medical gap
between urban and rural areas

Free physical examinations services for

2,300 villagers

Donation of medical equipment

2,000 sets

Number of people covered by mobile
medical checkups

>760,000 person-times



Industry

Support for self-reliance, based on
local conditions

Cumulative funding for
industrial revitalization

RMB117.882 billion

Benefited rural households

775,000

Increased income of farmers by

RMB 9.3 billion.



Education

Optimize the allocation of
quality education resources

Ping An Hope Primary Schools

119

Benefited rural students

310,000 +

Trained rural teachers

20,000 +



THANK YOU

PINGAN
Expertise Creates Value