

# Policy Statement on Employee Rights of Ping An Group

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## Definition

An "employee" stated in this policy refers to a full-time employee who has signed a formal employment/service contract with Ping An Insurance (Group) Company of China, Ltd and its member companies.

## Anti-Discrimination, Equality and Diversity

- Any discrimination is prohibited by gender, appearance, physical or mental impairment, age, marital or maternity status, ethnicity, race, religion, sexual orientation, native place, domicile, nationality, party affiliation, accent, educational background and other non-professional competency factors. All employees performing equal work must receive equal pay.

—Ping An promotes a diverse, open, equal, and harassment-free working environment through a variety of activities.

—Ping An provides multiple safe channels for complaints while protecting employees' legitimate rights and interests from infringement.

—Ping An's labor union safeguards the legitimate rights and interests of all employees. Any individual or group that discriminates against others or violates the relevant regulation will be punished accordingly.

- Ping An strives to create a friendly working environment for disabled employees, such as setting up accessible toilets and providing wheelchair-accessible desks.
- Ping An has built a multi-language-friendly working environment. Employees in certain departments should have basic English ability to communicate with foreign employees. When non-Chinese speaking employees require work information or important documents in English, we will provide assistance to our best ability.
- Ping An guarantees employees' basic rights and interests at work, and prohibits forced labor.

## Employee Rights Protection

- Ping An respects and protects individual rights. When the standards of national laws are inconsistent with those of international individual rights, the Company will follow the higher standard; when there is a conflict between the two, the Company will adhere to national laws while considering international requirements where possible.
- Ping An pays great attention to the basic individual rights issues, including caring for vulnerable groups, combating discrimination, combating bullying and harassment, opposing slavery, prohibiting forced labor, and promoting freedom of assembly and association, gender equality and equal pay for equal work(EPEW). Ping An regularly evaluates and updates individual rights issues that are highly relevant to the Company.
- Ping An provides channels for employees to express their opinions and concerns. Employees may express their opinions to the Company through various channels, including communicating with their superiors, communicating with the human resources department or labor unions, emails, and others, including confidential whistleblowing hotline and email support. The Company makes these channels available to all employees, and ensures that all employees are informed of relevant information and developments through announcements, training, and other methods.
- For more information about complaint and whistle-blower management, please refer to *Business Code of Conduct*.

## Freedom of Expression

- Employees have the right to express opinions on any matter regarding the Company, with the intention of benefiting company development. Ping An sets up multiple channels and holds the General Staff Meetings regularly to receive employees' opinions.
- Employees have the right to participate in or form any social group that complies with national regulations and laws; the Company does not interfere with this.

## Employee Development

- Ping An arranges high-quality training courses and activities for employees both offline and online.
- Ping An continuously uses technology to optimize employee working methods and improve work efficiency.
- Depending on the various requirements of different positions, Ping An provides flexible working and remote working options for some employees, giving them greater work flexibility.

## Surveys of Employee Satisfaction and the Company's Organizational Capability

- Ping An organizes annual Group-wide employee satisfaction surveys, and member companies will conduct their own surveys on specific aspects such as organizational efficiency and teamwork atmosphere.
- Adjustments and improvements will be made according to reasonable views and opinions provided by employees.

## Employee Health Care and Convenience

- All employees are entitled to appropriate medical and insurance coverage.
- Ping An organizes regular medical examinations for employees and invites professional medical teams to interpret the results to employees.
- Employees can conduct online consultation and hospital registration in the health management platform provided by Ping An.

- Ping An has developed the HRX platform to provide a series of convenient office services for the employees, including Mobile Punch Clock, Request Leave by One Click, Service Hall, Income Tax Declarations and Self-Service Certificate Application.
- Ping An integrates all kinds of resources to provide employees with internally purchased products and caring services.
- Ping An provides lactation rooms and related facilities to support breastfeeding employees.
- Ping An creates a healthy working environment for its employees and ensures that the workplace is free of air quality issues or other harmful factors that could affect employee health.