

PINGAN

Expertise Creates Value

Expertise Makes Life Easier

Statement on Employee Rights of Ping An Group

March, 2024

This statement applies to the Ping An Insurance (Group) Company of China, Ltd
and its all member companies.

Definition

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

Commitment

The company strictly abides by the Labor Law of the People's Republic of China as well as other laws and regulations, adheres to the people-oriented principle, and protects the legitimate rights and interests of all employees.

Anti-Discrimination, Equality and Diversity Commitment

- Any discrimination on the basis of gender, appearance, physical or mental impairment, age, marital or maternity status, ethnicity, race, religion, sexual orientation, native place, domicile, nationality, party affiliation, educational background, accent and other non-professional competency factors is prohibited in recruiting, on-boarding, training, promotion and rewarding of employees.

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

- Ping An conducts training on diversity, equality and inclusion for all employees.

- 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 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 attention to the following issues, including caring for vulnerable groups, combating discrimination, combating bullying and harassment, prohibiting forced labor and child labor, and promoting gender equality. 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 can anonymously or namely 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-blowing 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 and supports all employees in obtaining professional skill certificates.
- Ping An continuously uses technology to optimize employees' working methods and improve work efficiency.
- Depending on the various requirements of different positions, Ping An provides flexible working and remote working options for 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 conduct their own surveys on specific aspects such as organizational efficiency and teamwork atmosphere.
- Adjustments and improvements are made according to reasonable views and opinions provided by employees.

Employee Health Care and Convenience

- 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 employees' health.
- The company assesses workplace safety risks, develops and implements safety management programs, and conducts regular safety inspections.
- The company conducts training on occupational health and safety topics, sets up emergency management plans and conducts annual fire safety drills to raise employees' safety awareness.

- All employees are entitled to appropriate medical and insurance coverage, as well as the Employee Assistance Program (EAP)¹.
- 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 HR-X 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 exclusive employee discounts and caring services.
- Ping An provides lactation rooms and related facilities to support breastfeeding employees.

¹EAP, known as Employee Assistance Program, covers stress management, occupational mental health, psychological intervention, healthy living and other aspects of integrated services, comprehensively assisting employees to solve their personal issues and to face life and work with a positive mindset.