

An aerial photograph of a city skyline at sunset. The sky transitions from a deep blue at the top to a warm orange and yellow near the horizon. A semi-transparent orange banner covers the lower half of the image, providing a background for the text. The city below is densely packed with buildings, many of which are illuminated with lights. A prominent skyscraper with a sharp, pointed top is visible on the right side of the image.

Make a beautiful life together

Ping An Group, April 2023

PINGAN

Expertise Creates Value

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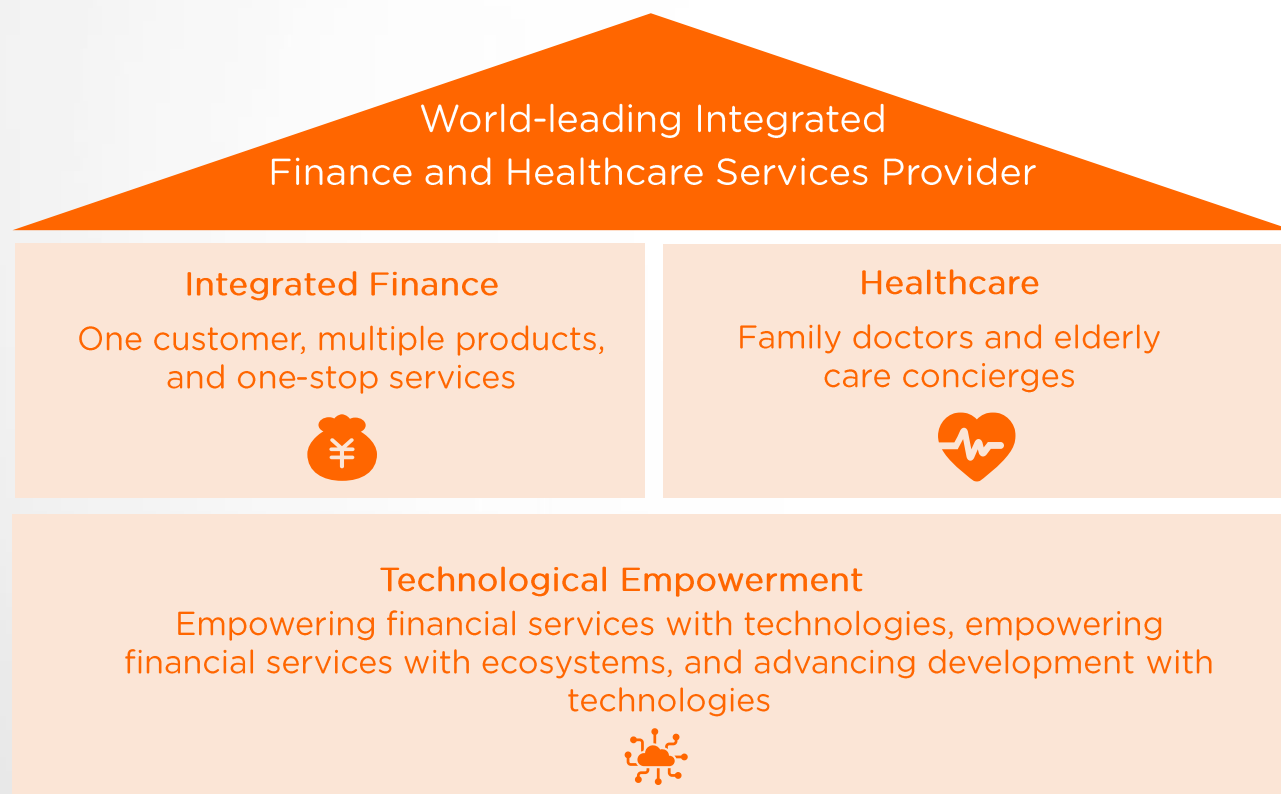
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TCFD Report

“Finance for People” with “Integrated finance + Healthcare”

Our vision is to become a world-leading integrated finance and healthcare 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 healthcare services and financial services. The company created three core service models to provide one-stop medical, health, and elderly care services: “Insurance + Health Management”, “Insurance + Home-based Elderly Care”, and “Insurance + High-end Elderly Care”.



65% of 693 million internet users and 64% of 227 million retail customers used services from the healthcare ecosystem.

Ping An owns:

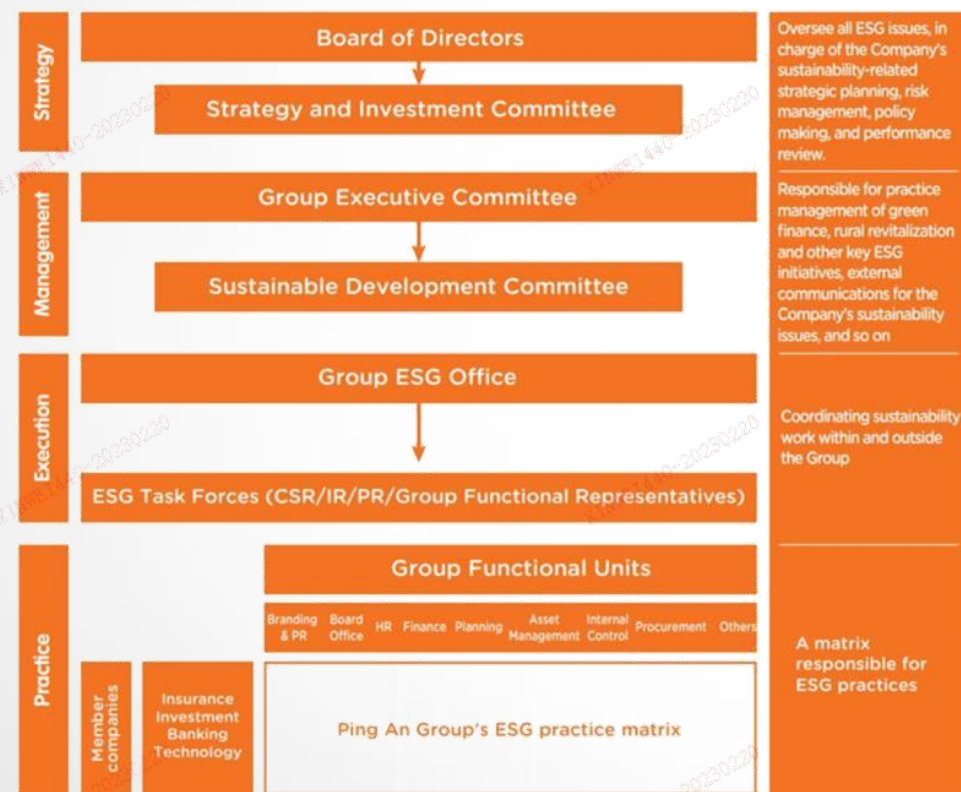
- nearly 4,000 in-house doctors
- more than 45,000 contracted external doctors

Ping An has partnered with:

- more than 10,000 hospitals
- more than 100,000 healthcare management institutions
- 224,000 pharmacies

The home-based elderly care service covers 32 cities in China.

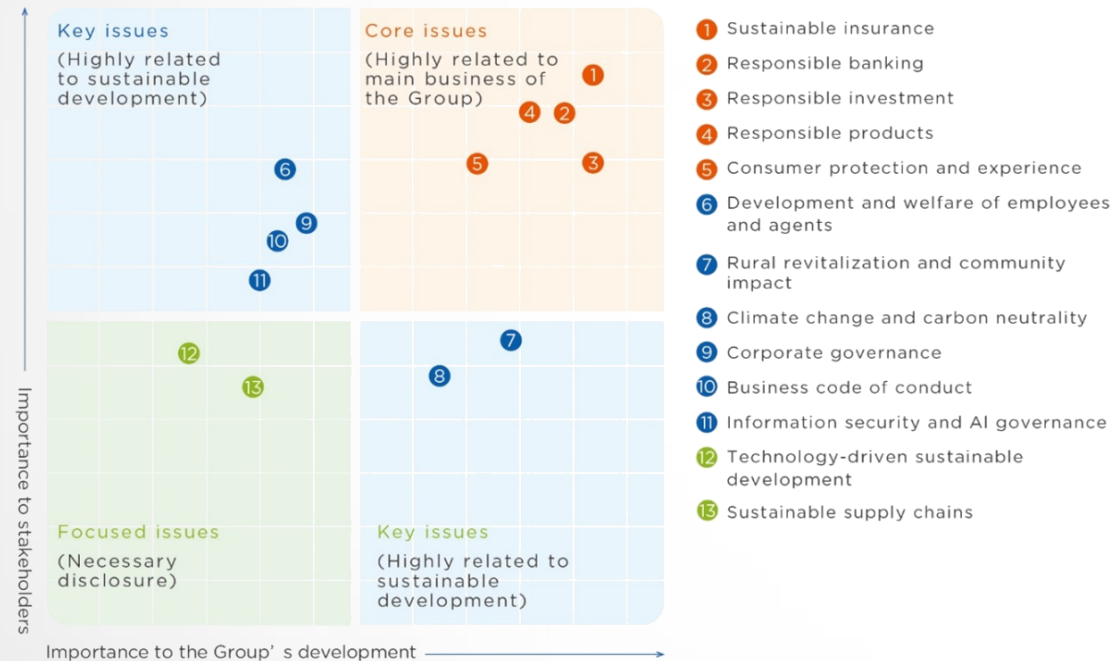
To systematically enhance corporate governance and business sustainability, Ping An has built a professional corporate sustainability management framework and a clear, transparent ESG governance structure to guide and instruct the functional units and member companies of the Group.



- **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 materiality matrix









Five-Year Plan (2023-2027)

Sustainability Issues	Qualitative Goals	Key Quantitative Goals
Sustainable Insurance	• Contributing to economic development, social progress and environmental improvement with comprehensive and professional risk assurance	• Maintaining growth in total sustainable insurance premium
Responsible Banking	• Promoting economic development, social progress and environmental improvement with responsible banking	• Realizing a 5-year compound growth of over 10%
Responsible Investment	• Supporting economic development, social progress and environmental improvement with long-term capital of insurance assets	• Integrating ESG into the process of investment decision-making management and enhancing active shareholder behavior and related disclosure
Responsible Products	• Offering customers convenient, time-saving and cost-effective health and elderly care services	• Steady growth from around 65% in terms of individual customer coverage and Internet user coverage
Consumer Protection and Experience	• Service first and integrity guaranteed	• Reaching 100% participation rate in terms of consumer protection training for employees and insurance agents • Achieving a steady increase in NPS of major subsidiaries • Conducting an annual internal audit on consumer protection
Development and Welfare of Employees and Agents	• Providing career plans for prosperous and contented lives	• Conducting employee satisfaction and engagement surveys and making improvements in a continuous manner
Rural Revitalization and Community Impact	• Contributing to rural revitalization by providing educational public welfare and volunteer service to give back to society	• Accomplishing KPIs for the three-year plan of the Rural Communities Support Program and making new plans, specifically, at least 3,000 hours per year for public welfare teaching activities • At least 3,000 events per year for volunteer services
Climate Change and Carbon Neutrality	• Achieving carbon neutrality in operations by 2030, exploring asset carbon neutrality routes and sharing best practices	• Continuously measuring and disclosing carbon emissions in operations and assets and exploration of neutralisation routes
Corporate Governance	• Setting a model of corporate governance and delivering stable return to shareholders	• Annually reviewing governance principles, mechanisms, structures and processes
Business Code of Conduct	• Upholding ethical values and "regulations + T" principles	• At employee level: 100% coverage of integrity and anti-corruption education, 100% verification rate of reported issues in letters • At company level: 100% compliance with regulations on anti-monopoly and fair trade, anti-money laundering, anti-terrorist financing and sanctions
Information Security and AI Governance	• Putting people first, maintaining security, fairness and transparency	• Reaching 100% coverage of information security training for employees and contractors • Regularly conducting internal and external comprehensive information security reviews
Technology-driven Sustainable Development	• Driving high-quality development with digitalization	• Making steady improvement in digital operation of main businesses
Sustainable Supply Chains	• Acting as a responsible buyer and incorporating sustainable development principles into key aspects of procurement to achieve win-win cooperation	• Incorporating sustainability clauses into 100% of supplier cooperation contracts

"The company's overall management of material ESG issues is strong."- Sustainalytics, 2022

Key Topics	14 ESG policy statements
 1. Corporate Governance	1. Business Code of Conduct 2. Employee Code of Conduct
 2. Responsible Investment	3. Policy Statement on Responsible Investment 4. Policy Statement on Coal Related Business
 3. Sustainable Insurance	5. Policy Statement on Sustainable Insurance
 4. Information Security and AI Governance	6. Policy Statement on Information Security 7. Policy Statement on Privacy Protection 8. Policy Statement on AI Ethics Governance
 5. Product Liability and Customer Protection	9. Policy Statement on Responsible Product Management
 6. Sustainable Supply Chain	10. Policy Statement on Sustainable Supply Chain
 7. Development and Security of Employee and Agent	11. Policy Statement on Employee Rights 12. Policy Statement on Agent Welfare and Management
 8. Community and Environment Influence	13. Policy Statement on Biodiversity 14. Policy Statement on Community Impact

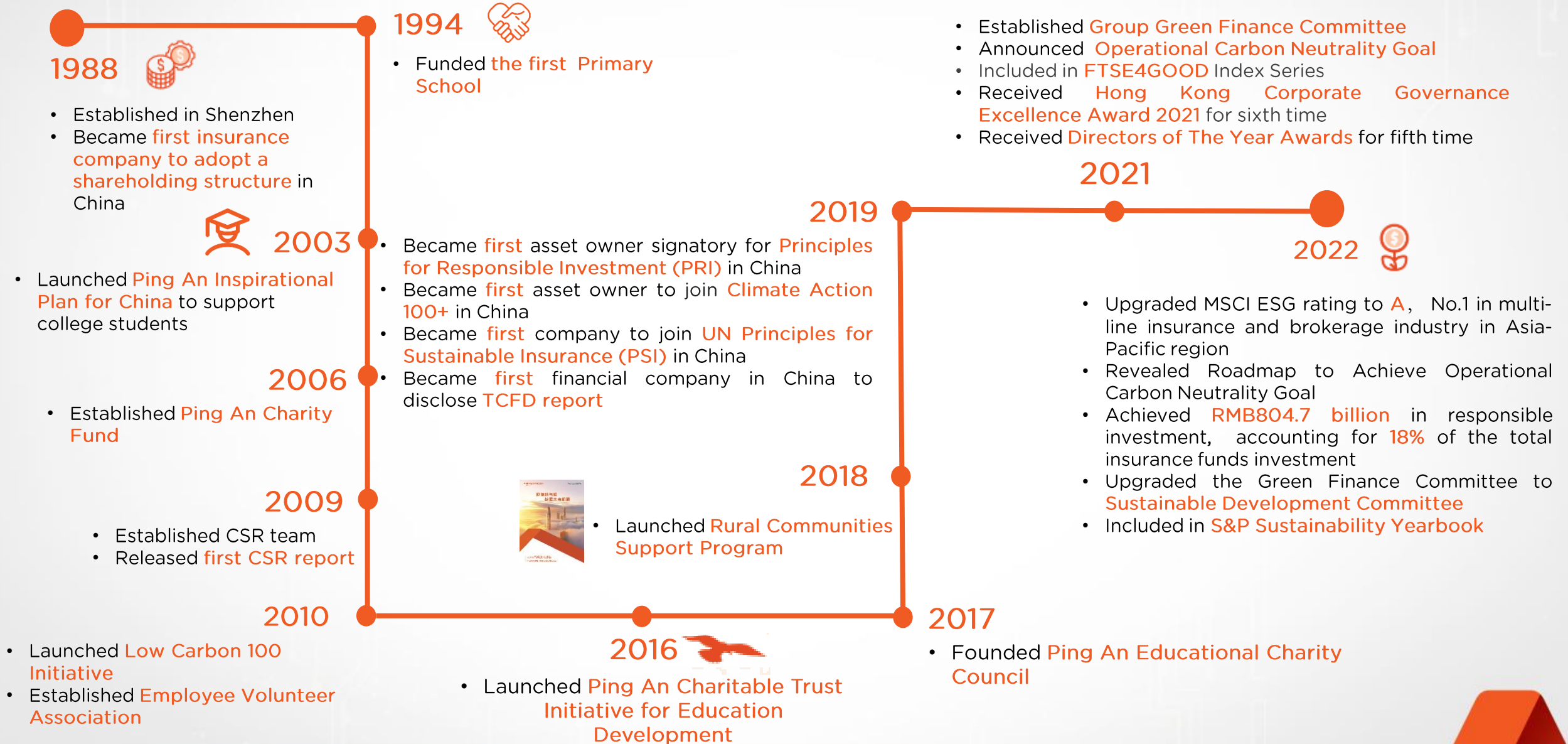
Globally Recognized ESG Leader in China

Index & Rating	Recognition	Description
 MSCI ESG Rating	A	Ranked first in multi-line insurance & brokerage industry in Asia-Pacific region
 CDP Rating	A-	The highest level for financial companies in China
 Sustainalytics	Low risk	The best among financial companies in China
 FTSE Russell	Included	A constituent of the FTSE Russell Sustainability Index
 Hang Seng Corporate Sustainability Index	Included	Included in the Hang Seng China Enterprise Index ESG Index (“HSCEESG”) and the Hang Seng ESG50 Index
 S&P Global	Included	Featured in The S&P Global Sustainability Yearbook 2022 for its commitment to progress in sustainability

Global Partners

Initiative/Organization	Description	Initiative/Organization	Description
 PSI Principles for Sustainable Insurance	The first company in mainland China to sign up for the UNEP FI Principles for Sustainable Insurance	 UNEP FINANCE INITIATIVE	<ul style="list-style-type: none"> • UNEP FI member • UNEP FI Global Steering Committee member • UNEP FI Leadership Council member
 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+

01 Milestones of Ping An's Sustainability



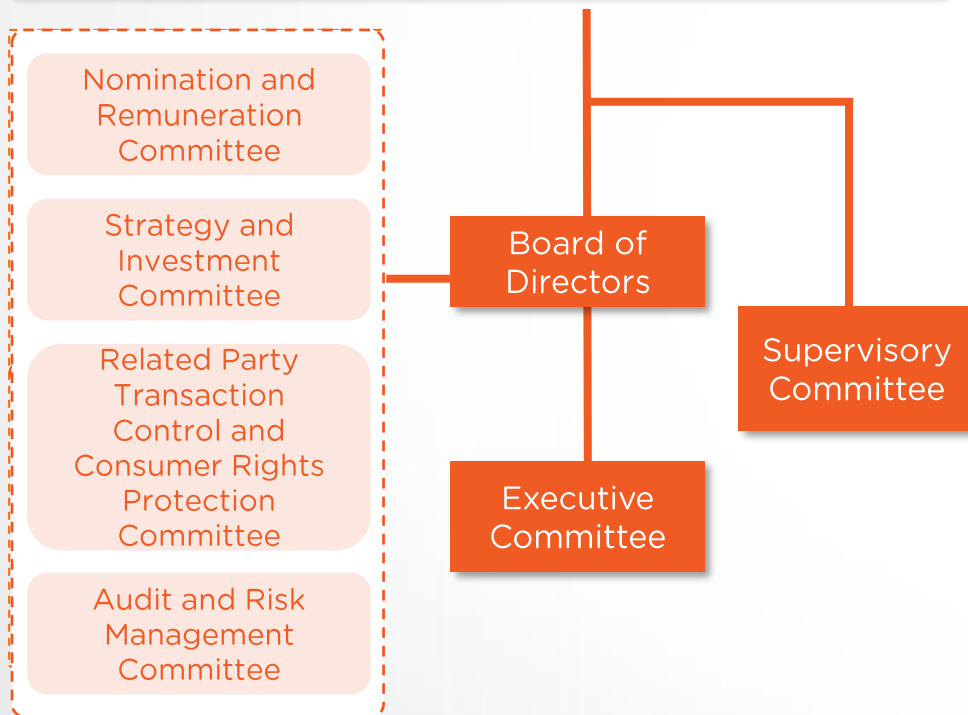
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Corporate Governance Structure

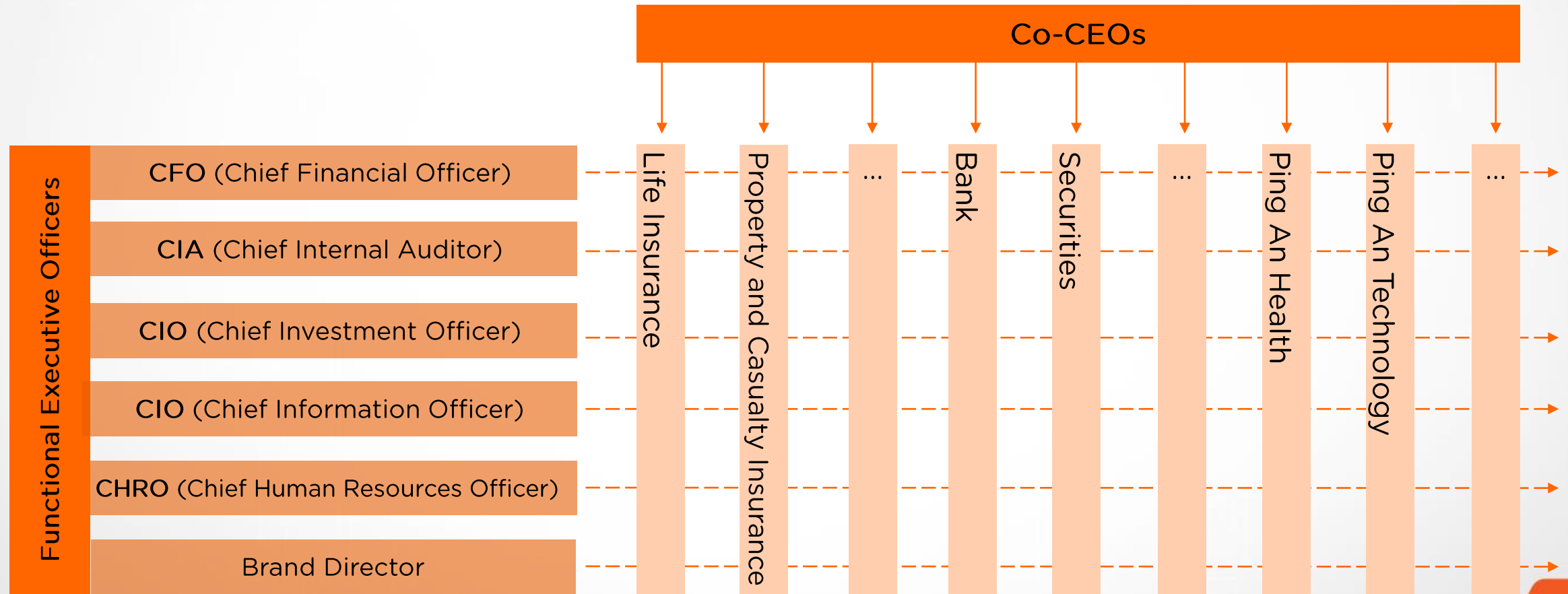
General Meetings



- **General Meetings:** Relatively scattered shareholding structure with no controlling shareholder or de facto controlling party
- **Supervisory Committee:** Effectively supervises the performance of the Board and Executive Committee to protect the interests of minority shareholders, employees and other stakeholders. Ping An is **the first** company in China to have **Independent Supervisors**
- **Board of Directors: independent, diversified and professional**
 - The proportion of **Independent Directors** is **40%**, exceeding the requirements of the Company Law of PRC, HKEX and SSE, and ahead of listed companies in China
 - Members of the *Nomination and Remuneration Committee* are **all Independent Directors**
 - **More than half of the members** of the *Audit and Risk Management Committee* and the *Related Party Transaction Control and Consumer Rights Protection Committee* are **Independent Directors**
 - **Female Directors** account for **20% of the Board**
 - All Directors are professionals with extensive working experience in fields of law, accounting, actuarial or investments
- **Executive Committee:** The highest execution authority under the Board; accountable to the Board and responsible for daily operation and management as well as implementation of the resolutions of the shareholders' general meeting and the Board; takes collective responsibility for decision-making on major matters

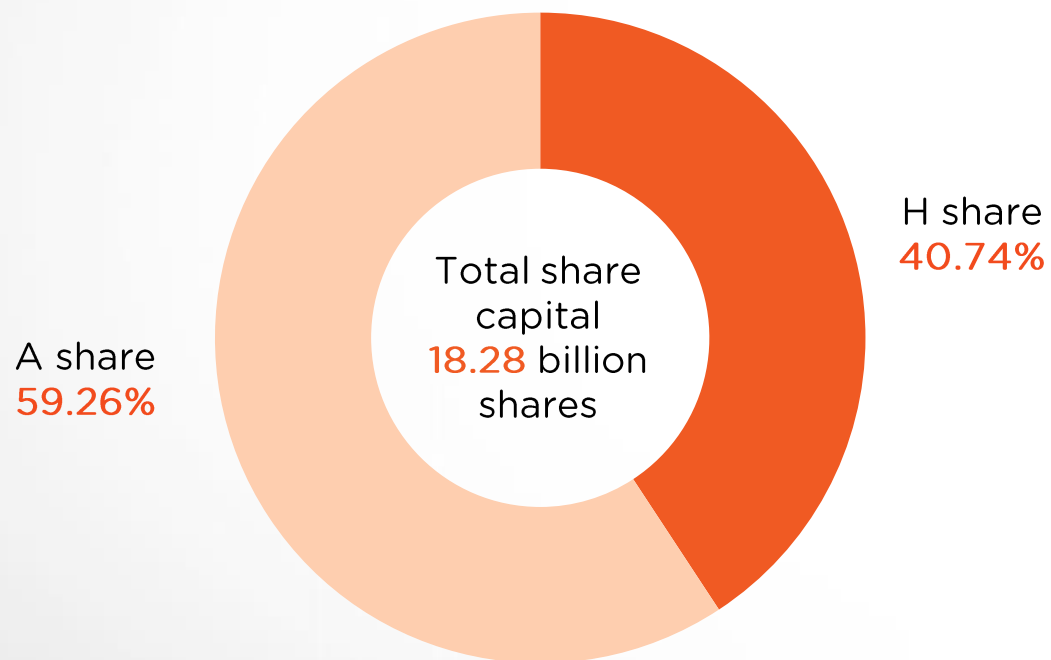
Collective Decision-making Mechanism

- An **Executive Officer + matrix** decision-making management mechanism realizes collective decision-making, division of labor and coordination, matrix management, restriction and balance
- All member companies are **independent corporations with independent operation and independent accounting**

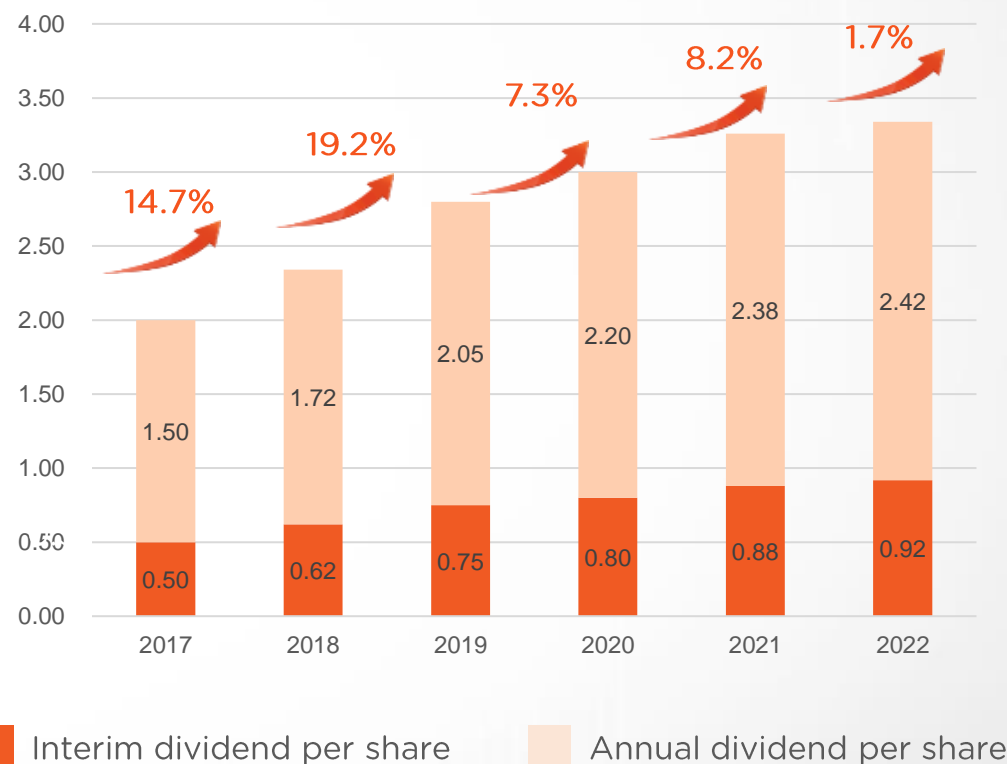




Ping An is a **mixed-ownership company**, dually listed on the Shanghai Stock Exchange (A-shares) and the Stock Exchange of Hong Kong (H-shares). The shareholding structure of the Group is relatively scattered. There is no controlling shareholder nor de facto controller.



Ping An attaches importance to shareholder returns. The annual dividend and interim dividend has grown every year.



"Ping An's ESG management is underpinned by its strong data-related policies and programmes. It is ISO 27001 certified, which is considered an information security best practice." – Sustainalytics, 2022



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)



Trainings

In 2022, Ping An provided more than **50** information security training and education sessions for all employees and related third-party personnel, covering terminal security and data security.

In 2022, Ping An had ZERO significant information leaks or other cybersecurity incidents, nor did it incur any fines or penalties related to information security.

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Responsible Investment and Financing

RMB1.79 trillion ↑ **47%** YoY

Green investment and financing

RMB282.36 billion

Inclusive investment and financing

RMB33.44 billion

Social investment and financing

RMB1.48 trillion

Responsible Investment: **RMB804.7 billion**, accounting for **18%** of total insurance funds investment



Responsible Banking

RMB1.10 trillion ↑ **124%** YoY

Green banking

RMB182.89 billion

Inclusive banking

RMB653.43 billion

Social banking

RMB262.15 billion



Sustainable Insurance premiums

RMB545.55 billion ↑ **4.6%** YoY

Premium income of green Insurance

RMB25.1 billion*

Premium income of inclusive insurance

RMB29.49 billion

Premium income of social insurance

RMB490.95 billion

Insured amount

RMB176,931 billion

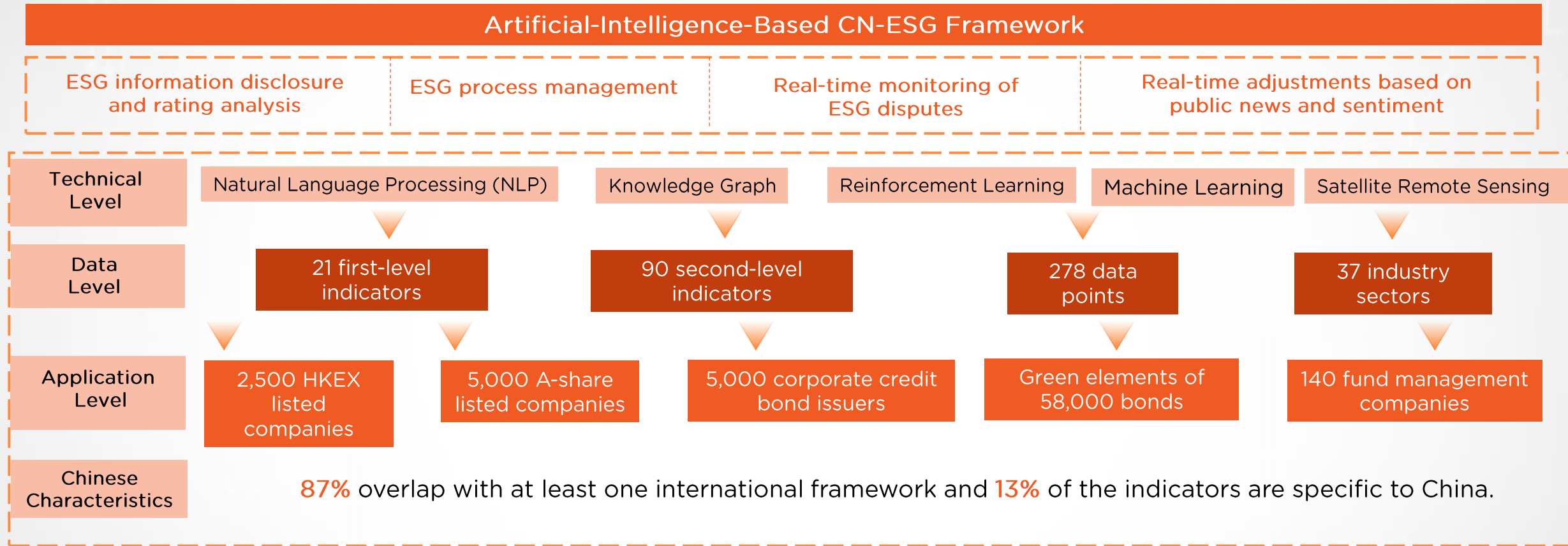
Insured amount

RMB144,911 billion

Insured amount

RMB535,408 billion

* According to the "Statistical System for Green Insurance Business" issued by the China Banking and Insurance Regulatory Commission (CBIRC) in 2022



Ping An and FTSE Russell launched FTSE Ping An China ESG Index Series in 2022

Green Finance: Baihetan Hydropower Station

The power generated by Baihetan Hydropower Station per day can support electricity consumption of **500,000** people for a year.

Ping An Bank has been supporting the **RMB5.23 billion** construction of the Crane Beach Hydropower Station by issuing green bonds and granting green credit for **four** consecutive years.

Ping An Property & Casualty Insurance (“Ping An P&C”), as the chief underwriter, has underwritten the project with an insurance coverage of **RMB6.12 billion**, providing protection against natural disasters and accidents.



Social Finance: Nature Disaster Risk System

Ping An P&C developed a Natural Disaster Risk System (DRS) for physical risk identification and management. The system can assess risk from **eight** types of natural disasters (including landslide, flood, tsunami, typhoon, tornado, lightning and snowstorm) and can issue **15** types of disaster warnings, with an average accuracy rate of over 70%. The system is applicable in two business scenarios: risk screening and pricing and client early warning service.

In 2022, the DRS 2.0 system sent more than **4.41** million disaster warning alerts and disaster mitigation guidelines to **2.23 million** customers through Ping An Auto Owner app, SMS, and smart phone calls, reducing losses for customers by more than **RMB200 million** in total.



Inclusive Finance: Launch of Ping An's Satellites

In 2022, as Ping An's first earth observation optical remote sensing satellite, **Ping An-3**, joined Internet of Things (IoT) satellites **Ping An-1** and **Ping An-2**, to support the supply chain financial services of Ping An Bank and the development of inclusive finance.

The IoT satellites Ping An-1 and Ping An-2 can improve the IoT data communication in forests, grasslands, deserts, oceans and other areas where ground signals are missing. PingAn-3 can obtain high-resolution image data. Together, they help the Bank grasp real operational data along the supply chain more effectively, upon corporate authorization, and help the Bank to assess loan risks.

As of the end of 2022, the satellites served more than **21,000** customers and supported over **RMB650 billion** in financing for businesses.



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Carbon Reduction in 2022

Ping An focused on reducing the impact of its operations on the environment through energy-saving transformation, smart office features and digitalization to reduce energy consumption and carbon emissions.

The total carbon emissions including Scope 1, 2, 3
326,669.88 tCO₂e¹



↓ **23% YoY**

Scope 1²
2,818 tCO₂e ↓ **54% YoY**

Scope 2³
285,891 tCO₂e ↓ **24% YoY**

Scope 3⁴
39,761 tCO₂e ↓ **18% YoY**



Carbon emissions per capita:

0.95 tCO₂e/ person ↓ **21% YoY**



The electricity consumption of workplaces and data centers:

492,067,087 kWh ↓ **20% YoY**



Solid waste produced: **196,864 tonnes** ↓ **7% YoY**



Total water consumption: **4,228,191 tonnes** ↓ **17% YoY**



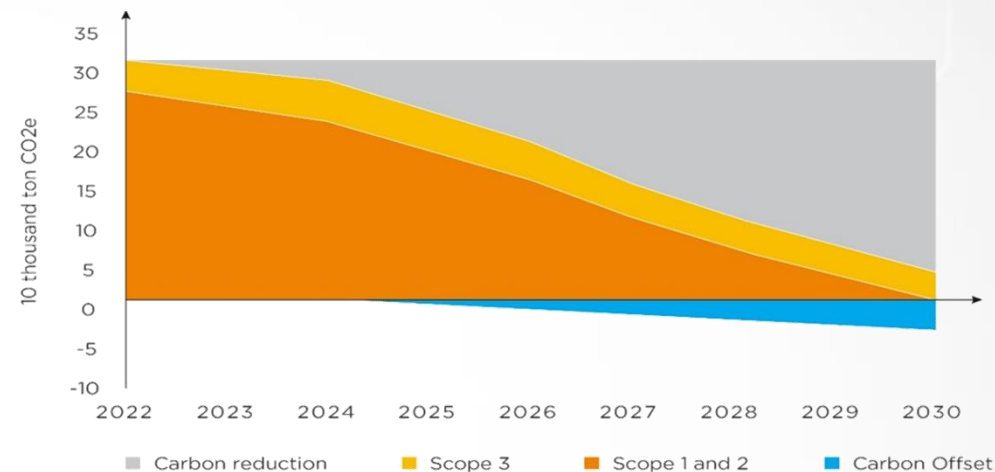
Total paper consumption: **1,559 tonnes** ↓ **4% YoY**



The number of green building certifications Ping An's projects have received domestically and internationally: **19**

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



Step1

Carbon reduction across operations

Step2

Purchase and generation of green power. We set targets of **5%, 10%, 20%, 40%, 60%, 80%, and 100%** renewable energy utilization rate from 2024 to 2030. Ping An's goal is that **100%** of our electricity consumption in its operations will be from renewable energy.

Step3

Investment in green assets and purchase of emission credits to offset carbon emissions

Green Building

The number of green building certifications Ping An's projects have received domestically and internationally:

19

- The Shenzhen Ping An Financial Center, designed, built and operated by Ping An Real Estate, obtained **LEEDv4.10+M: EB (Operation and Maintenance: Existing Building) Platinum Certification**.
- Ping An Guanlan Data Center No. 3 received the **LEED Gold certification** by the **U.S. Green Building Council** and was the **first** financial data center with Power Usage Effectiveness (PUE) **lower than 1.25** in China. It is expected to save about **10.5 million kilowatt hours (kWh)** of electricity and reduce carbon dioxide emissions by **6,406 tonnes** per year.



Green Office

In 2022, Ping An launched the company-wide **Green Operation Innovation Competition**, which consists of two contests: corporate operation and public innovation. The aim of the competition was to encourage subsidiaries to develop goals, strategies and actions that would reduce emissions and energy consumption within a reasonable range. A total of **20** subsidiaries participated in the corporate operation contest. The public innovation contest attracted nearly **400** participants in teams, who submitted **95** innovative plans for green operations, in areas such as operation efficiency improvement, green operations driven by scientific and technological innovation, workplace recycling, and green office.



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Support Rural Revitalization through Rural Communities Support Program

- In 2018, Ping An launched **the Rural Communities Support Program** to support health and education in rural areas
- There are **570,000** Ping An employees and agents working as volunteers



Village Doctor

Bridging the medical gap between urban and rural areas

Mobile physical examinations and free clinic activities carried out in 2022

8

Health public welfare services covered in 2022

1,150 person-times

Free online diagnosis services in rural areas covered

>750,000 person-times



Industrial revitalization

Support for self-reliance, based on local conditions

Poverty alleviation and industrial revitalization

RMB77.15 billion

Industrial revitalization assistance funds in 2022

RMB35.30 billion

The average annual incomes of 433,000 rural households were increased by

RMB12,000



Education revitalization

Optimize the allocation of quality education resources

Total funded Ping An Hope Primary Schools

119

Total donated Primary Schools

1,054

Total volunteer teaching hours

370,000 hours



Empowering Women Mother's Needlework Program

In order to promote the economic and social development of local communities and the employment of women, Ping An launched the **Mother's Needlework public welfare program** in the Yi-populated areas of Liangshan, Sichuan Province.

The project recycled old clothes by embellishing them with Yi ethnic clothing patterns and invited the local Yi women to make and sell exquisite handicrafts. While protecting the cultural heritage of ethnic minorities, the program also promoted flexible employment of ethnic minority women.

In 2022, the program was introduced in Cambodia and Anlong County, Guizhou. Hundreds of women participated, and their per capita income increased from **RMB3,200** per year to more than **RMB10,000** per year.



Shared Value Agricultural Traceability System + Insurance

Climate disasters have slowed agricultural growth. Farmers in rural areas find it difficult to mitigate poverty, which also undermines their willingness to purchase insurance.

Ping An P&C pioneered the “Agricultural Traceability System + Insurance” mode to assist farmers in controlling production quality and managing climate change-related risks, thus increasing their income. P&C sent around **170,000** disaster warning alerts to farmers, reducing losses by a total of **RMB38.25 million** in 2021. Meanwhile, P&C used its app to help farmers sell regional agricultural products, with the total online sales of the first six months of 2022 reaching **RMB3.76 million**.

As farmers' income increases, they are more willing to purchase insurance, boosting Ping An's premium income. P&C provided whole-process agricultural information management and insurance services to **28** kinds of agricultural products from **17** provinces, such as tomatoes from Liaoning, winter jujubes from Shaanxi, and crisp pears from Henan in the first six months of 2022. Through these projects, the Company offered traceability insurance of **RMB15.06 million** to **280,000** select agricultural products.



Biodiversity Conservation of South China Tiger

The South China Tiger is one of the top **10** most critically endangered species in the world with only **250** such tigers left in captivity in China.

Ping An Public Welfare Foundation and Shenzhen Project Care Foundation jointly launched a one-year welfare campaign in 2022 to promote conservation of the South China Tiger. The Group, together with Ping An Bank, Ping An Life Insurance, Ping An Property & Casualty Insurance, Ping An Puhui and other subsidiaries, were involved in the project, demonstrating our determination to help protect the South China Tigers.

The campaign was launched with social and corporate donations, with Ping An initially donating **RMB1.5 million**.



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Ping An is the **first** financial company in mainland China to issue a TCFD report. The Group published its **third** TCFD report in 2023.

Governance

Ping An has developed a four-level governance structure led by the Board of Directors to oversee and manage issues related to climate change and carbon neutrality.

Metrics and Targets

In order to build a roadmap for achieving carbon neutrality, Ping An launched a carbon inventory to measure carbon emissions from its operations.



Strategy

To better predict the potential impact of climate risks, Ping An conducts climate scenario analyses based on three scenarios designed by Central Banks and Supervisors Network for Greening the Financial System (NGFS).

Risk Management

- Ping An identified and assessed climate-related physical and transition risks and opportunities in the **short-term (1-2 years)**, the **medium-term (3-5 years)**, and the **long-term (10 years and above)**.
- Ping An incorporated climate-related risks into the ESG risk management of the Group and established a sound management process.

Thank you

