



眾安在綫財產保險股份有限公司
ZhongAn Online P & C Insurance Co., Ltd.*

*A joint stock limited company incorporated in the People's Republic of China with limited liability
And carrying on business in Hong Kong as "ZA Online Fintech P & C"*

(Stock Code: 6060)

Environmental, Social
and Governance Report
2023



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* For identification purposes only



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About this ESG Report

ZhongAn Online P & C Insurance Co., Ltd. hereby presents its 2023 Environmental, Social, and Governance (ESG) Report, to outline the ESG principles and strategy of the Group and to provide stakeholders with an overview of the Group's ESG policies, initiatives, and performance for 2023 .

Reporting standards

This report is prepared in accordance with the requirements in the Guide on Environmental, Social and Governance Reporting as set out in Appendix C2 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the "Hong Kong Stock Exchange"). Reference has also been made to the Sustainability Reporting Standards (the "GRI Standards") , the United Nations Sustainable Development Goals (SDGs) and the MSCI ESG ratings.

Reporting scope

Unless otherwise indicated, this ESG report covers the core business of ZhongAn Online P&C Insurance Co., Ltd and its subsidiaries (hereinafter collectively referred to as "ZhongAn Online", "ZhongAn Insurance", "ZhongAn" or "us". "the Group" or "we"). The scope of this ESG report utilizes financial criteria and is based on the contribution of subsidiaries or operating sites to the Group's total revenue.

This ESG report covers the period from January 1, 2023 to December 31, 2023 (the "Reporting Period"), with some of the content beyond the period for the completeness of the report.

Reporting principles

The Group prepared the ESG report based on the following four reporting principles:

- **Materiality:** The Group has identified important stakeholders and identified important ESG issues for the year through stakeholder survey and materiality assessment, which serve as the basis for the disclosure focus of this report.
- **Quantitative:** All data in this report are derived from relevant statistical reports and internal documents, and we have disclosed the criteria and methodologies used to calculate key performance indicators. The financial data in this report is derived from the Group's 2023 Annual Report.
- **Balance:** This report follows the principle of balance and presents the Group's ESG performance in an impartial manner.
- **Consistency:** Unless otherwise stated, the methodologies used to collect and disclose ESG information in this report are consistent with previous ones.

Reporting language

This ESG report is published in Traditional Chinese and English. If there are any discrepancies, the Traditional Chinese version takes precedence .

Report accessibility

This ESG report is released in PDF format on the following websites, in which stakeholders can click on the relevant documents to review this ESG Report:

- Hong Kong Exchange and Clearing Limited information release web page (www.hkexnews.hk)
- The sustainability section of the Company's website (<https://www.zhongan.com/corporate/sustainabledevelopment>) of the Company' s website (www.zhongan.com)

Contact information

Your feedback on this ESG Report is highly valued. If you have any enquiries or recommendations, please contact us via email at dongshihui@zhongan.com.

About ZhongAn Online

ZhongAn Online P & C Insurance Co., Ltd. was incorporated on October 9, 2013, and headquartered in Shanghai, ZhongAn was listed on the Main Board of the Hong Kong Stock Exchange on September 28, 2017 (stock code: 6060).

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Company overview

As the first internet-based insurTech company in China, ZhongAn features a branchless model, entirely based on the Internet. The Group operates with the dual engine of “Insurance + Technology” and uses leading technologies to reform the insurance value chain. We operate our businesses mainly in ecosystems of health, digital lifestyle, consumer finance and auto insurance, providing personalized, customized, and intelligent insurance products and risk management solutions. In July 2016, we incorporated a wholly-owned subsidiary, ZhongAn Information and Technology Services Co., Ltd. (ZhongAn Technology), to empower our insurance services with cutting-edge technology and to export our proven technological solutions to the broader industry.

As of December 31, 2023



We have served over **500** million customers.



We issued **64** billion insurance policies in total.



The technology export business has served a total of **848** customers from various industries including insurance, internet technology, banking and securities brokerage.



Our eco-partners are over **430** around the world, including Japanese P&C insurer Sampo Japan Insurance Inc., leading Southeast Asian O2O platform Grab and Singaporean composite insurer NTUC Income.



Staying true to our mission of “driving financial development through technology and introducing service-oriented insurance products to the market”, adhering to the values of “simplicity, speed, innovation, and win-win”, the Group will continue to navigate challenges and advance forward to open up a real new insurance era.

Governance structure

ZhongAn has continuously enhanced its corporate governance, establishing a clear structure of rights and responsibilities to protect the legitimate interests of both the enterprise and its stakeholders, thereby improving operational efficiency. The Board of Directors of the Group comprises four special committees: Audit and Consumer Rights Protection Committee, Nomination and Remuneration Committee, Risk Management and Related-Party Transaction Control Committee, and Strategy and Investment Decision Committee. Please refer to the Group's 2023 Annual Report for details of the Committee's specific terms of reference, composition and the background of its members.

The Group attaches great importance to the diversity and independence of the Board of Directors and believes that enhancing the diversity of the Board is a key element to enhance the competitive advantage of the enterprise. Board members possess extensive experience in the insurance industry, the Internet and risk management. Seven Directors served as senior executives or held important positions in insurance companies, insurance brokerage companies or relevant regulatory authorities. Two executive Directors have a wealth of experience in the Internet-based practice and its application to the insurance industry, and three independent Directors have rich experience and expertise in risk management, serving respectively as the chairman and members of the Board's Risk Management and Related-Party Transaction Control Committee. In addition, the Nomination and Remuneration Committee reviews the structure, size and composition of the Board annually and seeks diversity at all levels, including but not limited to gender, age, cultural and educational background, professional qualifications, skills, knowledge, location, and industry experience. Furthermore, the Group's senior management team has exceptional strengths and extensive experience in corporate governance, internet, insurance, legal and financial industries.

The Board of Directors consists

of **10** members.

There are **2** female Directors and **3** independent non-executive Directors. **3** independent Directors have risk management experience.



Annual honors

In 2023, ZhongAn was recognized for its sound business performance and achievements in the field of product and technological innovation. The following are the honorary recognitions received by the Group during the Reporting Period:

Serial number	Awards Received	Organizational Institutions
1	Annual Outstanding Insurance Company Award	Bao Guan
2	Top 20 Green Finance Pioneer Institutions	Zero One Think Tank
3	Top 50 Digital Finance Companies in China	Zero One Think Tank
4	Influential Brand in the Consumer Market Industry	Consumer Daily
5	Annual Innovation Product List	Daily Economic News
6	ESG Investment Value Top 100 New Benchmark Enterprise Award	Securities Star
7	Third Prize in the "Insurance Power" Short Video Contest	Financial Times
8	2023 China's Top 100 New Technology Companies Evaluation and Autumn Golden i Award	Internet Weekly
9	2023 Reputation Risk Management Excellence Award	China Times
10	Golden Kumquat Award for Technological Empowerment of Financial Institutions	China Times
11	Global Top 100 Open Innovation Ranking	Play Book
12	Annual Insurance Technology Award	Beijing Business Daily
13	InsurStar30	Bao Guan
14	Annual Excellence in Insurance Brand Award	Securities Star
15	2023 China Financial Institutions Gold Medal List, Golden Dragon Award	Financial Times
16	2023 Excellence in Insurance Company	Investment Times
17	2023 Insurance Company Innovation Award	Investment Times
18	Exemplar of Annual Financial Brand Influence	Phoenix Net Wemoney
19	2023 EDGE Global Innovation Selection, Financial Technology Innovation Enterprise	Tech\Media\Telecom
20	2024 China Finance and TMT "Leading List"	Operator Finance and Economics
21	Sina Golden Kirin Award	Sina
22	2023 Annual Insurance Product Innovation Company	China Times
23	Top 20 Insurance Technology Pioneer Institutions	Zero One Finance
24	2023 ESG Excellent Case Collection	Securities Daily
25	Top 30 List of Chinese Financial Technology Innovation Enterprises	EO Finance



Strengthening ESG Governance

As a risk manager, risk taker and major investor, insurance companies are in a special position to promote the sustainable development of economy, society and environment. Taking ESG as an important tool for corporate management can not only help promote the high-quality development of the enterprise itself, but also play an important role in promoting the sustainable development of the society and the economy. It is not only about corporate social responsibility, but also helps to identify and manage non-financial risks, thus affecting the long-term sound value of the enterprise. As an innovative Internet insurance company practicing the principle of "doing warm insurance", ZhongAnOnline understands the importance of ESG to the sustainable development of enterprises, and combines its own development concepts and operational practices to continuously explore the establishment of a sound ESG system, and take positive actions to respond to the challenges faced by the insurance industry, such as climate change and other sustainable development challenges.

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ESG strategy

Practicing the concept of sustainable development is the consensus of the international community. As the Paris Agreement put forward targets for reducing global greenhouse gas emissions and the United Nations has proposed 17 sustainable development goals through the 2030 sustainable development agenda, China has set the goal of carbon peak by 2030 and carbon neutrality by 2060. Regulators such as the China Banking and Insurance Regulatory Commission (hereinafter referred to as "CBIRC") and the Ministry of Ecology and Environment of the People's Republic of China have also accelerated the formulation of relevant regulations to promote the disclosure of ESG-related information by enterprises. As an innovative Internet insurance company with the mission of "practicing national strategies, serving the real economy and creating greater value for society", ZhongAn deeply understands the insurance industry's multiple roles as a risk manager, a risk taker, and a major investor, perceives the developmental opportunities and challenges faced by the global community, and hopes to promote sustainable development economically, socially and environmentally.

Against this backdrop, ZhongAn combines its developmental concept of "technology-driven finance and introducing service-oriented insurance products to the market" and corporate operation practices, and regards "strict operational compliance", "service-oriented insurance", "humanistic care", "sharing the green ecology" and "giving back to society" as our five strategic development directions to fulfil environmental and social responsibilities and practice ESG concepts.

Guided by the development directions, we will continue to standardize ESG information disclosure, improve the level of ESG governance, actively improve the performance of various ESG issues in business operations, incorporate social responsibility indicators into the performance appraisal of executive compensation, so as to encourage executives to prioritize social responsibility and ESG management, and actively create value for shareholders, investors, regulators, customers, employees, business partners, NGOs and other stakeholders, to shape a mutually beneficial and win-win pattern and share development results with society.

Technology-driven finance
Service-oriented insurance

Five ESG Strategic Directions of ZhongAn Online



Strategic Directions

Key Topics

Practice and Targets



Strict operational compliance

- ◇ Corporate Governance
- ◇ Risk Management
- ◇ Business Ethics
- ◇ Privacy and Data Security
- ◇ Supply Chain Management and Responsible Sourcing

ZhongAn has continuously improved its corporate governance system and capacity, and is committed to building a compliant, efficient, and stable innovative Internet insurance company, providing long-term returns for shareholders, and working together with all stakeholders to achieve win-win results.

◇ Strengthen the organizational structure and institutional basis of compliance management, improve the comprehensive risk management system, improve the transparency of enterprise information disclosure, and lay a solid foundation for the Group's high-quality development;

◇ Adhere to the principles of honest operation, fair competition, and business ethics, maintaining a zero tolerance for corruption, commercial bribery, and fraud, and work with customers, suppliers and partners to build a clean and healthy environment;

◇ Improve the Group's information management system and practice, ensure the Group's information security, improve the modernization level of information management, effectively protect customer privacy, prevent customer information leakage, improve customer information security, and protect the legitimate rights and interests of customers;

◇ On the basis of suppliers' compliance management, carry out supplier ESG risk assessment, and establish training and communication mechanisms to help suppliers improve their ESG management ability.



Strategic Directions

Key Topics

Practice and Targets



Service-oriented insurance

- ◇ Product and Service Innovation
- ◇ Financial Inclusion
- ◇ Protection of Customer Rights and Interests

ZhongAn drives finance with technology, continues to launch personalized, customized, and intelligent products, fully protects customers' rights and interests, continuously improves customer experience, and meets the people's growing needs for a better life with high-quality and service-oriented insurance products and services.

◇ Actively innovate product and service models, and integrate emerging risks such as urbanization, demographic changes, climate change, emerging health concerns, and ESG factor into the product design;

◇ Enhance the human touch of our products, upgrade the coverage of core products such as the "Million Medical Series", and launch the inclusive version of network security insurance, business interruption insurance for small and medium-sized enterprises and other insurance, so as to provide inclusive products and services for underserved groups;

◇ Continue to enhance consumer rights protection and management systems, attach importance to customer feedback, establish an effective customer feedback channel, respond to customer demands, and protect customer rights and interests.



Humanistic care

- ◇ Diversity and Inclusion
- ◇ Talent Development and Training
- ◇ Employee Health and Safety
- ◇ Employee Rights and Care

ZhongAn attaches great importance to humanistic care. ZhongAn is committed to building an equal, inclusive, healthy and safe workplace environment and shares the achievements of enterprise development with employees to work together for a better future.

◇ Adhere to equal employment, prohibit child labour, forced labour and any form of discrimination, and fully protect the legitimate rights and interests of employees;

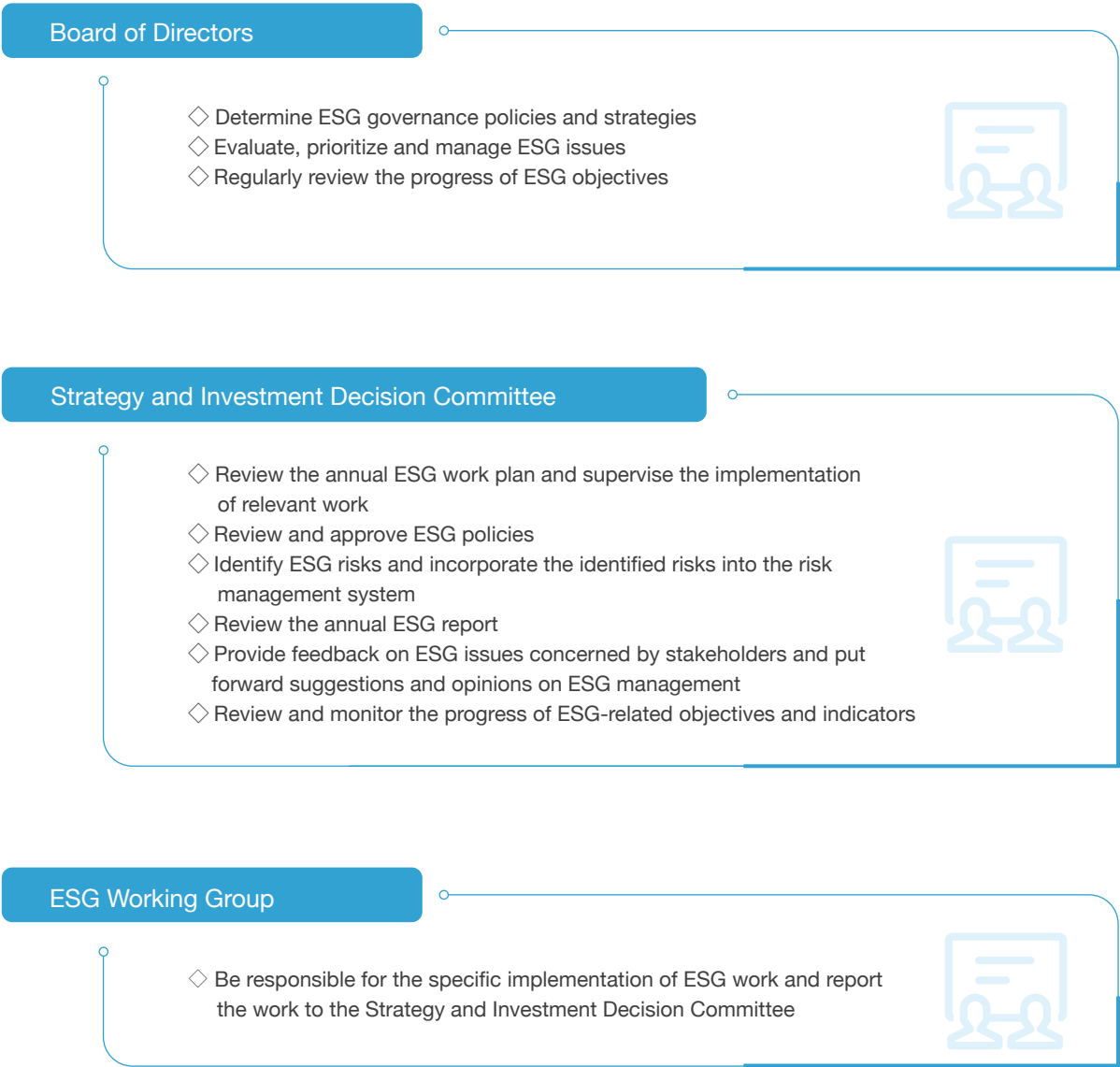
◇ Ensure clear pathways for employee promotion and development, optimize the talent training program, hold a variety of training and education activities, and support employees for further study, so that employees can realize their self-worth in the development of the enterprise;


◇ Actively listens to employee feedback, constantly improve employee welfare, strengthen the construction of employee communication channels, care for women and poor employees, and enhance the sense of belonging of employees.

ESG governance structure

ZhongAn focuses on the possible impact of its management decisions and operations on the environment, society, and economy, establishes an ESG governance structure with clear responsibilities from top to bottom, and integrates the ESG concept into the enterprise development strategy. Strategy and Investment Decision Committee provides professional advice for the Group’s development planning, ESG work plan, ESG risk review and other matters, and promotes the standardized and efficient operation of the Group’s ESG management.

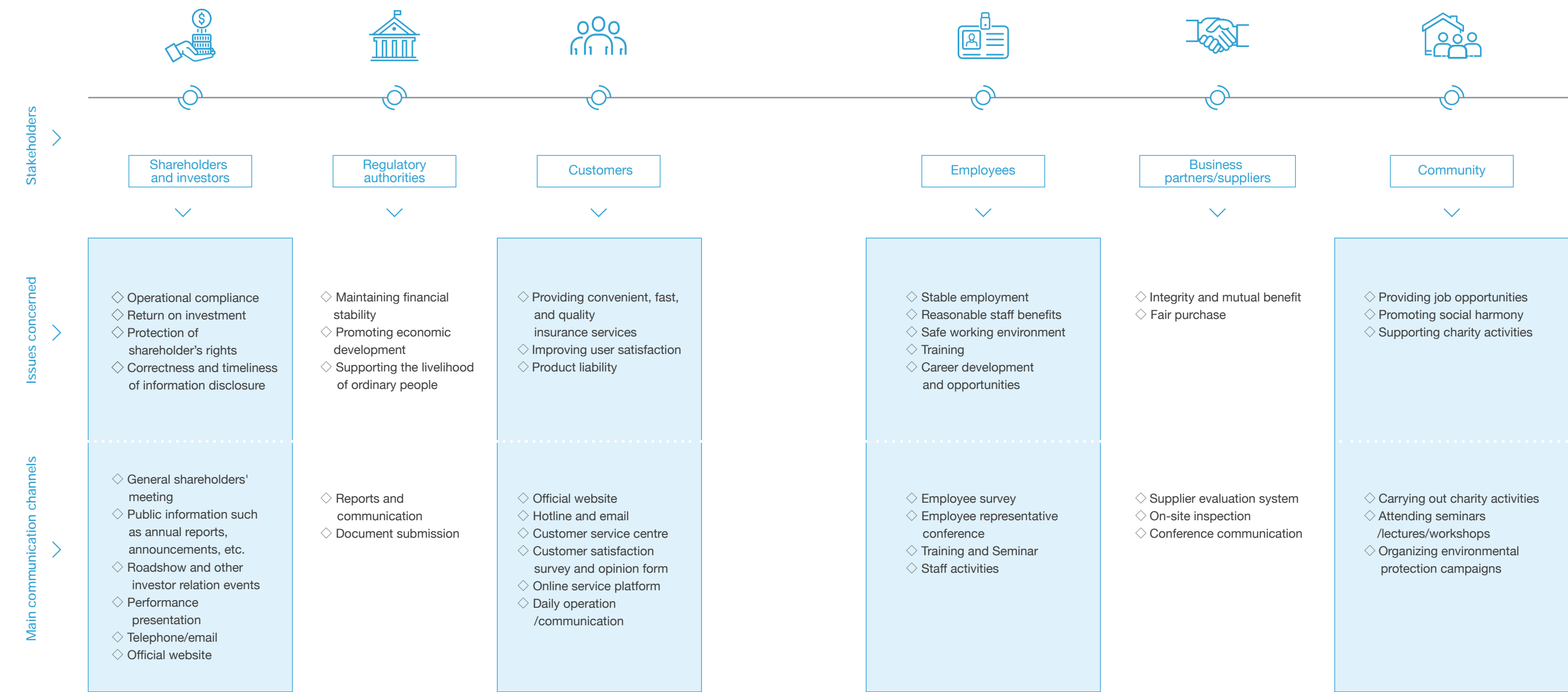
The Group actively conducts ESG subject training with the aim of enhancing ESG awareness at the board level and deepening ESG management and practice. In 2023, the Group invited a third-party professional organization to conduct training on "ESG and Climate Disclosure topics" for all directors and supervisors. Through this training, the directors and supervisors of the Group further understood the latest trend of global sustainable development, and how to integrate ESG-related matters deeply into the corporate strategy and business operations, thereby laying the ground-work for advancing various ESG practices.



Strategic Directions	Key Topics	Practice and Targets
 Sharing the green ecology	<ul style="list-style-type: none">◇ Climate Change Responses◇ Responsible Investment◇ Green Development and Operation	<p>ZhongAn supports the national carbon peaking and carbon neutrality goals, adheres to the concept of caring for the earth and protecting the environment, opens green financial services, practices green and low-carbon operations, and promotes the harmonious coexistence of people, enterprises and nature.</p> <ul style="list-style-type: none">◇ Actively respond to the risks and opportunities brought by climate change, innovate green insurance products, carry out green insurance research, and provide solutions to climate change;◇ Integrate ESG factors throughout the entire investment lifecycle, invest in “carbon neutrality” and other related fields, and promote low-carbon green transformation of the industry;◇ Strengthen the management of energy, water resources and emissions during the operation process, set relevant objectives, and take multiple measures to reduce the impact of the Group’s operation on the environment through promoting paperless office, garbage classification, and green travel.
 Giving back to society	<ul style="list-style-type: none">◇ Community Participation and Philanthropy	<p>ZhongAn actively fulfils its social responsibilities, devotes itself to charity, maintains its commitment to compassion, and helps to achieve common prosperity with the power of insurance.</p> <ul style="list-style-type: none">◇ Building on the foundation of the self-developed ZAction charity platform, ZhongAn continues to invest in fields such as environmental protection, public science education, social assistance and disaster relief, and actively carry out charitable activities such as animal and water protection, rescue of seriously ill children, promoting financial education and contribute to the cause of protecting the environment, supporting vulnerable groups, and helping rural revitalization and construction.

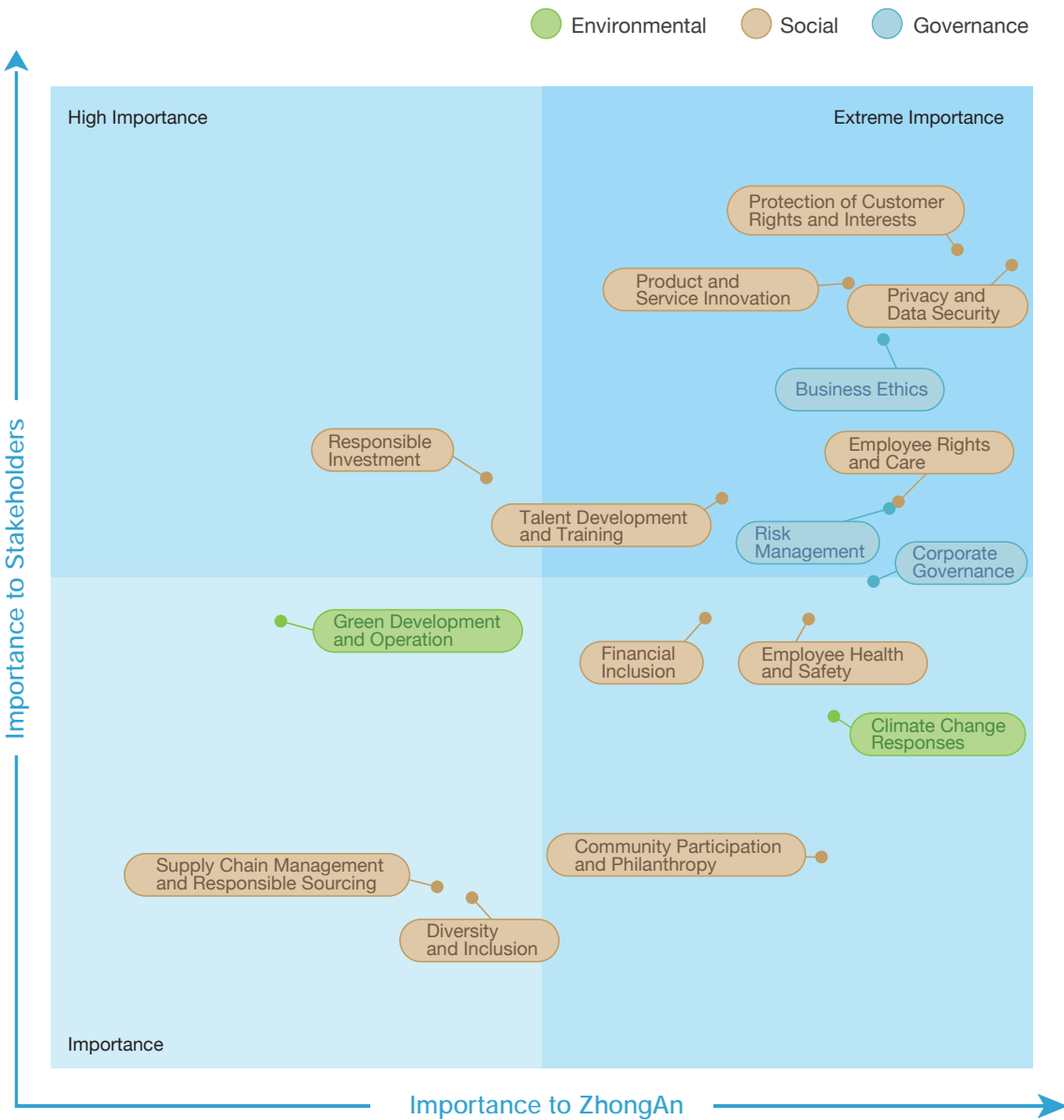
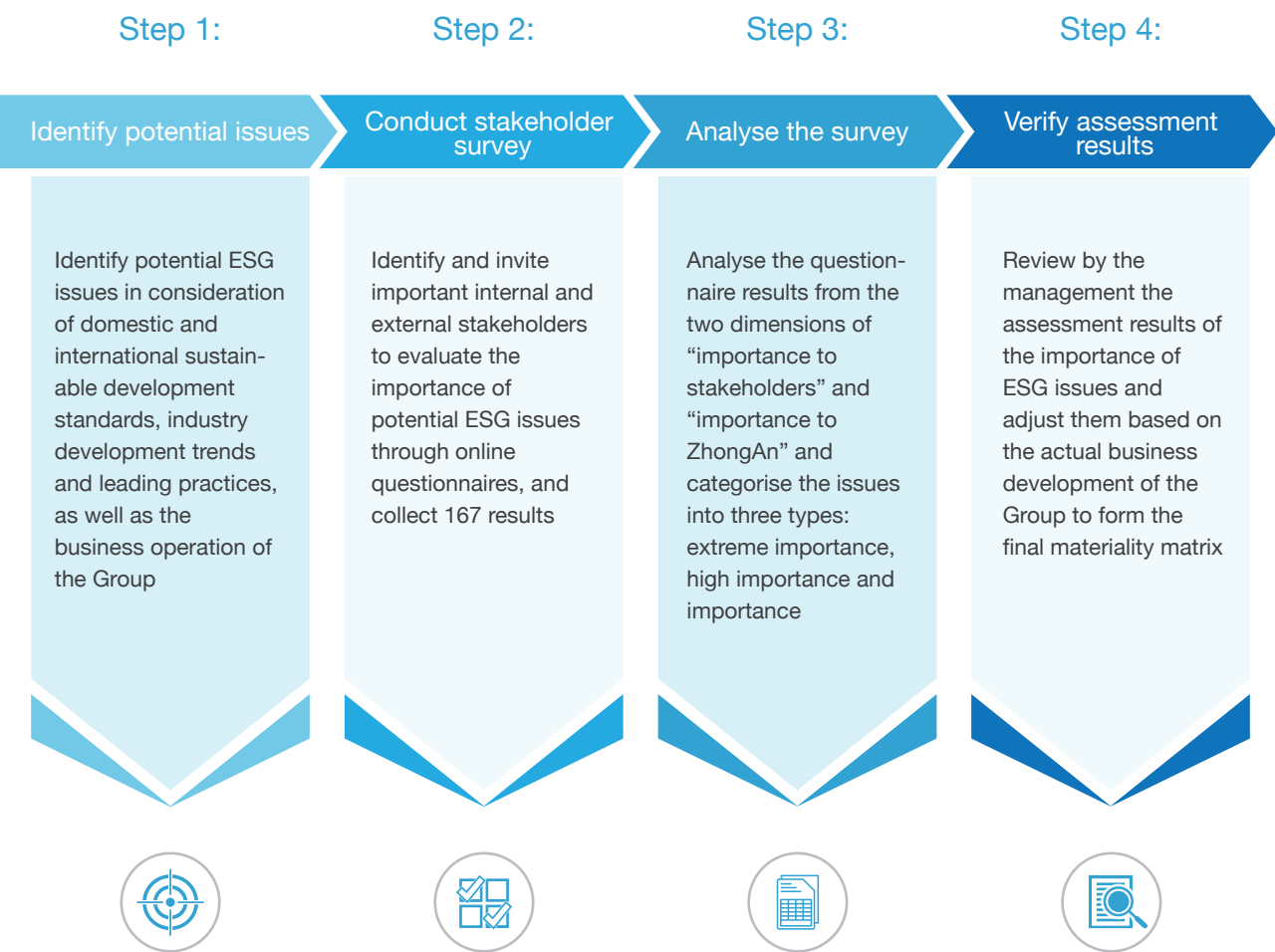
Stakeholder engagement

ZhongAn attaches importance to establishing and maintaining good relations with stakeholders and maintains close communication with all stakeholders through shareholders' meetings, official websites, telephone, email, seminars, satisfaction surveys and other channels, and striving to meet stakeholders' demands and expectations.



Materiality assessment




ZhongAn followed the ESG Reporting Guide of the Hong Kong Stock Exchange and implemented a materiality assessment for ESG. In 2022, the Group carried out surveys targeting various stakeholders including, investors, customers, employees, government and regulatory bodies, suppliers, business partners, and the community. According to the sequence of identification, research, analysis, and verification, we have identified 16 material issues, including eight highly important issues, namely, customer rights protection, product and service innovation, privacy and data security, business ethics, employee rights and well-being, talent development and training, risk management, and corporate governance. In 2023, as reviewed by the Board, the materiality assessment results are consistent with previous years, and the materiality matrix is as follows:



ZhongAn's Materiality Matrix

Responses to the Sustainable Development Goals (SDGs)

SDGs	Responding chapter	Material issues
Governance 	Revitalizing Governance - Enhancing internal control of compliance	Corporate Governance
	Revitalizing Governance - Consolidating risk management	Risk Management
	Revitalizing Governance - Abiding by business ethics; Anti-money laundering and anti-fraud	Business Ethics
	Revitalizing Governance - Preventing information leakage	Privacy and Data Security
Society    	Giving Back to Society - Volunteer activities; Supporting disaster relief	Community Participation and Philanthropy
	Fostering an Employee-First Workplace - Enhancing employee health	Employee Health and Safety
	Fostering an Employee-First Workplace - Focusing on talent development	Talent Development and Training
	Giving Back to Society - Supporting public science education	Community Participation and Philanthropy
Environment 	Fostering an Employee-First Workplace - Safeguarding fundamental rights and interests; Caring for employees	Employee Rights and Care

SDGs	Responding chapter	Material issues
	Adhering to Responsible Operation - Promoting responsible investment	Responsible Investment
	Fostering an Employee-First Workplace - Safeguarding fundamental rights and interests	Diversity and Inclusion
Society  	Adhering to Responsible Operation - Creating a tech-services ecosystem	Product and Service Innovation
	Adhering to Responsible Operation - "Providing service-oriented insurance products to the market"	Financial Inclusion
	Adhering to Responsible Operation - Providing quality services	Protection of Customer Rights and Interests
Environment 	Revitalizing Governance - Reinforcing procurement management	Supply Chain Management and Responsible Sourcing
	Opening a New Chapter in Green Development - Response to climate change	Climate Change Responses
Environment 	Opening a New Chapter in Green Development - Promoting green operations	Green Development and Operation

Revitalizing Governance

Committed to using business as a force for good, ZhongAn sees good corporate governance and risk control for compliance as the cornerstone of high-quality development. We have established and continuously improved our comprehensive risk management system, focusing on protecting intellectual property rights, ensuring information security, and strengthening procurement management. Through this robust system, we reinforce good governance practices to ensure sustainable growth.

Contribution to SDGs



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Preventing information leakage	30
Reinforcing procurement management	33

Enhancing internal control of compliance

The Board of Directors is ultimately accountable for compliance management. The Legal and Compliance Department is responsible for managing legal affairs, compliance matters, intellectual property rights, litigation cases and anti-money laundering practices, and ensuring strict enforcement of relevant rules and regulations. To maintain the independence of compliance supervision, we have a rigorous evaluation mechanism in place and require the Head of Compliance to avoid involvement in business, finance, internal audit and other areas that may give rise to conflicts of duties, strictly guarding against potential conflicts of duties and interests.

Guided by core policies such as the Measures for Compliance Management and Measures for Policy Management, we have established or revised 102 compliance management policies covering marketing compliance, risk management, consumer rights protection and fund utilization during the Reporting Period to meet the regulatory requirements and internal management needs. The newly issued policies include the Process Management Measures for the Product Sales Page of ZhongAn Insurance, the Administrative Measures for Marketing Compliance of Live Streaming and Information Flow Advertising of ZhongAn Insurance, and the Management Regulations on Personal Information Protection of ZhongAn Insurance. To ensure that our internal control policies are up to date and effective, we also conduct annual reviews and make revisions accordingly.

To increase compliance awareness among all employees, we have conducted various forms of compliance training activities through using technology tools, inviting external lecturers, sending risk alerts by email and publishing monthly compliance magazines:



Consolidating risk management

ZhongAn continuously optimizes the risk management system, enhancing risk management capacity, and improving the efficiency of risk management. Adopting a risk-based approach, the Group continuously identifies, assesses, monitors, warns, manages and reports risks in a timely manner through standardized risk management processes and effective management methods, so as to ensure timely responses to various risks and maximize risk-adjusted benefits. In addition, to further optimize our risk management and governance structure and the organizational system, we have designated the Board of Directors as the highest decision-making body for risk management, which will oversee the effectiveness of, and is ultimately accountable for, risk management.

During the Reporting Period, the Group formulated the 2023 Master Plan for Risk Management of ZhongAn Insurance and updated the annual risk appetite statement based on the Group's development strategy and the implementation of the risk appetite system over the years. In accordance with the Comprehensive Risk Management Measures of ZhongAn Insurance, we have further tightened risk management requirements, and pay close attention to prominent risks in anti-money laundering, anti-fraud, data governance and other fields, as well as various emerging ESG risks such as climate change risks, risks caused by demographic structure and demographic changes, obesity and emerging health risks, and risks brought about by urbanization trends.

We have established the “three lines of defense” risk management mechanism and the ultimate responsibility for overall risk management rests with the Board of Directors:



In our business operations, we manage risk comprehensively through risk identification, risk assessment and risk avoidance:



According to the actual risk profile and risk appetite, the Risk Management and Related Party Transaction Control Committee sets the expected risk level as the goal of risk management and adopts the enterprise risk management (ERM) method combining overall risk and special risk management for risk management and control.

In order to comprehensively improve the quality and efficiency of risk management, ZhongAn has made many deployments in the field of “technology +” risk control. The Falcon Rights Protection System developed by the Group can search for the content of ZhongAn and other financial institutions based on keyword, and trigger risk controls via email for real-time monitoring of public opinion and brand counterfeits. In addition to self-developed system, we have purchased phishing detection platform services to achieve all-round monitoring of web Trojans, web vulnerabilities, page tampering and other risks, helping ZhongAn improve the safety of websites.

In addition, in order to improve the risk management ability and awareness of all employees, we conduct relevant training for senior management, the Risk Management Department and functional departments every year.

Phase II of the C-ROSS¹ project was fully implemented by former CBIRC in the first quarter of 2022. Oriented to “risk prevention, capital base consolidation, robust development and improvement of livelihood”, the project aims to make the solvency supervision system more scientific, effective and comprehensive, thereby effectively improving the risk management and risk resilience of the insurance industry. With the full implementation of the Phase II of C-ROSS, ZhongAn has also adopted a number of specific measures to improve solvency risk management. In 2023, we continued to organize risk management training on the regulatory rules of C-ROSS.

Case Training on the regulatory rules of C-ROSS and solvency risk management

In 2023, the Group organized a series of training sessions on the fundamentals of risk management, risk identification and assessment, risk response and control, and other content related to the regulatory rules of C-ROSS. The training was delivered both online and offline to the Chief Risk Officer, heads of the Risk Management Department, and other relevant business divisions. In addition, we delivered training on “Essential Knowledge and Skills for Solvency Risk Management” to all employees and organized online test. Over 2,000 employees participated in the annual risk management training. These efforts have helped employees to better understand and respond to management risks and improve their risk prevention and control capabilities.



Over **2,000** employees participated in the annual risk management training



¹To further strengthen solvency supervision and improve the regulatory system, the China Insurance Regulatory Commission issued the Construction Plan of Phase II of the China Risk Oriented Solvency System (C-ROSS) (Baojianfa [2012] No. 24) on March 29, 2012.

Abiding by business ethics

The Group has clearly defined the management and supervisory functions of the Board of Directors on business ethics matters, and the Board of Directors is ultimately responsible for the related issues. To ensure strict compliance with business ethics, the Group has established an Anti-Fraud and Whistle-blower protection committee under the management and an audit and consumer rights protection committee under the Board of Directors. The committees are responsible for overseeing relevant issues in daily business operations, listening to the views and suggestions of stakeholders and providing timely feedback to the Board.

ZhongAn strictly abides by relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering, such as the Criminal Law of the People's Republic of China, the Company Law of the People's Republic of China, the Insurance Law of the People's Republic of China, the Administrative Provisions of Insurance Companies, and the Measures for the Compliance Management of Insurance Companies. And we keep fostering the corporate culture of good faith, honesty, positivity and integrity. The Group has developed the Integrity and Safety Management Policy to impose restraints on improper behaviors such as taking, giving and asking for bribery, benefit transfer, tax evasion, and insider trading and foster a transparent and ethical work environment.

Benefit transfer

Collusive bidding, intentional disclosure of base prices, or other benefit transfer behaviors

Illegal financing

Raising funds for related parties or their designated parties in an illegal manner

Confidentiality management

Any behaviors against the confidentiality management provisions in the Confidentiality Agreement

Related-party transaction

Behaviors that attempt in any way to circumvent review or regulatory requirements for related-party transactions

Conflict of interest

Any behaviors that may violate rules prohibiting conflict of interest

Clawback of performance-based pay

We implement a clawback provision that performance-based pay for senior managers and personnel in key positions should be returned under certain circumstances. The returning ratio is determined according to the business operation, risk status, and the deferred payment of performance-based pay.

The Group conducts annual internal audits in accordance with the Internal Audit Management Regulations, and the audit items cover business ethics. We will actively investigate violations of business ethics. We follow the Employee Code of Conduct of ZhongAn Insurance on business ethics, requiring all employees (including full-time employees, outsourced employees and interns) and external partners such as suppliers to follow the values of integrity and “zero tolerance” for unethical and illegal behavior.

In addition, the Group has established a complaint and reporting channel for all stakeholders for consultation or grievances on integrity and fraud issues. We handle all reports carefully, establish strict control systems and procedures for the acceptance and investigation of reports, and strictly keep the personal information of the whistle-blower and all the information provided by the whistle-blowers strictly confidential. We formulate a whistle-blower protection mechanism and strictly prohibit any form of retaliation against whistle-blowers, and any form of retaliation will be dealt with seriously in strict accordance with relevant national laws and regulations and the Group's articles of association.

ZhongAn keeps strengthening the culture of integrity throughout the Group and carries out many online and offline training sessions covering all employees (including full-time employees, part-time employees and interns) in every unit and business department. Through issuing cases, holiday reminders and other hints on our corporate WeChat and other platforms, we strengthen the publicity of the culture of integrity. Furthermore, we mandate that all employees sign a Commitment Letter on Integrity, committing them to strictly adhere to ZhongAn's rules and regulations. This commitment emphasizes the principles of being law-abiding, credible, honest, and diligent, and firmly resisting any form of dishonesty. In 2023, we carried out 9 business ethics training sessions and examinations with a 100% coverage rate among employees, and all our employees had signed the Commitment Letter on Employees' Integrity. During the Reporting Period, there were no incidents of corruption and bribery in the Group.

Our complaint and reporting channels are as follows:



Reporting hotline:

166 2165 9961



Reporting email:

lianzheng@zhongan.com



Reporting address:

No. 219 Yuanmingyuan Road, ZhongAn Insurance, Huangpu District, Shanghai



○ ZhongAn's training on business ethics

Anti-money laundering and anti-fraud

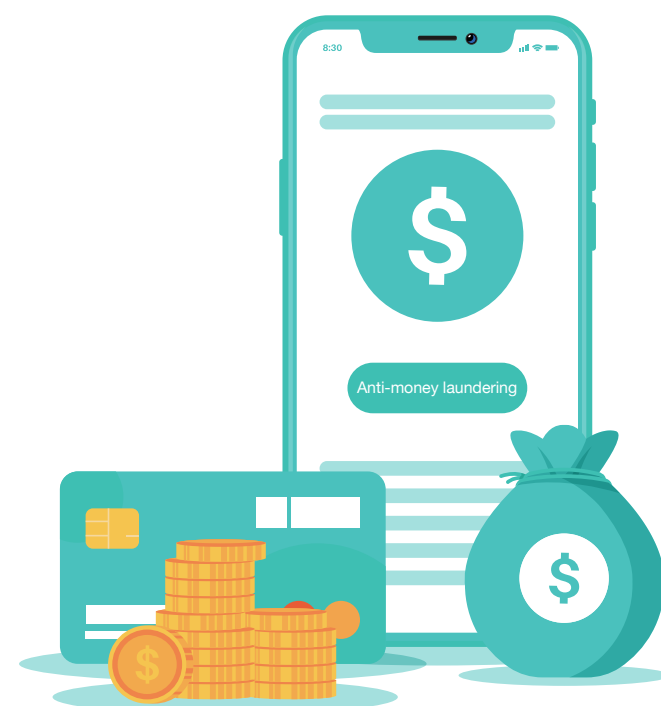
Anti-money laundering

ZhongAn continues to improve the anti-money laundering system, strictly observes the Anti-Money Laundering Law of the People's Republic of China, and develops a series of anti-money laundering policies, such as the Measures for the Administration of Internet Anti-Money Laundering and Counter-Terrorist Financing of ZhongAn Insurance (for Trial Implementation), the Implementing Rules for the Identification of Customers and Retention of Customers' Identity Information and Transaction Records of ZhongAn Insurance, the Administrative Norms for the Inspection of ZhongAn Insurance's Anti-money Laundering Work, the Implementing Rules for Freezing of Assets Involved in Terrorist Activities of ZhongAn Insurance and Management Regulations on Self-Assessment of Money Laundering and Terrorist Financing Risks of ZhongAn Insurance. In 2023, we revised and improved the Management Measures for the Assessment of Money Laundering and Terrorist Financing Risks and Classification of Customers of ZhongAn Insurance and the Management Norms for the Reporting of Large-value Transactions and Suspicious Transactions of ZhongAn Insurance, so as to further enhance the comprehensiveness and effectiveness of the anti-money laundering system.

For suspicious transactions, we have adopted a combined approach of manual monitoring and an early warning reporting system to ensure timely and accurate identification and analysis of suspicious transactions. For the identified high-risk customers, the Company has adopted enhanced due diligence (EDD) procedures and implemented more stringent control measures in underwriting, preservation, claims settlement and other links to further reduce potential risks.

In active response to the requirements of the Circular of the General Office of the China Banking and Insurance Regulatory Commission on Further Improving the Work of Anti-Money Laundering and Counter-Terrorist Financing in the Banking and Insurance Sectors, we have organized anti-money laundering training and related examinations to raise the awareness and improve the Group's anti-money laundering capabilities.

To strengthen the anti-money laundering system construction and enhance employees' awareness of and attention to anti-money laundering work, the group held multiple anti-money laundering training sessions during the reporting period. The topics covered annual anti-money laundering suspicious transaction analysis special training, anti-money laundering practices, financial anti-money laundering, and more.



Anti-fraud

We constantly improve the anti-fraud mechanism and use intelligent means to accurately crack down on many kinds of fraud and criminal activities.

ZhongAn's anti-fraud working mechanism



Case

ZhongAn cooperates with Shanghai Anti-Fraud Center to build the "safety net"

On June 29, 2023, ZhongAn collaborated with the Shanghai Anti-Fraud Center to establish a technology-driven anti-fraud 'safety net'. We launched the "Spark Anti-fraud Public Welfare Program" during the "630 Shanghai Anti-fraud Publicity Month", and provided "Account Safety Insurance · Family Funds" for groups at a high risk of telecom fraud. The product not only takes into account the need for improved coverage of key groups, particularly "the elderly and the youth" but it also provides insights into the prevalent telecom security risks in daily life, including financial losses due to the theft or misappropriation of personal information. ZhongAn hopes to utilize its technological strength and product innovation capabilities to bring the risk protection function of insurance into play, thereby mitigating the impacts of telecom fraud criminal activities on individuals and society and helping enhance public awareness of anti-fraud. During the Reporting Period, the Group continued to promote "ZhongAn Spark Program" which involved activities like nature public lectures and charity walks for stray animals. By the end of 2023, the program had covered more than 130,000 people.



Protecting intellectual property rights

ZhongAn values intellectual property rights management and strives to protect its own intellectual property rights without infringing others' achievements arbitrarily. We strictly adhere to various laws and regulations, including the Patent Law, the Trademark Law, the Copyright Law of the People's Republic of China, among others. We have formulated the Regulations on Intellectual Property Rights Management of ZhongAn Insurance and the Regulations on Software Legalization Management of ZhongAn Insurance and set up a special post under the Legal and Compliance Department to carry out relevant work. In 2023, we updated and improved the Management Regulations and built a complete intellectual property management system based on the PDCA (Plan-Do-Check-Act) framework.

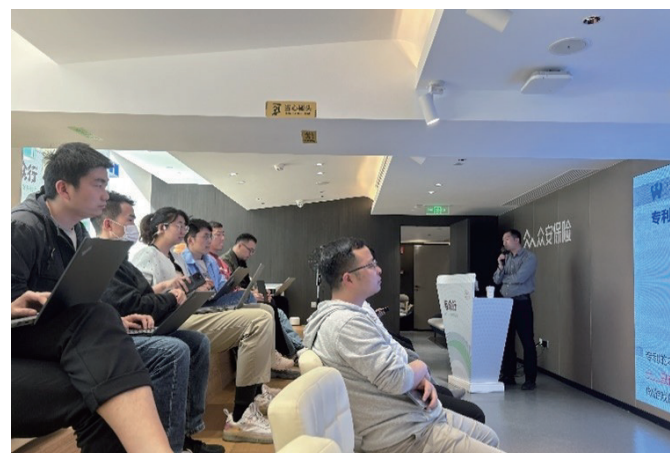
Case ZhongAn's online training on intellectual property rights

During the Reporting Period, ZhongAn continuously improved the professionalism and effectiveness of intellectual property rights management through software legalization management, independent R&D of intelligent systems, special training and innovation incentive activities.

ZhongAn has a standardized process for purchasing software and image fonts. In particular, all purchase applications need to be filed in the OA system, and a clear purchase framework agreement or purchase contract should be concluded to reduce potential risks of infringing others' intellectual property rights.

We proactively carry out all kinds of training and education on intellectual property, such as incorporating the knowledge of intellectual property rights into the monthly training for new employees and engaging technology R&D personnel to participate in the specialized training sessions for patent technology exploration.

In April 2023, the Group conducted intellectual property training for patent evaluation experts and technical R&D personnel of all business departments. Through learning how to use patent databases, search techniques, and patent intelligence for different R&D scenarios, participants can access and use information efficiently and make high-quality innovation achievements.



The Group joined the Shanghai Trademark Association in December 2021. In 2022, ZhongAn Insurance's trademark was recognized as one of Shanghai's outstanding trademarks and included in Shanghai's Key Trademark Protection List.

As of December 31, 2023,



has accumulated
1,076 trademark licences



with **13** authorized
during the reporting period



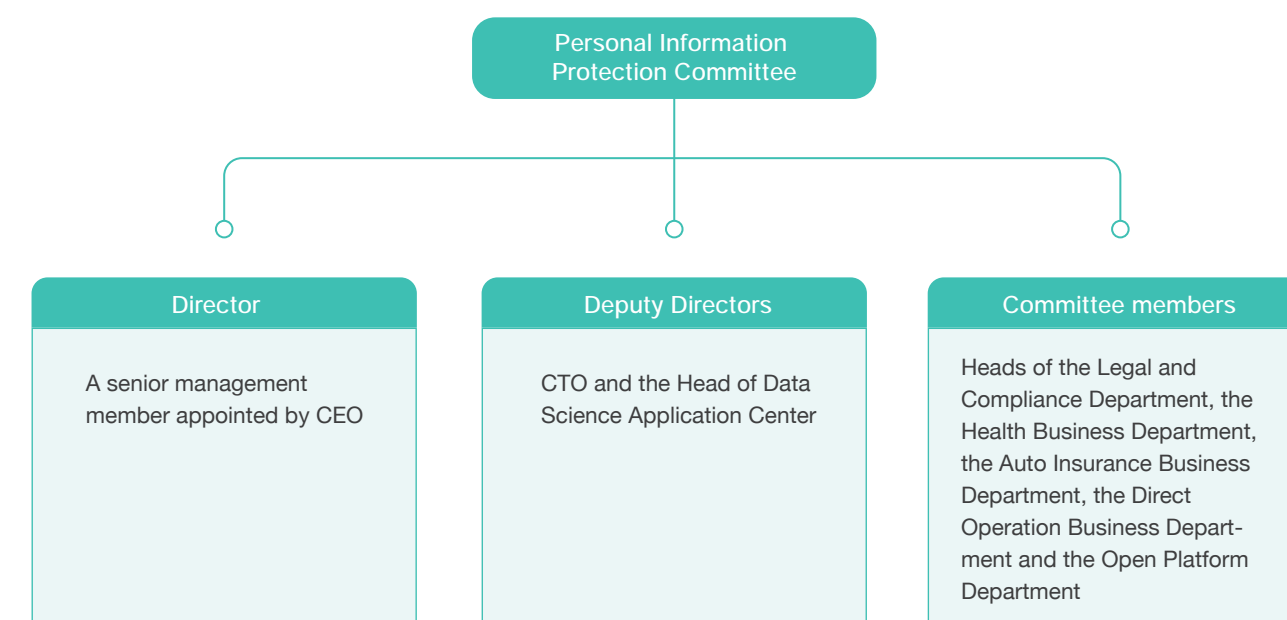
has accumulated a total
of **199** patents granted



with **30** authorized
during the reporting period

Preventing information leakage

As the first internet insurance company in the world, the Group deeply understands the importance of information and privacy protection. Information security is directly related to the security of customers' funds and is the key to maintaining customer trust and corporate reputation. We set up the Personal Information Protection Committee composed of senior managers and heads of relevant departments and formulated guidelines defining its responsibilities and authorities, so that the information protection can be carried out in a continuous, standardized and effective manner.



Structure of the Personal Information Protection Committee

The Group adheres to key laws and regulations including the Cybersecurity Law, the Personal Information Protection Law, the Data Security Law of the People’s Republic of China, and the Technical Specifications for Personal Financial Information Protection. The Group has formulated the Personal Information Protection Policy of ZhongAn Insurance, the Regulations on Information Security and Compliance Management of ZhongAn Insurance, the Regulations on Information Security Incident Management of ZhongAn Insurance, the Provisions on the Administration of Personal Information Protection Impact Assessment of ZhongAn Insurance and the Data Classification and Grading Management Regulations of ZhongAn Insurance, and the Personal Information Data Transmission Management Measures of ZhongAn Insurance, which regulate relevant behaviors in the life cycle of personal information collection, storage, use, entrusted processing, sharing, etc., to strictly prevent personal information risks.

Personal privacy protection for the whole process

User information collection

- All departments and all employees of ZhongAn shall collect personal information directly related to the operation and management or provision of services in accordance with the minimum requirements of minimization, the lowest frequency and the minimum amount in the course of business management.
- When using external third-party components to collect and process personal information, ZhongAn shall promptly review supplier qualifications, evaluate and test the security of third-party components, and prevent external institutions from improperly obtaining and retaining sensitive personal information.

User information storage and protection

- ZhongAn implements the categorized management of personal information and adopts corresponding technical security measures such as encryption and de-identification when storing and protecting personal information provided by users, so as to prevent unauthorized access and personal information leakage, distortion, and loss.
- Unless it is necessary to extend the retention period or permitted by law, ZhongAn shall delete the user’s personal information that exceeds the retention period.

User information usage

- ZhongAn applies a mini-authorization access control policy for the personnel authorized to access user information. This means only minimum necessary personal information can be accessed and only minimum data operation rights can be granted to accomplish the duty.
- ZhongAn sets up an internal approval process for important operations such as batch modification, copying, and downloading of personal information.

User rights

- To the extent permitted by law, users have the legal right to access, copy, correct, supplement, delete, and withdraw consent to personal information.

User information entrusted processing, sharing and transfer

- ZhongAn enters into an agreement with external third-party partners to require them to process personal information in accordance with the agreement, the Personal Information Protection Policy of ZhongAn Insurance and other applicable confidentiality and security measures, processing of personal information by these external third-party partners.

Security incident handling

- If personal information security incidents such as leakage, tampering or loss unfortunately occur, ZhongAn will take immediate remedial measures in accordance with the requirements of laws and regulations to prevent further harm from occurring, and report to the relevant regulatory authorities.

The Group’s information security management system has passed the annual audit of ISO 27001 Information Security Management Systems, ISO 20000 Information Technology Service Management Standards Certification, and Capability Maturity Model Integration for Software (CMMI-DEV) Level 5 Certification. The Group’s insurance core system, integrated electronic finance and taxation platform, self-operated network platform and metering sub-account system have all obtained Level Three certification for information system security protection from the Ministry of Public Security of the People’s Republic of China. In addition, the Group’s information security management system has passed the annual audit of the China Cybersecurity Review Technology and Certification Center (CCRC), covering all of the Group’s information system development and operation and maintenance activities.

All-round information security management

We take multiple measures to ensure the security of information throughout the whole life cycle of collection, use and storage:

System security inspection

- The Group requires a comprehensive security inspection of the network system at least once a year.

Network access control

- The Group prohibits unauthorized users from logging in to the Group’s network through VPN, and if there is a need to apply through OA due to work, we need to clarify the list of VPN remote access users, and review VPN users every year.
- For access to remote users of the Group, we will perform two-factor authentication; All remotely accessed computers are required to have anti-virus software installed and virus signature databases up to date.

Data security management

- The Group standardizes the collection, transmission, exchange, storage, backup, recovery and destruction of information, so as to strengthen the control and protection of important data information, and ensure the legal and compliant use of information.
- We are required to encrypt confidential information to ensure that confidential information is not leaked or tampered with during transmission, processing, and storage.

Firewall technology

- The Provisions on the Network Security Management of Information System of ZhongAn Insurance clearly stipulates the setting, regular security assessment, authorization, etc. of the firewall to ensure that the system defense is done the first time.

Vulnerability scanning

- The Group carries out monthly scanning, security review vulnerability scanning in the domain name application process and other vulnerability scanning work applied by various business lines according to their own needs, and timely patch the network system security vulnerabilities found.

Information security incident warning

- We use big data technology to analyze employees’ terminal behaviors and online activities. Based on the policy process and management mechanism of data, source, target, and response actions, we carry out auditing, warning, blocking and other measures for various violations, so as to achieve the protection and management of enterprises’ sensitive data.

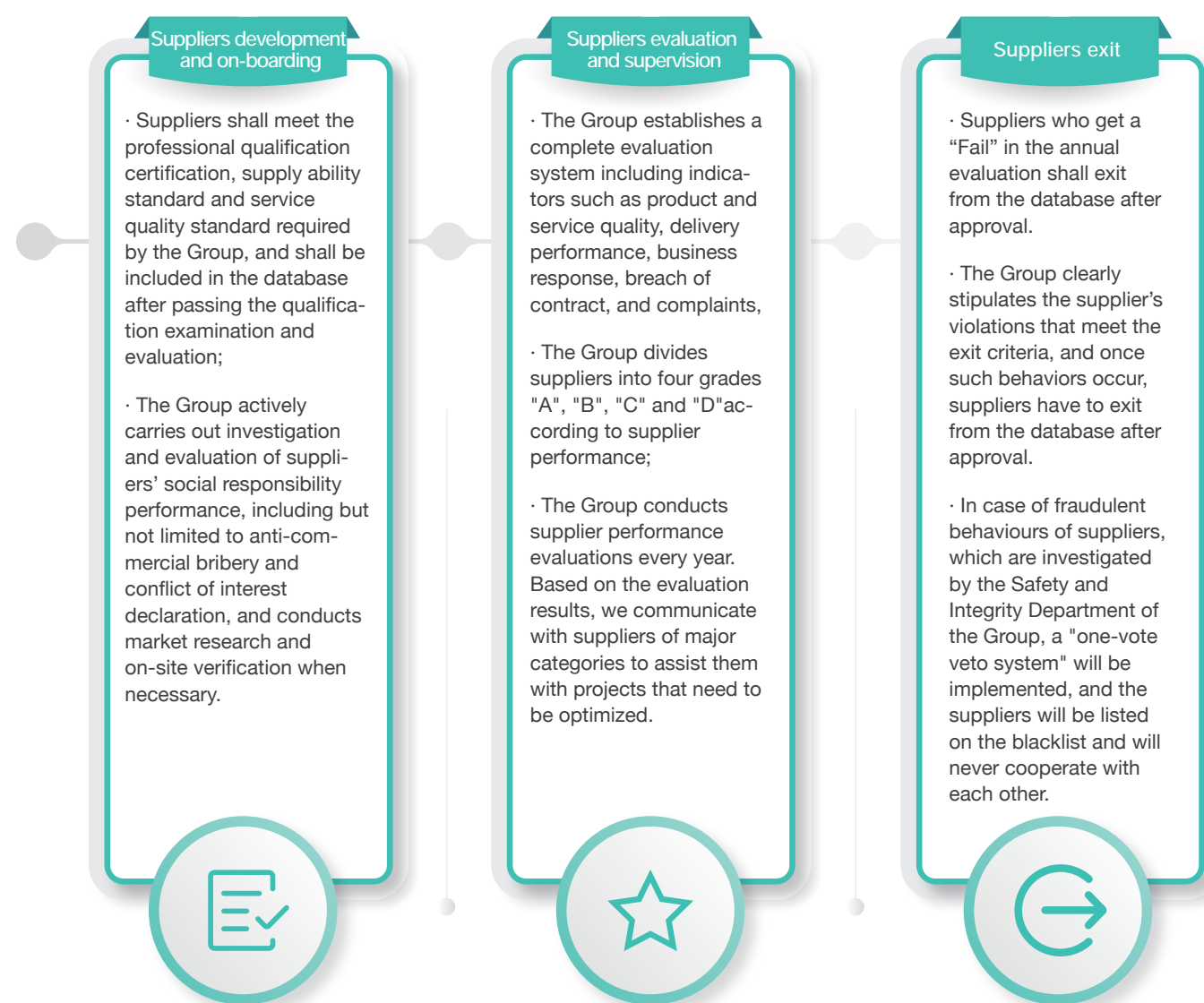
Information security incident response

- The Group makes provisions for response and handling of information security situations and information security incidents. In the event of cyber security and information leakage, the Group’s Technology R&D Center will respond quickly and activate emergency plans if necessary. If the information security situation is serious, the Technology R&D Center will promptly report to the Personal Information Protection Committee, and the Personal Information Protection Committee will organize the establishment of an emergency incident handling team to try its best to reduce losses and restore operation. The Data Science Application Center, Technology R&D Center, Legal Compliance Department, Marketing Public Relations Department and other departments arrange personnel to participate in the emergency incident handling team according to the actual situation. Throughout the Reporting Period, we conducted various data recovery and failure response drills.

We conducted training and examination on security awareness for all employees (full-time employees, part-time employees, and interns). We set a minimum score of 80 for individuals and a minimum participation rate of 90% for each department, in an effort to enhance employees’ information security awareness.

Reinforcing procurement management

Adhering to the principles of openness, transparency, fair competition, balance of equality and efficiency, the Group has established an integrated procurement management system to ensure the compliance, efficiency, and quality in procurement. We have formulated policies such as the Procurement Management Regulations of ZhongAn Insurance and the Supplier Management Regulations of ZhongAn Insurance. In 2023, we issued the Supplier Management Policy of ZhongAn Insurance, which set out clear requirements for supplier development and on-boarding, supplier selection, evaluation, rating, reward, punishment and exit, so as to standardize the supplier management of various procurement businesses, improve the quality and efficiency of procurement and reduce related costs and risks.



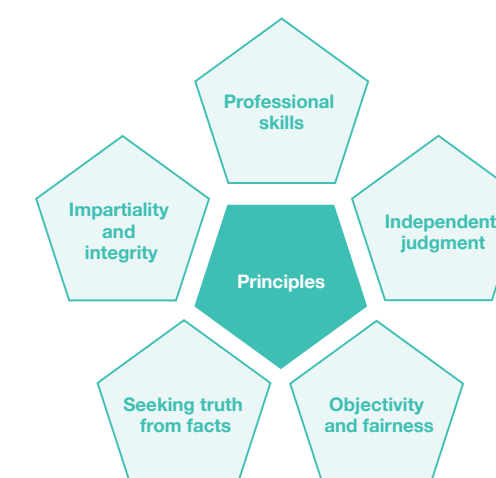
The Group conducts training and empowerment activities for suppliers. In 2023, we conducted online performance training for more than 10 suppliers. In addition, for grade B suppliers, we provide special guidance for their projects to be upgraded.

During the Reporting Period,



the Group conducted a performance evaluation on **136** suppliers, and **136** suppliers of important categories received communication and guidance from the Group for the projects to be optimized.

All of ZhongAn's evaluation of tender projects is carried out in accordance with the consistent principles of "professional skills, independent judgment, objectivity and fairness, seeking truth from facts, impartiality and integrity". We require all procurement review members to sign the "Review Integrity Commitment", and adhere to the negative list system to supervise and manage, to ensure the quality of products and services as well as the integrity and compliance of suppliers. In addition, we require 100% of suppliers participating in the tender to sign the Integrity Commitment. To develop a green and sustainable supply chain, the Group has defined requirements for green products and services when selecting certain suppliers. For example, to push suppliers to produce and provide green products and services, the materials of furniture decoration projects are required to meet the national E0² environmental standard. In addition, we prioritize recyclable gift boxes when purchasing employee gifts.



² From October 1, 2021, GB/T 39600-2021 Formaldehyde Emission Classification of Wood-based Panels and Their Products officially defines the E0 standard, in which formaldehyde emission is divided into E1 grade not exceeding 0.124 mg/m³, E0 grade not exceeding 0.050 mg/m³ and ENF grade not exceeding 0.025 mg/m³.

Adhering to Responsible Operation

The insurance industry can guide the society to shift its vision from short-term profits to long-term value creation by leveraging its advantage of asset allocation. To support sustainable socio-economic development, on the insurance side, the Group promotes digital innovation, deepens product R&D, and pursues better services; on the investment side, we actively promote responsible investment and embed the concept of green finance and ESG investment in our business operations.

Contribution to SDGs



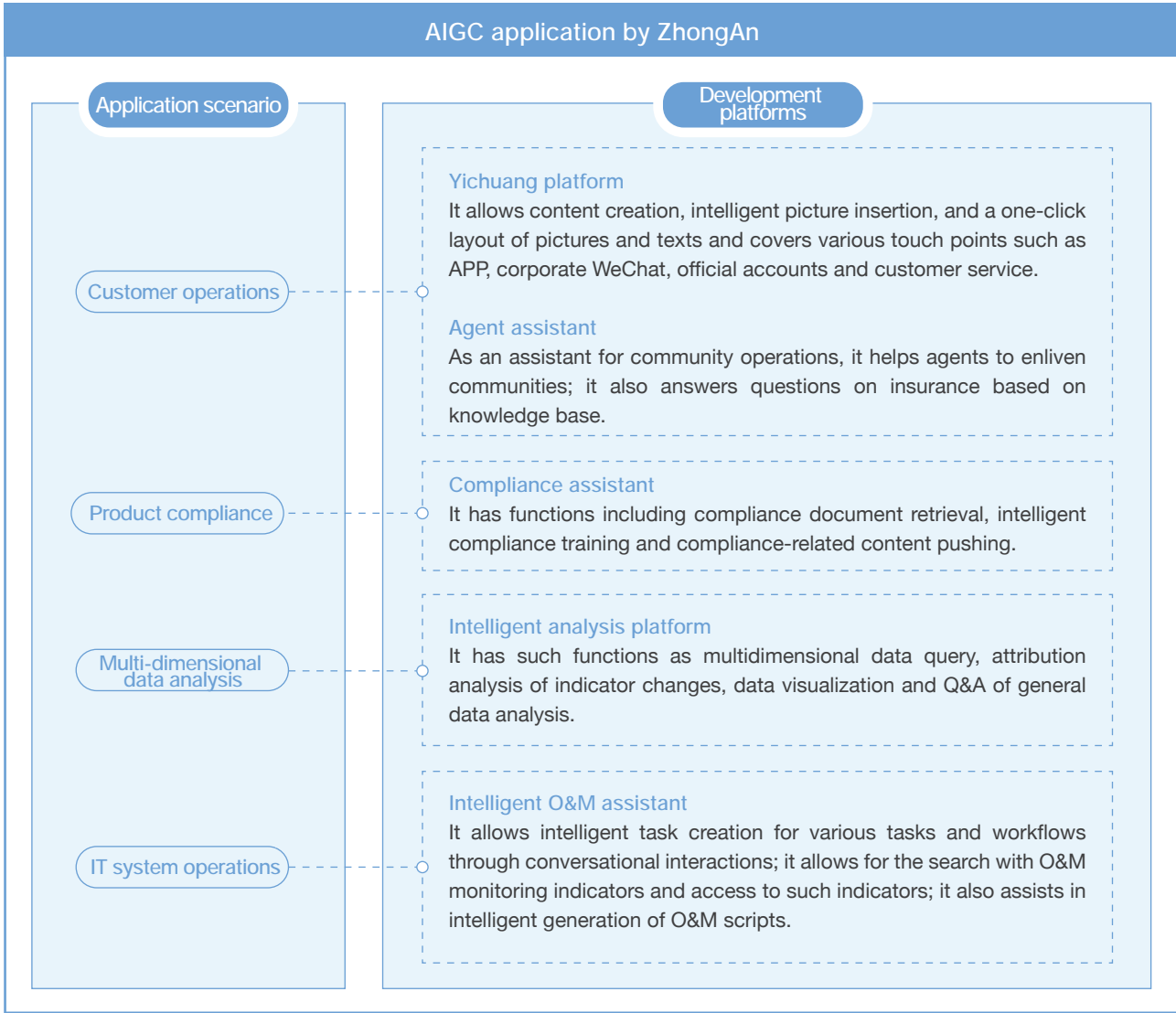
Creating a tech-services ecosystem	36
Providing service-oriented insurance products to the market	40
Promoting responsible investment	45
Providing quality services	47

Creating a tech-services ecosystem

Upholding the mission of “driving financial development through technology and creating service-oriented insurance products”, the Group makes continuous efforts to enhance digital capability. We strive to provide customers with personalized and digital services through the exploration and R&D of cutting-edge technologies such as artificial intelligence, big data and cloud computing.

Applying artificial intelligence

Thanks to the emergence of ChatGPT³ in 2022, AIGC technology⁴ embraced its boom in 2023. Chasing after the trend of AIGC technology, ZhongAn took full advantage of insurtech and AIGC to innovate AIGC application scenarios and build an AIGC technology application platform that covers the entire process of insurance operations.



³ChatGPT: an intelligent chatbot model launched by an American company OpenAI in November 2022.
⁴AIGC technology: AI-Generated Content. Based on AI approaches such as GAN (Generative Adversarial Network) and large-scale pre-trained models, AIGC technology learns and identifies the models of existing data to generate relevant contents with appropriate generalization ability.

Case Developing the platform “Zhong You Ling Xi” to innovate online medical consultation

In 2023, we launched an intelligent medical consultation platform “Zhong You Ling Xi”. The intelligent platform allows users to converse with robots for traditional Chinese or western medical consultations and get effective medical advice. The platform also enables seamless one-to-one referrals to expert doctors if the user has a need for prescriptions. The platform's knowledge base covers the accumulated consultation and prescription data of ZhongAn Internet Hospital, as well as dosage data of common medicines.



Case Empowering claim settlement with technologies to enhance quality and efficiency

We keep enhancing the quality and efficiency of claim settlement services with technology. In terms of the health insurance business, for example, we automate the collection of claim settlement information (with customer's authorization) through direct connection with hospital systems as well as electronic financial and tax invoice systems, image and text recognition, and other means to deliver a more convenient and smoother claim experience to customers. We also build risk strategy models for risk screening on cases - medium to low risk cases can be automatically reviewed by the system to achieve superfast claim settlement within the controllable risk range. We have realized 95% of health insurance cases through the claim settlement and digital automatic claims in the scene of digital life insurance accounts for more than 99%.



Our project of intelligent claim settlement has been short-listed in the “2023 Shanghai Fintech Outstanding Application Scenarios and Solutions Selection”

Creating an innovative atmosphere

The Group encourages employees to innovate in digital technology and creates an innovative atmosphere through a number of innovation activities.

Case Organizing “48h-Hackathon” to encourage AIGC technology innovation

On October 24, 2023 (the Programmer's Day), ZhongAn organized a programming competition “48h-Hackathon” for technicians themed “AIGC Technology Driving Innovation”. Employees formed different teams to explore how new technology can be integrated with ZhongAn's business scenarios and formulate innovative solutions.

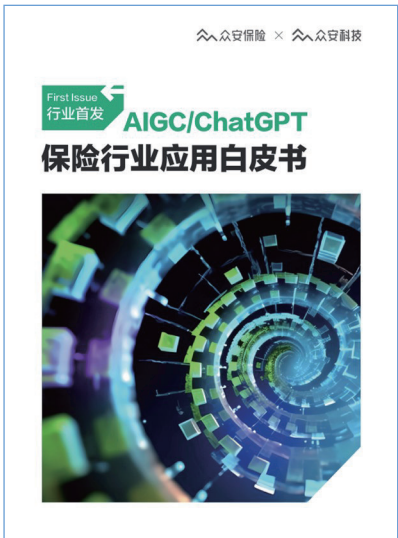
Nearly 60 project teams consisting of hundreds of technicians in total actively applied to participate in the competition, among which 11 teams managed to seize a place in the final. The final teams should complete the programming within 48 hours. In the end, projects “Zhongxiaobang - AIGC Intelligent Phone Robot”, “Intelligent Judgement of Accident Insurance Claims”, “Web Page Intelligent Generation Assistant” and “iSnap Intelligent Camera” were awarded the first, second and third prizes (2 projects) respectively. Among them, the “Zhongxiaobang - AIGC Intelligent Phone Robot” and the “Intelligent Judgement of Accident Insurance Claims” projects have been implemented. The “Zhongxiaobang - AIGC Intelligent Phone Robot” handles over 5,000 cases daily, saving agents 1.25 hours of work time per day. The “Intelligent Judgement of Accident Insurance Claims” project helps claims adjusters process claims efficiently, increasing their efficiency by 10%.



Creating a digital eco-system of insurance

In addition to strengthening digital capability, we actively share relevant development experience with peer companies to foster industry development. In May 2023, we released the AIGC/ChatGPT Insurance Industry Application White Paper. This comprehensive document cataloged over 30 specific applications of AIGC technology within the insurance industry, along with scenario-based application points derived from expert research. Besides, the white paper also forecasted the technological feasibility in different application scenarios and provided insight into the development direction for the AIGC application.

We are deeply engaged in the field of insurance technology. Based on the exploration and R&D of AI, big data, cloud computing and other cutting-edge technologies, we share our leading experience and technical capabilities in insurance technology by constructing a new digital infrastructure, which helps customers of insurance supply chains to achieve digital transformation. We create a new generation of core systems for customers in the insurance industry, provide scenario-based digital solutions and cooperate with internet platforms and other insurance intermediary platforms to create a digital eco-system of insurance.



Cover of the "AIGC/ChatGPT Insurance Industry Application White Paper"

In 2023, our technology export business kept its expansion in domestic and overseas markets, assisting global customers of various industries in digital transformation.

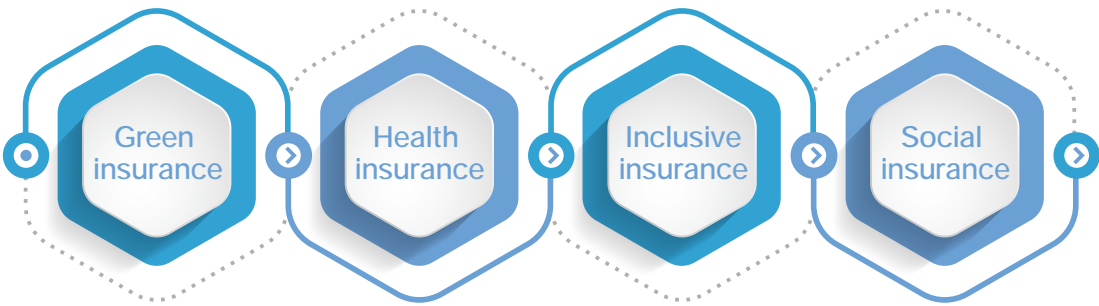
<p>During the Reporting Period, </p> <p>Total revenue from technology export reached RMB 829 million, representing a year-on-year increase of 40.0%.</p> <p>We newly contracted with 101 customers along the insurance industrial chain, and 12 new banking and brokerage clients.</p>	<p>By the end of 2023, </p> <p>our technology export business had served a total of 848 customers from a number of industries.</p>
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Case Attending the 2023 World Artificial Intelligence Conference (WAIC 2023)

In July 2023, we unveiled a groundbreaking AIGC application map for the insurance industry at WAIC 2023, which demonstrated the innovative application, practice and exploration of digital and intelligent "AI + Insurance". The map demonstrated a total of over 80 AIGC application scenarios from six dimensions, namely product design and innovation, marketing and exhibition, underwriting and claim settlement, customer service, intelligent office and R&D management. These scenarios covered businesses such as property insurance and life insurance and involved marketing channels such as agents, self-operation and ad serving.

Providing service-oriented insurance products to the market

ZhongAn pursues service-oriented products and is committed to delivering excellent products and services. We pay close attention to emerging risks of climate change, health, demographic change, urbanization and other areas, and integrate these risks into product design and development to meet the risk protection needs of underserved groups. On the one hand, our Internet genes and diversified cooperation channels can help us reach a wider range of groups and cover a wider range of markets. On the other hand, we actively expand the coverage of insurance protection for special social groups, such as providing a variety of insurance products for flexible workers, middle-aged and elderly people, children, women and other groups.

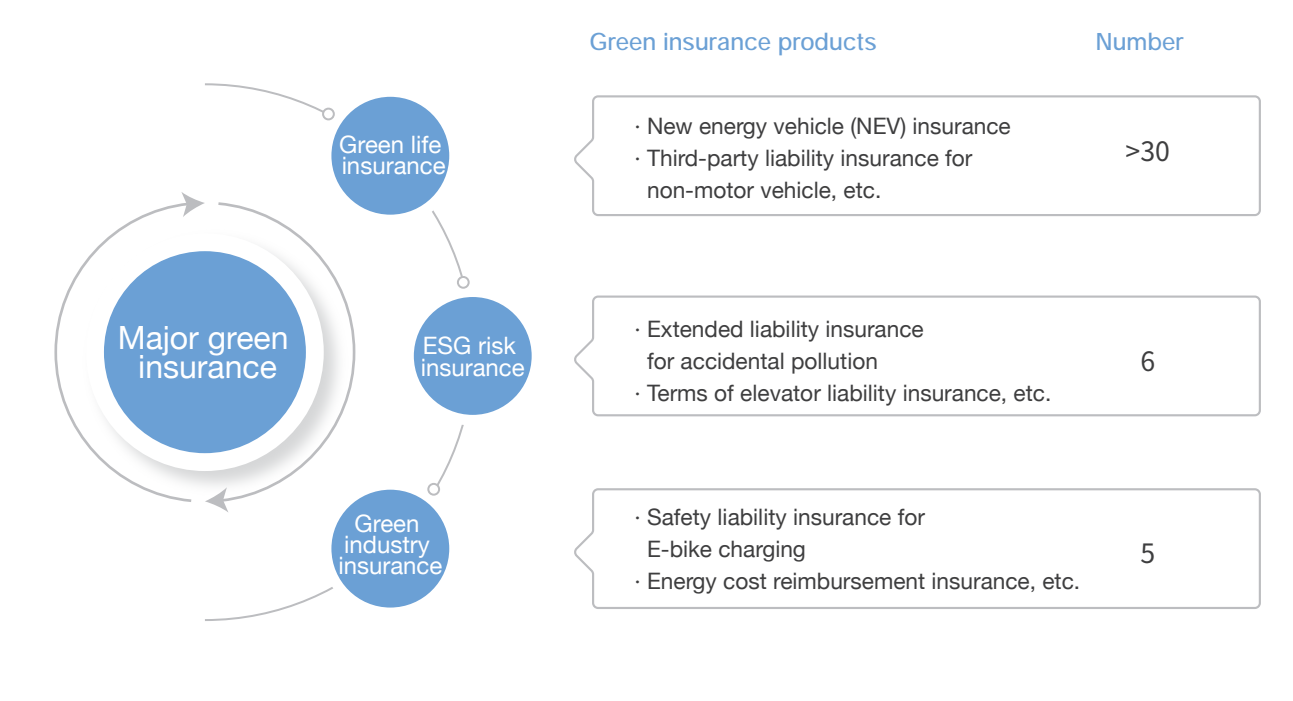


Insurance product	Insurance product			
	ESG risk insurance Green industry insurance Green living insurance	Medical insurance Critical illness insurance Senior medical insurance Juvenile medical Insurance, etc.	Micro, small and medium enterprise (MSME) insurance Household property insurance Flexible work insurance	Travel insurance Pet insurance Sports insurance

Key application	Key application			
	Environmental resources protection Green industry operation Green consumption	Healthcare	Support for real economy, Social governance Urbanization	Consumer life

Tapping into green insurance market

In accordance with the Green Finance Guidelines for Banking and Insurance Sectors, the Guidelines for Green Insurance Classification (2023 version) and other policies, the Group initiated an exploration of green insurance products from both product and customer perspectives. By the end of 2023, we had launched over 50 green insurance products in total and provided over 2 million green insurance policies, with risk coverage of over RMB 20 billion and premium income of over 100 million.



Case Leading the development of green insurance through NEV insurance

ZhongAn considers NEV insurance as the focus of the development of green insurance products and keeps improving NEV insurance and related businesses.

Actively underwriting the business of NEV insurance

In 2023, the share of NEV insurance business has increased by 6%, with an annual growth rate of 209%, close to the top level of the industry.

Reducing underwriting risks for NEV insurance

ZhongAn builds a model to enhance risk control and pricing ability regarding NEV insurance with BIT data⁵ and ant points⁶ to achieve sustainable development of NEV insurance business.

Innovating the replacement service of new energy battery

Deploy insurance for new energy battery replacement and battery recycling in advance to deal with the environmental problem of imminent massive retirement of power battery.

⁵ BIT data: refers to the new energy vehicle driving data stored in BITNEI.
⁶ Ant points: A credit rating for users of Alipay.

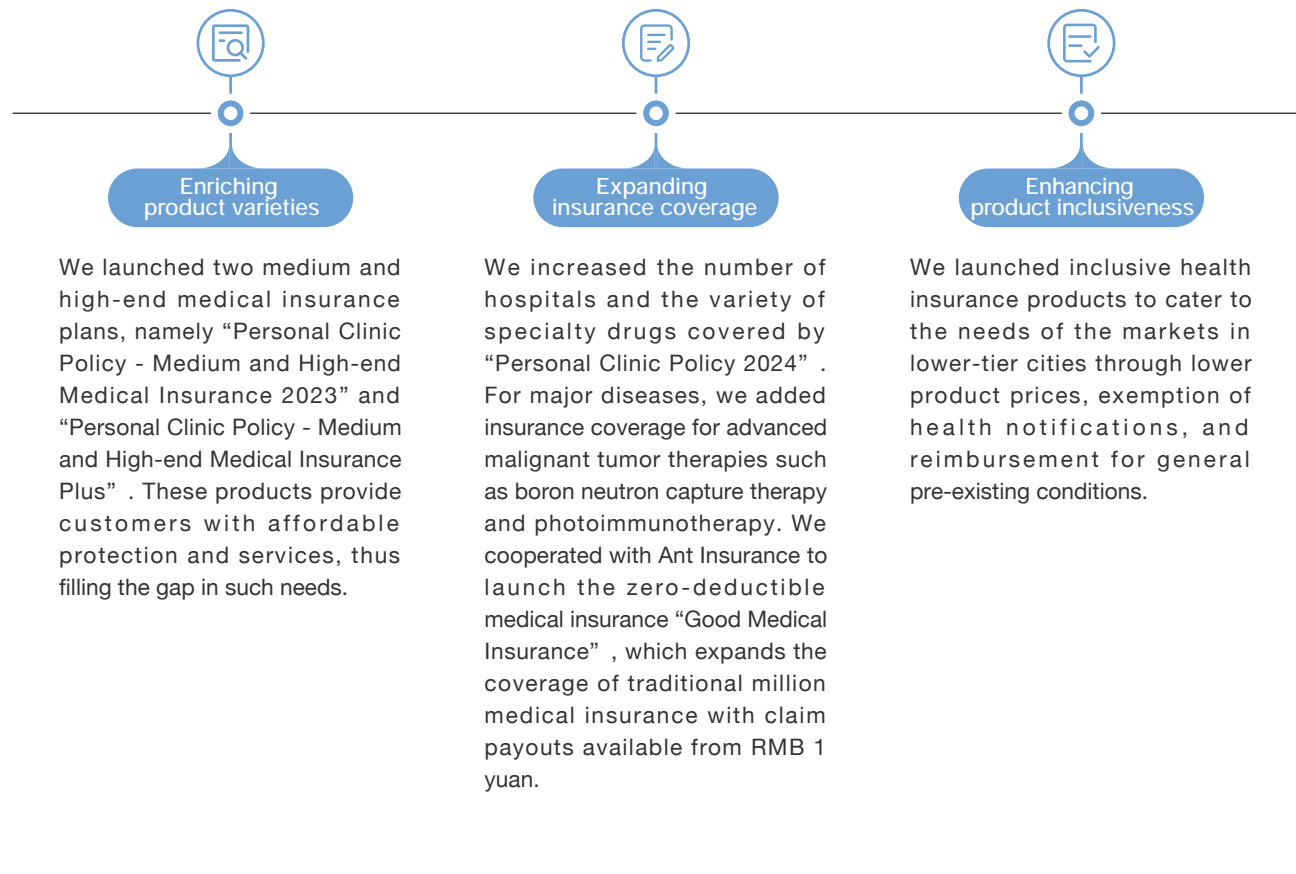
Upgrading healthcare products

Facing uncertain health risks, we practice the idea of inclusive insurance and demonstrate the responsibility and warmth of insurance products by developing health insurance products for different groups and iterating the product “million medical care series”.

Meeting the health needs of different groups	
People with non-standard health including sub-health, chronic disease and disease	We developed a number of insurance products for cancer recurrences such as the insurance for thyroid cancer “ZhongAn Safeguarding Your Thyroid” , the insurance for leukemia recurrence “ZhongAn Safeguarding Your Medulla” and the insurance for lung cancer recurrence “ZhongAn Safeguarding Your Lungs”.
The pregnant and the newborn	<p>We launched the medical insurance “ZhongAn Safeguarding the Pregnant and the Newborn” which extended hospitalization coverage to other diseases for the pregnant in addition to pregnancy illnesses and complications.</p> <p>For newborns, coverage is available not only for congenital and rare diseases but also for patients with rare diseases who can directly access special medical services.</p>
The middle-aged, the elderly and children	<p>·For the middle-aged and the elderly</p> <p>We launched two products, i.e., hospitalization insurance “Parents Insurance - Medical Insurance for the Middle-aged and the Elderly” and cancer prevention insurance “ZhongAn Protecting the Elderly from Cancer”. In 2023, the cumulative premium income scale surpassed RMB 30 million.</p>
	<p>·For children</p> <p>We developed a number of products such as “Happy Growth - Children Medical Insurance”, “ZhongAn Outpatient and Emergency Insurance for Children” and “Health Protection - 1-Year Critical Illness Insurance for Children”, which served over 500,000 customers in 2023.</p>
The highly stressed	For highly stressed adolescents, we cooperated with Healing Suffering Souls to develop the medical insurance product for depressed adolescents “ZhongAn Ensuring Your Happiness - Psychological Care for Adolescents”.
The hospitalized and the disabled	In response to the national policy of expanding long-term nursing insurance, we developed several nursing insurance products, including “ZhongAn Insurance for Patients” , “ZhongAn Insurance for Hospitalization (family version)” and “ZhongAn Safeguarding the Hospitalized and the Disabled”. Such products were designed for customers aged 0-80 with no restriction on disease types or frequency and provided direct one-to-one nursing services.

Case “Million medical care series” products keep expanding coverage

ZhongAn keeps enriching the “million medical care series” products and expanding product coverage to provide comprehensive health insurance for people. In 2023, the written premiums of “million medical care series” products income scale surpassed 6 billion, serving over 20 million people annually. “Zhongminbao Million Medical Insurance” won the Shanghai Securities News Annual Innovative Insurance Product Award.



Promoting inclusive insurance

We are committed to enhancing inclusive insurance services. In the face of urbanization-related risks, we have developed an exclusive accident insurance product for casual workers called “Flexible Work Insurance”. Besides, with a focus on operational risks of micro, small and medium enterprises, we develop an insurance product called “Dian Bao”. In 2023, ZhongAn officially joined the alliance of “Hu Jia Bao”, an inclusive household property insurance tailored for the city of Shanghai, as the 6th co-insurer that provides consumers with comprehensive insurance against household-related risks, third-party liabilities and accidental injuries.

Case Developing the “Flexible Work Insurance” for new citizens

In response to the rising demand for flexible workers, we upgraded our product solutions of flexible work insurance to help flexible workers resist risks from all fronts. We designed three insurance packages with different coverage amounts for customers to choose from based on their demands, including insurance for accidental death and disability with coverage from RMB 100,000 to RMB 500,000, and insurance for accidental medical treatment with amounts from RMB 10,000 to RMB 50,000. Taking into account the uncertainty of the working hours of flexible workers, services under “Flexible Work Insurance” can be provided flexibly according to the number of insured days, which can span as short as one day. The premium can also be paid on a daily basis, with a minimum premium of less than RMB 0.3 per day. In addition, the “Flexible Work Insurance” can be tailored for different industries. For example, insurance coverage for housekeepers includes personal liability, which pays for damage to property or injury to a third party caused by the insured. In 2023, the number of “Flexible Work Insurance” policyholders reached 1.13 million, with premiums up by 85% over the previous year.



Case Developing insurance products such as “Dian Dian Bao” for micro, small and medium enterprises

ZhongAn developed the “Dian Dian Bao” and other insurance products to meet the property and liability insurance needs of micro, small and medium enterprises in their daily operations. The product provides full-process online services like online underwriting and policy inquiries to improve customer experience and service efficiency. By the end of 2023, the cumulative number of covered enterprises and stores had exceeded 14,000, spreading many industries such as catering, retail, entertainment, fitness, education and training.



For the promotion of “Dian Dian Bao”, we produced a micro variety show called “Boss Who Makes Waves” by inviting store owners to share their entrepreneurial experience, thus highlighting ZhongAn’s brand attributes of long-lasting warm protection and companionship. Having filmed 20 stores, the show had been published on 6 platforms concurrently, including WeChat Channels, Bilibili, Douyin, Baijiahao, Weibo and Xiaohongshu, with over 160 million views via the Internet. One special livestream was held on Labor Day, attracting total exposure of over 13 million and over 2.50 million views. The IP of “Boss Who Makes Waves” also received huge recognition within the industry in 2023, winning a number of marketing awards such as the Gold Award of the 11th Top Digital Innovative Marketing Awards in 2023 and the Silver Award of the 2023 Phoenix Tree.

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Case

Developing the “Senior Accident Insurance” to fill the gap in security for the senior people

ZhongAn has developed “Senior Accident Insurance” to provide all-round protection for the life of senior people, which provides insurance against accidental death, damage to household property, accidental death or disability from vaccination, accidental hospitalization, fracture and joint dislocation. The insurance has a maximum coverage age of 90 years old and promises zero deductible for accidental medical treatments within insured liabilities. In addition to paying the medical expenses, the accident hospitalization allowance can also obtain additional subsidies, which solves the accident protection needs of the senior people, especially the senior people over the age of 80. This product improves the insurance availability of the senior people, effectively transfers the higher risk of accidental injury of the senior people, and plays a positive role in insurance protection. Given its universal application and comprehensive coverage, this product is widely recognized and praised by the market and has been selected as a case study for financial inclusion by China Insurance Industry Association.

Meeting diverse needs

We launched a variety of other products to meet the diverse needs of people for travel, sports and pet care. Along with the revival of tourism in 2023, we rapidly developed our business in travel insurance, launching travel insurance products for self-driving trips, skiing accidents, plateau trips and other segmented travel scenarios. Keeping pace with the trend of Asian Games for All, we launched 13 new products for sports segments (basketball, track and field, swimming, etc.). We also launched cycling insurance with premiums up by 290% over the same period last year. We further enriched our product portfolio of pet insurance by developing relevant products for multiple aspects of pet life, such as pet medicine and surgery, pet diseases and traveling with pets.

Promoting responsible investment

ZhongAn actively responds to the development trend of responsible investment at home and abroad, integrates the principle of responsible investment into its investment philosophy and strategy, and incorporates ESG factors in investment due diligence and decision-making, so as to create long-term values.

Responsible investment policies

The Group has formulated the Responsible Investment Statement of ZhongAn Online Property Insurance Co., Ltd. and has clarified ESG investment strategy in asset allocation plan and investment guidance. Moreover, the Group actively deploys ESG thematic investment and fully considers its relevant attributes in the ESG field in the allocation of assets. On the one hand, an ongoing ban is put on to prohibit new investment in “two high and one leftover” industries⁷, such as trust plans and debt plans, and investment directions contrary to the ESG concept must be excluded as well. On the other hand, investment opportunities under related concepts such as new energy and “dual carbon goals” are deeply explored. We practice green investment through multiple channels such as stocks, bonds, funds, and asset management products, so as to achieve complementary advantages of various investment varieties and investment tools, This allows us to form a strategic portfolio consistent with the characteristics of investment varieties and encompassing the entire spectrum of green investment.

The Group has added ESG factors as one of the credit indicators. We implement dynamic and differentiated credit-granting policies for restricted categories and industries with major risks regulated by the state. We will conduct environmental, social and governance risk due diligence for financing entities in the above-mentioned industries according to the characteristics of their industries and regions to ensure that the investigation is comprehensive, in-depth and meticulous. For financing entities with serious violations of laws and regulations and major risks in ESG, credit-granting and investment will be strictly restricted.

⁷“Two high and one leftover” industries: High-pollution, high-energy consumption and overcapacity industries include iron and steel, paper making, electrolytic aluminum and flat glass.

Responsible investment practices

With a focus on such industries as lithium recycling, new photovoltaic technology, energy storage and China Certified Emission Reduction (CCER), the Group evaluates the impact of ESG scores on investment opportunities and risks, tracks the changes in the ESG scores of investment targets to determine whether ESG scoring factors will have an important impact on the business of investment targets, and pays attention to the sustainable development of investment targets and the fulfillment of social responsibilities.

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Case

Investing in new photovoltaic technologies to improve the efficiency of solar energy conversion

ZhongAn Investment’s private equity investment fund participates in the layout of new energy and holds a new perovskite solar cell R&D and production enterprise, hoping to contribute to the national “dual carbon goals”. The company is a global leader in solar technology and is committed to providing cleaner and more reliable green energy for mankind. The team’s patented technology - high efficiency conversion crystals, the conversion efficiency of solar energy to an unprecedented height, and greatly reduce the cost, to provide an effective solution to the global energy crisis.

»

Case

Investing in smart energy service enterprises to promote green operation of energy enterprises

In 2023, we expanded our investment to industrial digitalization and corporate services and invested in a company that provides smart petrol station solutions. The company has independently developed a user-oriented APP and convenient payment solutions for petrol stations. These solutions help build online and offline merchant service platforms, broadly cover and serve nearly 30,000 petrol stations of CNPC and SINOPEC, and further explore opportunities in hydrogen service stations, thus vigorously promoting the cost reduction and efficiency improvement of energy enterprises.

In addition, we engage investment analysts in new energy, hardcore technology, upstream chemical industry, automobile, environmental protection and other fields that are closely related to ESG. Meanwhile, stock and fund analysts are also engaged in the analysis of ESG-related matters in their daily work. Our high-quality talent team ensures the successful implementation of responsible investment.

»

Case

Launching special training on “ESG and responsible investment” to strengthen the awareness of responsible investment

On April 11, 2023, ZhongAn, in collaboration with external professional advisory bodies, carried out topic training on “ESG and responsible investment” for employees. At the training session, external experts shared with employees the latest global development trends of ESG and responsible investment. ZhongAn executives also emphasized that “ZhongAn keeps committed to taking corporate social responsibility as one of its core values and has gained a leading position in the field of ESG by seeking opportunities and momentum from green development with its unique business model and competitive advantages.”



Providing quality services

ZhongAn endeavors to holistically improve customer satisfaction by means of strengthening organizational management, upgrading service model, enhancing customer service capability, sincerely listening to customers' voices and diversifying customer feedback channels.

Protecting customer rights

The Group strictly abides by relevant laws and regulations such as the Insurance Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and Administrative Measures for the Protection of Consumer Rights and Interests of Banking and Insurance Institutions, and formulates relevant regulations such as the Administrative Provisions on the Protection of Consumer Rights and Interests of ZhongAn Insurance and the Consumer Protection Assessment and Management Measures of ZhongAn Insurance to protect the legitimate rights and interests of consumers in accordance with the law.

The Group has established a sound consumer rights protection system. The Board formulates strategies, policies and objectives for the protection of consumer rights and interests, and incorporates the protection of consumer rights and interests into business development strategies and corporate culture construction. The Audit and Consumer Rights Protection Committee reviews the work reports of the protection of consumer rights and interests, annual reports and work systems, etc., and supervises the comprehensiveness, timeliness and effectiveness of the work of senior management and the department of consumer rights and interests protection. During the Reporting Period, the Group's Chairman, independent directors and external supervisors all provided guidance and supervision on the results of the regulatory evaluation of the company's consumer rights protection.

The Group strictly abides by the Advertising Law of the People's Republic of China, the Administrative Measures of Protection of Consumer Rights and Interests of Banks and Insurance Institutions, the Administrative Measures of Insurance Sales Practices and other relevant laws and regulations to ensure that advertising, sales activities and product instructions are compliant.

The Group fully practices the principle of "customer-centricity" throughout all segments of business process and takes multiple measures to optimize consumer rights protection.



Digitalizing empowering reviews



We continue to increase our technology-enabled. Based on the intelligent review system "X-challenge", we constructed a consumer protection review system, which covered insurance products, marketing, promotional materials, etc., and allowed for the unified management of different types of reviews. This system helped us form a digitized review platform to effectively protect the legitimate rights and interests of consumers and enhance the company's compliance management level.

Optimizing traceability and rectification



The Group endeavoured to promote traceability and rectification work from customer touch-points such as products, customer service and claims, has established a product complaint early warning mechanism, and fed product design and service experience from customer experience to claims traceability to promote each other and further expand the synergistic effect. At the same time, data tracking of complaint suggestions and quantitative indicators of business risks was conducted to assess the effect of traceability and rectification.

Intensifying internal assessment



To effectively promote the development of consumer rights protection within the company and enhance the overall level of consumer protection services, the Group has formulated consumer protection assessment indicators based on practical situations. These assessment results are linked to the promotion and salary assessments of relevant personnel. Depending on the nature of different positions and businesses, the scope of consumer protection assessment employees is determined, with the weight of consumer protection indicators accounting for no less than 10% in individual objectives and key results (OKR).

Key management measures of consumer rights protection in 2023

The Group has always been committed to conducting comprehensive training activities covering areas such as consumer protection regulations, marketing and promotion codes of conduct, and personal information protection requirements, which are available to all employees, with the aim of continuously raising the awareness of consumer protection among each employee.

We imparted insurance and financial knowledge through various channels like APP, websites, official accounts, external media and private domains. In 2023, we issued a total of 21 articles of "Risk based on case" and 23 of "Risk tips", totaling 44 articles, far exceeding the number of pushes in the previous year. We also attracted 5.56 million views for training in private domains, and shared related initiatives via 69 media outlets nationwide for 147 times. In addition, we organized various public welfare financial publicity events to demonstrate our corporate social responsibility.



In 2023, We have conducted more than **20** training courses on consumer protection and **6** special exams, covering all staff in the form of "exams instead of training", with a total of more than **10,000** people participating in the training.

We also organized the "2023 Consumer Rights Protection Examination" for **1,995** employees, with an attendance rate of **93.6%** (including employees on maternity leave, work-related injuries and long-term sick leave) and an average score of **96.6**.

Case

Producing anti-fraud publicity videos with Shanghai Municipal Public Security Bureau

From September to October 2023, during the national “Financial Consumer Rights Protection Education and Publicity Month” and “Respect the Elderly Month”, we invited police officers from the Bund Security Police Station of the Huangpu District of Shanghai Municipal Public Security Bureau as publicity ambassadors. Together, we co-filmed a series of anti-fraud videos on “Reinforcing the Protective Wall for Delivering Positive Energy in Finance”, thus maximizing the publicity and education effects. After being posted on Weibo accounts of “ZhongAn Insurance” and “The Bund Police Station”, the serial videos received vigorous consumer responses and spread in an increasingly wider scope. They were then reposted by the Weibo account of the Shanghai Municipal Bureau of Public Security, namely, “Police and Citizen Direct Line - Shanghai”.

Case

Planning pop-up showrooms for financial promotion with innovative publicity activities

We continued to explore innovative publicity activities. In September 2023, we launched a pop-up showroom activity for financial promotion called “ZhongAn Cares About You”. By creating pop-up showrooms, we reached out to people who fall short of financial literacy. We popularized knowledge of preventing financial risks to the general public in an engaging form and provided warm drinks to the key groups of the elderly, the young, and those newly involved in financial activities.



Case

Launching the public welfare live stream course on consumer rights protection with Ant Insurance

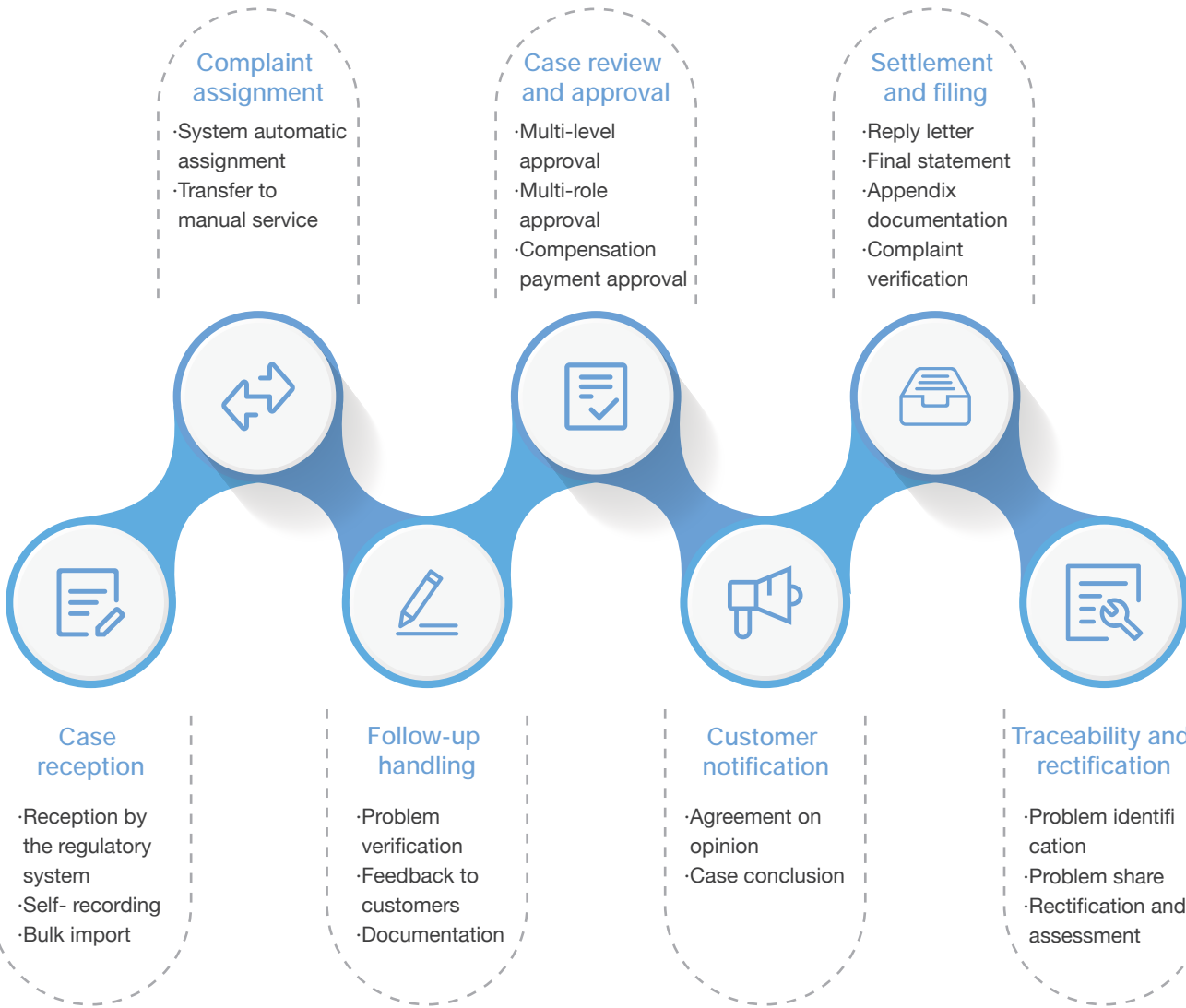
To further extend the financial promotion to a wider population, we launched the “Joint Public Welfare Course on Consumer Rights Protection” with Ant Insurance to raise consumer awareness of their basic rights via live streaming. The course was synchronously broadcast on the two video platforms of “ZhongAn Insurance” and “Ant Finance Education Center”. It aimed to popularize professional insurance knowledge among financial consumers through easy-to-understand explanations and vivid case studies, while deeply implementing the principle of financial publicity.

The Group's rating for the 2022 Regulatory Evaluation of Consumer Rights Protection was Grade III-A.

Focusing on customer feedback

The Group attaches importance to customer feedback. The Group has formulated measures such as the Administrative Provisions on the Protection of Consumer Rights and Interests of ZhongAn Insurance and the Emergency Response Plan for Prevention and Treatment of Major Consumer Complaints and Group Complaints of ZhongAn Insurance and has updated regulations such as the Customer Complain Management Policy and the Regulations on the Accountability of Consumer Complaints of ZhongAn Insurance, to reinforce the system for standardized complaint management.

In 2023, we focused on the upgrading of complaint handling system and services by improving the closed-loop management of complaints and forming a 7-step management procedure for complaint handling.

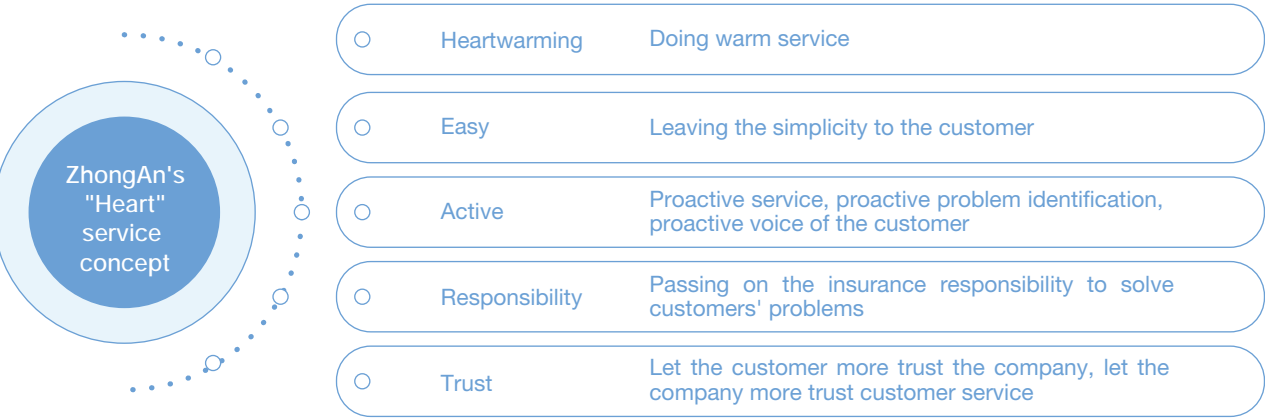


According to the National Administration of Financial Regulation (NAFR), in 2023, ZhongAn received a total of 3,166 complaints transferred by regulators, with 10.74 complaints per RMB 100 million of premiums and 0.0018 complaints per 10 thousand insurance policies. Among the regulatory transfer complaints in 2023, from the perspective of product insurance types, complaints about epidemic insurance, short-term health insurance and guarantee insurance accounted for more than 80% of all complaints, accounting for 39.9%, 29.8% and 8.7% respectively; From the perspective of problem type, it was concentrated in claims disputes, and claims complaints account for 75.1% of all complaints; From the perspective of regional distribution, complaints in the top ten regions accounted for more than 60% of all complaints, including 16.8% in Shanghai, 8.2% in Zhejiang, 6.3% in Guangdong, 5.0% in Jiangsu, 4.3% in Anhui, 4.2% in Tianjin, 4.1% in Shenzhen, 3.9% in Sichuan, 3.8% in Hubei and 3.8% in Shandong. In 2023, the number of self-collected and self-handled complaints was 67.1 thousand.



Improving customer experiences

Upholding the concept of creating “Heart” service, we are committed to providing customers with convenient and heart-warming services by enhancing the problem-solving ability and customer service experience with digitalized, intelligent and innovative methods.



We strive to refine our customer groups and provide differentiated services. We divided users into different groups such as VIPs, key customers, regular customers and high-demand users through data analysis. In 2023, we built a complete set of service systems for VIP users to swiftly respond to their demands and solve their problems, with a satisfaction rate of 4.8 (out of 5). For high-demand users, we provided triple services: prioritizing human operators, ensuring higher service quality, and accelerating work order handling speed by 100%. In doing so, we guaranteed that the demands of high-risk customers were taken seriously and solved with priority.

We introduced intelligent technologies to improve customer service efficiency. We developed various types of RPA robots⁸. For example, the work order handling robot can automatically close work orders; the picture uploading robot can automatically complete the picture records; the data collection/query robot can regularly query the data from the third-party system to perform statistics analysis, thus replacing human operators to finish repetitive mechanical tasks. Time for handling customer work orders dropped dramatically from 30 hours to 30 minutes. We applied AIGC technology to scenarios such as online agent AI hosting, service summary automation and automatic test setting. Online agent AI hosting coverage reached 75%, and agent capacity increased by 10%. The algorithm can judge the demand according to the content of the customer's conversation, and generate a work order when the service is completed, with an accuracy of 80%, saving 7% of the call time of the phone agent.

We guarantee a clear and uniform experience of claim settlement for customers. By listening to the “voice from customers”, we found great differences in the external communication and presentation for different types of insurance, which may affect the customer experience. For instance, claim documents of the same insurance varied with business divisions. We sorted out relevant differential experience, aligned the specifications of each business division, and unified and optimized the external communication and presentation for claim settlement. As a result, we have notably improved the overall customer experience.



Case Keeping an earnest eye on the elderly group and launching the “exclusive right” protection service

When purchasing insurance, middle-aged and senior people go through various troubles, such as “being incapable of the complicated operation procedure of insurance purchase” and “being confused by the complex insurance clauses”. Based on their insurance consumption behaviors, we launched the “exclusive right” protection service for the elderly. To be specific, an exclusive customer service specialist is arranged for consistent services during the whole insured period. For the elderly group, three priority services of “timely response, explanation and claim settlement” are available. In addition, “full-process” warm and caring companionship is provided to assure the elderly group of a sound experience of insurance purchase and claim settlement so that they can save time and energy with fewer concerns.



⁸The RPA Robot: Robotic Process Automation, where robots as a virtual workforce can interact with existing user systems and perform expected tasks based on predefined programs.

Fostering an Employee-First Workplace

ZhongAn has been devoted to creating a caring workplace and an employee-first environment. We take every chance to improve human resources management, protect the legitimate rights and interests of employees and encourage them to pursue self-worth while showing more love for them. We extensively practice the people-centric value to enhance employees’ well-being and steer them to a good life with ZhongAn.

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Contribution to SDGs



Safeguarding fundamental rights and interests

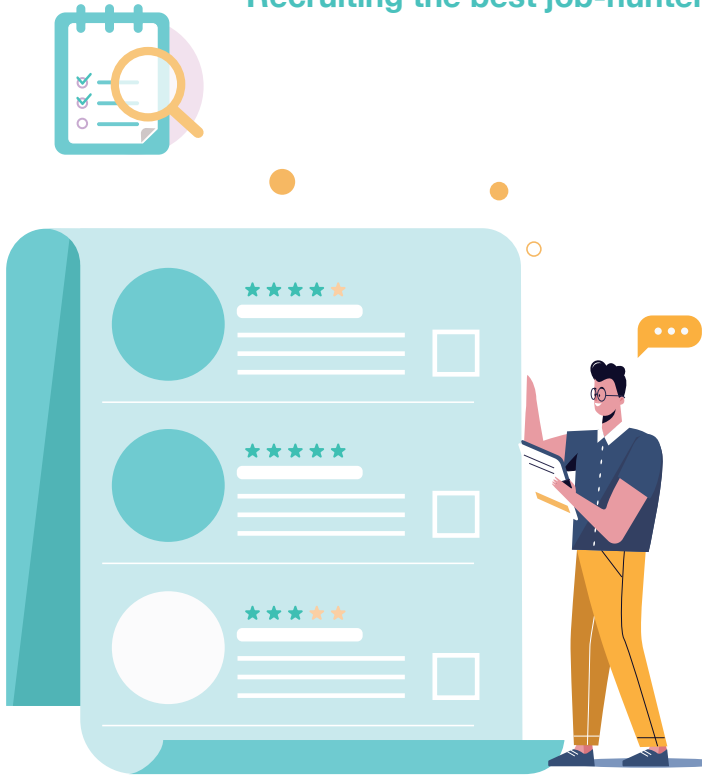
The Group abides by the laws and regulations such as the Labor Law of the People’s Republic of China, the Labor Contract Law of the People’s Republic of China, the Law of the People’s Republic of China on the Protection of Minors, the Law of the People’s Republic of China on the Protection of Women’s Rights and Interests and the Provisions on Prohibition of Using Child Labor, and has formulated the Regulations on Human Resources Management of ZhongAn Insurance and the Employee Handbook. In doing so, we standardize human resources management and guarantee basic rights and interests including employment, paid leaves, salaries and welfare, equal opportunity and anti-discrimination to enhance employees’ sense of belonging and loyalty.

Employment compliance

As for employment, we adhere to open recruitment, ensure fair competition and recruit the best job-hunter. We thus state two principles. The first is that we do not recruit those who are the spouse or near kin of current staff in the same department, or the spouse, near kin, collateral relatives within three generations, or close relatives by marriage of staff on the core position. The second principle is that one employee is not allowed for different sensitive positions within the department or positions where there is a conflict of interests.

We are committed to employment equity and advocate a “harmonious, inclusive, equal, non-discriminatory and non-exploitative” workplace environment. We strongly oppose discrimination based on race, social class, nationality, religion, disability, gender, or any other factor. We prohibit the use of child labor. For this purpose, we strictly verify the authenticity of candidates' basic identity information in background checks, and check for risks arising from non-compete agreements, bad records and lawsuits to ensure employment legality. In case of any child labor, we will deal with it in accordance with the law. In specific, we will impose heavy penalties on the violator and require that the child be returned to his or her parents or any other guardians at the original place of residence within a specified period of time. In addition, forced labor is prohibited within the Group. During the Reporting Period, the Group had 2,679 full-time employees with a turnover rate of 18%, and no case of child labor or forced labor was found.

Open recruitment
Ensuring fair competition
Recruiting the best job-hunter



Salaries and benefits

We have formulated various compensation and performance appraisal systems such as the Regulations on Human Resources Management of ZhongAn Insurance, the Measures for the Management of Remuneration of ZhongAn Insurance, and the Performance Appraisal Scheme 2023. We have established a fair and competitive compensation mechanism and scientific performance appraisal solutions to attract, retain, and motivate talents.

Our salary package is determined based on the post sequence and rank. Employee compensation consists of four parts: basic salary, performance bonus, welfare income and allowances, and medium-term/long-term incentives. In addition, recognizing the importance of process incentives for our employees, we provide diverse incentives and mechanisms to energize the team.

A comprehensive welfare system covering all employees has been established. In addition to the statutory social insurance and housing provident fund, we have set up diversified and tiered welfare programs including paid annual leave, various on-the-job benefits, healthcare benefits, bonus for holidays and important occasions, educational care for employees' children and afternoon tea.



Employee communication

We actively establish employee communication channels to ensure that employees' rights to information, participation, expression and supervision are fully exercised. We have set up a staff mailbox "We Care" (wecare@zhongan.com) to receive employee reports and feedback. If employees encounter harassment, abuse, or other issues expressly prohibited in the Employee Handbook, they may refuse, and if the refusal is ineffective, they can immediately give feedback to their supervisors or HRBP. If the feedback is still ineffective or the situation is serious, they can report to the Employee Rights Protection Committee in real name through "We Care".

We conduct employee satisfaction research covering 9 dimensions: organizational culture, job responsibilities and competencies, individual identity, strategic goals, team climate, systems and mechanisms, organizational structure, leadership and management practices, and motivation & incentives. In 2023, employee satisfaction was 84.1 (out of 100).

We also host distinctive round table workshops and meet-and-greet events. These programs greatly contribute to appraisal and promotion of staff, reception of campus-recruited employees and other aspects. During the Reporting Period, we conducted round table activities such as "dining table" appraisal and campus recruitment meetings. We have also carried out staff communication activities such as the "Spring All-staff Meeting".

"Dining Table" Appraisal

"ZhongAn Role Models" refers to individuals or teams who performed well in terms of values and have delivered significant values and impacts to the Group and the team during the year. The "dining table" appraisal provides an opportunity for "ZhongAn Role Models" to dine and exchange with the CEO, thereby promoting the development of ZhongAn. In 2023, a total of 26 people participated in the "dining table" appraisal.



Campus Recruitment Meeting

We invited outstanding prospective employees who will graduate in 2024 to participate in offline roundtable exchanges with the CEO and the CPO, which providing an opportunity for exchange and propose suggestions to ZhongAn.

Spring All-Staff Meeting

On 10 May, 2023, ZhongAn held the Spring All-Staff Meeting with more than 100 on-site participants; and more than 1,500 online participants. During the event, the Group's General Manager shared business milestones, core breakthroughs and expectations for the organization. The CTO and Head of the Technology R&D Centre shared the technological changes brought about by ChatGPT and encouraged employees to embrace the AI era.



Focusing on talent development

In order to promote the career development of employees, realize self-worth, and achieve talent incentive and retention, the Group has set up two talent development channels: professional channel and management channel. The professional channel requires employees to specialize in professional technology or business areas, which meets the career development needs of technical professionals. The management channel requires employees to undertake responsibilities of team organizational development, personnel management, financial performance in addition to professional contributions, which meets the career development needs of employees in organizational management.

In addition, we support employees to further their education to achieve self-improvement and encourage employees to participate in trainings and obtain certificates provided by professional education and training organizations, governmental units and others.

The Group continues to improve the systematic construction of employee training, carry out relevant training in accordance with the Employee Handbook, and integrate and optimize learning and development resources. The Group has designed five basic training types and promoted the orderly implementation of various training programs.

On-board training

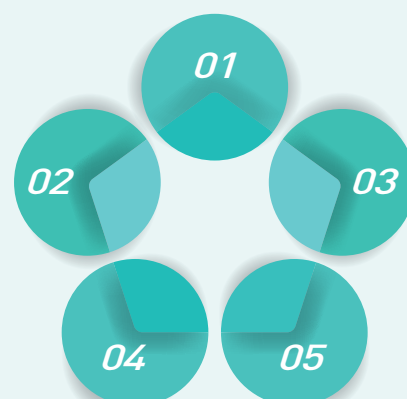


As an important part of the probationary assessment, it is divided into two parts, online and offline, to help new employees quickly familiarize themselves with the Group's culture and environment, rules and regulations and key business knowledge and integrate into the team.

Training for directors, supervisors and senior management



We implemented the requirements of the NAFR and urged them to complete 100 hours of online and offline training.



Management training



We launched the "Seven Swords" leadership training program to help ZhongAn management improve leadership and build an excellent leadership team for the Group.

Professional training



The departments plan and carry out various exchange and sharing activities and related training according to their respective business development needs to improve the professional skills and general skills of relevant personnel.

Regulation training



The training helps employees understand regulatory trends, familiarize themselves with the latest regulatory policies, and enhance compliance awareness.

Case

Cultivating the Excellent Management Team with the "Seven Swords Training"

To improve leadership of the management, ZhongAn continuously conducts the training program Seven Swords - Exchange of Leaders. The program sets its slogan as "a better leader creates a better team". It is available for managers at all levels and provides a management thinking framework through the exchange of management experiences and through open, experiential teaching methods. The training program includes team building, team performance, cultural fostering and communication for a multi-dimensional improvement.

The program has become the major platform for learning and growing of managers and the cradle of advanced ideas and theories. In 2023, ZhongAn carried out 2 training sessions of "Seven Swords", with 58 training hours and 58 participants. Cumulatively, 10 editions of the "Seven Swords" program have been conducted.



Case

Familiarizing New Employees with ZhongAn with the "Shining Stars in ZhongAn" Training

"Shining Stars in ZhongAn" is a training program for new employees to help them quickly understand the businesses and culture of ZhongAn. The training was conducted in both online and offline modes. We established and operated a class group and conducted quizzes online, and provided face-to-face interactions for new employees through a 2-day offline training. The training covers corporate strategy, businesses, ZhongAn cultures, compliance and requirements, employee development and promotion.



Case

ZhongAn's Super Showroom became the first CEIBS teaching and research base

On 9 April, 2023, the CEIBS-ZhongAn Insurance Teaching and Research Base awarding ceremony was successfully held at ZhongAn's Super Showroom, which is also the first teaching and research base of CEIBS FMBA. Three guest teachers from ZhongAn shared cutting-edge content on digital transformation practices and thinking in the insurance industry, cutting-edge exploration of insurtech going overseas, and digital marketing of internet insurance brands at the teaching and research programme. The establishment

of the CEIBS-ZhongAn Insurance Teaching and Research Base will further promote the integration of industry, academia and research between CEIBS and ZhongAn, and deepen students' understanding of the globalisation of enterprises, enterprise management, innovation models and leadership training in the context of Chinese business, thus contributing to a win-win situation for all parties.



Enhancing employee health

Complying with the Regulations on the Supervision and Administration of Occupational Health in the Workplace, the Regulations on Work-Related Injury Insurance and other laws and regulations, we give priority to the health and safety of employees and take measures to create a safe workplace. From 2021 to 2023, there were no work-related fatalities in the Group. During the reporting period, the number of working days lost by the Group due to work-related injuries amounted to 2.5 days.

Case Opening a "Weight Loss Boot Camp" to help employees lose weight in a healthy way

On December 12 2023, with the goal of healthy weight reduction, ZhongAn's first "Weight Loss Boot Camp" was officially opened. A total of 70 employees participated in the camp and were divided into four teams according to BMI ranking. Under the leadership of professional coaches, they would undertake a 280-day (100-day weight reduction period + 180-day maintenance period) weight reduction challenge. We advocate that through healthy weight reduction, employees can pay attention to their own health and create a healthy and happy life.



To strengthen our ability to respond to health incidents, we have set up a volunteer team "ZhongAn Guardians" composed of employees with first aid certification. Qualified employees can participate in the AHA professional first aid training⁹ provided by the Group. After passing the training, they become members of the "ZhongAn Guardians" to jointly guard the workplace of ZhongAn.



First aid training

We also care about the mental health of our employees. The Group launched the "ZhongAn Physical and Mental Care Program" establishing a dedicated team of professional psychological counselors to address employees' mental health issues. During the Reporting Period, the "ZhongAn Physical and Mental Care Program" continued to help employees relax themselves and maintain a good working attitude by providing psychological consultation hotlines, mental health classes, Chinese medicine physiotherapy, and stress relief tools for employees.



Chinese medicine physiotherapy

Stress relief tool

We are committed to creating a warm and comfortable workplace. We have equipped intelligent control system in offices to monitor indoor air quality and adjust room temperature. We regularly cleaned up refrigerators and water dispensers, sanitized workplaces and canteens and conducted pest control to create a clean and safe workplace.



⁹AHA professional first aid training: the first aid training authorized by American Heart Association (AHA).

Caring for employees

We pay close attention to the protection of the rights and interests of female employees. We grant reward points to all female employees that they can redeem for gifts on every International Women's Day. For the Women's Day in 2023, we offered additional benefits to our female employees, such as limited time discounts on women's critical illness insurance and discounts on HPV 9-valent vaccine package. For pregnant employees, if they are more than seven months pregnant, they can start work 1 hour later or finish 1 hour earlier to ensure sufficient rest. To support breast feeding employees, we provide baby care rooms. Female workers will have 1-hour breast feeding leave every day before their babies are 1 year old.



Maternal room in ZhongAn



Women's Day activities

With care for employees and their families, we work to improve their wellbeing. During the Reporting Period, we organized multiple courses on children education for employees, such as "Parenting Wisdom in Chinese Classics". We also presented well-designed "children gifts" to our employees.



Chinese classics course on children education



Children gifts

Based on promoting work-and-life balance as well as mental and physical health, we have organized various cultural and sports activities as well as clubs. During the Reporting Period, ZhongAn established 8 clubs for sports like night running, yoga, football, basketball and ping pong, and carried out more than 270 activities with more than 3,000 participants.



"Dragon Boat Festival market" - Traditional cultural activity



"Smile to Summer" - Delivering coolness activity



"My Art Afternoon" - Art experience activity



"Summer Dining Guide" - Food Event

Case "Yoga with You" fitness activity

On April 19, 2023, ZhongAn held the Club Open Day activity - "Yoga with You". A total of more than 40 employees participated in this rooftop yoga activity, under the leadership of professional yoga teacher to learn more about yoga, to feel the heart, and to dialogue with the body, while enjoying the beautiful river view of the Bund.



Giving Back to Society

We are committed to integrating public welfare practices with our business model. Through efforts in environment protection, financial literacy promotion, and public welfare volunteering, we give back to the society and the public. In 2019, we had founded a public welfare platform ZAction, where “ZA” refers to “ZhongAn” and “Action” refers to public welfare action. In the past years, in addition to the “Personal Clinic Policy: E-life”, which focuses on the health of children with serious illnesses, we have also provided specially tailored and complimentary insurance policies for those who are committed to building a harmonious and healthy society. By the end of 2023, ZAction had cooperated with multiple foundations such as Qiandao Lake Water Fund, The Paradise Foundation, and Shanghai ADream Foundation.

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Contribution to SDGs



Water conservation

We recognize the importance of safeguarding water resources for enhancing the ecological environment. Since 2020, ZhongAn has launched a series of public welfare actions “Safeguard Qiandao Lake” with the Five Water Control Command of Chun'an County, Hangzhou City, Zhejiang Province, and Qiandao Lake Water Fund. By establishing the innovative public welfare platform ZAction with multi-party participation, we aim to protect urban water sources with technologies. We have carried out actions such as protecting water through technologies and education, protecting water across provinces in practice, and assisting in the sale of agricultural products.

Case Co-organizing “Mother River Day” to engage more people in water conservation

In March 2023, “Mother River Day” was launched in Chun'an. For this activity, we donated 45 insurance policies for civilian river guardians in Chun'an with an insured amount to RMB 1 million per person. Moreover, the Group issued commemorative certificates to the volunteers who actively participated in the “Safeguard Qiandao Lake” fund-raising activities, to express our gratitude to volunteers who cared about the water conservation of Qiandao Lake. These events motivated more people to participate in such voluntary water conservation activities.



Supporting public science education

The Group has been carrying out publicity and popularization activities on financial and insurance knowledge to enhance public awareness of insurance. Such activities guided the public to purchase insurance products rationally from the source, helping prevent and reduce sales misinformation and insurance fraud, and create a harmonious industry ecology. The Group strives to support public science education. On special occasions, such as “3.15” Consumer Rights Day and “7.8” National Insurance Publicity Day, we carried out online and offline educational and promotional activities based on the current development of the insurance industry and the needs of consumers. Through such activities, we disseminated financial and consumer protection knowledge to the public and provided tips and warnings on relevant risks. This helps guide consumers in safeguarding their rights and interests in a rational and effective manner.

Case Providing free health diagnosis in communities to popularize medical knowledge

In July 2023, doctors from ZhongAn Internet Hospital provided free health diagnosis for local community residents by assessing their health conditions and providing explanations and professional medical advice on site. Meanwhile, the doctors earnestly introduced the Internet Hospital to the residents, effectively delivering high-quality medical services to them and enhancing their awareness of disease prevention and self-care.

Case

Launching the "7.8 Public Welfare Livestreaming" program to enhance the risk awareness of the old and the young

"The Old and the Young" are the groups we focus on in promoting insurance knowledge. In July 2023, we integrated online and offline channels and customized fun short insurance video courses tailored to the needs of these groups. In addition, we offered open online classes in various forms such as livestreaming and topic cases with support from the mainstream media. By these means, we have popularized insurance knowledge for the old and the young, helping them to enhance their awareness of risk prevention and self-protection capability.



Case

Launching comprehensive offline knowledge popularization on financial insurance in rural areas, communities, campuses, enterprises, and business districts

In September 2023, in the "Five In" centralised education and publicity activities in rural areas, communities, campuses, enterprises and business districts, ZhongAn brought financial knowledge into campuses and communities, as well as into enterprises in the form of science and innovation lecture in collaboration with the association of industry and commerce, and into business districts in the form of the financial flash mob to reach out to consumers, especially the old, the young and the new citizens. During the event, ZhongAn took advantage of its resources, leveraged new media communication means, integrated online APP and other multifaceted matrices, and linked offline super showroom to carry out activities such as popularisation of insurance knowledge, risk prevention, and promotion of the concept of protection of consumers' rights and interests.



Volunteer activities

ZhongAn strives to improve the people's wellbeing in communities. By leveraging the social security function of insurance and relying on the advantages of our products, we join forces from all sectors of society to help disadvantaged groups such as children with serious illnesses and in underdeveloped areas, achieving both economic and social benefits. Additionally, we launched the "Compassionate Management of Stray Animals" public welfare alliance, actively engaging in rescuing stray animals and advocating for a harmonious coexistence between humans and pets. In 2023, we made a targeted donation of RMB 50,000 to Chahar Right Middle Banner in Inner Mongolia Autonomous Region for construction and operation of the Equestrian Culture Industrial Park. This will drive local labor, providing more employment opportunities for local residents and helping them overcome poverty stably.

Case

Care for stray animals by subscribing to the project of "Human and Pet Friendly Community Governance in Bund Street"

There is an increasing influx of small animals into the streets of the Bund Street community in Huangpu District, Shanghai. On the one hand, they are important companions accompanying community residents and have a positive healing effect on their psychological and physical health. On the other hand, the disorderly breeding of stray animals and night-time nuisance also have a complex impact on the community. And the quality of their own existence and health is a cause for concern.



In September 2023, the Bund Street & Shanghai Bund Community Foundation initiated the project of "Human and Pet Friendly Community Governance in Bund Street". ZhongAn Insurance & CloudPetBao subscribed to this project, joining hands with Runyi Public Welfare to provide a series of health services including TNR, deworming, medical checkups and other healthcare services for stray cats in the community of Bund Street, contributing to the human and pet friendly community of Bund Street.

Supporting disaster relief

Insurance compensation and service support are of great significance for disaster relief. ZhongAn has developed a major emergency response plan and set up a claims green channel to ensure timely claims settlement services for affected customers. The emergency plan includes a variety of reporting entrances, the active investigation of insurance customers, green channels for claims, advance medical payment, cancelling restrictions on health insurance and accident insurance, and simplifying claims procedures, etc., contributing to the national disaster relief.

Case

Rapid response to the 6.2 magnitude earthquake in Jishishan County, Gansu, with timely services for customers

On December 18, 2023, a 6.2 magnitude earthquake struck Jishishan County, Linxia Hui Autonomous Prefecture, Gansu Province, with a depth of 10 kilometers. Lanzhou, Dingxi, and Linxia had experienced strong tremors. Following the disaster, ZhongAn promptly activated its emergency response plan for major incidents. We therefore launched six emergency claims services: opening multiple channels for claims, identifying claimers, establishing a green channel for claims, providing advance payments for emergency medical services, removing restrictions on health and accident insurance, and simplifying claims procedures to ensure timely claims services for affected customers.

Opening a New Chapter in Green Development

The transition to green and low-carbon economy has become a consensus of the international community. ZhongAn adheres to green development, and practices green operations to improve green insurance service capabilities. Through a series of financial publicity and education activities, we promote public awareness of environmental protection, striving towards a sustainable future together with the society.

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Contribution to SDGs



Response to climate change

The announcement of China’s “dual carbon” goals is another important milestone in promoting high-quality national economic development. In this context, insurance plays a vital role in market-oriented carbon emission governance mechanisms. By providing innovative products and services for key areas under carbon emission governance in China, insurance can help achieve comprehensive green transition of economic and social development at lower costs. In this context, in active response to global climate governance, we analyze and assess climate-related risks and opportunities, striving to establish sustainable development strategies for carbon neutrality.

Governance

The Group integrates climate-related issues into its existing ESG management framework and adopts a top-down strategy in climate-related practices. Under the guidance of the Board of Directors, the Strategic and Investment Decision Committee has gradually formulated and refined climate-related strategic objectives to supervise and review the implementation of responses to climate change.

Strategy

At ZhongAn, we attach great importance to the impact of climate change on our business and take proactive measures for tracking and assessment. Based on the results of catastrophe modeling tools, we predict and minimize the impact of climate change-induced floods on the claims in auto insurance business. In response to the effects of climate-related physical risks on different insurance products, especially those vulnerable to climate change such as auto insurance and household property insurance, we have adjusted the terms of relevant insurance products and deductibles, compensation limits, etc., in reinsurance contracts. Additionally, we are actively developing pricing methods for insurance tailored to new energy vehicles to increase market share and address climate transition risks.

Identifying climate risks

We identify, analyze, and assess potential climate change risks and opportunities to support comprehensive climate risk management in the future.

Extreme weather risks

Major factor analysis

- Insurance:** With climate change exacerbating, extreme weather and natural disasters are becoming more frequent, leading to higher insurance risks for insurers. This results in higher claims in property damage insurance such as auto insurance, non-auto insurance, and agricultural insurance.
- Investment:** Extreme weather may jeopardize investment targets of insurers in infrastructure, real estate, and other areas, thereby affecting the asset value of investment portfolios.
- Operation:** Frequent extreme weather may pose more threats to the routine corporate operations, operational facilities, and the health and safety of employees.

Long-term climate risks

Major factor analysis

- Insurance:** Insurance: In the long term, climate change may lead to irreversible risks such as rising sea levels, continuous increases in average temperatures, and frequent heatwaves. Customers of insurers will be subject to more complex climate impacts. In addition to the risk of higher claims in property damage insurance, life insurance and health insurance businesses will also face more challenges.
- Investment:** Similarly, investment targets face risks of losses caused by irreversible climate impacts, which may increase operating costs, thereby affecting the investment portfolio value of insurers.

Policy and legal risks

Major factor analysis

- Insurance and Investment:** Climate-related policies and legal requirements are becoming more stringent, posing significant challenges for traditional industries in low-carbon transition. This may impact some customers and investment targets of insurers, thereby transferring related risks to insurers.
- Operation:** China is promoting the development of green buildings and green data centers. Insurers may be subject to more low-carbon operational requirements in the future, leading to increased management costs.

Technology and market risks

Major factor analysis

- Insurance:** The rapid development of clean energy technology, the improvement of energy standards across industries, and the increasing market demands for green products and services will accelerate the phase-out of traditional technologies. Due to the lack of historical claims records, there may be challenges in accurately pricing underwriting for new technologies.
- Investment:** Technological improvements and business structure adjustments may affect the operating costs and competitiveness of some investment targets, leading to potential failure in transition. This may result in asset impairment risks for insurers.

Reputation risk

Major factor analysis

The intensity and effectiveness of climate actions have been incorporated into the key assessment indicators of mainstream ESG rating systems. Companies that have not actively participated in climate actions are vulnerable to inquiries and challenges from stakeholders, leading to negative impacts on brand image and reputation.

Identifying climate opportunities

Increasingly frequent and severe natural disasters resulted from climate change pose challenges to the global insurance industry, but also bring new opportunities. According to research analysis, approximately 76% of global natural disaster exposures are not covered by insurance, resulting in an overall gap of 1.8 trillion dollars. The existing enormous gap and the growing insurance awareness among the public provide important opportunities to insurers. Therefore, insurers need to employ new solutions to bridge the gap, such as introducing new products and service models, saving energy and resource costs, and entering new markets.

Major factor analysis

Insurance: The transition to a low-carbon society has generated a surge in demands for green insurance and services. Moreover, insurers can leverage their risk management expertise to assist the insured in conducting climate risk assessments, monitoring, and early warning, and providing climate risk mitigation services.

Investment: With the introduction of the "dual carbon" goals, China's green finance market has experienced rapid growth, resulting in heightened demand for green financing. This presents significant opportunities for insurers to engage in green investments and capitalize on this expanding market.

Products, services,
and market opportunities

Major factor analysis

Operation: Enhancing resource efficiency and strengthening the utilization of clean energy are important for reducing greenhouse gas emissions. Such measures can help companies reduce their medium to long-term operational costs and become benchmarks for climate change actions.

Opportunities for resource
efficiency and energy sources

Promoting green operations

The Group strictly abides by the relevant national and regional environmental protection laws and regulations, such as the Environmental Protection Law of the People’s Republic of China, and the Energy Conservation Law of the People’s Republic of China, etc. By doing so, we continuously improve energy efficiency and waste disposal, and carry out low-carbon actions to reduce the impacts of business operations on the environment, and practice the concept of environmental protection in daily operations. In 2023, the Group did not violate any environmental laws and regulations.

Energy saving

To effectively promote energy management, we set an electricity efficiency target of “maintaining 130 kWh per employee in the next three years” in 2021. In 2023, we continued to advocate energy conservation at workplace, and adhered to integrate low-carbon operations, energy saving and emission reduction into daily operation management. From energy consumption management at workplace to reasonable planning of business travel, we promoted the low-carbon concept in daily operations to cultivate a green office culture. In 2023, the Group achieved the electricity efficiency goals.



We encourage employees to take fewer lifts, balancing health and low carbon.



Smart Office can realize self-adjustment of temperature, self-adjustment of light, smart conference system, building air quality monitoring, etc.



To conserve electricity

Lighting: We have replaced traditional lighting with LED lighting systems. LED lighting reduces energy consumption with extended lifespan and is free from harmful substances like mercury. Additionally, lights in unmanned office areas automatically turn off after 10 p.m. to reduce energy consumption.

Temperature Control: We have introduced intelligent air conditioning systems that regulate temperature through smart controls and timing adjustments, in an effort to reduce energy consumption and improve energy efficiency.

In encouraging employees to use stairs, each staircase in ZhongAn’s locations displays the calories burned with each step, encouraging employees to mount stairs, instead of taking a lift, for a healthy and green lifestyle.

Water resources management

Water resources are closely related to people’s lives, and the Group attaches great importance to the conservation and comprehensive utilization of water resources. ZhongAn had set a water efficiency target of “maintaining a water consumption density of 4 cubic meters per employee in the next three years” in 2021, and advocates achieving water-saving target with concrete actions. These efforts further enhance employees’ awareness of water saving in their daily behavior. We continue to optimize various water saving actions by using water-saving sanitary wares, posting reminders to save water in various places, and regularly checking water meter readings for indications of excessive use or leakage. In 2023, The Group’s water sources came from municipal water supplies and did not involve direct or indirect significant impacts on water resources resulting from changes in water intake, consumption, drainage or storage, and achieved the water efficiency target.

Emissions and waste management

The Group strictly adheres to laws and regulations such as the Environmental Protection Law of the People’s Republic of China and vigorously promotes exploration and innovation in green operations. By promoting smart office practices and paperless operations, we embed energy saving and emission reduction into daily operations of every department, effectively reducing the environmental impact of the operation.

Adhering to the concept of reduction, recycling and harmless disposal of solid waste, we adopt waste classification management to divide waste into non-hazardous and hazardous waste.



For non-hazardous waste

We had set a reduction target of “maintaining a density of 0.03 tonne per employee in the next three years” in 2021. To achieve the target, we continued to launch various actions in 2023. In canteens, employees are encouraged to reduce kitchen waste by finishing their meals. We also provide paid packaging boxes and reduce the supply of disposable chopsticks and paper cups. In office printing areas, we set wastepaper recycling spots and advocate using less paper and prints. We strictly implement waste classification in workplaces. We also continue to adopt electronic bulletin boards rather than traditional publicity channels.

For hazardous waste

Hazardous waste generated from the Group's production and operation activities mainly consisted of waste lamps and batteries. We dispose of them in a compliant manner in accordance with relevant norms.



Case Launching the “New Journey, Green Running” campaign

In July 2023, we organized the “New Journey, Green Running” campaign along the Bund. By picking up litter along the route and capturing moments of kindness, we advocated for an optimistic, positive, healthy, and green lifestyle. ZhongAn had practiced environmental protection with concrete actions, guiding the public to participate while promoting the significance of insurance.



Appendix 1: Tables of ESG KPIs

Social

Indicator	Sub-Indicator	Unit	2023
Employee Basic Information			
Total Number of Employees ¹⁰		no. of people	2,683
Employee Count by Employment Type	Full-time Employees	no. of people	2,679
	Part-time Employees	no. of people	4
Full-time Employee Count by Gender	Male Employees	no. of people	1,571
	Female Employees	no. of people	1,108
Full-time Employee Count by Age	Over 50 Years Old	no. of people	8
	Between 30 and 50 Years Old	no. of people	2,090
	Under 30 Years Old	no. of people	581
Full-time Employee Count by Employee Category	Junior Staff	no. of people	2,620
	Middle Management ¹¹	no. of people	48
	Senior Management	no. of people	11
Full-time Employee Count by Region	Mainland China	no. of people	2,677
	Employees from Hong Kong, Macau, and Taiwan	no. of people	2
Number of Fresh Graduates		no. of people	39
Number of Minority Employees		no. of people	80
Number of Disabled Employees		no. of people	17
Percentage of Women in Management ¹²		%	32.20
Employee Attrition¹³			
Employee Attrition Rate		%	18.05
Employee Attrition Rate by Gender	Male Employees	%	18.01
	Female Employees	%	18.11
Employee Attrition Rate by Age	Over 50 Years Old	%	20.00
	Between 30 and 50 Years Old	%	17.75
	Under 30 Years Old	%	19.08
Employee Attrition Rate by Region	Mainland China	%	18.06
	Employees from Hong Kong, Macau, and Taiwan	%	0.00



¹⁰ The higher decrease in the total number of employees of the Group as compared with last year's report was due to ZhongAn International ceasing to be a subsidiary of the Group with effect from 14 August 2023.

¹¹ Middle management refers to employees with a position rank of department heads or above.

¹² Percentage of female employees in middle management and above.

¹³ The calculation of employee attrition rate only considered full-time employees, calculated as follows: Annual attrition rate for full-time employees = Number of full-time employees lost during the year / (Number of full-time employees at the end of the year + Number of full-time employees lost during the year) * 100%.

Indicator	Sub-Indicator	Unit	2023
Employee Training			
Percentage of Trained Employees by Employee Category	Junior Staff	%	97.80
	Middle Management	%	1.80
	Senior Management	%	0.40
Percentage of Trained Employees by Gender	Male Employees	%	58.60
	Female Employees	%	41.40
Cumulative Average Training Hours per Employee by Employee Category	Junior Staff	hours	11.33
	Middle Management	hours	111.46
	Senior Management	hours	111.20
Cumulative Average Training Hours per Employee by Gender	Male Employees	hours	13.54
	Female Employees	hours	13.54
Occupational Health and Safety			
Number of Deaths Due to Work-related Incidents		no. of people	0
Fatality Rate Due to Work-related Incidents		%	0.00
Number of Days Lost Due to Work-related Injuries		days	2.5
Supplier Management			
Total Number of Suppliers		no. of suppliers	630
Number of Suppliers by Region	Mainland China	no. of suppliers	624
	Hong Kong, Macau, Taiwan	no. of suppliers	3
	Overseas	no. of suppliers	3
Supplier Evaluation	Number of Suppliers Conducting Environmental or Social Impact Assessments	no. of suppliers	27
	Number of Suppliers Agreeing to Improve after Environmental or Social Impact Assessment	no. of suppliers	8
	Number of Suppliers Certified by ISO 9001 Quality Management System	no. of suppliers	121
	Number of Suppliers Certified by ISO 14001 Environmental Management System	no. of suppliers	12
	Number of Suppliers Certified by ISO 50001 Energy Management System	no. of suppliers	0
	Number of Suppliers Certified by ISO 27001 Information Security Management System	no. of suppliers	116
	Number of Suppliers Certified by ISO 45001 Occupational Health and Safety Management System	no. of suppliers	5
	Number of Suppliers Participating in Training	no. of suppliers	136
Supplier Training	Number of Supplier Training Sessions Conducted	times	1
Supplier Termination/Rejection	Number of Suppliers Suspended from Cooperation due to Non-compliance Reviews	no. of suppliers	1
	Number of Potential Suppliers Rejected due to Non-compliance Reviews	no. of suppliers	3
Customer Service			
Customer Satisfaction		%	98.80
Customer Complaint Resolution Rate		%	100.00

Indicator	Sub-Indicator	Unit	2023
Research and Innovation			
Annual Intellectual Property Applications		no.	45
- Patents		no.	17
- Software Copyrights		no.	10
- Trademarks		no.	8
- Other (Copyrights)		no.	10
Annual Intellectual Property Licenses		no.	66
- Patents		no.	30
- Software Copyrights		no.	13
- Trademarks		no.	13
- Other (Copyrights)		no.	10
Total Granted Intellectual Property Rights		no.	1,501
- Patents		no.	199
- Software Copyrights		no.	193
- Trademarks		no.	1,076
- Other (Copyrights)		no.	33
Public Welfare Charity/Community Engagement			
Amount of External Donations		RMB	1,205,874
Number of Employee Volunteers		no. of people	173
Number of Volunteer Activity Participations		no. of people	153
Total Duration of Volunteer Activities		hours	314

Governance

Indicator	Sub-Indicator	Unit	2023
Anti-corruption			
Number of bribery litigation cases filed against ZhongAn or employees during the Reporting Period and already adjudicated		no.	0
Annual audit discovery problem rectification rate		%	0.00
Annual petition reception problem verification rate		%	0.00
Director Anti-corruption Training	Number of Anti-corruption-related Training Sessions Conducted	times	1
	Coverage Rate of Director Anti-corruption-related Training	%	100.00
	Average Duration of Director Anti-corruption-related Training per Person	hours	3.50
Employee Anti-corruption Training	Number of Anti-corruption-related Training Sessions Conducted	times	8
	Coverage Rate of Employee Anti-corruption-related Training	%	100.00
	Average Duration of Employee Anti-corruption-related Training per Person	hours	1.03

Environment¹⁴

Indicator	Sub-Indicator	Unit	2023
Greenhouse Gas Emissions			
Greenhouse Gas Emissions (Scope 1) ¹⁵		tonnes CO ₂ e	57.61
Greenhouse Gas Emissions (Scope 2) ¹⁶		tonnes CO ₂ e	279.02
Greenhouse Gas Emissions (Scope 3) ¹⁷		tonnes CO ₂ e	30.72
Total Greenhouse Gas Emissions		tonnes CO ₂ e	367.35
Greenhouse Gas Emission Intensity		tonnes CO ₂ e/employee	0.10
Energy Consumption			
Total Energy Consumption		MWh	759.39
Energy Consumption Intensity		kWh/employee	202.65
Direct Energy Consumption		MWh	270.14
Natural Gas Usage ¹⁸		m ³	13,128.75
Gasoline Usage ¹⁹		L	6,672.75
Indirect Energy Consumption		MWh	489.25
Purchased Electricity		kWh	489,250.00
Water Resource Consumption			
Total Water Consumption		m ³	15,169.44
Water Intensity		m ³ /employee	4.05
Waste Management			
Non-hazardous Waste ²⁰		tonnes	126.00
Non-hazardous Waste Intensity		tonnes/employee	0.03
Hazardous Waste ²¹		kg	71.87
Hazardous Waste Intensity		kg/employee	0.02
Paper Consumption		kg	6,400.00
Paper Consumption Intensity		kg/employee	1.71



¹⁴ As the Group's main activities and employees are concentrated in the Shanghai office area, the environmental data reports the performance of Shanghai office area.As the Group's business does not involve the significant emission of air pollutants such as sulphur oxides (SO_x) and nitrogen oxides (NO_x), the relevant data is not disclosed.

¹⁵ Greenhouse gas emissions (Scope 1) were derived from petrol and natural gas usage, and the relevant parameters were derived from the default values in the Guidelines on Accounting Methods and Reporting of Greenhouse Gas Emissions from Land Transportation Enterprises (for Trial Implementation) published by the National Development and Reform Commission.

¹⁶ Greenhouse gas emissions (Scope 2) were derived from purchased electricity, and the emission factors were derived from the national grid emission factors in the Notice on Doing a Good Job in Managing the Reporting of Greenhouse Gas Emissions by Enterprises in the Power Generation Industry in 2023-2025 published by the Ministry of Ecology and Environment of the People's Republic of China.

¹⁷ Greenhouse gas emissions (Scope 3) were calculated only for greenhouse gas emissions from waste paper.

¹⁸ Natural gas usage was from cafeteria consumption.

¹⁹ Gasoline usage was from the consumption of official vehicle.

²⁰ Non-hazardous waste mainly included office household wastes.

²¹ Hazardous waste mainly included waste lamps and batteries. The weight of the Group's lamps was estimated at 200 g each.

Appendix 2: Hong Kong Stock Exchange ESG Reporting Guide Index

ESG Indicator	Related Sections	Remark
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 greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Opening a New Chapter in Green Development-Promoting green operations
A1.1	The types of emissions and respective emissions data.	Tables of ESG KPIs
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity.	Tables of ESG KPIs
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Tables of ESG KPIs
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Tables of ESG KPIs
A1.5	Description of emission target(s) set and steps taken to achieve them.	Opening a New Chapter in Green Development-Promoting green operations
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction targets(s) set and steps taken to achieve them.	Opening a New Chapter in Green Development-Promoting green operations
A2 Use of Resources		
General disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Opening a New Chapter in Green Development-Promoting green operations
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Tables of ESG KPIs
A2.2	Total water consumption and intensity (e.g. per unit of production volume, per facility).	Tables of ESG KPIs
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Opening a New Chapter in Green Development-Promoting green operations
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.	Opening a New Chapter in Green Development-Promoting green operations
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	NA
A3 The Environment and Natural Resources		
General disclosure	Polices on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Opening a New Chapter in Green Development-Promoting green operations
A3.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Opening a New Chapter in Green Development-Promoting green operations

ESG Indicator	Related Sections	Remark
A4 Climate Change		
General disclosure	Polices on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Opening a New Chapter in Green Development-Response to climate change
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.	Opening a New Chapter in Green Development-Response to climate change
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.	Fostering an Employment-First Workplace-Safeguarding fundamental rights and interests
B1.1	Total employees by gender, employment category, age group and geographical region.	Tables of ESG KPIs
B1.2	Employee turnover rate by gender, age group and geographical region.	Tables of ESG KPIs
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.	Fostering an Employment-First Workplace-Enhancing employee health
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Tables of ESG KPIs
B2.2	Lost days due to work injury.	Tables of ESG KPIs
B2.3	Description of occupational health and safety measures adopted and how they are implemented and monitored.	Fostering an Employment-First Workplace-Enhancing employee health
B3 Development and Training		
General disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Fostering an Employment-First Workplace-Focusing on talent development
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Tables of ESG KPIs
B3.2	The average training hours completed per employee by gender and employee category.	Tables of ESG KPIs
B4 Labour 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 labour.	Fostering an Employment-First Workplace-Safeguarding fundamental rights and interests
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Fostering an Employment-First Workplace-Safeguarding fundamental rights and interests
B4.2	Description of steps taken to eliminate such practices when discovered.	Fostering an Employment-First Workplace-Safeguarding fundamental rights and interests

ESG Indicator		Related Sections	Remark
B5 Supply Chain Management			
General disclosure	Policies on managing environmental and social risks of the supply chain.	Revitalizing Governance-Reinforcing procurement management	
B5.1	Number of suppliers by geographical regions.	Tables of ESG KPIs	
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.	Revitalizing Governance-Reinforcing procurement management	
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Revitalizing Governance-Reinforcing procurement management	
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Revitalizing Governance-Reinforcing procurement management	
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, labelling and privacy matters relating to products and services provided and methods of redress.	Adhering to Responsible Operation-Providing service-oriented insurance products to the market	
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	NA	
B6.2	Number of products and services related complaints received and how they are dealt with.	Adhering to Responsible Operation-Providing quality services	
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Revitalizing Governance-Protecting intellectual property	
B6.4	Description of quality assurance process and recall procedures.	NA	
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Revitalizing Governance-Preventing information leakage	
B7 Anti-corruption			
General disclosure	Information on: (a) 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.	Revitalizing Governance-Abiding by business ethics, Anti-money laundering and anti-fraud	
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.	Revitalizing Governance-Abiding by business ethics	
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Revitalizing Governance-Abiding by business ethics	
B7.3	Description of anti-corruption training provided to directors and staff.	Tables of ESG KPIs	
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.	Giving Back to Society	
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Giving Back to Society	
B8.2	Resources contributed (e.g. money or time) to the focus area.	Giving Back to Society	

Appendix 3: GRI Standards Index

Instructions for use	ZhongAn Online is complying with the GRI standards for the preparation of this report for the period 1 January 2023 to 31 December 2023.
GRI 1 used	GRI 1: Foundation 2021

GRI Standards	Topic Disclosures	Related Sections
General Disclosure		
GRI 2: General Disclosure 2021	2-1 Organizational details	About ZhongAn Online
	2-2 Entities included in the organization's sustainability reporting	About this ESG Report
	2-3 Reporting period, frequency and contact point	About this ESG Report
	2-4 Restatements of information	About this ESG Report
	2-5 External assurance	NA
	2-6 Activities, value chain and other business relationships	Company overview Providing quality services Reinforcing procurement management
	2-7 Employees	Safeguarding fundamental rights and interests Tables of ESG KPIs
	2-8 Workers who are not employees	Reinforcing procurement management
	2-9 Governance structure and composition	Governance structure
	2-10 Nomination and selection of the highest governance body	Detailed information can be found in the Group's Annual Report 2023.
	2-11 Chair of the highest governance body	Detailed information can be found in the Group's Annual Report 2023.
	2-12 Role of the highest governance body in overseeing the management of impacts	Detailed information can be found in the Group's Annual Report 2023.
	2-13 Delegation of responsibility for managing impacts	Detailed information can be found in the Group's Annual Report 2023.
	2-14 Role of the highest governance body in sustainability reporting	ESG governance structure
	2-15 Conflicts of interest	Abiding by business ethics
	2-16 Communication of critical concerns	Stakeholder engagement
	2-17 Collective knowledge of the highest governance body	ESG strategy
	2-18 Evaluation of the performance of the highest governance body	ESG strategy
	2-19 Remuneration policies	Safeguarding fundamental rights and interests
	2-20 Process to determine remuneration	Safeguarding fundamental rights and interests
	2-21 Annual total compensation ratio	Due to the requirements of information confidentiality, it is not disclosed.

GRI Standards	Topic Disclosures	Related Sections
GRI 2: General Disclosure 2021	2-22 Statement on sustainable development strategy	ESG strategy
	2-23 Policy commitments	Safeguarding fundamental rights and interests
	2-24 Embedding policy commitments	Enhancing internal control of compliance Reinforcing procurement management
	2-25 Processes to remediate negative impacts	Abiding by business ethics Providing quality services
	2-26 Mechanisms for seeking advice and raising concerns	Stakeholder engagement Safeguarding fundamental rights and interests
	2-27 Compliance with laws and regulations	Seeing the sections of the report for details
	2-28 Membership associations	Protecting intellectual property rights
	2-29 Approach to stakeholder engagement	Stakeholder engagement
	2-30 Collective bargaining agreements	The Group will gradually improve the relevant management measures.
Material Topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality assessment
	3-2 List of material topics	Materiality assessment
	3-3 Management of material topics	Materiality assessment
Economic Performance		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Detailed information can be found in the Group's Annual Report 2023.
	201-2 Financial implications and other risks and opportunities due to climate change	Response to climate change
	201-3 Defined benefit plan obligations and other retirement plans	Safeguarding fundamental rights and interests
	201-4 Financial assistance received from government	Detailed information can be found in the Group's Annual Report 2023.
Market Presence		
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Due to the requirements of information confidentiality, it is not disclosed.
	202-2 Proportion of senior management hired from the local community	Due to the requirements of information confidentiality, it is not disclosed.
Indirect Economic Impacts		
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Giving Back to Society
	203-2 Significant indirect economic impacts	Giving Back to Society
Procurement Practices		
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Due to the requirements of information confidentiality, it is not disclosed.

GRI Standards	Topic Disclosures	Related Sections
Anti-corruption		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Abiding by business ethics
	205-2 Communication and training about anti-corruption policies and procedures	Abiding by business ethics
	205-3 Confirmed incidents of corruption and actions taken	Abiding by business ethics Tables of ESG KPIs
Anti-competitive Behavior		
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No relevant legal proceedings occurred in the Group.
Tax		
GRI 207: Tax 2019	207-1 Approach to tax	Detailed information can be found in the Group's Annual Report 2023.
	207-2 Tax governance, control, and risk management	Detailed information can be found in the Group's Annual Report 2023.
	207-3 Stakeholder engagement and management of concerns related to tax	Detailed information can be found in the Group's Annual Report 2023.
	207-4 Country-by-country reporting	Detailed information can be found in the Group's Annual Report 2023.
Materials		
GRI 301: Materials 2016	301-1 Materials used by weight or volume	NA
	301-2 Recycled input materials used	NA
	301-3 Reclaimed products and their packaging materials	NA
Energy		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Tables of ESG KPIs
	302-2 Energy consumption outside of the organization	The Group did not carry out relevant statistics.
	302-3 Energy intensity	Tables of ESG KPIs
	302-4 Reduction of energy consumption	Promoting green operations
	302-5 Reductions in energy requirements of products and services	Promoting green operations
Water and Effluents		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Promoting green operations
	303-2 Management of water discharge-related impacts	Promoting green operations
	303-3 Water Withdrawal	Tables of ESG KPIs
	303-4 Water Discharge	Tables of ESG KPIs
	303-5 Water Consumption	Tables of ESG KPIs

GRI Standards	Disclosure Title	Related Sections
Biodiversity		
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	NA
	304-2 Significant impacts of activities, products, and services on biodiversity	NA
	304-3 Habitats protected or restored	NA
	304-4 IUCN Red List species and national conservation list Species with habitats in areas affected by operations	NA
Emissions		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Tables of ESG KPIs
	305-2 Energy indirect (Scope 2) GHG emissions	Tables of ESG KPIs
	305-3 Other indirect (Scope 3) GHG emissions	Tables of ESG KPIs
	305-4 GHG emissions intensity	Tables of ESG KPIs
	305-5 Reduction of GHG emissions	Tables of ESG KPIs
	305-6 Emissions of ozone-depleting substances (ODS)	NA
	305-7 Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	Tables of ESG KPIs
Waste		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Promoting green operations
	306-2 Management of significant waste-related impacts	Promoting green operations
	306-3 Waste generated	Tables of ESG KPIs
	306-4 Waste diverted from disposal	Tables of ESG KPIs
	306-5 Waste directed to disposal	Tables of ESG KPIs
Supplier Environmental Assessment		
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Reinforcing procurement management
	308-2 Negative environmental impacts in the supply chain and action taken	Reinforcing procurement management
Employment		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Tables of ESG KPIs
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Safeguarding fundamental rights and interests
	401-3 Parental leave	Caring for employees
Labor/Management Relations		
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	The Group had no significant operational changes.

GRI Standards	Disclosure Title	Related Sections
Occupational Health and Safety		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	NA
	403-2 Hazard identification, risk assessment, and incident investigation	NA
	403-3 Occupational health services	Enhancing employee health
	403-4 Worker participation, consultation, and communication on occupational health and safety	Enhancing employee health
	403-5 Worker training on occupational health and safety	Enhancing employee health
	403-6 Promotion of worker health	Enhancing employee health
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Enhancing employee health
	403-8 Workers covered by an occupational health and safety management system	NA
	403-9 Work-related injuries	Tables of ESG KPIs
	403-10 Work-related ill health	Tables of ESG KPIs
Training and Education		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Tables of ESG KPIs
	404-2 Programs for upgrading employee skills and transition assistance programs	Focusing on talent development
	404-3 Percentage of employees receiving regular performance and career development reviews	Safeguarding fundamental rights and interests
Diversity and Equal Opportunity		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Governance structure Safeguarding fundamental rights and interests Tables of ESG KPIs
	405-2 Ratio of basic salary and remuneration of women to men	Due to the requirements of information confidentiality, it is not disclosed.
Non-discrimination		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Safeguarding fundamental rights and interests
Freedom of Association and Collective Bargaining		
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	The Group will gradually improve the relevant management measures.
Child Labor		
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Safeguarding fundamental rights and interests Reinforcing procurement management
Forced or Compulsory Labor		
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Safeguarding fundamental rights and interests Reinforcing procurement management

GRI Standards	Topic Disclosures	Related Sections
Security Practices		
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	The Group will gradually incorporate this into ESG management in the future.
Rights of Indigenous Peoples		
GRI 411: Rights of Indigenous Peoples	411-1 Incidents of violations involving rights of indigenous peoples	The Group's core businesses are less relevant or of less importance to this topic.
Local Communities		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Giving Back to Society
	413-2 Operations with significant actual and potential negative impacts on local communities	The Group has not identified any operations with significant actual and potential negative impacts on local communities.
Supplier Social Assessment		
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Reinforcing procurement management
	414-2 Negative social impacts in the supply chain and actions taken	Reinforcing procurement management
Public Policy		
GRI 415: Public Policy 2016	415-1 Political contributions	The Group's core businesses are less relevant or of less importance to this topic.
Customer Health and Safety		
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	NA
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	NA
Marketing and Labeling		
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Providing quality services
	417-2 Incidents of non-compliance concerning product and service information and labeling	Providing quality services
	417-3 Incidents of non-compliance concerning marketing communications	Providing quality services
Customer Privacy		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Preventing information leakage
Socioeconomic Compliance		
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	The Group did not violate laws and regulations in the social and economic fields.

Reader feedback form

Dear Readers,

Thank you very much for taking time out of your busy schedule to read this report. In order to further improve the ESG management and practice of ZhongAn Online, we value and look forward to listening to your comments and suggestions.

Please tick "√" in the appropriate position.

1. Which of the following stakeholders do you belong to?

- ☐ Government
- ☐ Shareholders and investors
- ☐ Customers
- ☐ Community public
- ☐ Business partners
- ☐ Media
- ☐ Employee

2. What is your overall comment on this report?

- ☐ Very good
- ☐ Good
- ☐ General
- ☐ Relatively
- ☐ Poor

3. How do you think this report performs in terms of the authenticity, accuracy and effectiveness of information and data disclosure?

- ☐ Very good
- ☐ Good
- ☐ General
- ☐ Relatively
- ☐ Poor

4. How do you think this report performs in reflecting the comprehensiveness of ZhongAn Online's sustainability efforts?

- ☐ Very good
- ☐ Good
- ☐ General
- ☐ Relatively
- ☐ Poor

5. What do you think of the structure of this report?

- ☐ Very good
- ☐ Good
- ☐ General
- ☐ Relatively
- ☐ Poor

6. Do you think the description, content arrangement and layout of this report are easy to read?

- ☐ Yes
- ☐ No

7. Do you have any comments and suggestions on ZhongAn Online's sustainability work and this report?

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