

# PICC

## CORPORATE SOCIAL RESPONSIBILITY REPORT 2019

People's Insurance for the People



## Report Description

This report is the 2019 Corporate Social Responsibility Report for the PICC Property and Casualty Company Limited (PICC P&C), which focuses on disclosing information about the company's sustainable development in the economic, environmental and social fields.

<b>Report Scope</b>	Reporting time frame: January 1, 2019 to December 31, 2019. Organizations Reported On: PICC P&C and its branches. Report release cycle: Every year within three months after the company's annual report is disclosed, the company's social responsibility report for the previous year is released.
<b>References &amp; Standards</b>	This report is compiled by referencing the Environmental, Social and Governance Reporting Guide (ESG) released by the Stock Exchange of Hong Kong Limited and the core plan of the Global Reporting Initiative (GRI) Standards (2016). It also references Sustainable Development Goals (SDGS) reporting requirements provided by the United Nations.
<b>Report Contents and Confines</b>	Our reporting principles followed the important requirements of ESG requirements, which are quantifiable, balanced, and consistent. We also followed core plan requirements of the GRI Standards (2016), collected report issues through management recommendations by collecting from various branches and internal and external stakeholders, and benchmarking social responsibility standards and other methods to implement substantive analysis in order to determine substantive issues and their boundaries.
<b>Data Declaration</b>	The financial data in this report comes from the PICC Annual Report 2019, which was independently audited by Deloitte Touche Tohmatsu. Other data has been collected from the company headquarters and branches. The data indicators disclosed in this report are highly relevant to corporate social responsibility, and will be further adjusted and improved with the future development of social responsibility management.
<b>Currency</b>	Unless otherwise specified, all amounts shown in this report are presented in RMB.
<b>Access</b>	This report is issued both in print and online, with the latter available for lookup and download on the official website of the Hong Kong Stock Exchange as well as the company's own website: <a href="http://www.epicc.com.cn">www.epicc.com.cn</a> .
<b>Report Interpretation</b>	This report is presented in simplified Chinese, traditional Chinese and English. If there are any discrepancies between different language versions, the simplified Chinese version shall prevail.
<b>Acknowledgment</b>	This report uses the photographic works of PICC P&C employees, and we express our appreciation to them for allowing us to use their photographs!
<b>Definition</b>	In this report, the following abbreviations are meant to have the following meaning: "PICC P&C" or "Company" or "We" refers to "PICC Property and Casualty Company Limited" "PICC Group" or "PICC" or "Group" refers to "The People's Insurance Company (Group) of China Limited" "CBIRC" refers to "China Banking and Insurance Regulatory Commission" "Hong Kong Stock Exchange" refers to "The Stock Exchange of Hong Kong Limited" "C-ROSS" means "China's second-generation risk-oriented solvency monitoring system" "First set" refers to "First set of key technical equipment" "Province" refers to "China's provincial administrative regions (including provinces, autonomous regions, and municipalities directly under the Central Government)" "Green Finance Committee" refers to "Green Finance Committee of the China Finance Association" "3411 Project" refers to the development strategy proposed by PICC focused on transforming PICC further towards high-quality development. "3" refers to advancing the transformation of 3 insurance companies, namely PICC P&C, PICC Life and PICC Health. "4" refers to the implementation of 4 key strategies, including innovation-driven development strategy, digitalization strategy, integration strategy, and internationalization strategy. Two "1s" refer to the successful campaign of making our presence known in key cities and retaining our presence in county-level markets. It also refers to our zero-tolerance policy against systemic risks, consolidating our foundation, and comprehensively improving law compliance and risk prevention standards.



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# Chairman's Speech



Nothing is impossible to a willing mind. In 2019, PICC P&C adhered to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, and remained true to our original ideal of "People's Insurance for the People". We drew power from the people's longing for a better life, practiced new development concepts, and used PICC's "3411 Project" as a focal point to comprehensively move forward with the company's development and transformation. We forged ahead, overcame numerous difficulties, and had a "dual victory" when it came to both development and profitability. Our business model reforms were promoted in an orderly manner. We have made new progress in fulfilling our responsibilities as a state-owned key insurance company as well as our social responsibilities.

Over the past year, we have spared no effort in carrying out targeted poverty reduction and concentrating our efforts on the fight against poverty. We coordinated and implemented targeted poverty reduction and poverty reduction measures for designated counties, increased the amount of "tools at our disposal", expanded assistance coverage, and enhanced poverty reduction assistance through insurance, finance, consumption, health, etc. In 2019, we provided over RMB 7 trillion in risk coverage for 39.86 million impoverished individuals recorded in the Registration System across the country. Every one of the four counties for which we provided poverty alleviation assistance has been lifted out of poverty. Our work done in "Innovation in Party Construction Leads the Way in High-quality Agricultural Insurance Development" was selected as one of the top ten innovation achievements in party construction by the State Organs Work Committee of the CPC. At the same time, we focused on the strategic link between targeted poverty reduction and rural rejuvenation. We took the field of agricultural insurance and "ploughed" it top to bottom, expanding the "field" in the process. This also increased the amount of products available and improved their quality. We participated extensively in full cost insurance and income insurance trials, and provided risk coverage amounting to RMB 5.6 billion for 550,000 farmers in 12 counties across 6 provinces in China, which allowed for farmers and others in agriculture to further be able to deal with any potential risks.

Over the past year, we have focused on serving the real economy and helping modernize the social governance system and governance capabilities. We have stuck to the principles of insurance protection and pro-actively adapted to the new requirements presented by developments in the economy. We have increased product innovation and vigorously developed engineering performance guarantee insurance, tariff guarantee insurance, and other business items. We provided insurance for nearly 30,000 medium, small, and micro enterprises with a total coverage of approximately RMB 1.545 billion through "Yinbaofu Insurance", "Zhengyinbao Insurance", "Yanrongbao Insurance" and other innovative financial service models, thus enhancing the anti-risk capabilities of the real economy. We developed catastrophe insurance, government aid insurance, and other governance insurance products. We explored the potential of "insurance + risk control + technology + service" in regards to the production safety liability insurance, electric vehicle liability insurance, and elevator insurance fields. We took advantage of professional risk management and promoted risk reduction management to better guarantee the safety of both society and the people. Our production safety liability insurance has covered 31 provinces, providing enterprises with a total insurance coverage of more than RMB 3.84 trillion, and provided accident prevention technical services to nearly 50,000 enterprises. At the same time, "Coordination between Police and Insurance Companies" has covered 330 prefectures and cities across the country, and thousands of "Two Stations, Two Members" and "Vehicle and Driver Management" service points have gotten through the "final stretch" of customer service, which provided services for 3.3 million people. Through this, both the general public and our customers have gained a greater sense of accomplishment and contentment.

Over the past year, we have pro-actively integrated into national strategies, bringing our responsibility as a large state-owned insurance integral enterprise to the forefront. Following the Healthy China initiative, we expanded social insurance services, vigorously expanded policy services such as critical illness insurance management, supplementary medical insurance, long-term care insurance, and basic medical insurance. We further developed and integrated commercial health insurance. We undertook more than 1,400 social insurance projects in 31 provinces across the country, paying RMB 36.211 billion worth of claims which benefited 28,106,400 people. We helped China become more innovative by being among the first to set up an insurance community with the first set of key technical equipment and conduct a trial for the use of these materials, the first of their kind in the industry. The first set of insurance coverage that we provided to domestic enterprises throughout the year exceeded RMB 56.9 billion. To help build a beautiful China, we provided environmental pollution insurance totaling RMB 13.87 billion for more than 7,350 companies. We were the first to launch domestic liability insurance

in the green building performance field. We assisted with the construction of the "Belt and Road" by exclusively providing insurance for: the Golden Port Expressway, also known as "China-Cambodia Friendship Road", the Tanzania Hydropower Station, key foreign aid projects for the Ministry of Commerce, etc. All of these projects helped Chinese companies "go global". We assisted in major national projects and activities, providing the world's first "Hualong No. 1" nuclear insurance for the Generation III nuclear reactors, and successfully providing insurance guarantee services for the World Military Games, the Beijing World Expo, and the launch of the Long March 5 heavy-lift carrier rocket.

Over the past year, we have remained customer-centric and continued to provide excellent value to our customers. We placed a heavy emphasis on digitalization by strengthening our technological empowerment. With our good reputation and amiable image, we have continued to provide an excellent customer service experience. We improved online service capabilities, and were able to bring intelligent and paperless car insurance issuance to fruition. As a result, nearly 60% of private vehicle insurance policies were issued online. We relied on drone aerial photography, remote satellite sensors, meteorological data, to build a comprehensive agricultural insurance platform and service system. Our nationwide emergency command platform constructed by big data, Internet of Things, and spatial information technology is helping bring out the eventual realization of a comprehensive corporate risk profile. We upgraded claim settlement services and continued to build our "Committed Service" brand. We provided services for around 251,100 people during the holiday season under the iconic PICC Red Roof banner, and have become a bastion of safety for the mass amount of travelers during these time periods. We responded appropriately to major disasters such as the forest fire in Liangshan Prefecture, Sichuan, as well as the "March 21st" explosion in Xiangshui, Jiangsu, and the Super Typhoon Lekima. The Company has been awarded the highest AA industry rating for three consecutive years.

Over the past year, we have put people first and promoted coordinated development of both employees and the company, as well as that between the Company and society. Within the Company, we upheld our core corporate values of ethics, professionalism, innovation and righteousness. We gave the highest level of respect to workplace talent, continued to improve employee training, and provided a broad platform for employees to grow and realize their potential. We established a trade union to act as a link between the company and its workers. The union solved problems faced by grassroots employees by focusing on the positives and remaining practical. Through its warm and humanistic actions, the union quickly became popular and inspired employees company-wide to continue to make strides in their own entrepreneurship. Outside of the Company, we helped the poor and needy. We did our utmost to fulfill our responsibilities towards public welfare and extended a helping hand towards social groups and individuals in need, thus passing on the message of warmth and perseverance held by our Company. Every level of the Company has been active in carrying out various charitable causes, organizing and encouraging employees to participate in volunteer activities. Through this policy, we were able to promote distinguished traditional values, and delivered a positive message to society. In the face of the COVID-19 epidemic that raged throughout the world in early 2020, our company acted swiftly by donating money, materials, and insurance to 25 provinces in quick succession. We offered nearly RMB 6 billion in insurance coverage to medical personnel and staff in medical institutions and medical assistance teams on the frontlines for prevention and control of the outbreak in Hubei Province, as well as their family members.

Time and tide wait for no man. 2020 will be a pivotal year of building a moderately prosperous society in all respects, as well as the year when the "13th Five-Year Plan" comes to an end. We will adopt a new vision for development, place a heavy emphasis on insurance supply-side structural reforms, and accelerate the construction of a new "insurance + technology + service" business model. We will make sweeping improvements to management capabilities and strive to resolve the impact and challenges brought on by the COVID-19 epidemic. We will whole-heartedly shoulder the responsibilities and duties of the insurance industry as a "social stabilizer" and "economic shock absorber". We will better serve the people on the path to high-quality development by broadening our vision and mindset, bearing even greater responsibilities and fulfilling even greater roles as we ascend to higher and higher echelons.

Chairman: Miao Jianmin



# Annual Focus

## Creating New Poverty Alleviation Measures and Assisting in Poverty Reduction

The 19th National Congress of the Communist Party of China regards poverty alleviation as one of the three major obstacles that must be overcome in order to build a prosperous society. In the fight against poverty, insurance comes first. As a national player and leading force in insurance poverty alleviation, we implemented insurance poverty alleviation projects which explored and made innovations in numerous poverty alleviation efforts. We continued to do our utmost to both alleviate and eliminate poverty.



### Poverty Alleviation Network

Continued to increase service outlets, optimized outlet layout, and expanded coverage throughout poor areas by providing convenient insurance services. Established 7629 external rural network institutions, 26,900 Three Rural (agriculture, rural areas, and rural people) insurance service stations, and 310,000 Three Rural insurance service points. Deployed a total of 5,550 service vehicles.



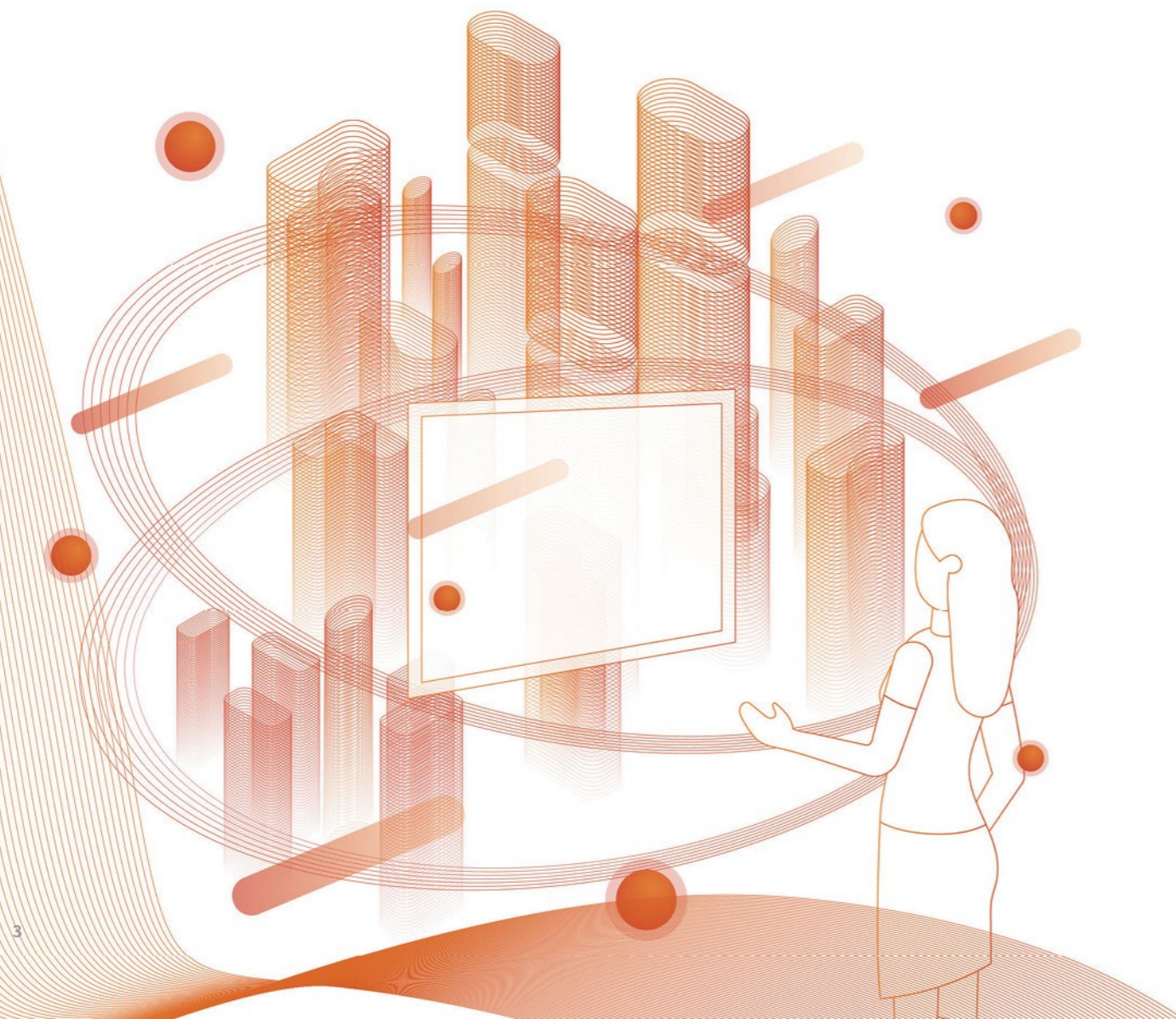
### Targeted Poverty Alleviation

Completed targeted poverty alleviation efforts in Huachuan County of Heilongjiang province, Liuba County of Shaanxi province, and Ji'an County and Le'an County of Jiangxi province. Introduced RMB 52.9453 million in insurance funds, and purchased RMB 45.2271 million in agricultural products (including sales assistance). Trained 3,151 grassroots cadres and 2,297 technical personnel. The number of impoverished people decreased by 6,115. All targets have reached a new high since the company began poverty alleviation efforts in designated counties.



### Insurance Poverty Alleviation

Accurately met the insurance needs of poverty-stricken areas, and effectively played the role insurance should in poverty alleviation. In 2019, we provided as much as RMB 7.47 trillion in risk coverage for 39.86 million impoverished individuals recorded in the Registration System across the country. At the same time, we continued to make developments and innovations in poverty alleviation models such as "insurance + industry", "insurance + health", and "insurance + people's livelihood". Through insurance, we were able to more efficiently utilize poverty alleviation funds, along with significant leverage.



Example



Employees from the Ningxia Yanchi Branch visited a village to look into Tan sheep breeding

### Ningxia 2 + X "Fupinbao Insurance" was selected as an excellent example of insurance poverty alleviation by the State Council Poverty Alleviation Office

Ningxia Branch launched a 2 + X "Fupinbao Insurance" menu-style product, where "2" represents the basic categories, including critical illness supplementary medical insurance and family accidental injury insurance, and "X" represents the industrial categories, including superior characteristic industry insurance and micro-finance accident insurance for poverty alleviation. The public is free to choose how to purchase 2 + X products according to their own conditions and abilities. This can prevent slipping back into poverty due to diseases, disasters, and accidents, and can also create additional income for further industrial development.





### Poverty Alleviation via Finance

As the first insurance institution to make innovative strides in agricultural insurance fund financing, the company has continued to explore and put new ideas into practice, creating "Zhengrongbao Insurance" and providing RMB 6.6 billion in financing support.



### Poverty Alleviation via Health

In order to solve the issue of poverty-stricken people falling back into poverty due to illnesses, the company vigorously developed medical assistance insurance for poverty alleviation using Guiding Opinions on the Implementation of Health Poverty Alleviation Project and Three-year Implementation Plan for Medical Insurance Poverty Alleviation (2018-2020) as guidelines. 32,406,700 poor people received coverage. The company greatly improved security levels for the poor through "One Decrease and Two Increases" (Decreasing the payment threshold, and increasing the reimbursement ratio and insurance amount). The company actively promoted "one stop" settlement services for critical illness insurance and medical assistance, and provided convenient medical settlement services for the poor.



### Poverty Alleviation via Consumption

We developed and designed a service platform specifically for agricultural products, assisted in the sales of products from poverty-stricken regions, and encouraged employees to purchase products from poverty-stricken regions. At the end of 2019, employees company-wide purchased RMB 45.2271 million worth of products from poverty-stricken regions.



Tianjin Branch launched poverty alleviation actions via consumption

On the basis of the aforementioned targeted poverty alleviation measures, the company also interacted with government departments and enterprises to take full advantage of their professional strong suits, and made cross-industry joint efforts to fight against poverty.

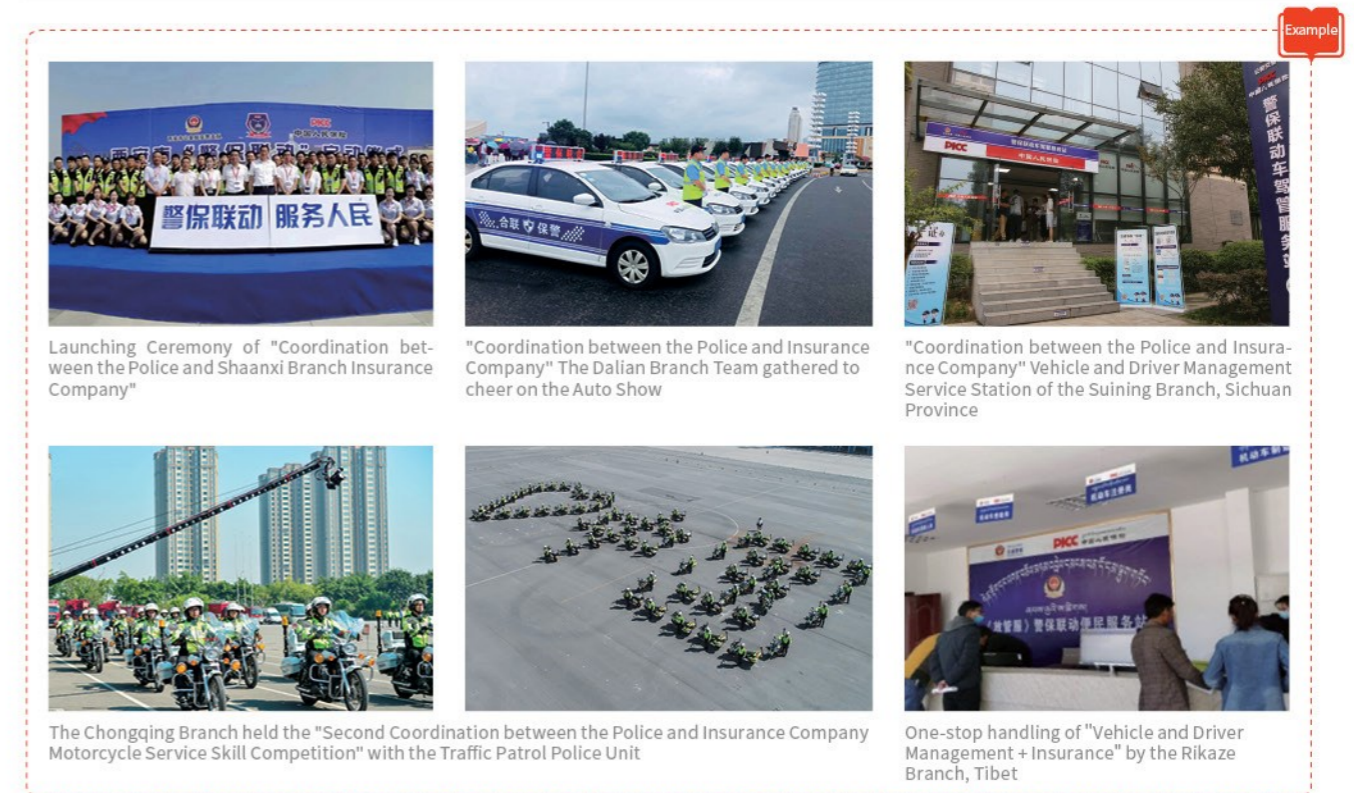
- Along with the State Council Poverty Alleviation Office, we jointly designed and launched "Shenpinbao Insurance" for poverty alleviation.
- Along with the Ministry of Commerce, jointly implemented housekeeping as a poverty alleviation measure.
- Along with Agricultural Bank of China, jointly implemented consumption as a poverty alleviation measure.
- Cooperated with COFCO to create the "Pinzhenbao Insurance" agricultural product promotion model.

## Deepening "Coordination between Police and Insurance Companies" to Harmonize Traffic

In view of road traffic congestion and the difficulties presented by both city management and the movements of travelers, the company cooperated with the Public Security Department, the Traffic Management Department, and other departments to digitally integrate the traffic accident handling and insurance claim settlement processes. By doing so, the company successfully made headway with a new "Coordination between Police and Insurance Companies" service cooperation model. This model was rated as one of the top 10 Important Service Innovation Projects during the service evaluation of insurance companies in 2018. Since 2019, the company has continued to increase "Coordination between Police and Insurance Companies", bringing a richer meaning to the cooperation and more actively contributing to the strengthening of the traffic safety defense line as well as making improvements in road traffic accident handling standards.

- **36** provincial branches cooperated with their public security departments and traffic management departments to undertake "Coordination between Police and Insurance Companies"
- Covered more than **330** cities
- Served people for more than **3.3 million**
- satisfaction as high as **99.9%**
- More than **2000** Vehicle and Driver Management service outlets, handling more than **1.64 million** transactions (including nearly 500,000 transactions for non-PICC customers)
- **Thousands of** "Two stations, two members" service outlets
- "Speeding up processing and claim settlement", which can now be completed in **15 minutes**

Note: "Two Stations, Two Members": Rural traffic safety persuasion station, rural road traffic management station, traffic safety officer and traffic safety assistant.



Launching Ceremony of "Coordination between the Police and Shaanxi Branch Insurance Company"

"Coordination between the Police and Insurance Company" The Dalian Branch Team gathered to cheer on the Auto Show

"Coordination between the Police and Insurance Company" Vehicle and Driver Management Service Station of the Suining Branch, Sichuan Province

The Chongqing Branch held the "Second Coordination between the Police and Insurance Company Motorcycle Service Skill Competition" with the Traffic Patrol Police Unit

One-stop handling of "Vehicle and Driver Management + Insurance" by the Rikaze Branch, Tibet



# About Us

## Company Profile

The predecessor of PICC Property and Casualty Company Limited (hereinafter referred to as PICC P&C) is The People's Insurance Company, which was established on October 20, 1949, with its headquarters in Beijing. PICC P&C is the core member and iconic main business of PICC Group (ranked 121st in the Fortune Global 500), and is a large-scale, influential state-owned property insurance company with a long history. The scale of its insurance premiums are in the top ranks of the global property insurance market. The company was listed on the main board of the Hong Kong Stock Exchange on November 6, 2003 (stock code 2328). In 2019, the company took great strides towards high-quality development, with a total premium income in excess of RMB 433 billion and total assets exceeding RMB 596 billion. For the third consecutive year, the company received an "AA" rating for its service evaluation. Moody's Investor Services once again awarded the company with an insurance financial strength rating of A1 (rating outlook: stable), the highest rating for any China insurance company.

The company's motto has always been "People's Insurance for the People". With our market-oriented and customer-centric ideals, we have actively served national strategy, the real economy, and the national governance system, as well as helped modernize governance capabilities. We utilize the political advantages we possess as a state-owned enterprise to their full extent. We were a key figure in the construction of the national multi-level social security system, and actively participated in social welfare undertakings. We strive to hold corporations socially responsible, and advocate for reforms by providing strong insurance guarantees. In doing all of this, we safeguard the economy, stabilize society, and benefit the people. In 2019, the company handled 129.3359 million claim settlement cases and paid RMB 251.822 billion in compensation.



Registered capital  
RMB **22.242** billion

Total assets  
RMB **596.081** billion

Direct employment opportunities provided  
**186,700** persons

External donations  
RMB **90.2424** million

Institutional outlets village coverage rate  
**98%**

Mission

People's Insurance for the People

CORE VALUES

Ethics, Professionalism, Innovation and Righteousness

Vision

To be an excellent brand trusted by the people



## Company Business

Motor vehicle insurance, corporate property insurance, cargo transportation insurance, liability insurance, accidental injury insurance, short-term health insurance, agricultural insurance, credit guarantee insurance, household property insurance, ship insurance and other RMB and foreign currency insurance services. Reinsurance services related to the above businesses. Investment and capital utilization services permitted by national laws and regulations.

The company's domestic business covers virtually all urban and rural areas in the country, and the company's international business projects cover 183 countries and regions. In addition, the company took the initiative by integrating into the national development strategy. The company launched international business projects in a total of 59 countries along with the "Belt and Road", resulting in a cumulative risk liability amount of RMB 1.3 trillion. As of the end of 2019, the company has dispatched 10 overseas working groups to Russia, Indonesia, South Africa, the United States, Vietnam, the Philippines, Cambodia, Kazakhstan, Pakistan, Brazil, providing services along the "Belt and Road" and in areas where Chinese enterprises have intensive insurance needs.

### Total Premium Income From Various Types of Company Insurance

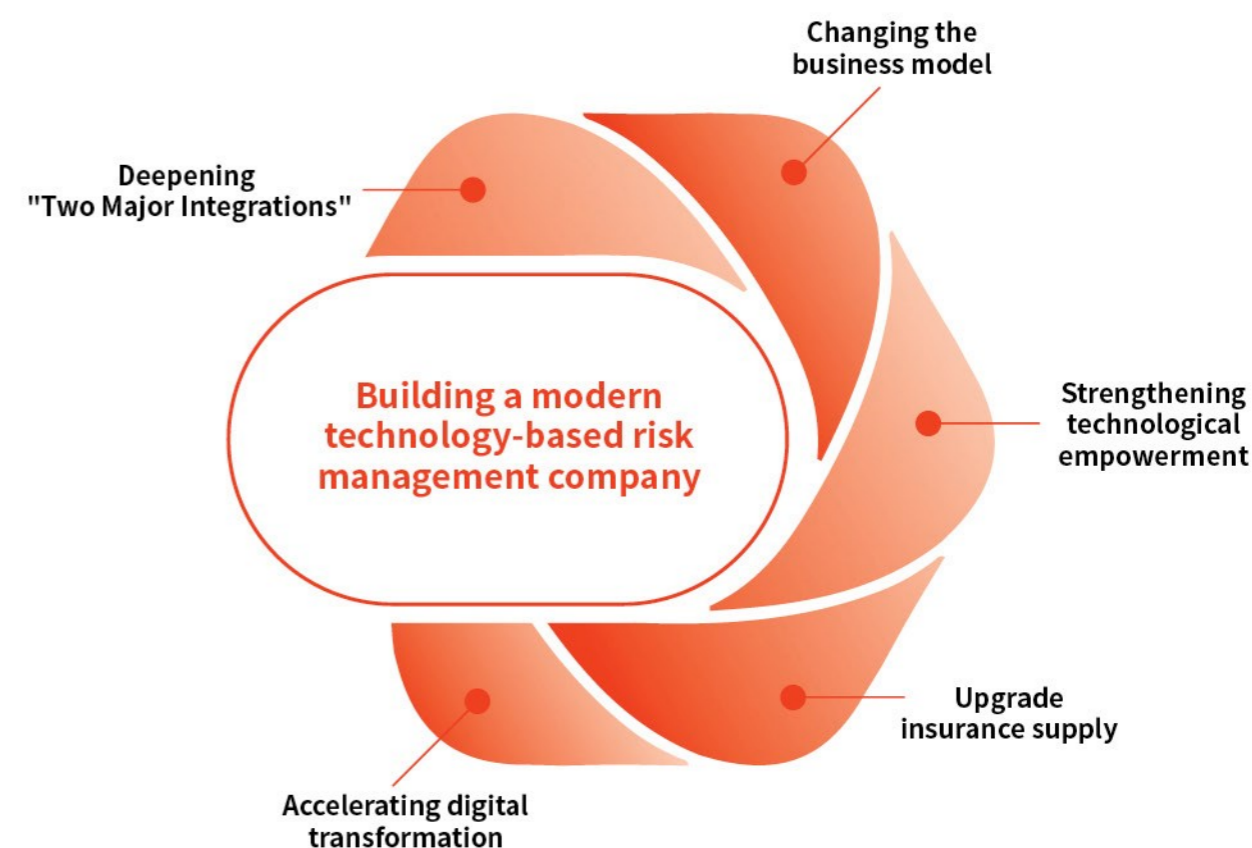


### Company Outlet Distribution



## Company Strategy

The company upholds the corporate principle of "People's Insurance for the People", implements the core values of "Ethics, Professionalism, Innovation and Righteousness", comprehensively strengthens the leadership of the Party, and conducts thematic education about remaining true to our original aspirations and keeping our mission firmly in mind. By placing a heavy emphasis on insurance supply-side structural reforms, we thoroughly promoted the "3411 Project" and "Ten Key Points" to deepen the "Two Major Integrations" of business policy and commercial business, as well as both technological and business model changes. We made innovations in technological empowerment, upgraded insurance supplies, and accelerated digitalization by focusing on building a new business model of "Insurance + Technology + Service". We continued to search for new valuable opportunities would help us build ourselves into a modern technology-based risk management company.





## Company Superiority



### Political Advantage

When it comes the new Chinese insurance industry, we are an experienced provider. We are an integral large-scale state-owned insurance enterprise. We allow economic compensation, financial management, and social management all unlock their full potential. We actively maintain social stability, push for economic cooperation, ensure the improvement of people's livelihood, and refine social governance. We have effectively demonstrated the responsibility and leadership role of a state-owned insurance company by serving to improve both the economy and social development.



### Brand Advantage

We remain true to our original aspiration and keep our mission firmly in mind, and have shaped ourselves as a brand with a prestigious reputation both at home and abroad through our responsible and professional conduct as well as the value that we offer our customers. The company has been the insurance partner for the 2008 Beijing Olympic Games, 2010 Shanghai World Expo, Guangzhou Asian Games, 2016 G20 Hangzhou Summit, 2017 Beijing "Belt and Road" International Cooperation Summit Forum, 2018 Tianjin Summer Davos Forum, 2019 World Military Games, 2019 Beijing World Expo, and other important events and major events.



### Talent Advantage

We have highly-qualified management and professional technical personnel throughout core property and casualty insurance fields. We have created a highly-qualified team of talent who understand national conditions, are experienced, and can provide customers with high-quality and diversified professional services in various insurance fields.



### Technical Superiority

We have a strong product system and professional technology. Our products cover all fields of the national economy and affect peoples' livelihood. Our diverse and high-quality insurance products are able to meet the various needs of customers. We launched "top-to-bottom" integrated insurance remote sensing technology that was capable of urban waterlogging risk management, seismic remote sensing surveying and evaluation, mobile insurance undertaking and claim settlement, biometrics, and more. This insurances illustrates how we possess professional and modern risk management capabilities.



### Network Superiority

We have about 14,000 branches and service outlets throughout the country's urban and rural areas, from Mohe in the north to Sansha in the south, and more than 98% of the country is covered by town-level institutional outlets. A three-dimensional sales and service network with online and offline interaction and a combination of urban and rural networks has been constructed.



### Service Superiority

We have opened the 95518 National Service Hotline, the 4001234567 Telephone Sales Hotline, the www.epicc.com.cn official website direct sales platform, a mobile Internet platform and the "PICC" APP and WeChat public platforms to provide customers with one-stop online services and 24/7 insurance services including underwriting, claim settlement, consultation, and more.



## Selected Honors Awarded During the Reporting Period



In July 2019, the company won the "2019 Golden Ark Award for Insurance Services" in the "2019 China Insurance Ark Award" selection organized by the Securities Times.



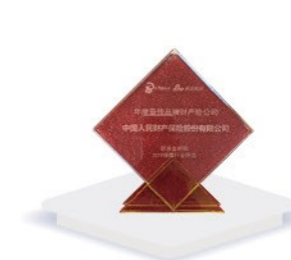
In November 2019, the company won the "2019 Golden Tripod Award - Annual Outstanding Property Insurance Company" award in the "2019 Golden Tripod Awards" selection organized by the National Business Daily.



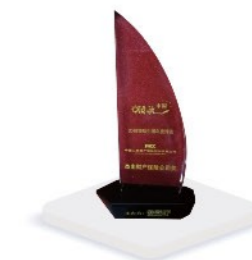
In November 2019, the company won the "Insurance Protection Brand Excellence Award" in the tenth "Golden Wealth" awards organized by the Shanghai Securities News.



In November 2019, the company was awarded the title of "Asia's Best Property and Casualty Insurance Company of the Year 2019" in the "Asian Financial Competitiveness Ranking" annual selection event hosted by the 21st Century Business Herald and the Financial Research Center of 21st Century Research Institute.



In December 2019, the company won the "Best Brand Property and Casualty Insurance Company of the Year" award in the "Sina Gold Kirin • 2019 Insurance Industry Selection" organized by Sina Finance.



In December 2019, the company won the "Outstanding Property and Casualty Insurance Company Award" in the "Pilot China • 2019 Pilot China Annual Appraisal" event organized by JinRongJie magazine.



# Social Responsibility Management

We have always kept the corporate principle of "People's Insurance for the People" in mind and are committed to the concept of a corporation as a socially responsible entity and integrating it into our daily operations. We have taken the initiative in shouldering economic, social, and environmental responsibilities and have continued to push for sustainable development.

## Social Responsibility Management System

When formulating the company's medium and long-term strategic goals, the company's board of directors fully considered the environmental, social, and governance risks in each phase. They came up with the theme of social responsibility, and incorporated it into the strategic decision-making process. Company management reviews and makes decisions regarding major social issues of responsibility using the company's strategic goals as a guideline. Every functional department advocates for establishing a social responsibility management system and takes charge of their own daily management. As a company, we have advocated for social responsibility, and regularly review the achievements that we have made in what we regard as our key social duty.

Using ESG disclosure guidelines of the Hong Kong Stock Exchange as a guideline, we actively responded to the Transforming our World: The 2030 Agenda for Sustainable Development policy prepared by the United Nations. We used this policy to determine the route the company took in terms of sustainable development. By combining our sustainable development goals with our overall development strategy, as well as collecting relevant performance data and cases on a regular basis, we were able to compile and form this corporate social responsibility report.










	Primary Responsibilities	Corresponding SGDs Goals
Economic Responsibility	<p><b>Poverty Alleviation:</b> Fight against poverty, actively promote business model reforms, guarantee upgrades in service, and provide strong risk protection services for rural rejuvenation and poverty reduction.</p>	
	<p><b>Inclusive Finance:</b> Fully utilize the unique characteristics and advantages of insurance finance, fully support the development of small and micro enterprises, and practice inclusive financial policies.</p>	
	<p><b>Strategic Guidance:</b> Actively serve the real economy, focus on supply-side structural reforms, respond to national industrial policy guidance, connect with national strategic layouts, assist major powers, and provide comprehensive insurance for economic transformation and upgrades.</p>	
	<p><b>Well-Being of the People:</b> Bring insurance back to its roots, innovate insurance supply, serve social governance, and improve the well-being of the people.</p>	
Social Responsibility	<p><b>Quality service:</b> Strengthen technological empowerment, continuously improve service processes, innovate service methods, improve service quality and operational efficiency, protect customer rights and interests, and enhance the customer experience.</p>	
	<p><b>Anti-corruption:</b> Construct an upstanding, well-governed party, increase anti-corruption efforts, and continue to push for extensive development of strict governance of the party.</p>	
	<p><b>Care for employees:</b> Adhere to human-centric concepts, effectively protect the rights and interests of employees, care about employees' physical and mental health, and enhance employees' sense of belonging inside the company. Strengthen training and education, and provide a broad platform for employees' career development.</p>	
Environmental Responsibility	<p><b>Charity:</b> Contribute to building a harmonious society via donations, poverty alleviation, and other means.</p>	
	<p><b>Legitimate Operation:</b> Follow the business philosophy of "compliance creates value", establish a long-term system for legally compliant operations and then improve upon it, remain firm in our zero-tolerance policy against system risk.</p>	
	<p><b>Green Finance:</b> Practice the concept of green development, unlock the full potential of finance in terms of social resource regulation, develop green finance, and support the development of green industries.</p>	
	<p><b>Green Operation:</b> Integrate the green concept into the company's daily operation and management, encourage the participation of all employees, and actively push for the construction of an environmentally friendly enterprise.</p>	
	<p><b>Green Charity:</b> Actively promote the concept of green development, and engage in green public welfare undertakings.</p>	



## Communication with Stakeholders

We attached great importance to the expectations of our stakeholders, and constantly strove to improve and diversify our communication systems in order to maintain long-term interests and encourage sustainable development through continued cooperation with one another. We have established an effective communication mechanism and actively used our official website, Weibo, APP, and more to make the voices of our shareholders heard. Based on mutual interdependence, we have identified key stakeholders and established a strategic mutual trust with them, as well as reached a consensus on sustainable development and maximized both of our roles in economic, social and environmentally sustainable development.

Our stakeholders include shareholders, employees, customers, suppliers, partners, insurance industry peers, CBIRC, stock exchanges, governments, societies, NGO organizations, rating agencies, natural environment, etc.

Stakeholder Participation		
Key Stakeholders	Expectations of Stakeholders	Participation and Response
 <b>Shareholders and Investors</b>	Stable value growth Sound financial management Perfect corporate governance and operation Clean business environment Effective risk management Timely and comprehensive information disclosure	Earnings release conference Exchanges with investors Shareholders' Meeting Regular reports and announcements Information disclosure requirements of corresponding shareholders and investors
 <b>Customers</b>	Diversified insurance products Quality and convenient services Rights and interest protection Privacy protection	Customer Day / Customer symposiums and return visits Customer Satisfaction Survey Weibo, WeChat, APP and other media 95518 Service Hotline 4001234567 Telephone Sales Hotline www.epicc.com.cn
 <b>Employees</b>	Training and career development opportunities Right to democratic participation Healthy and safe working conditions Harmonious working atmosphere	Staff (Representative) Conference and Member (Representative) Conference Staff Forum / Career Development Planning Performance management / Face-to-face and online training Internal network information platform / Mutual appreciation activities
 <b>Partners</b>	Clean business environment Mutually beneficial partnership Contribute to industrial development and communication	Strategic cooperation agreements Standardized documentation and evaluation system Industry associations
 <b>Government and Regulatory Authorities</b>	Shoulder the social responsibility befitting a central state-owned enterprise and listed company and serve national interests Legitimate business operations Operating in Accordance with the Law	Support industry associations and societies by participating in the study and discussion of major issues and policies Bring insurance back to its roots, protect the well-being of society reports at regular intervals, and make control and compliance reports at regular intervals
 <b>Society and Public</b>	Improve people's livelihoods Promote social governance Charitable activities	Livelihood safeguarding projects / Social governance promotion projects Volunteer activities / Charitable donations Targeted poverty alleviation
 <b>Natural Environment</b>	Environment protection Green operation	Product innovation / Green insurance / Green investment Energy saving and emission reduction / Green public-service activities

## Defining Concrete Topics

We have thoroughly considered the "assessment and decision making impact of stakeholders" and "environmental, economic, and societal impact" in order to determine concrete issues regarding corporate social responsibility management.

List of Concrete Topics		
Areas For Sustainable Development	Concrete Issues	
 <b>Economic</b>	Direct economic impact Procurement policy Risk control and compliance	Indirect economic impact Anti-corruption
 <b>Environmental</b>	Energy Climate change Sewage and waste discharge Green finance	Water Emissions Green insurance Environmental compliance
 <b>Societal</b>	Technological innovation Legal employment (opposition to child labor and discrimination, elimination of forced and compulsory labor, etc.) Occupational development, training, and education Service quality and customer satisfaction Customer privacy and protection Targeted poverty alleviation Local community	Employment relationship Diverse and equal opportunities Customer health and safety Community engagement Legitimate operation Supply chain management



# Legitimate Operation Creating Superior Value

We have always regarded excellent corporate governance as something to strive for. As such, we are always optimizing our corporate governance structure and improving our corporate risk management and control capabilities. In 2019, we further promoted the "3411 Project", accelerated the transformation of the company to high-quality development, and strove to be an excellent brand that people trust.

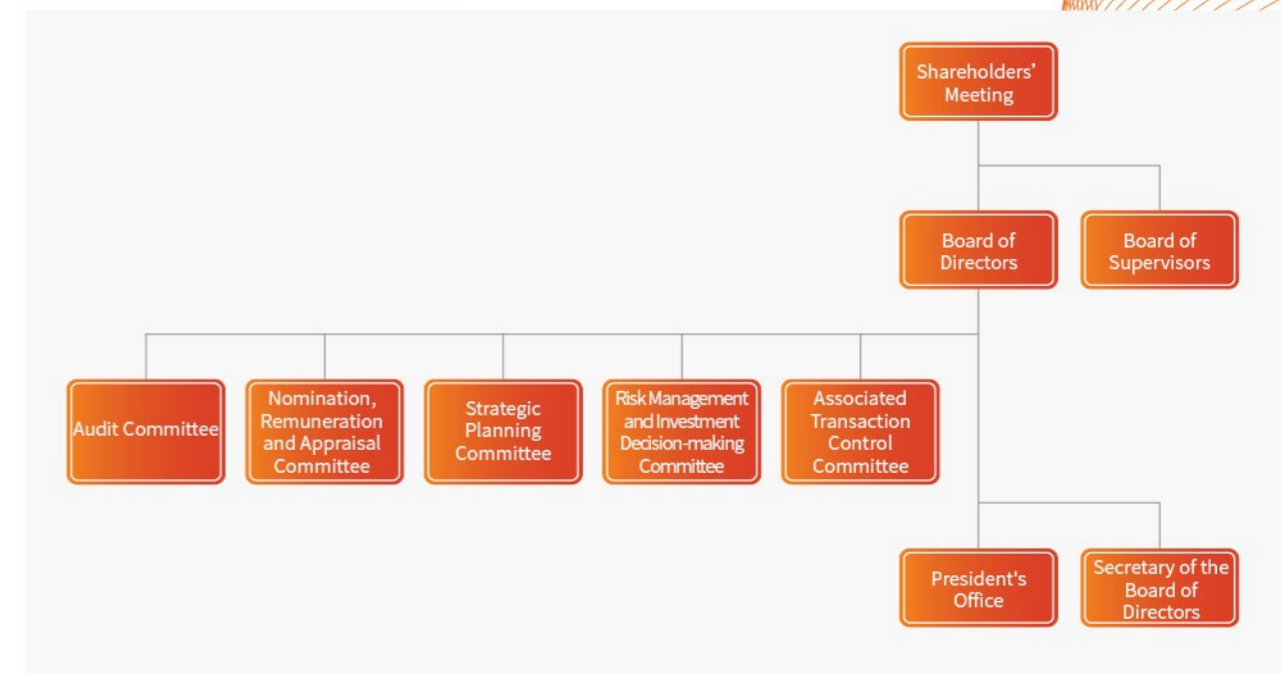
## Corporate Governance

We always adhered to our core values and took "righteousness" as the guiding principle behind governance. We have established a governance structure with reasonable standards and clear delineation of powers and responsibilities. The general meeting of shareholders, the board of directors, the board of supervisors, and the management committees performed their duties and upheld their responsibilities. We continuously optimized our corporate governance structure and improved our governance system to enhance our risk management and control capabilities and promote the sustainable and healthy development of the company.

We continued to strengthen internal control, monitoring, and risk management capabilities. We built a comprehensive risk management and internal control system to ensure legitimate operation in accordance with the applicable requirements stipulated in the Insurance Law of the People's Republic of China, Measures for the Administration of the Information Disclosure by Insurance Companies, Regulations of the National Audit Office on Internal Audit, Administrative Measures for the Connected Transactions of Insurance Companies, Appendix 14 Code of Corporate Governance of Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited and Securities and Futures Ordinance (Chapter 571 of the Laws of Hong Kong) and the Articles of Association, etc.

Our board of directors has 9 directors: 3 executive directors, 1 non-executive director, and 5 independent non-executive directors. The board of supervisors has 5 supervisors: 2 shareholder representative supervisors, 1 employee representative supervisor, and 2 external supervisors. In 2019, the company convened twice for shareholders' meetings, during which 30 proposals and report documents were discussed or reviewed. 12 meetings of the board of directors were held, during which 80 proposals were reviewed. There were 5 meetings of the board of supervisors, during which 18 proposals were reviewed. 12 Audit Committee meetings, 2 Nomination, Remuneration and Appraisal Committee meetings, 8 Strategic Planning Committee meetings, and 8 Risk Management and Investment Decision-making Committee meetings were held as well.

### Corporate Governance Structure





## Building an Upstanding, Well-Governed Party

At all levels, the company's party committees have thoroughly studied and implemented Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and the attitudes presented by the 19th National Congress of the CPC as well as the Fourth Plenary Session of the 19th CPC Central Committee. We have adhered to the party's leadership through our entire operation and management process, and in doing so have built an honest party where we continuously improve our team cohesion. We strictly upheld accountability and discipline. We kept on tightening our self-discipline, and steadily increased the number of patrols and inspections. Furthermore, in our efforts to construct an upstanding and well-governed party, we increased anti-corruption measures, and pushed for extensive development of strict governance of the party.

### Fulfilling Responsibilities

Strengthened political supervision, and strictly implemented a system of responsibility for the construction of an upstanding, well-governed party. The members of the leadership team adhered to "One Post, Two Responsibilities" and looked into establishing a political ecological assessment and evaluation system. The Disciplinary Committee reported to the party committee on the construction of an upstanding and well-governed party in addition to conducting anti-corruption efforts at least every six months. Pushed for the extensive development of strict governance of the party.

### Establishing a System

Formulated the Interim Measures for Leading Cadres' Interviews, amended the Measures for Inspection Work, and promulgated the Implementation Measures for the Clarification of Names of Reported Persons Who Receive False Reports. Implemented the requirements found in Three Main Clues, strengthened the Commission for Discipline Inspection Office and cadre teams, and built a system where officials not only are unable to carry out corruption, but have no desire to do so in the first place.

### Patrols and Inspections

Conscientiously implemented the requirements stipulated by the Central Government to achieve full coverage of patrols and inspections during a single term. We accurately grasped the connotation of political inspections, adhered to reforms while undergoing said inspections, and immediately carried out any necessary reforms during said inspections. The company's party committee completed regular inspections of 6 branches and carried out 3 special inspections for the selection and appointment of personnel of 3 branches during the year. The system's provincial branches carried out inspections across 133 prefecture-level branches.

### A Culture of Integrity

Conscientiously implemented the attitudes presented by the Fourth Plenary Session of the 19th Central Committee, and continued to strengthen the propaganda and education efforts behind party discipline and party regulations. We continued to fortify cadres and employees' integrity and awareness of self-discipline through systematic case notifications, cautionary educational conferences, issuing "Special Cautionary Education Issues", as well as other cautionary education and integrity training materials.



### Launched various types of cautionary education activities in 2019

Pre-appointed interviews concerning clean governance for leading officials conducted by discipline inspection departments at all levels (Total persons)		3453
Cadres and employees who underwent disciplinary training inspections (Total persons)		8357
Text messages sent to cadres and employees reminding them be upstanding citizens during important holidays (10,000 messages)		70.67
Organized various cautionary education activities	Times	2860
	Cadres and employees covered (ten thousand people)	12.54
Organized various anti-corruption education activities	Times	4308
	Cadres and employees covered (ten thousand people)	11.29

Example



The company headquarters held a start-up meeting for 2019 inspection efforts, a training meeting for inspection efforts, and started both regular and special inspections for the 9 system branches.



Hubei Branch organized for senior supervisors and personnel from the provincial branch Headquarters and the Wuhan Branch to visit the Cautionary Education Base in Wuhan Hongshan Prison



The Yunnan Branch organized for its employees to visit the Yunnan Provincial Anti-Corruption Cautionary Education Base



The Tianjin Branch organized a visit to a Red Education Base



## Company Monitoring via Internal Audits

When it came to improving governance, the company attached great importance to utilizing audits to their full potential by establishing and improving leadership systems for internal audit supervision. We also optimized and integrated supervision resources, formed a coordinated and unified internal supervision system, pushed for an internal audit supervision with full coverage, succeeded in improving audit functions, strengthened risk prevention and control, and built up a "third line of defense" for the company.

### Improving the System

Revised the Regulations on Auditing the Economic Responsibility of Key Leaders, Administrative Measures on the Audit of Senior Executives, Guidelines for the Remote Auditing of Deputy Jobs in Provincial Branch Companies, formulated the Evaluation Measures for the Economic Responsibilities of Major Leaders and Report Form of Audit Results of Economic Responsibility, clarified responsibilities expected from leading cadres, and strengthened the management and supervision of leading cadres. Ensured that the decisions and arrangements of the company's party committee were implemented thoroughly and that every order was executed without exception. Formulated the Interim Provisions for Special Audits, Interim Measures for Special Audits for International Businesses and Implementation Opinions on Further Strengthening Special Audits for the Quality of Claim Settlement and the Construction of Claim Settlement Team, and strengthened the auditing and supervision of key links in important areas.

### Highlighting Key Points

Seized the "key minority" in accordance with the requirements stipulated by the Central Government, paid attention to the operation and management rights and policy execution rights of main leaders, focused on the responsibility of the person in charge and the management of business expenditures, highlighted key points made during audits, carried out frequent supervisions and inspections, pushed for standardization of power operation and encouraged leading cadres to act honestly and shoulder their due responsibilities.

Focused on services to guarantee that major decisions and company arrangements were rigidly implemented. Implemented corporate governance and external regulatory measures, thoroughly analyzed weak links in business development and management, and carefully organized special supervision and audit investigations in key areas and important matters.

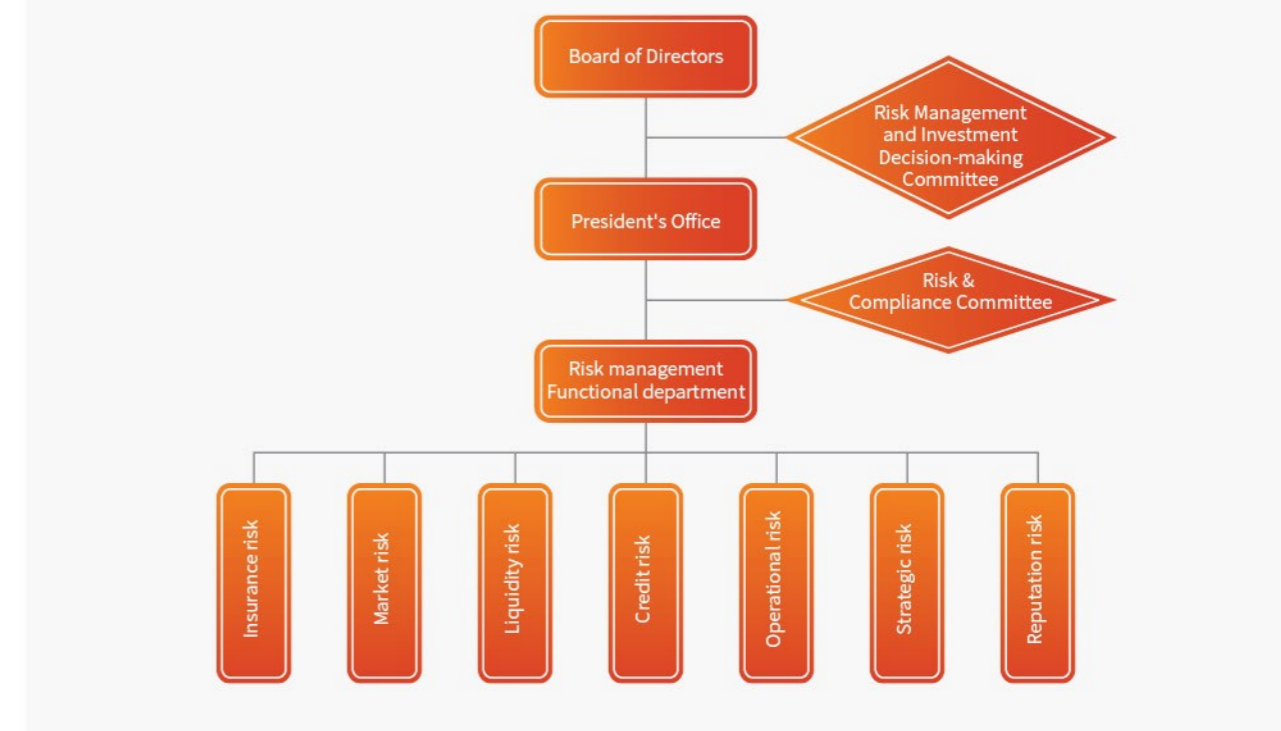
2019 Internal Audit Supervision and Inspection	
Various projects (e.g. economic responsibility audits, special audits) implemented (number)	883
Project resources invested (People per day)	23,493
Audit problems found (number)	3,592
Rectification suggestions proposed (number)	3,203
Rectification measures reported by the audited unit (number)	5,143

## Strengthening Risk Prevention and Control

When it came to risk management, we followed the basic principle of "full coverage, highlighting key points, division of labor, and closed-loop management". Our goals that we adhered to were "legitimate operation, effective management and control, asset safety, and sufficient capital". We improved our risk prevention and control systems, consolidated the foundation of risk compliance efforts, strengthened risk prevention and control in key areas and key links, extensively improved risk prevention and control capabilities, and remained firm in our zero-tolerance policy against systematic risk.

The company continued to improve the "three lines of defense" work system and closed-loop management systems including: risk identification and assessment, monitoring and early warning, management and response, reporting, disclosure, performance, and appraisal. The company strove to improve upon various major risk management system processes, explored the potential introduction of advanced methods and tools, laid a solid foundation for risk management, and effectively improved risk prevention and control capabilities. In 2019, our business development continued to improve. Our solvency was sufficient, the comprehensive risk rating remained at a reasonable level, and there were no systemic risks which affected our operation and management goals.

### Risk Management Organizational Structure

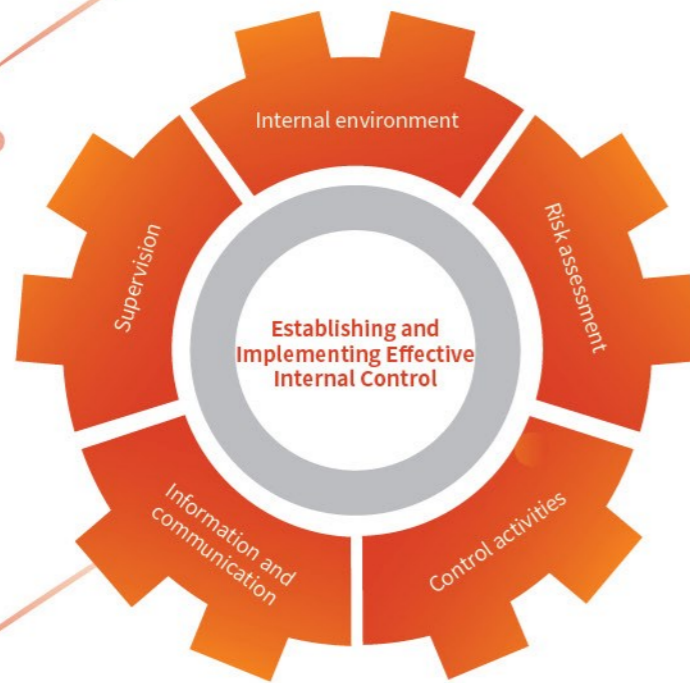




## Strengthening Internal Control

We aimed for our legal compliance, asset safety, financial reporting and related information to be true and complete. We improved our operational efficiency, pushed for further development strategies, and followed the principles of comprehensiveness, importance, checks and balances, adaptability and cost-effectiveness. By complying to Basic Standards for Internal Control of Enterprises and Basic Guidelines for Internal Control of Insurance Companies, the company established and implemented effective internal control from five aspects: internal environment, risk assessment, control activities, information and communication, and supervision.

The company's board of directors effectively oversaw the establishment and implementation of internal control measures. Management organized and led daily internal control operations for the company with the Compliance Department / Risk Management Department organizing and coordinating. Management departments at all levels interacted with each other and formed a series of methods, measures, and procedures with control functions that were constantly standardized and systematized.



## Operating in Accordance with the Law

We followed the concept of "compliance creates value" from start to finish, and complied with: the People's Republic of China's Insurance Laws, Administrative Measures for the Compliance of Insurance Companies, Anti-Money Laundering Law of the People's Republic of China, Anti-Money Laundering Regulations of Financial Institutions, Management of large and suspicious transaction reports in financial institutions and Administrative Measures for Anti-Money Laundering in the Insurance Industry, the listing rules of the Hong Kong Stock Exchange and other national laws, administrative regulations and various regulatory and any other standardized documents issued by regulatory authorities.

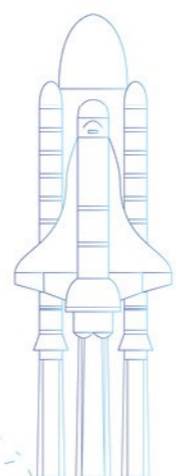
We formulated our Compliance Policy, Compliance Management Measures and other systems, and established and improved upon a long-term effective operation legal compliance system in order to provide a strong guarantee for the full implementation of the 3411 Project, all while remaining firm in our zero-tolerance policy against systematic risk. In 2019, the compliance risk management system operated normally with a controllable level of overall risk.





# Being Responsible Serving the National Strategy

We were deeply involved in national strategies. We persisted in real economy financial services and provided comprehensive insurance coverage for the transformation and upgrading of the economy. In 2019, we continued to play a leading role in the insurance industry in terms of helping overcome poverty. We advocated rural rejuvenation, guarantee the construction of major national projects, and worked along the "Belt and Road", served social governance, and ensured a Healthy China.



## Focusing on the Development of Three Rural (Agriculture, Rural Areas and Rural People) and Boosting Rural Rejuvenation

We played to our strengths by focusing on solving Three Rural Issues. We earnestly implemented the Central Government's policy of supporting Three Rural Issues and actively pushed for agricultural insurance business model reforms as well as security services upgrades. We also established a multi-level agricultural insurance product system, and provided strong insurance protection via rural rejuvenation strategies.

### Serving Rural Rejuvenation

Supported structural reforms on the agricultural supply side, ensured national food security, focused on supporting high-quality specialty industries, and vigorously promoted catastrophe insurance trials for three major staple crops. We vigorously promoted the implementation of full-cost insurance and income insurance trials, actively supported insurance incentive and subsidy trials for local agricultural products, all of which were endorsed by the Central Government. We promoted development of innovative "insurance + futures" services and achieved cross-border cooperation with three major futures exchanges. We carried out the requirements stipulated in Notice on Supporting Relevant Work of Stabilizing Live Pig Production and Guaranteeing Market Supply by the Ministry of Finance and the Ministry of Agriculture and Rural Affairs, actively promoted live pig insurance, and fulfilled the social responsibilities befitting a state-owned enterprise.



#### Crop Disaster Insurance

In 2019, the company provided insurance for 264 trial counties, accounting for about 70% of all trial counties.



#### Full Cost Insurance and Income Insurance

In 2019, the company obtained exclusive business contracting rights for 12 of the 22 trial counties across the country. When it came to full-cost insurance and income insurance business, the average insured amount was 98% higher than that of the company's three major grain crops per mu in 2018.



#### Insurance Incentive and Subsidy Trials for Local Agricultural Products

Ten branches including Inner Mongolia, Shandong, Guangxi, Hainan, Guizhou, Gansu, and Xinjiang all joined up with local government departments. They clarified local specialty agricultural products and developed exclusive clauses for the products included in Central Government incentives and subsidies.



#### Live Pig Insurance

In 2019, the company provided RMB 117.055 billion worth of insurance for 180 million live pigs, and paid RMB 7.1 billion in compensation for 23.22 million live pigs.

Note: Live pig insurance data is the sum of settled claims and outstanding claims



Example



Employees from the Ningxia Yanchi Branch visited a village to investigate the growth of buckwheat



A Shandong Branch claimant investigating a corn-related disaster



The Liaoning Branch remained true to its original intentions and helped Three Rural Issues

In 2019, the Ministry of Finance officially launched full-cost and income insurance trials in Liaoning, Hubei, Inner Mongolia, Shandong, Anhui, and Henan provinces. Not one to forget its responsibilities, the company actively implemented a policy of supporting Three Rural Issues that was formulated by the Party Central Committee and the State Council. The company participated extensively in business trials across 6 provinces and exclusively provided insurance for 12 of the 22 pilot counties across the country, providing RMB 5.6 billion of risk coverage for 550,000 farmers and further improving the ability of agriculture to stand up against risks as well as effectively stirred up enthusiasm amongst the farmers. Compared with traditional planting insurance, the amount of compensation for both full-cost insurance and income insurance was doubled. They played a prominent role in ensuring income for grain planting farmers, the resumption of production after disasters, and maintaining an enthusiasm for planting. Finally, they heralded the transition from "guaranteed cost" to "guaranteed income", which has significantly improved the degree to which things can be guaranteed, and has effectively made farmers worry-free when it comes to agricultural production.

Example



### Live Pig Insurance

The "African Swine Fever" epidemic has been occurring in China since August of 2018. We shouldered heavy responsibilities and actively responded to the call of the Party Central Committee and the State Council. We increased the development of live pig insurance business, increased the degree of risk protection, and strengthened the cooperation between agricultural and rural sectors to harmlessly treat live pigs in order to mitigate the risks of pig breeding while suppressing risks that can be found in the pig industry. As an insurance company, we effectively carried out our role as a risk protector, stirred up farmers' enthusiasm for production, and effectively promoted the orderly and steady development of live pig production in the country. At the same time, as the government's subsidy for compulsory slaughter was insufficient to fully cover the cost of farming, we launched African Swine Fever Slaughter Insurance to provide sufficient economic compensation for pig farmers and help them resume production.

The Gansu Branch's innovative "live pig price index insurance based on pig-to-food ratio + financing + guarantee" trial program was approved by the Ministry of Agriculture and Rural Affairs.

### "Photovoltaic Insurance" - a Poverty Alleviation Insurance Product

Photovoltaic poverty alleviation has initiated the transformation of poverty alleviation development from "unfocused poverty alleviation" to "targeted poverty alleviation", and has achieved an organic combination of photovoltaic industry development and rural resources. This photovoltaic poverty alleviation insurance not only provided protection against disasters, but also provided income insurance for the photovoltaic industry. In 2019, a total of 9 provinces used photovoltaic poverty alleviation insurance, covering 144 districts and counties across the country. Insurance was provided for nearly 4,000 power stations, with a total insurance coverage of RMB 19.69 billion.



Photovoltaic Poverty Alleviation Power Stations in Yangqu County, Taiyuan City, and Dai County, Xinzhou City in Shanxi Province underwritten by the company.



## Developing Inclusive Finance Supporting Agriculture and Small and Micro Enterprises

Based on the principles of equal opportunities and business sustainability, we vigorously developed inclusive finance, developed various types of small-scale insurance products with moderate protection and low premiums, and provided appropriate and effective financial services to all social classes and groups in need of financial services.

In 2019, we developed new innovative financial service modes such as "Yinbaofu Insurance", "Zhengyinbao Insurance", "Yanrongbao Insurance", "Collateral + Insurance", and provided comprehensive insurance protection for the development of small and micro enterprises. As of the end of 2019, the company has provided a total of RMB 1.545 billion in insurance for 27,836 small, medium, and micro enterprises. Our support services for agriculture and small-sized enterprises have supported a total of 585 private enterprises, and provided financing funds totaling RMB 3.687 billion. In 2019, the company provided RMB 200 million in financial support to four designated poverty alleviation counties: Huachuan County in Heilongjiang Province, Liuba County in Shaanxi Province, Le'an County and Ji'an County in Jiangxi Province. This was done through the "Zhengyinbao Insurance" model, promoting the development of local specialized industries to help them gain an advantage and potentially lift poor households out of poverty.

Example

### "Zhengyinbao Insurance"

"Zhengyinbao Insurance" is a cooperative loan system backed by government-funded risk funds, based on bank loans, and guaranteed by guarantee insurance. In recent years, the company has continued to optimize how resources are allocated, invested more "Zhengyinbao Insurance" resources into the private economy, and focused on improving the financial availability of private enterprises. As of the end of 2019, a total of 25,600 loans were provided to private enterprises through "Zhengyinbao Insurance" insurance products, totaling RMB 10.837 billion in coverage. Amongst them, through patent pledge financing repayment guarantee insurance products, a total of 71 loans were provided to private enterprises totaling RMB 181 million in coverage.

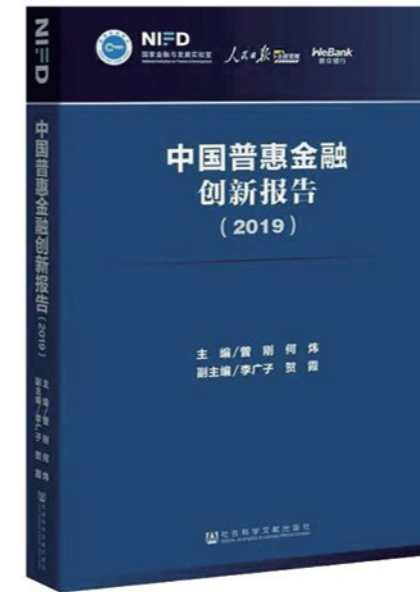


The Zhejiang Huzhou Branch's "Green Loan Insurance" Zhengyinbao Insurance Project launch ceremony

Example

### "Zhengrongbao Insurance"

Fuping County, Hebei Province, located deep in the Taihang Mountains, is a key county in the fight against national poverty alleviation and development efforts. Due to the lack of local specialized industries or an ideal credit system, poor households found themselves in a dire situation, having to deal with difficult and expensive financing for many years. To combat this, the company created "Zhengyinbao Insurance" (that is, "the government provides policy support and credit enhancement + the insurance funds provide money + the insured products provide insurance values") to provide poor farmers with quality financing services. As of the end of 2019, the company's agricultural support financing business has provided RMB 476 million in financial support for 3,450 poor farmers throughout Fuping County, which has helped more than 3,200 poor households recorded in the Registration System, helping in the fight against poverty.



### A Model Example of China's Inclusive Financing Serving Rural Rejuvenation

At the "Inclusive, Smooth Finance-The Second China Inclusive Finance Innovation Development Summit" jointly organized by People's Daily, China Banking Association, Insurance Association of China, and National Finance and Development Laboratory, "The insurance integration of the entire industry chain guarantees the rapid development of characteristic industries" was awarded the 2019 A Model Example of China's Inclusive Financing Serving Rural Rejuvenation, and was included in the China Inclusive Financial Innovation Report (2019).



## Defending National Interests and Serving the Real Economy

We closely focused on national strategies and macroeconomic policies, fully supported supply-side structural reforms, and continued to provide comprehensive insurance coverage for major infrastructure construction, technology and equipment manufacturing, livelihood projects, emerging industries related to national economic and social development, as well as people's livelihood.

We showed initiative by setting up an insurance community with the first set of key technical equipment and conducting a trial for the use of these materials, the first of their kind in the industry. We vigorously promoted this first set of equipment and new material insurances, and advanced the transformation and promotion of innovations in Chinese manufacturing. In recent years, the company has underwritten 1081 national-level key technical equipment insurance projects and 130 national-level key new material insurance projects. The company has continued to help transform and apply new innovations in the scientific and technological fields. In 2019, first set insurance provided enterprises with over RMB 56.9 billion worth of insurance. This new material insurance provided enterprises with a total of RMB 5.31 billion.



### Participating in the Construction of Key Projects Ensuring the Development of the National Economy

#### Key Projects

- Provided insurance for Beijing Daxing International Airport
- Paid compensation for flood accidents in the dammed lake upstream of the Jinsha River
- Submitted Xiong'an Construction Risk Analysis and Product Solutions and created Xiong'an Insurance + Service + Technology" construction insurance model
- Acted as Chief Underwriter for the CNOOC Lingshui 17-2 construction insurance project
- .....

#### The Pillars of a Great Nation

- Provided exclusive coverage for important loads launched by Long March 5
- Acted as Chief Underwriter of China Civil Aviation's Joint Insurance Fleet Policy
- Acted as Chief underwriter of the world's first "Hualong No. 1" nuclear insurance for the Generation III nuclear reactors
- .....

#### Livelihood Projects

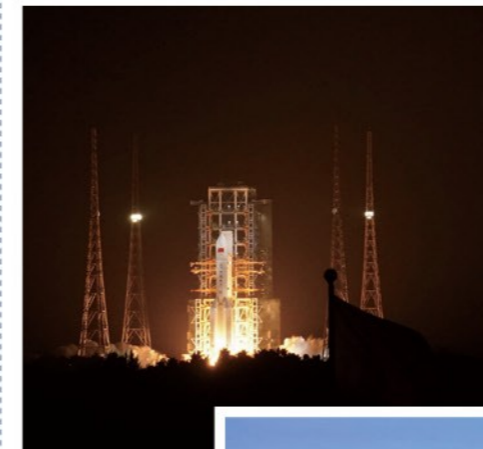
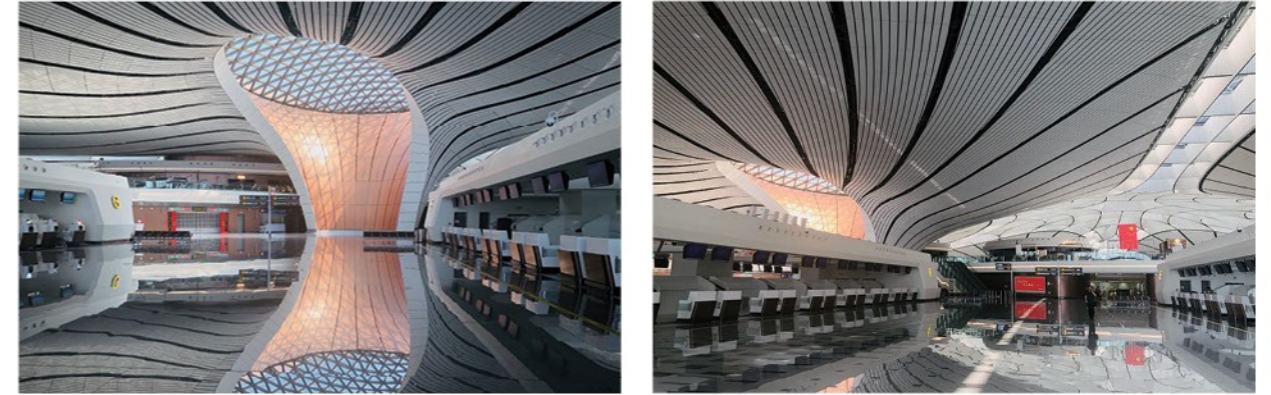
- PICC Investment Holding - Debt investment plan for the Beijing Fengtai shantytown renovation project
- PICC Investment Holding - Debt investment plan for the Chengdu Center shantytown renovation project
- PICC Investment Holding - Debt investment plan for the Nanjing Yangtze Guotou shantytown renovation project
- .....

#### Emerging Industries

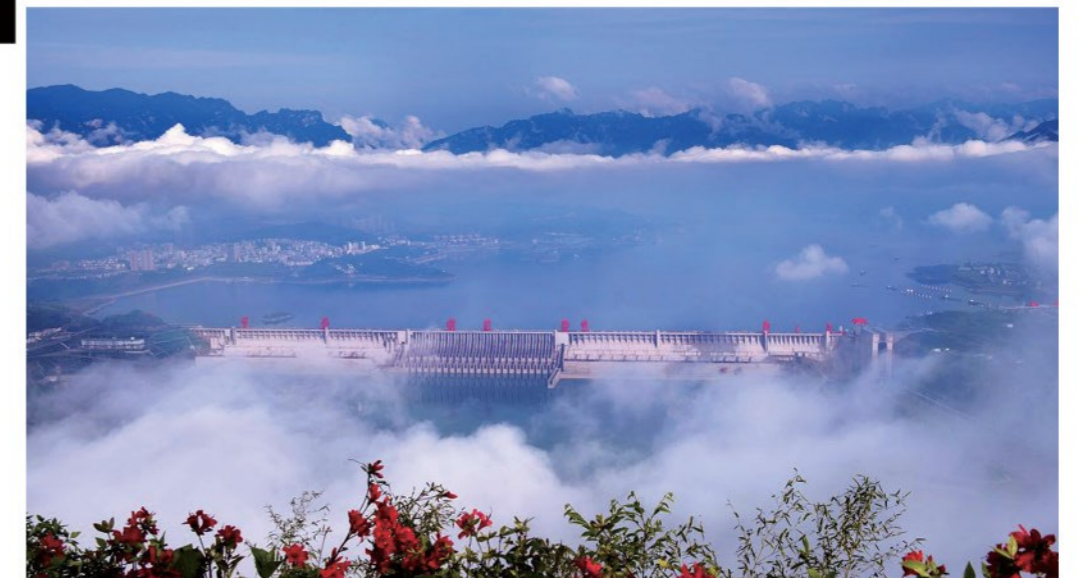
- Created an innovative insurance framework for "E-network shopping insurance" online shopping scenarios
- Completed insurance product R&D for emerging industries such as integrated circuits, the first batch of artificial intelligence products, power batteries, environmental protection equipment, etc.
- Completed the Autonomous Driving Development and Insurance Industry Response Report subject study
- .....

Example

The company provided insurance coverage for the construction and operation period of Capital Airport Group's Beijing Daxing New Airport. During this period, we arranged for external risk control experts to provide the customer with risk prevention services and improve their safety management standards.



At 00:28 on March 10, 2019, Beijing time, Zhongxing 6C, of which the company acted as chief underwriter, was successfully launched at the Xichang Satellite Launch Center. This was the 300th flight of the Long March series of rockets, and the launch mission was a complete success. As a staunch supporter of China's aerospace industry, the company has provided insurance services to China Aerospace for nearly 40 years, and has paid more than RMB 4 billion in compensation.



The company successfully won all four risk insurance project bids for the Three Gorges Group's assets throughout 2019-2020



Example

Continue to Guide Key National Projects Along



Acted as Chief underwriter of the world's first "Hualong No. 1" nuclear insurance for the Generation III nuclear reactors, helping make way for progress in the development of China's nuclear power industry.

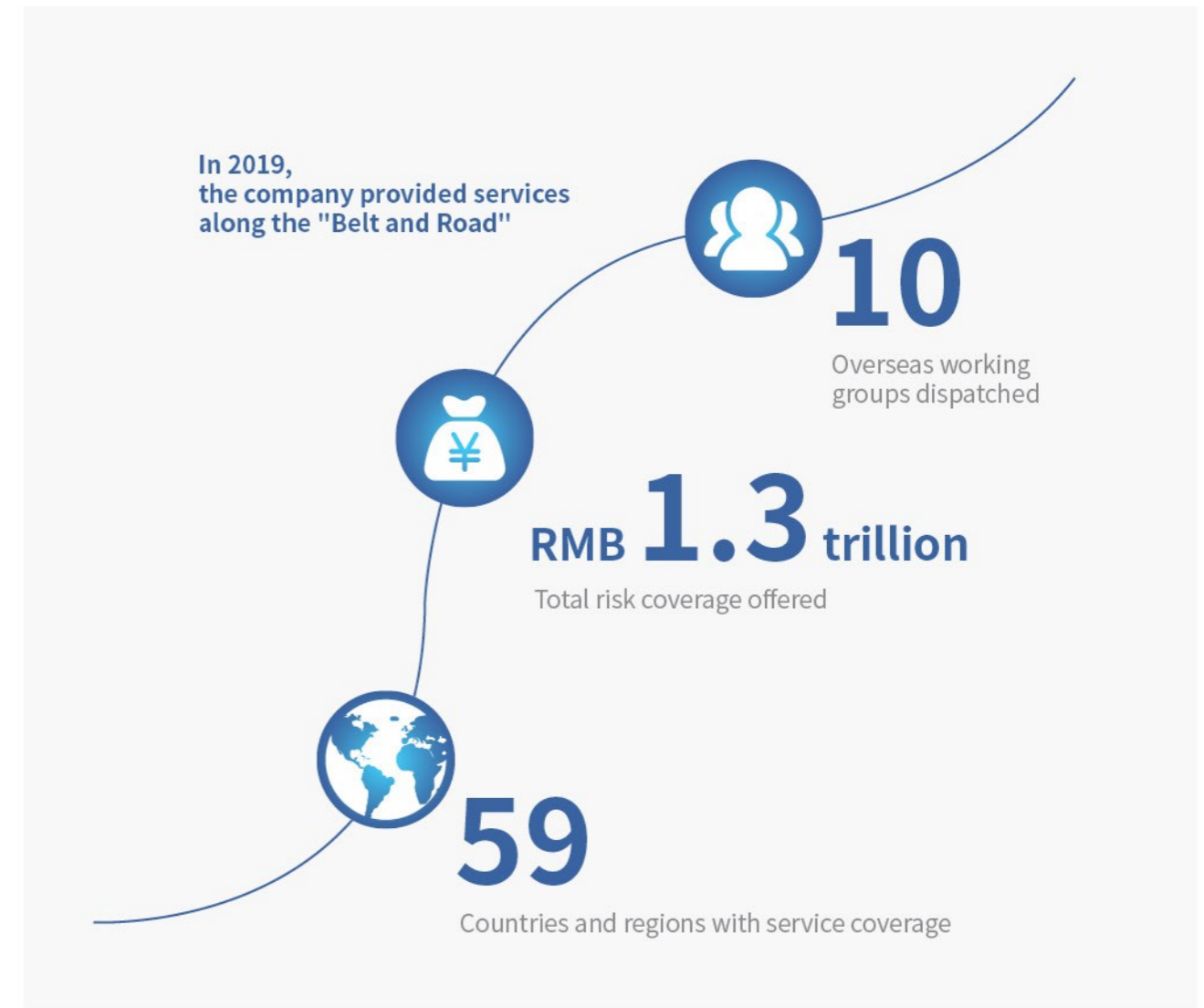


The company acted as Chief Underwriter of the CNOOC Lingshui 17-2 construction insurance project, helping CNOOC increase their oil reserves and production as well as ensuring national energy security.

## Improving the Service Network and Guiding the "Belt and Road"

We actively responded to the "Belt and Road" initiative and continued to improve the layout of overseas service networks according to the needs of Chinese companies "going global". We actively expanded, integrated, and specialized financial innovation products, and provided high-quality services for Chinese companies who were expanding into overseas markets.

The company has dispatched 10 overseas working groups to Russia, Indonesia, South Africa, the United States, Vietnam, the Philippines, Cambodia, Kazakhstan, Pakistan, Brazil, providing services along the "Belt and Road" and in areas where Chinese enterprises have intensive insurance needs.





Example

### Power China Pakistan Qasim Coal-fired Power Plant Project

This project is the first energy project to come from the China-Pakistan Economic Corridor that has been implemented. It can provide electricity for 4 million households in Pakistan, and has had a profound impact on the adjustment of the power structure, the reduction of power generation costs and the improvement of peoples' livelihood in Pakistan. As the chief underwriter of the project, the company provided a full range of insurance services for the project.



### Cambodia Golden Port Expressway Project

The Golden Port Expressway is a key project in the relationship of high-quality cooperation between China and Cambodia under the "Belt and Road" initiative. The road is also a symbol of the friendship and cooperation between China and Cambodia. While working together with China Communications Construction Group, the company formulated a tailor-made risk coverage plan for the construction of the Golden Port Expressway. With professionalism and high service efficiency, we won over the trust of customers, proving our ability to assist in the construction of the "Belt and Road" and protecting China's overseas interests.

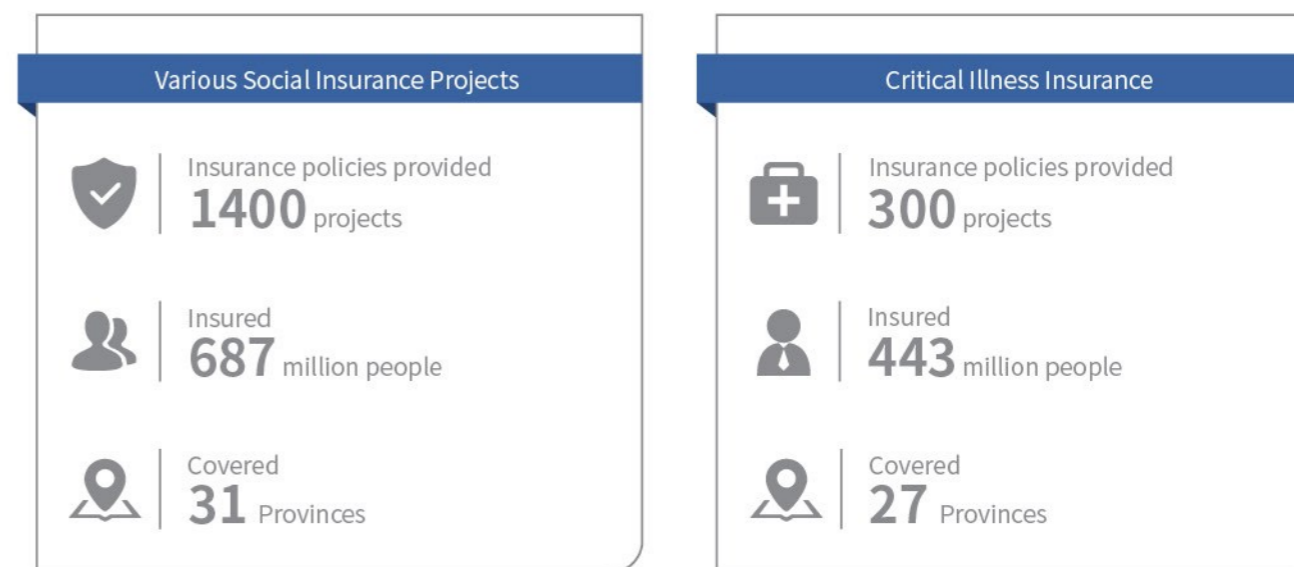


## Making all Efforts to Help the Weak and Poor Devotion to Society

Using the Healthy China 2030 plan as a guideline, we actively served the "Healthy China" strategy, continued to broaden insurance coverage, strove to develop diversified health insurance products, participated in the construction of a multi-level national medical security system, provided supplementary medical insurance for enterprises and institutions, provided differentiated health insurance services for tens of millions of families and assisted in improving people's health security.

In 2019, the company was entrusted by governments at all levels to carry out a wide range of health insurance policies and handling services such as basic medical insurance, critical illness insurance, supplementary medical insurance, poverty alleviation medical assistance insurance, nursing insurance, accident medical insurance, and work injury supplementary insurance.

In 2019, we undertook 1,400 social insurance projects of varying types which covered 31 provinces and 294 prefectures and cities. These projects insured 687 million people, payed RMB 36.211 billion in compensation, and benefited 28,106,400 people. Among them, we undertook 300 critical illness insurance projects that covered 27 provinces and 201 prefectures and cities, insured 443 million people, paid RMB 24.229 billion in compensation, and benefited 14,447,500 people.



The company continued to innovate the "Insurance + Service" health insurance model, provided multiple added-value health services, provided differentiated products for different people and regions, and developed millions of medical insurance products with comprehensive protection, high insurance coverage, and high cost performance for both individuals and families. In 2019, we provided supplementary medical insurance services for more than 6.5 million employees in various enterprises and institutions, with a total risk coverage of over RMB 2 trillion.

The company developed diversified commercial insurance health products. In 2019, the company provided RMB 10 billion in accident insurance for Beijing emergency management system staff, as well as other Central Government units outside of Beijing. We undertook insurance for about 620,000 public security officers with a guarantee of RMB 900 billion, and provided insurance for the elderly, women and children, patients with chronic diseases, minors, low-income individuals, and other specific groups, totaling over RMB 8 trillion.

The company developed insurance products for emerging industries and provided over RMB 30 trillion in accident injury insurance for over 50 million delivery men. We provided over RMB 500 billion in health and accident insurance for more than 1.3 million Internet taxi service drivers.



### Critical Illness Insurance for Urban and Rural Residents

In 2019, the Hebei Branch undertook critical illness insurance services for urban and rural residents in 8 cities and 1 county, including Baoding, Handan, Xingtai, and Langfang, and provided critical illness insurance services for more than 35 million people. The company set up a critical illness insurance reimbursement window for urban and rural residents in medical insurance agencies, and dispatched office staff to provide one-stop services.



### Providing Guarantees and Services for Special Groups

Long-term care insurance staff from the Jiangsu Wuxi Branch patiently guided the insured persons in completing the care insurance self-assessment and application process. Patients were attended to differently according to their individual situations, and it was arranged for family members to receive information on policies as well as nursing training. The customers sent a banner with the words "Long-term Care Insurance from the Heart, People's Insurance for the People" to thank the staff for their kind and thoughtful services.



Example

The company undertook various types of social medical insurance services, participated in the construction of a national multi-level social insurance system, and played an important role in maintaining social harmony and stability by using the full potential of insurance as a tool for social governance. By participating in various types of social insurance handling services such as basic medical insurance and nursing insurance handling in 14 provinces such as Qinghai, Anhui, and Fujian, the company managed funds in excess of RMB 14.5 billion. The company promoted the transformation of government functions, improved the efficiency of medical insurance handling, prevented fund risks, and reduced administrative costs. At the same time, the company was deeply involved in the supervision of basic medical insurance funds, and participated in actions against insurance fraud in Hubei, Yunnan and other provinces to maintain the safety of medical insurance funds.

Example



In May 2019, sponsored by Wenshan Prefecture Medical Insurance Bureau of Yunnan Province and undertaken by the Wenshan Prefecture Branch, the "Safeguarding Fund Security against Insurance Fraud" publicity campaign was launched.

## Serving Social Governance and Promoting Social Harmony

We actively served social governance, continuously improved our product systems, refined product supply, innovated business development models, and as a state-owned enterprise, played a large role in fields such as social security, medical responsibility, safety production, food safety, and construction engineering quality, all of which are relevant to the public interest.



The company passionately served social governance and actively promoted general security insurance. In 2019, we provided more than RMB 3.28 trillion in general security insurance coverage and paid RMB 315 million in compensation.



Using the government-provided reforms of "simplify administration, delegate power, improve service efficiency" as a guideline and promoting liability insurance, the company fulfilled its role in society by serving and modernizing social governance. In 2019, we provided RMB 168 trillion in liability insurance. The company promoted the transformation of the "insurance + risk control + technology + service" business model in key industries, focused on the transitions from "risk equivalent transfer" to "risk reduction management", from "insurance compensation afterwards" to "full life cycle guarantee", and from "single risk protection" to "package of comprehensive risk solutions". We built an ecosystem and served social governance by integrating innovative risk management service resources.



In the field of safety production, the company constructed the "emergency + insurance" model together with the Emergency Management Department, and formulated and released the Safety Production Liability Insurance Risk Assessment Standard together with the Emergency Management Department Research Center. We tailor-made exclusive risk solutions for enterprises, and provided high-quality risk control services. In 2019, the company provided more than RMB 3.84 trillion in production safety liability insurance for enterprises, covering 31 provinces. A total of 18 branches provided accident prevention technical services for insured enterprises, with nearly 50,000 enterprises covered in total. Ten production safety liability insurance laboratories or operation centers were built in Hubei, Jiangsu, Anhui and other places.



In the field of medical responsibility, the company launched a "combo punch" medical security model that combined accident insurance with medical liability insurance in Beijing. This not only improved the risk defense capabilities of medical institutions, but also protected the rights and interests of patients. This model played an important role in establishing a harmonious relationship between doctors and patients, and was praised highly by the hospitals and unanimously endorsed by both the government and industry agencies such as the National Health Commission, Beijing Municipal Health Commission and Beijing Medical Doctor Association (BMDA). In 2019, the company developed more than 20 insurance plans for 17 hospitals and 11 departments in Beijing. Since 2012, the company has provided approximately RMB 50 billion in medical accident liability insurance to more than 300,000 people, and paid RMB 100 million in compensation.



### Representative Liability Insurance Products Developed Around Key Areas of Social Governance

 <b>Safe Production</b> Safe production liability insurance	 <b>Construction Industry</b> Potential defect insurance for engineering quality Construction engineering performance guarantee insurance	 <b>Environmental Governance</b> Environmental pollution liability insurance
 <b>Food Safety</b> Food safety liability insurance	 <b>Special Equipment</b> Elevator safety liability insurance	 <b>Technological Innovation</b> First set insurance, new material insurance
 <b>Campus Security</b> Campus security liability insurance	 <b>Transportation</b> Electric bike liability insurance	 <b>Medical Industry</b> Medical liability insurance

Example



### Safe Production Liability Insurance Jiaxing "Safe Factory" Model

In Jiaxing, Zhejiang Province, the company explored the "Safe Factory" model of operating group-oriented leasing enterprises, providing a "safety + risk control + technology + service" model to grant safe production insurance for renting enterprises. We also brought risk control points and risk control services to the forefront in order to help SMEs bring various hidden risks under control and enhance their overall safety management capabilities. As of the end of 2019, the "Safe Factory" project has gone through trials in 9 large and medium-sized enterprises and 3 small and micro parks in Jiaxing City, Zhejiang Province, providing nearly RMB 300 million in risk coverage.

The company hired risk control experts to conduct daily risk inspections for participating companies

Example

### Beijing's First Potential Defect Insurance for Engineering Quality

On April 24, 2019, the General Office of the People's Government of Beijing Municipality issued the Notice on Forwarding the "Interim Administrative Measures on Insurance for Potential Defects in the Quality of Residential Projects in Beijing" issued by Four Departments Including Beijing Municipal Housing and Urban-Rural Development Commission (Beijing Administrative Office [2019] No. 11). The Beijing Branch obtained the qualification of lead insurance company for projects with potential defects in engineering quality with the highest total score during the bid evaluation. Subsequently, the Beijing branch issued the first insurance policy for potential engineering defects for residential projects in Beijing.



Mobilization meeting for the deployment of engineering quality potential defects insurance



### "Gongshu Mode" for Elevator Safety Liability Insurance



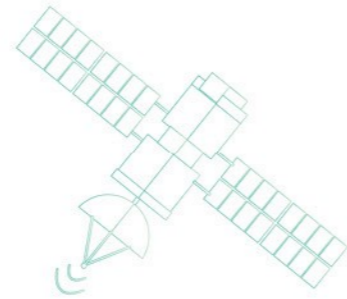
In 2017, the Zhejiang Hangzhou Branch and the Gongshu District Government jointly launched a comprehensive form of insurance caring for "elderly" elevators. This insurance brought the entire life cycle of an elevator into consideration and covered accidental injuries caused by elevator usage as well as the costs of elevator maintenance and parts replacement. When the insured elevators reached the end of their life cycles, the company would subsidize the replacement of said elevator. We also used cloud computing, Internet of Things, big data, mobile Internet and other information technologies to build an "elevator supervision sunshine platform", which took care of the previous weak points in the system caused by lack of expertise from owners and property companies. In 2019, 2,474 elevators in the district were insured. Elevator failure rate was reduced significantly, whereas safe operation levels significantly increased. This was well received by the public.

Elevator patrol personnel from the Hangzhou Branch in Zhejiang Province carrying out their daily safety patrol of the elevators



# Customer Care is Top Priority Creating Better Service Performance

We always put the customer first, and continued to introduce big data, Internet of Things, and spatial information technology through technology empowerment. We strove to create smart claim settlement, accelerated the construction of a new "insurance + technology + service" business model, continuously optimized customer services, and increased customer satisfaction.



## Optimizing Service Modes and Enhancing the Customer Experience

We closely integrated customer needs and innovated working mechanisms by optimizing their organizational structure. We strengthened our overall management and system construction, improved our operational abilities in order to provide our clients with a pleasant customer experience, and continued to strive to raise our customer satisfaction levels. We continued to strengthen process management and control, carried out service standardization efforts, and achieved high-standard closed-loop management of service quality, monitoring, assessment and incentives. We carried out extensive service evaluation, complaint assessment and supervision, and continued to build leading service capabilities.



For the third consecutive year, the company received an "AA" rating for its service evaluation. The rating was the highest rating obtained by any of the participating insurance companies.

13th Annual PICC P&C "In Appreciation of 70 years Working Hand in Hand, From Us To You" Customer Day event

### Three Main Focal Points

- Charity benefits
- History review
- Quality service

### Four Main Points

- Three Rural Issues
- Serving poverty alleviation
- Improving the security of people's livelihood
- Serving the real economy

### Four Thematic Activities

- "Building a Universal Dream Creating a New Future Together"
- "70 Years of Prestige Go With Your Heart"
- "Putting People First Wishing People Well"
- "A New Era of Insurance A New Life Together"



One of the Thematic Activities of the Customer Festival, the "Hands Big and Small Joined as One" Student Aid Event

2019 "Hands Big and Small Joined as One" student aid event

A total of **8** **170 students**



Student aid event

Example

High-quality "Committed Service" series of activities

<b>Clearer Claim Settlement Strategy</b>	Gradually built a "Committed Service" strategy that differentiated between inclusive services, exclusive services, and brand services.
<b>Continued to increase claim settlement service technology</b>	Relied on exclusive technical claim settlement tools and new "online" claim settlement platforms, as well as other tool applications, to launch a series of claim settlement services such as "car inspection" and "online claim settlement", all while continuing to increase our technological content.

During 2019 Spring Festival, Customer Day and National Day holidays, the company set up 1,838 "Committed Service" stations nationwide (excluding Hong Kong, Macao and Taiwan), and served nearly 251,100 customers (including 67,500 non-PICC customers).



"Committed Service" stations received praise

Shenzhen Branch held a "Committed Service For You: Celebrating the New Year Together" activity.

Dalian Branch "Committed Service" special train to help workers return home

Enriching Product Systems and Meeting Diverse Needs

We implemented an innovation-driven development strategy, adapted to the changing requirements presented by new developments in the economic norm, and took supply-side structural reforms as a starting point to meet the growing demand for diversified insurance services. We continued to innovate our products, built a new "insurance + technology + service" system for individual and household insurance products. We explored the possibility of creating a "insurance + service" risk solution platform for the entire industry chain to meet the diverse needs of insurance across different industries, regions, channels, and customer groups, so that customers can enjoy smarter and more satisfactory insurance products.



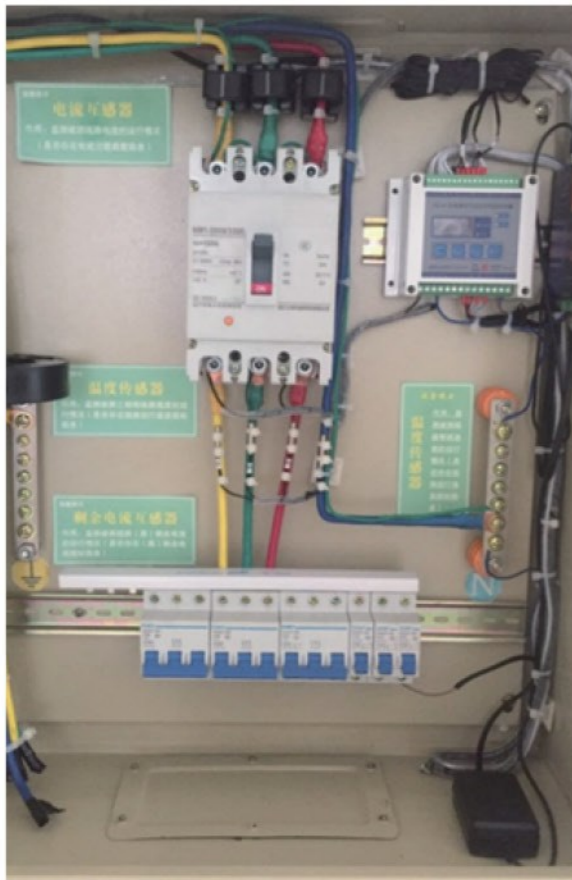


## Refining Risk Management and Improving Claim Settlement Efficiency

We insisted on having the needs of our customer guide us. We further fortified our risk management capabilities by strengthening technological empowerment, and promoted upgrading insurance services from simply "economic compensation" to "economic compensation + risk management + comprehensive services". In doing so, we provided customers with diversified services such as disaster warning alerts, emergency rescue, special disaster prevention, loss prevention services, and training. We constantly made improvements to risk management and improved the overall efficiency of the claim settlement process.

Example

The company actively explored the application of Internet of Things (IoT) technology in disaster prevention and loss prevention. Since October 2019, we have provided customers with 24/7 online electrical fire risk monitoring services, and dealt with hidden dangers in a timely manner to prevent them from occurring. At present, no customers who have installed electrical fire IoT equipment are at risk.



In order to prevent fires, we monitored multiple electrical safety parameters in real time and called the police as soon as any abnormalities were found.

During Typhoon Lekima, the company issued risk warnings and on-site risk surveys before the disaster, implemented emergency rescue during the disaster, and provided efficient and high-quality claim settlement services after the disaster, all of which contributed to social security and the rapid recovery of production. Our actions garnered unanimous praise from both customers and the government.



The company provided safety warnings for passing vehicles at points prone to flooding.



Claimants from the Zhejiang Lin'an Branch walking into Dashanchuan Village, Xinqiao, Changbei to investigate the disaster

Example



The Zhejiang Branch paid compensation to agricultural insurance customers immediately after Typhoon Lekima



Both customers and the government expressed their thanks to the company for our disaster and loss prevention as well as our claim settlement services

The company actively carried out compensation for major accidents, and efficiently implemented post-disaster compensation efforts for the "3.21" explosion in Jiangsu Xiangshui.



On March 26, 2019, the company expediently prepaid RMB 10 million in compensation in the aftermath of deaths and injuries stemming from the "March 21" Xiangshui explosion.



In April 2019, the investigators of Jiangsu Yancheng Branch went back into the core explosion area to investigate.



On June 11, 2019, a hailstorm occurred in Changling County, Songyuan City, Jilin Province. Within minutes, 252 customers were in danger. The Jilin Branch launched an emergency contingency plan and, within 3 hours, handled 147 accidents through the online APP, fully displaying the advantages of efficient online claim settlement and also improving customer satisfaction.



## Strengthening the Empowerment of Science and Technology, Enhancing Service Capabilities

We attached great importance to insurance technology innovation and explored the applications of advanced technology to continuously improve service capabilities. Through technology empowerment, we achieved online, mobile, and self-service insurance sales. Claim settlement and consulting services were also able to be accomplished online, significantly improving the efficiency of the customer service experience.

The company continued to construct our 95518 intelligent customer service platform and successfully utilized intelligent applications such as intelligent voice navigation, intelligent return visit, and intelligent quality inspection. The accuracy rate of intelligent customer service guidance reached 90%. "AI + Rescue" underwent 90,642 rescues, with a service satisfaction rate of 99.52%.

Example

### AI + Series of Intelligent Service Items

Based on the "customer first" concept, the Anhui branch developed innovative new business models, increased the application of artificial intelligence (AI) and big data technology in customer service, sales, claim settlement and operation management, implemented the AI + series of intelligent service items, and in the end achieved tentative results.



### Online Processing Online Claim Settlement

The Jiangsu Branch took the initiative in recreating and optimizing the service process, and also set up a "12123" internet rapid processing for traffic accidents. They also set up an interactive information channel by creating a WeChat online claim settlement system to allow traffic police to perform online processing and online claim settlement for simple traffic accidents.



Example



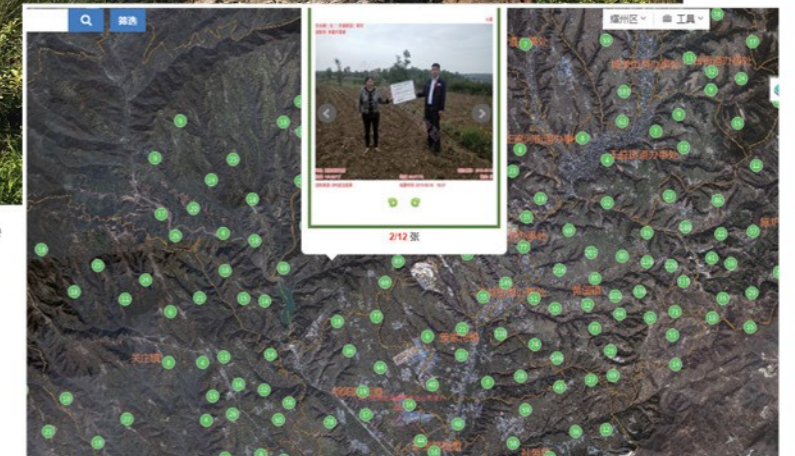
### The "Yuenongbao Insurance" top-to-bottom comprehensive service platform won the 2019 Guangdong Province Most Popular Agricultural Financing Products Award

After three years of technological innovation trials, the Guangdong Branch evaluated the application of multiple technologies such as satellite remote sensing, aerial drone photography, and Google Maps mobile terminals in order to build the "Yuenongbao" top-to-bottom comprehensive agricultural insurance service platform. This platform was based on the agricultural core digital platform as well as business data, aerial drone photography, satellite remote sensing, meteorological data, and more. Yuenongbao can be self-operated by farmers, and can manage 1.017 million plots and more than 30 million mu of cultivated land across 26,000 administrative villages with panoramic visualization and modular digitalization. We first established an agricultural big data platform covering 195,000 square kilometers, and then brought the of "land + insurance" data application to a provincial level.

### Agricultural Insurance Drone Survey



The Ningbo Branch used drones to survey the rice the company insured in Yinzhou



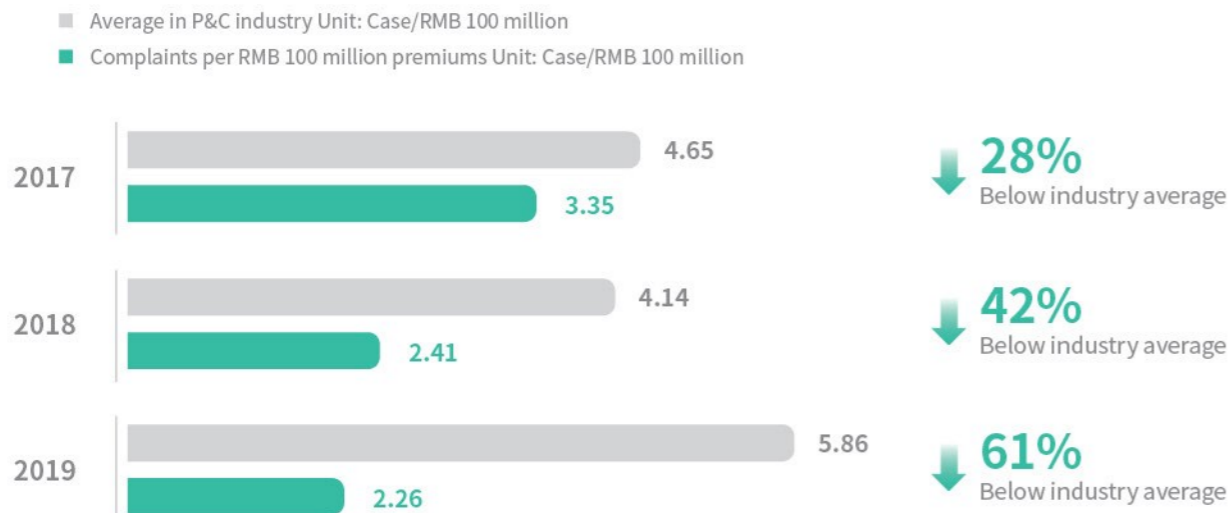
Shaanxi Branch used satellite imaging systems to survey drought-stricken wheat in Tongchuan City



## Building a Guarantee System and Safeguarding the Rights and Interests of Customers

We took special actions to manage complaints, educated insurance consumers, created publicity, investigated complaint risks, strove to protect the legitimate rights and interests of consumers, and focused on solving the prominent problems that most often affect consumers. We rigidly regulated the authorization management of customer information and protected customer rights. We improved the transparency of our supervision processes, regularly evaluated service standards of every insurance branch, assessed how complaints were handled by third-party NPS, and analyzed overall customer satisfaction. According to the Announcement of Consumer Protection Bureau of China Banking and Insurance Regulatory Commission on Insurance Consumer Complaints in 2019 (CBIRC Consumer Protection [2020] No. 2), the company had only 2.26 complaints per RMB 100 million in premiums during 2019. There was a consistent annual decrease of 6%, which was 61% lower than the property and casualty industry average.

### Complaints per RMB 100 Million in Premiums



The company implemented customer information security management in multiple aspects according to the requirements of national laws and regulations. In 2019, there were no incidents in which customers private information was leaked.

Customer Information Privacy Protection	Measures	Outcomes
Customer Information Privacy Protection	Introduced a management system and built an information security line of defense.	The company implemented customer information security management in multiple aspects according to the requirements of national laws and regulations.
	Standardized daily management and ensured that preventive measures were taken beforehand.	Clarified management responsibilities and implemented case-by-case review.
		Strengthened pre-assessment and implemented key management and control.
		Incorporated daily supervision and ensured continuous control.
	Investigated system risks and ensured that information was not missing.	Horizontally organized the entire company and ensured customer rights.
		Established management and control standards to combat potential leakage risk points, and subsequently sorted and checked these risk points one by one.
Granted authority to view data on demand and by individual posts using the principle of "minimum authorization".		
Implemented authorization management of customer information and protected the legitimate rights and interests of customers.	Shielded all sensitive customer information from being displayed on the page, and prohibited the downloading of customer information.	
	When collecting information, clearly indicated the purpose, method, and scope of the information to be collected and used, and obtained authorization from the customer.	
		Customer information can not be used externally without express authorization from the customer.

Example



On March 14, 2019, the Fifth China Quality and Integrity Brand Forum hosted by the China Association for Quality Promotion (CAQP) under the guidance of the State Administration for Market Regulation, revealed the results from previously unannounced quality and integrity product and service visits carried out in 2018. The company was awarded "Model National Enterprise with a Superior Brand".



# Human-Centric Creating a Better Future

We followed the core corporate values of Ethics, Professionalism, Innovation and Righteousness, had respect for talent, protected employees' legitimate rights and interests, cared for their health and safety, and were committed to providing them with an excellent platform to achieve their personal and professional goals.

## Protecting the Rights and Interests of Employees

### Employment

We insisted on a human-centric concept and built an open, fair, and just talent recruitment and promotion system to create a safe and harmonious working environment for employees as well as protect their legitimate rights and interests.

In accordance with the requirements of relevant national laws and regulations, we formulated a series of employment management systems such as the Provisional Regulations on Employment Management and Provisional Regulations on Labor Contract Management to protect the employment rights of employees. The company rigidly followed the provisions in the Labor Law, by prohibiting child labor, using collective contracts to promote equal consultation, and expanding collective contracts to improve quality and efficiency. We adhered to and improved our democratic management system that used the workers' congress as its main reference point, thus protecting employees' legal rights. During the reporting period, there were no incidents of child labor or forced labor.

Employee Type	Number of employees (Unit: Person)					
	2017		2018		2019	
	Number	Proportion (%)	Number	Proportion (%)	Number	Proportion (%)
On-the-job employees	156565	87.8	168998	91.0	170372	91.6
Designated external employees	21821	12.2	16615	9.0	15579	8.4
Other employees	1692	/	1161	/	776	/

Note: The proportion of other employees was relatively low, thus the proportional data was not displayed.

Employee Type	Change in the number of on-the-job employees (Unit: Person)		
	2017	2018	2019
Newly recruited	19029	22598	11562
Dismissed	190	225	332
Resigned	7492	7931	7238
Retired	1816	1951	1956



Cultural structure of on-the-job employees (Unit: Person)						
Employee education	2017		2018		2019	
	Number	Proportion(%)	Number	Proportion(%)	Number	Proportion(%)
PhD degree	104	3.7	107	3.9	112	4.1
Postgraduate	5736		6396		6859	
Bachelor's degree	85281	88.3	94645	88.9	99050	89.6
College	52996		55655		53639	
Technical secondary school and below	12448	8.0	12195	7.2	10712	6.3

Age composition of on-the-job employees (Unit: Person)						
Employee Type	2017		2018		2019	
	Number	Proportion(%)	Number	Proportion(%)	Number	Proportion(%)
Under 30	55407	35.4	58853	34.8	53945	31.6
31-50	83565	53.4	92841	54.9	98281	57.7
Over 50	17593	11.2	17304	10.2	18146	10.7

### Diversity and Non-Discrimination

We strictly followed the provisions in the Labor Law and the relevant requirements specified by the Sustainable Development Goals (SDGs), and clearly stipulated that there must be no discrimination against employees in regards to their age, ethnicity, gender, or religious beliefs. We fully respected and guaranteed the reproductive rights of female employees and the right of employees to take maternity leave during pregnancy. Some provincial branches built a "Women's Care Room" together with the Chinese Financial Worker's Union.

Gender composition of on-the-job employees (Unit: Person)						
Gender of Employees	2017		2018		2019	
	Number	Proportion(%)	Number	Proportion(%)	Number	Proportion(%)
Male	81880	52.3	88598	52.4	90264	53.0
Female	74685	47.7	80400	47.6	80108	47.0

Ethnic composition of on-the-job employees (Unit: Person)						
Ethnic group	2017		2018		2019	
	Number	Proportion(%)	Number	Proportion(%)	Number	Proportion(%)
Han nationality	145444	92.9	156507	92.6	157410	92.4
Minority	11121	7.1	12491	7.4	12962	7.6

Composition of Board of Directors and Board of Supervisors (Unit: Person)				
Year		2018	2019	
Board of Directors	By Gender	Male	9	8
		Female	1	2
	By Age	≤30	0	0
31-50		0	0	
>50		10	10	
Board of Supervisors	By Gender	Male	3	4
		Female	1	1
	By Age	≤30	0	0
>50		3	4	

Note: Mr. Tang Zhigang resigned as a non-executive director on January 21, 2020. After Mr. Tang resigned, the Board of Directors had 9 directors, including 7 men and 2 women.



		2018	2019
<b>Number of employees entitled to childcare leave</b>	Male (Paternity leave)	1122	1115
	Female (Maternity leave)	835	805
<b>Number of employees who took parental leave</b>	Male (Paternity leave)	65	51
	Female (Maternity leave)	89	95
<b>Number of employees who returned from childcare leave during the reporting period</b>		134	117
<b>Number of employees on the job 12 months after returning from childcare leave during the reporting period</b>		138	132
<b>Total number of employees returning to work after childcare leave during the reporting period</b>		142	134
<b>Return rate of employees after childcare leave%</b>		100%	100%
<b>Retention rate of employees after childcare leave%</b>		97.18%	98.51%

Note:  
Return rate: The proportion of employees returning to work after maternity leave and paternity leave. Return rate = total number of employees returning to work after childcare leave / total number of employees who were set to return to work after childcare leave \* 100  
Retention rate: The proportion of employee on the job 12 months after returning from maternity leave and paternity leave. Retention rate = Total number of employees on the job 12 months after returning from childcare leave/total number of employees returned from childcare leave during the reporting period\*100

### Salary and Benefits

We had a fair and competitive salary and welfare system, and implemented a policy of equal pay for equal work. We provided on-the-job employees with five kinds of social insurance, one housing fund, paid vacations, and other welfare and benefits. We also provided employees with selective benefits like enterprise annuities and supplementary medical insurance. We optimized and improved employee benefits in terms of job care, comprehensive protection, and health care.

### Communication Systems

In accordance with the Implementation Rules of the Workers' (Representatives) Congress and Opinions on Promoting the Construction of the Member Representatives' Congress, we comprehensively promoted a democratic management process based on that promulgated by the Employee Representative Congress. By organizing the "two congresses", and taking employees' advice and suggestions to heart, we protected their legitimate rights and interests, and effectively implemented their right to know, to participate, to express, and to supervise. We built a harmonious labor relationship, and promoted the growth of both our employees and the company.

In 2019, we continued to promote our democratic management process and formulated the "Practical Handbook for the Workers' Representative Congress and Member Representative Congress"; We witnessed 10 system branches convene the Member Representative Congress and 10 system branches convene the Workers' Representative Congress. The third meeting of the Fourth Workers' Representative Congress and the third meeting of the Fifth Member Representative Congress were held at headquarters. We pushed for 20 system units to sign collective agreements, and for 12 units to sign special collective agreements regarding female workers.



The workers representative meeting and the member representative meeting were held at headquarters.

## Constructing a Development Platform

We adhered to the basic concept of "Openness, Sharing, Collaboration, and Empowerment" to provide employees with a diversified competency training platform meant to promote and develop talent.

In 2019, we remained firm on training employees using product thinking and value delivery concepts. We arranged for excellent teachers and used a curriculum which implemented the "Young Cadre Seminar (Peking University Class)" "Management Seminar for Central City Branches" "Comprehensive Management Ability Improvement Demonstration Class for County-Level Branch Managers", "Pre-job Training for New Employees" and "Nightingale Scholarship" projects. This all helped employees broaden their thinking as well as improve both themselves and their skill sets.

The company established and improved multi-sequence career development channels for employees, improved personnel training mechanisms, and effectively encouraged talents to grow. We have formulated the Procedures for the Management of Professional and Technical Sequence Personnel, Administrative Measures for the Management Sequence Personnel and Interim Measures for the Exchange and Management of Staff in Job Rotation to further promote business experimentation, institutionalization, and standardization of our personnel management and ensure the construction of a loyal, upstanding, and high-quality professional team.

Average annual training hours for employees (Unit: Hour)	
Gender	Average hours
Male	85.4
Female	92.4

### Young Cadre Seminar (Peking University Class)

**Training Goals**

- Enhance party spirit
- Create new ideas
- Broaden our minds
- Improve ourselves

**Six Fundamental Elements of Project Design**

- Relevance of course design
- Matching degree of learning style
- Support of operation management
- Trainees participation
- Perception of training experience
- Practicality of achievement output

**Project Main Points**


- Plough project design and operation management in depth

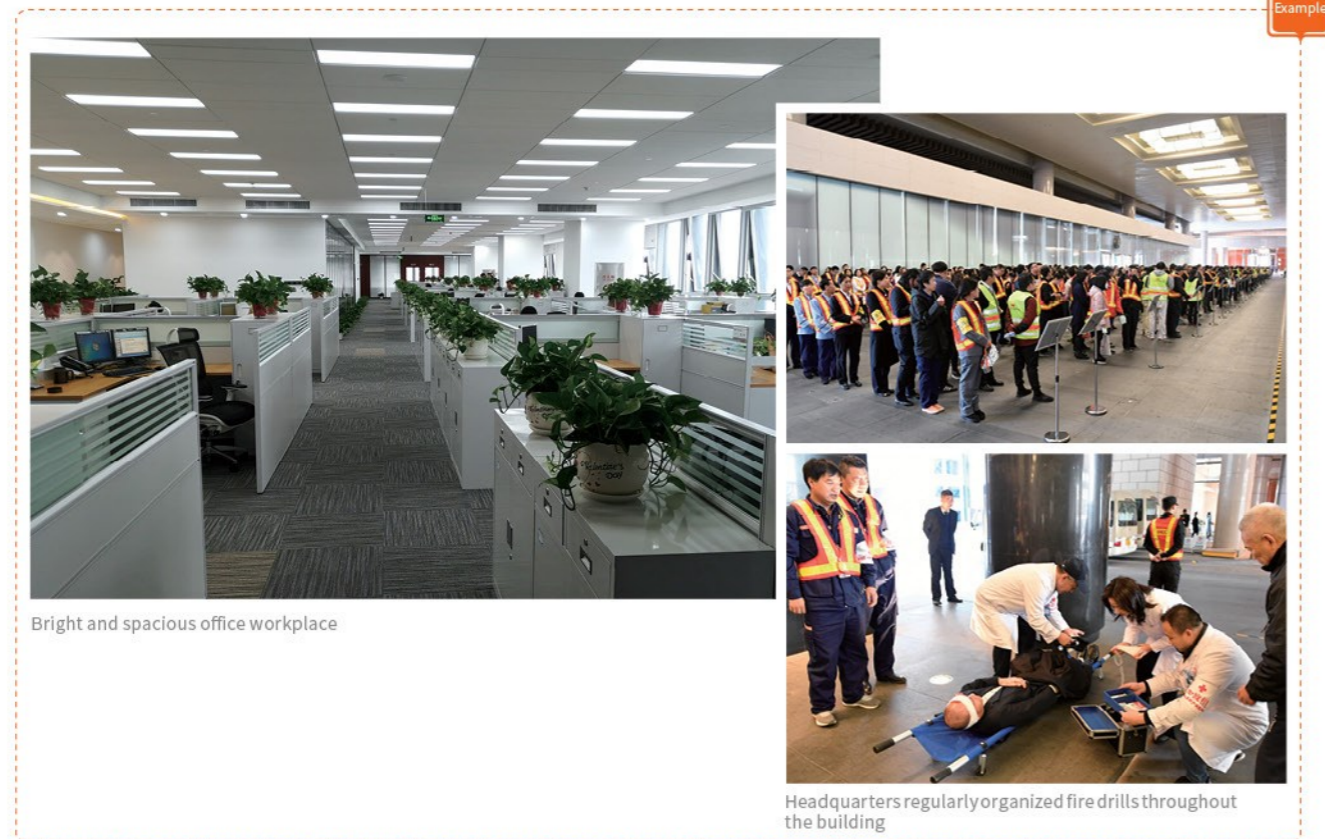
2019 Young Cadre Seminar (Peking University Class)



## Building a Happy Home

We built upon the ways in which we appreciate our employees, continued to make strides in regards to employees' physical and mental health, their working environment, and their personal learning and growth. We provided employees with comprehensive protection and focused on improving employees' sense of happiness, sense of gain, and sense of security. This was accomplished by offering condolences during holidays, helping poorer employees, and improving insurance coverage.

 "Employee Appreciation" Activities	2017	2018	2019
<b>Spring Festival and New Year's Day</b>			
Sick and poor employees who were offered condolences (Unit: Person)	405	447	489
Condolence payment (Unit: RMB10,000)	90	95.9	119
<b>"PICC Employee Appreciation Day" donation drive</b>			
Participants (Unit: Person)	160,000	178,000	180,000
Donations made to the PICC Care Fund (Unit: RMB10,000)	375	355.68	362



Shenzhen Branch "Spring Breeze Sends Warmth" Condolences



The Heilongjiang Branch offered condolences to retired cadres during Spring Festival



The Jiangxi Branch carried out fire safety drills and organized emergency rescue training for employees



Example

Example



## Staying Fit Through Culture and Sport

We organized all kinds of cultural and sports activities, such as staff games with the central and national organs, table tennis matches, jogging, etc. In 2019, we organized sports events such as swimming competitions, our first calligraphy and painting competition and artistic exhibition, film screenings in celebration of the 70th anniversary of the founding of the PRC, as well as other activities. We also held various thematic activities in conjunction with International Women's Day, May Fourth Youth Day, and more.

Example



Company table tennis competition



The Fujian Branch held Staff Games with the theme of "Walk with the Motherland and the Motherland Walks with You."



The Qinghai and Hainan Branches held outdoor activities with the theme of "The Sparks of Passion Meld Us Into One"



The Zhejiang branch held their first staff games



The Shanxi Branch held the "The Vitality of Youth Dashes towards May" jogging event for the state and national organs



The Shanghai branch held their first staff games



Example



The Beijing Branch held the "Fostering the PICC Dream and Moving Towards the Future Together" chorus contest for the 70th Anniversary of the Founding of both the PRC and PICC



The Ningxia Branch held flower arrangement and baking activities



The Gansu Branch participated in the Gansu Insurance Industry "Me and My Country" Chorus Contest in Celebration of the 70th Anniversary of the Founding of the PRC



The Henan branch held their first men's basketball game for employees



The Chongqing Branch bestowed holiday blessings upon female employees for "Women's Day" on March 8th



The Ningbo Branch celebrated the 70th anniversary of the founding of the PRC with an artistic performance



# Green Development Practicing Environmental Protection

We adhered to green, low-carbon, recyclable, and sustainable development concepts, practiced green operation, developed green finance, and actively implemented green public welfare activities. We rigidly followed environmental protection laws and regulations, deployed China's green financial system, constantly innovated green financial services, and assisted in pushing for the construction of a green economy and an ecological civilization.

## Pushing Forward with Green Finance Promoting Sustainable Development

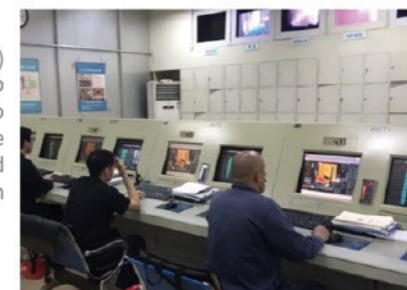
### Green Finance

We actively implemented the concept of green development. In response to the call from the Central Party Committee to "take tough steps to prevent and control pollution" and to "establish and improve upon a green financial system", we strove to innovate the supply of green financial products and fulfill our responsibilities as a state-owned enterprise to support and promote the construction of an ecological civilization by focusing on the difficult issues presented by China's economic transformation.

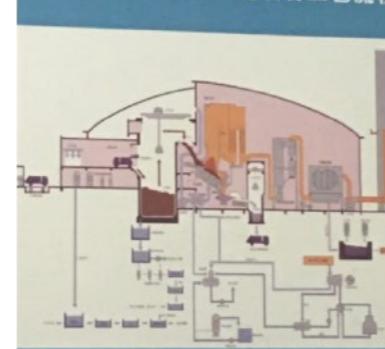
In 2019, the company completed RMB 12.488 billion in green investment, including RMB 2.826 billion in standardized green bonds, RMB 5.727 billion in fixed income financial products, and RMB 3.935 billion in equity financial products.

Green investment to		
Investment category	Investment amount	Investment field
Production capacity optimization projects	RMB 4.434 billion	Mainly concentrated on the construction of environmental protection facilities, energy saving and emission reduction, etc.
Clean energy	RMB4.522 billion	Mainly concentrated on wind power, hydropower, improving thermal efficiency, etc.
Comprehensive social governance	RMB 3.914 billion	Mainly concentrated on green travel via public transportation, municipal sewage treatment, natural gas heating, etc.

China Insurance Investment No. 2 (Shenzhen) Equity Investment Special Fund Partnership (Limited Partnership) mainly invested into bidding for environmental comprehensive remediation projects as well as mergers and acquisitions of environmental protection industry projects.



平湖垃圾发电厂一期项目工艺流程



Pinghu Garbage Power Plant Project



Tianjin Dinghui Wenda Equity Investment Partnership (Limited Partnership) mainly invested in photovoltaic module suppliers and power station construction.



## Green Insurance

We have issued a series of working documents to strengthen the development of green insurance, compiled a catalog of green insurance products, and formed a rich green insurance product system including insurance project trials such as: insurance for the first set of key technical equipment, environmental pollution liability insurance, meteorological disaster insurance, and insurance for expired drug disposal and energy conservation in construction fields. These cover many industries such as forestry, shipping, plantation, aquaculture, new energy, heavy metals, petrochemicals, hazardous chemicals, and hazardous waste disposal.

Following in-depth development of the national green finance strategy to serve green development, we actively pushed for the transformation of the "insurance + risk control + technology + service" business model in key environmental protection industries. In 2019, we provided customers with environmental risk assessment services and provided environmental risk protection for: oil and gas mining, coal mining and non-coal mining, chemical, heavy metals, machinery manufacturing and other industries. We also helped companies improve their environmental risk management capabilities in addition to their disaster prevention and loss prevention capabilities.

Example



In May 2019, the "Environmental Insurance and Risk Research Joint Laboratory" jointly established by the company and the Tsinghua Suzhou Environmental Innovation Institute was formally established. In 2019, our environmental pollution liability insurance covered 31 provinces, and provided RMB 13.87 billion of risk coverage for more than 7350 enterprises.

Environmental Pollution Liability Insurance	2017	2018	2019
Coverage	30 provinces	31 provinces	31 provinces
Enterprises served	5726	6648	7350
Risk protection liabilities	RMB10.7 billion	RMB12.2 billion	RMB13.87 billion

Example

### Issued the nation's first "green building performance liability insurance" and assisted in the green development of the construction industry

Beijing Branch researched and developed the first domestic liability insurance product in the field of green building performance, which focused on solving the difficulty in transforming green buildings from green design to green operation. By introducing a new "green insurance + green service" model, we employed a third-party green building service agency to carry out risk prevention and control of important links in the stages of project. The start-up, design, construction, and operation of the project were all covered and it was ensured that the target building met the star rating operation evaluation requirements for green buildings. If the building failed to obtain the contracted green star rating during its operation, the insurance company was required to carry out physical repairs and monetary compensation to protect the rights and interests of all related parties.



## Pushing Forward with Green Finance Promoting Sustainable Development

We strictly adhered to national environmental protection laws and regulations, researched and built a green operation mechanism, and integrated the concepts of resource conservation, protection, and improvement of the ecological environment into our daily operations and management.

### Green Office

The main resources we consumed during operations were water, gasoline, electricity, natural gas and paper. Our main discharges were domestic wastewater, exhaust gas, and solid waste. Through the implementation of energy-saving, water-saving and solid waste classification management systems, as well as the development of environmental awareness, we saved resources and reduced the discharge of pollutants.

Our main energy sources consumed included electricity, natural gas and gasoline. We have established a carbon emission management system to provide the company with science-based goals in order to further implement energy conservation and consumption reduction measures. In 2019, the company met the annual energy-saving goals stipulated within the "13th Five-Year Plan" period in Chaoyang District, Beijing and was subsequently awarded.



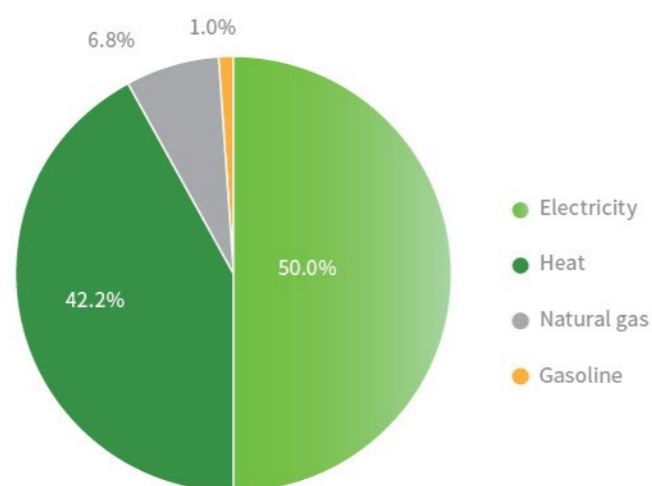
### Energy Consumption

Under the idea of energy conservation, we focused on "Saving energy consumption and Improving energy efficiency", and achieved various energy-saving goals such as greenhouse gas emission reduction through effective energy-saving management measures.

Setting up a special function group	Established an energy-saving leadership group headed by the company's president, and set up an energy management post, with dedicated personnel responsible for energy-saving management within the company.
Implementing time-sharing operation of power system	Implemented time-sharing measures for the air conditioning system, public area lighting, elevators and other equipment of the headquarters office building. This system was divided into working time operation mode, non-working time operation mode, and holiday operation mode.
Posting energy saving labels	Attached energy-saving labels to electrical switches in the offices to raise employees' awareness of energy conservation.



Energy intensity of the company headquarters and its workplace in Beijing in 2019



### Electricity, gas consumption, and greenhouse gas emissions in the company headquarters building (Beijing)

	2017	2018	2019
Electricity consumption (kWh)	5765499	5128340	5278456
Natural gas (cubic meters)	49158	63036	54438
Electricity consumption per capita (kWh)	4898.47	4231.30	4107.75
Natural gas consumption per capita (cubic meters)	41.77	52.01	42.36
Greenhouse gas emissions from natural gas combustion (tCO <sub>2</sub> e)	107.5	137.8	119.0
Greenhouse gas emissions from electricity consumption (tCO <sub>2</sub> e)	3517.5	3128.8	3220.4
Vehicle fuel consumption (tCO <sub>2</sub> e)	76.2	65.6	58.3
Per capita greenhouse gas emission intensity (tCO <sub>2</sub> e / person)	3.04	2.63	2.55

- Note:
- The data for 2017 and 2018 have been revised to exclude the energy consumption of tenants in the company headquarters building.
  - The greenhouse gas emissions included direct emission (scope 1) and indirect emission of energy (scope 2). Other indirect emissions were excluded from the disclosure of greenhouse gas emission in this report.
  - In 2019, the fuel consumption of official vehicles was added.
  - The emission factor corresponding to electricity adopted the national average emission factor of 0.6101tCO<sub>2</sub>/MWh in 2015.
  - For calculation of greenhouse gases, please refer to the CO<sub>2</sub> Accounting and Reporting Guidelines for the Enterprises (Units) in Beijing.

### Official vehicle gasoline consumption in the headquarters (Unit: Liter)

	2017	2018	2019
Vehicle Gasoline Consumption (Liters)	34778	29964	26602

### Water Consumption

We advocated "saving water, one drop at a time". Regarding the recycling of water resources, exclusively reclaimed water was used to wash sanitary equipment.

### Headquarters Building Water Consumption (Beijing)

	2017	2018	2019
Total water consumption (ton)	21288	22371	21375
Water consumption per capita (ton / person)	18.09	18.46	16.63
Reclaimed water/reused water consumption (tons)	9836	20306	20088

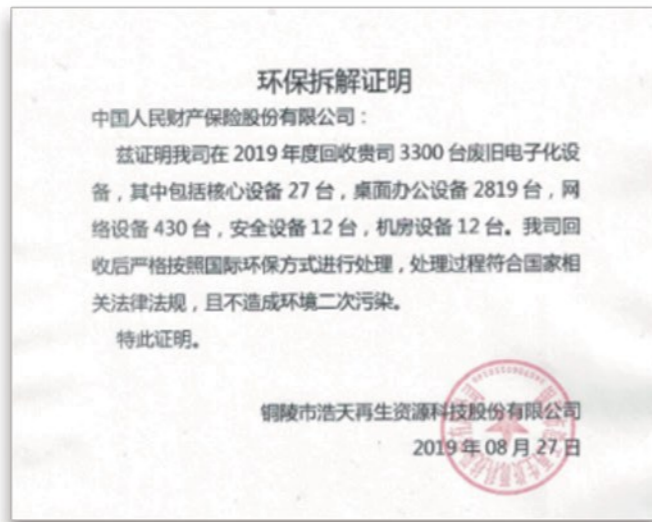
Note: The per capita consumption data for 2017 and 2018 have been revised to exclude the number of tenants in the company headquarters building.



### Solid Waste

The main solid waste generated by the company included domestic, construction, and kitchen waste. Recyclable waste generated by the office mainly consisted of paper, and the main hazardous waste consisted of various types of electronic equipment.

Under the guidance of About the Comprehensive Establishment of a Classification System for Urban Residential Garbage by 2035 issued by the State Council, we took the lead in garbage classification and treatment implementing classification categories for residential garbage, construction waste, and kitchen waste at the front end. On the back end, we arranged qualified manufacturers entrusted by property management, and strictly adhered to the relevant environmental protection standards of both China and Beijing. The company headquarters centrally treated their office paper twice a year, and handed over various waste electronic equipment to professional institutions for safe disposal.



### Electronic Operation

We implemented the concept of green development, advocated for paperless offices and double-sided printing, continued to promote the construction of electronic support platforms, and vigorously pushed for the application of electronic insurance policies, electronic invoices and electronic payment functions.

#### Volume of electronic insurance polices from 2017 to 2019

	2017	2018	2019
Electronic insurance polices (unit: 10,000 polices)	1405.10	3801.10	12552.58

Note: The statistics are the sum of all elife electronic policy system downloads as well as the generations of the electronic document integrated management system platform.

#### Volume of electronic VAT invoices from 2017 to 2019

	2017	2018	2019
Invoices generated from all channels of the company (unit: 10,000 invoices)	1251.40	1816.70	3204.50

## Advocating for Green Public Welfare Spreading Green Ideas

We vigorously promoted green and low carbon concepts, and encouraged employees to take an active part in various green public welfare activities and to help reduce greenhouse gas emissions.

### Implement Tree Planting Activities for Public Welfare



The Heilongjiang Branch actively participated in the "Planting a Tree for My Hometown" activity



The Henan Branch participated in winter tree planting activities held by public welfare provincial units



The Inner Mongolia Dongsheng Branch helped village-run enterprises held tree planting activities



The Anhui Hefei Branch held a "Scrap Jogging" charity activity



# Mutually Beneficial Cooperation Working Together Towards Unified Development

Our business results were closely related to the joint efforts of our partners. By following the principles of equality and mutual benefit, we worked together with our partners to create both a harmonious cooperative relationship and an excellent business environment. We fully utilized our abilities as an insurance company to provide guarantees and strove to achieve mutually beneficial cooperation with partners.

## Broadening the Scope of Cooperation

We strove to work together with and help our partners, customers, products, brands, channels, and more to share resources and improve together.

### Promote Strategic Cooperation

We pushed for strategic cooperation with local governments, national ministries and commissions, and large enterprise groups. We fully utilized our abilities as an insurance company to provide guarantees, strengthened the interaction between government and enterprises, and promoted commercial cooperation to achieve a mutually beneficial relationship. In 2019, the company cooperated with the PICC group to develop strategic cooperation with Gansu, Shanghai, Shenzhen, Xiamen, Guangxi, Jiangxi, Sichuan, Shandong, Xiamen, Qingdao and other provincial and municipal governments. The company signed strategic cooperation agreements with many large enterprise groups like Galaxy Securities, Agricultural Bank of China, State Grid Co., Ltd.

### Cooperation with Agencies

We advocated for cooperation with professional and part-time agencies that had standardized management, sales teams, and who would bring advantages to the business table. We strengthened the authorized franchising of agency and compliance management. We stood firm with our direction of strengthening direct control capabilities and optimized our cooperation with various car dealers. As of the end of 2019, we have cooperated with 1323 professional agencies.

### Cooperation with Financial Institutions

We established multi-level business cooperations with financial institutions such as large state-owned commercial banks, policy banks, joint-stock commercial banks, as well as urban commercial banks, rural commercial banks, and rural credit cooperatives in some provinces. As of the end of 2019, we have cooperated with 622 bank financial institutions.

## Promoting Sunshine Procurement

We paid attention to social responsibility management within the supply chain, and also promoted environmental and social sustainable development throughout the management of the supply chain. We cooperated with suppliers in accordance with the principles of "openness, fairness, justice" and "honesty and integrity", and constantly improved the supplier management system during the cooperation process.

The company strictly followed the relevant state and group companies procurement regulations. When selecting suppliers, we took into consideration whether or not they were compliant in regards to environmental protection, respect for human rights, protection of occupational health and safety, prohibition of child and forced labor, and relevant laws. We also took their honesty and trustworthiness into consideration. In terms of the suppliers' code of conduct, we followed the requirements of "ensuring the quality of products and services, respect for intellectual property rights, compliance with business ethics, adherence to environmental regulations and promotion of performance of social responsibility" and regularly examined and evaluated various suppliers.






## Strengthening Industry Exchange

We communicated and cooperated with peers and scientific research institutions both at home and abroad, and continued tracking global industry development dynamics and latest policy trends. We carried out extensive insurance-related academic research.

Research on Social Governance		2011-2019
<b>Established Disaster Research Fund</b>		
<b>Total amount of social support (unit: RMB10,000)</b>		>1100
<b>Coverage</b>	Universities and research institutes	68
	Students, young teacher, scientific researchers(persons)	346
<b>Projects established</b>		253
<b>Papers published in domestic and foreign journals</b>		93

Along with the National Disaster Reduction Center, we jointly established a laboratory and funded the establishment of an open research fund which supports research on national disaster prevention and reduction. By the end of 2019, 35 projects had been established, mainly carrying out research on government emergency rescue, disaster insurance basics, business and standards, etc..



For many years, the risk management and insurance magazine Tao, which we founded, has helped the public with insurance tools and implementing risk management. In 2019, we have sent more than 1,200 copies of this magazine to regulatory agencies, relevant government units, scientific research institutions and important customers.

The first issue of Tao magazine in 2019

### Multiateral Academic Cooperation

- We cooperated with the National Disaster Reduction Center of China, the Ministry of Civil Affairs, the Academy of Disaster Reduction and Emergency Management of Beijing Normal University and other organizations to jointly carry out scientific and technological research for the National Key R & D Program of the Ministry of Science and Technology during the "13th Five-Year Plan". We participated in key research done on "monitoring, early warning and prevention of major natural disasters", and carried out research on two topics: "construction demonstration of development and integration platform of comprehensive risk prevention service product" and "research and demonstration of key technologies for comprehensive prevention of multi-hazard major natural disaster risks in metropolitan areas".
- Together with Beijing Normal University, our 2019 National Natural Science Foundation of China project "Research on Regional Agricultural Disaster Insurance System Based on Process Crop Model and Multi-source Data Fusion Technology-Taking Wheat Drought Disaster in Northern China as an Example" was submitted and approved.
- We worked with the Guangdong Province Water Resources Department to carry out research on the "Research on Flood Risk and Catastrophe Insurance Policy in Guangdong-Hong Kong-Macao Greater Bay Area" sub-project under the World Bank loan project "China Economic Reform Promotion and Capacity Enhancement Technical Assistance Project", which aided the construction of the Guangdong-Hong Kong-Macao Greater Bay Area.

### Exchange of Technological Innovation

- We supported the innovation and development of the new national material manufacturing industry and launched insurance for the first batch of new material application to help manufacturing companies break through the market bottleneck in the initial stages of new material application and promotion. To this end, we signed a cooperation agreement with the China Advanced Materials Testing and Evaluation Alliance to provide professional services for the issuance of new material testing reports, improve the success rate of new material projects, and to help make further developments and innovations in manufacturing.
- We compiled and published the book The Theory and Practice of Data Governance for Insurance Companies, which systematically discusses insurance data governance efforts and highlights our role as a leader in the industry.
- The Prediction and Control Research on Microfinance Insurance Risk Based on Cox Proportional Survival Analysis Method, which we wrote, was included in the second "Data Analysis and Knowledge Discovery" Academic Symposium.

### Industry Exchange

- We actively pushed for the disclosure of information regarding the environment and formally joined the pilot working group conducting trials on environmental information disclosure between Chinese and British financial institutions in 2019. Given how the global property insurance industry has not yet formed standards for environmental information disclosure, we wrote an interim results report for environmental information disclosure work in accordance with the unified framework requirements of the pilot working group, in combination with the relevant information disclosed in our social responsibility report and also based on finding gathered from our work in green insurance.
- In 2019, we participated in various associations, societies and organizations such as the Insurance Association of China, the Green Finance Committee of the China Finance Society, the China Association for Public Safety, the China Association for Disaster Prevention, the China Institute of Internal Audit, the International Union of Marine Insurance (IUMI). We actively participated in the research and exchange of hot-button issues in the industry, closely cooperated with our industry peers, and helped move the healthy development of the industry forward.



# Relay for Love Always Emanating Positive Energy

We never shirked our responsibilities as a model corporate citizen, and were unremittingly committed to implementing various forms of public welfare activities such as disaster relief, poverty alleviation, charitable donations, student care, volunteer services, and aid for vulnerable groups. Through all of these activities, we never ceased emanating positive energy towards society.

## Making all Efforts to Help the Weak and Poor Devotion to Society

Through monetary and materials donations, insurance, and other contributions to the harmony and stability of society, we illustrated our dedication towards ensuring the happiness and well-being of the people.

	2017	2018	2019
<b>Accumulated Monetary and Material Donations (unit: RMB10,000)</b>	8468.47	9707.61	9024.24



Distribution Ceremony of 2000 tons of "Kind Coal" donated to Pishan County by the Xinjiang Branch.



The Jiangsu Suzhou Branch donated RMB 300,000 to the Suzhou Charity Federation



The Ningbo Branch donated books to children in Tibetan areas



The Shenzhen Branch donated to Gukeng Elementary School for 15 consecutive years. They provided school bags, basketballs, and other materials to Shaoguan Shixing Chengjiang School.





## Advocating for Volunteer Activities Creating a Better World Through Compassion

We took full advantage of the dedication of young employees and encouraged them to care for others, as well as society and nature. In 2019, we launched a series of volunteer activities such as caring for children with autism and teenagers living in remote areas, providing assistance for students attending college entrance examinations, complimentary blood donations, visiting the elderly in nursing homes, beautifying the urban environment, and helping out those living in the countryside.

	2017	2018	2019
<b>Number of participants (persons)</b>	5011	18701	28475
<b>Service time (hours)</b>	12127.5	29747.0	67485.5
<b>Number of beneficiaries (persons)</b>	39930	279620	440999

Note: This data is statistical data from the Company Youth League Committee Volunteer Team



Headquarters handed out hand-knitted sweaters in order to illustrate the warmth in their own hearts.

Example



The Shanghai Branch organized the "Shanghai and Xinjiang: Separated by Land, Together in our Hearts though PICC"-2019 PICC Xinjiang Youth Fusion Summer Camp



The Anhui Branch organized blood donation drives three years in a row, with more than 160 young employees taking part.



The Shenzhen Branch allowed students to attend college entrance examinations for free as part of the "With PICC By Your Side, Success is Guaranteed" activity. During the examination period, the employees coordinated with the traffic police to build a Committed Service Station at Pingshan Senior High School.



The Hubei Shiyan Branch carried out volunteer services focused on "Serving the Community • Visiting Every Family". The young employees went to specific communities on 6 separate occasions. 112 volunteers visited more than 240 residential families, helping impart the notion that "In a Civilized Community, Everyone Must Do Their Part".



The Shanxi Jincheng Branch carried out volunteer services focusing on caring for the elderly by delivering cooling summer quilts to the Zezhou County Rehabilitation Hospital. They also made dumplings with the elderly so that could feel the sincerity and warmth of PICC employees.



## Being Compassionate through Charity Building a Better Life

We actively carried out public welfare activities, vigorously promoted a spirit of dedication and friendship, and made positive contributions towards building a harmonious society.

Example



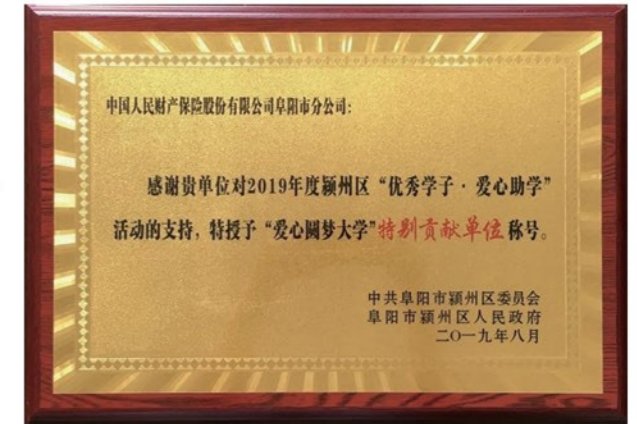
In 2019, headquarters held the "PICC Employee Appreciation Day" donation drive

The Dalian Branch carried out a series of walking-themed donations with the theme of "The Power of Walking, Accompanying You for 70 Years". Dalian Branch employees used the "Power of Walking" to allow for charitable actions online, and donated cultural and sports supplies to children in remote areas. These donations made it so that these children might have a happy and fulfilling time during gym class, and also helped them get rid of the loneliness of being left behind so that the children grow up healthily and happily.



Example

The Anhui Fuyang Branch held the "Love Makes the University Dream Come True" charity activity. The Fuyang Branch held the "Love Makes the University Dream Come True" charity activity and provided financial aid for five college students from poor families who had performed well academically. Each student was granted RMB 4,000, for a total of RMB 20,000. The Yingzhou District Committee and District Government of Fuyang City awarded the Fuyang Branch with a plaque for its contributions towards the "Love Makes the University Dream Come True" program.



The E-commerce Center of the Beijing Operation Center organized the "Caring for Deaf and Mute Children, Bringing Warmth to Their Silent World" charity sale







## Verification Statement

### Sustainability Verification Report of SGS-CSTC Standards Technical Services Co., Ltd. - 2019 Corporate Social Responsibility Report of PICC Property and Casualty Company Limited Submitted by PICC Property and Casualty Company Limited

#### Nature and Scope of Certification/Verification

SGS-CSTC Standards Technical Services Co., Ltd. (hereinafter referred to as "SGS") was entrusted by PICC Property and Casualty Company Limited (hereinafter referred to as "PICC P&C") to independently verify the 2019 Corporate Social Responsibility Report of PICC Property and Casualty Company Limited (hereinafter referred to as "report"). According to the verification method of the SGS sustainability report, the verification scope includes the text contained in this report and the data in the accompanying tables. We conducted on-site verification for the data and information provided by PICC Property and Casualty Company Limited located in Building 2, Courtyard 2, Jianguomenwai Avenue, Chaoyang District, Beijing, China. Any other disclosed data and information is not within the scope of this verification process.

The information in the PICC P&C 2019 Corporate Social Responsibility Report of is the sole responsibility of its management and relevant functional departments.

Our responsibility is to inform all PICC P&C stakeholders of our opinions on the text, data, charts and statements within the scope of verification as specified below.

SGS has developed a set of regulations for the verification of sustainability reports based on internationally recognized standards and guidelines, including the principles of accuracy and reliability of the Global Reporting Initiative Standards (GRI STANDARDS) and verification levels in the AA1000 standards listing.

This report has been verified by a middle-level auditor, and the regulations used are to:

- Assess the authenticity of the content;
- Assess the report according to GRI STANDARDS.

Verification includes pre-verification surveys and on-site interviews with relevant PICC P&C employees at their headquarters located in Building 2, Courtyard 2, Jianguomenwai Avenue, Chaoyang District, Beijing, China. When necessary, we review and confirm documents and records with relevant employees of other subsidiaries.

The financial data in the report was independently audited by other third parties and was not checked against the source data as part of this verification process.

#### Declaration of Independence and Ability

SGS is an internationally recognized body for inspection, appraisal, testing and certification and is a recognized benchmark for quality and integrity. SGS Group has more than 94,000 employees all over the world, distributed in more than 2,600 branches and laboratories, all of which form a global service network. SGS affirms that it is a completely independent organization from PICC P&C, and that there is no bias or conflict of interest against PICC P&C, its affiliates and stakeholders.

The verification team is composed of personnel with knowledge, experience, and qualifications relevant to this task,

including SGS-approved chief auditors of social responsibility reports, ISO 14001 chief auditors and OHSAS 18001 chief auditors registered with CCAA.

#### Certification/Verification Opinions

Based on the above methodology and verification, the information and data contained in the 2019 Corporate Social Responsibility Report of PICC P&C is accurate and reliable, providing a fair, pertinent, and satisfactory assessment on the sustainable development activities of PICC P&C in 2019.

The verification team believes that the report can be used by stakeholders for reporting purposes.

SGS believes that the organization has selected the appropriate compliance plan in the report.

#### Conclusions, Findings and Recommendations of GRI Standards

SGS believes that the PICC P&C 2019 Corporate Social Responsibility Report complies with all the requirements of the GRI STANDARDS core plan regarding content and reporting principles.

#### Principles

##### Participation of Stakeholders

PICC P&C has identified stakeholders related to its own activities, taken into account the reasonable expectations and interests of stakeholders, and adopted certain methods to communicate and exchange with stakeholders.

##### Sustainability Background

PICC P&C demonstrated its efforts in sustainable development from economic, environmental and social aspects, and demonstrated these performances in combination with the background of sustainable development.

##### Concreteness

PICC P&C focuses on issues based on the interests of stakeholders, which is a reflection of the important impact it has on the economy, environment and society, and reasonably discloses important issues and indicators that have a substantial impact on evaluation and decision-making of stakeholders.

##### Integrity

PICC P&C's report covers identifiable concrete aspects and their boundaries, reflecting the important impact on the economy, environment and society, so that stakeholders can evaluate the performance of PICC P&C during the reporting period.

##### Balance

The PICC P&C report abides by the principle of balance and faithfully disclose positive and non-positive performance.

##### Comparability

The PICC P&C report discloses various relevant performance indicators for 2019, and some of the performance indicators disclose historical data, which enable stakeholders to visually compare and understand the performance of corporate social responsibility.

##### Accuracy

PICC P&C's report contains accurate content information, which can publicly disclose qualitative and quantitative information about a number of performance indicators to stakeholders.

##### Timeliness

Our verification shows that the reported data and information are timely and effective of the indicated reporting cycle. PICC P&C publishes social responsibility reports on time every year, and is very punctual overall.

##### Clarity

The report uses a variety of expressions such as text descriptions, data tables, graphics, and photos, combined with case analysis and narratives, to make it easy for stakeholders to understand.



**Reliability**

PICC P&C collated all of the social responsibility reports, collections, and records and analyzed the information and data in the report in a timely manner. The information and data disclosed in the report are true and reliable.

**Management Method**

The PICC P&C report discloses management methods for selected special topics.

**General Disclosure**

The general disclosure of PICC P&C meets the requirements of the GRI standards core plan.

**Disclosure of Special Issues**

PICC P&C discloses special topics related to the identified important economic, environmental and social substantive issues in accordance with the requirements of the GRI standards core plan.

**Findings and Recommendations**

The good practices found in the verification process, the sustainability report and the recommendations in the management process are described in the internal management report of the sustainability report verification and submitted to the relevant management departments of PICC P&C for reference for continuous improvement.

**Limitations of Verification**

The limitation of this verification is that the verification location is limited to the headquarters of PICC P&C.

**Signature:**



On behalf of SGS-CSTC Standards Technical Services Co., Ltd.

Director David Xin

A-16/F Century Yuhui Mansion, No.73 Fucheng Road, Haidian District, Beijing, China

May 8th, 2020

[WWW.SGS.COM](http://WWW.SGS.COM)

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	KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P68 Pushing Forward with Green Finance Promoting Sustainable Development-Headquarters Building Water Consumption (Beijing)
	KPI A2.3 Description of energy use efficiency initiatives and results achieved.	P66 Pushing Forward with Green Finance Promoting Sustainable Development
	KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	P66 Pushing Forward with Green Finance Promoting Sustainable Development
	KPI A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	No packaging materials used due to insurance company provides service for customers instead of products.
Aspect A3: The Environment and Natural Resources	General Disclosure	P66 Pushing Forward with Green Finance Promoting Sustainable Development
	KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	The operation of insurance company does not involve environment and significant natural resource consumption, also does not generate a significant impact.



**B.Social**

**Employment and Labour Practices**

	General Disclosure	P52 Protecting the Rights and Interests of Employees- Employment
<b>Aspect B1: Employment</b>	KPI B1.1 Total workforce by gender, employment type, age group and geographical region.	P52 Protecting the Rights and Interests of Employees- Employment
	KPI B1.2 Employee turnover rate by gender, age group and geographical region.	P52 Protecting the Rights and Interests of Employees- Employment
<b>Aspect B2: Health and Safety</b>	General Disclosure	P57 Building a Happy Home
	KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	P57 Building a Happy Home
<b>Aspect B3: Development and Training</b>	General Disclosure	P56 Constructing a Development Platform
	KPI B3.2 The average training hours completed per employee by gender and employee category.	P56 Constructing a Development Platform
<b>Aspect B4: Labour Standards</b>	General Disclosure	P52 Protecting the Rights and Interests of Employees- Employment
	KPI B4.1 Description of measures to review employment practices to avoid child and forced labour.	P52 Protecting the Rights and Interests of Employees- Employment

**Operating Practices**

<b>Aspect B5: Supply Chain Management</b>	General Disclosure	P72 Promoting Sunshine Procurement
<b>Aspect B6: Supply Chain Management</b>	General Disclosure	P49 Building a Guarantee System and Safeguarding the Rights and Interests of Customers
	KPI B6.2 Number of products and service related complaints received and how they are dealt with.	P49 Building a Guarantee System and Safeguarding the Rights and Interests of Customers
	KPI B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	P49 Building a Guarantee System and Safeguarding the Rights and Interests of Customers
<b>Aspect B7: Anticorruption</b>	General Disclosure	P19 Building an Upstanding, Well-Governed Party P24 Operating in Accordance with the Law
	KPI B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	P19 Building an Upstanding, Well-Governed Party P24 Operating in Accordance with the Law

**Community**

<b>Aspect B8: Community Investment</b>	General Disclosure	P4 Creating New Poverty Alleviation Measures and Assisting in Poverty Reduction P75 Relay for Love Always Emanating Positive Energy
	KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	P4 Creating New Poverty Alleviation Measures and Assisting in Poverty Reduction P75 Relay for Love Always Emanating Positive Energy
	KPI B8.2 Resources contributed (e.g. money or time) to the focus area.	P4 Creating New Poverty Alleviation Measures and Assisting in Poverty Reduction P75 Relay for Love Always Emanating Positive Energy

**GRI**

General Disclosures	Disclosures	页码
<b>General Disclosures</b>		
	102-1 Name of the organization	P08 Company Profile
	102-2 Activities, brands, products, and services	P08 Company Profile P09 Company Business
	102-3 Location of headquarters	P08 Company Profile
	102-4 Location of operations	P08 Company Profile P09 Company Business
	102-5 Ownership and legal form	P08 Company Profile
	102-6 Markets served	P09 Company Business
<b>Organizational profile</b>	102-7 Scale of the organization	P08 Company Profile P09 Company Business P52 Protecting the Rights and Interests of Employees-Employment
	102-8 Information on employees and other workers	P53 Protecting the Rights and Interests of Employees- Employment/ Diversity and Non-Discrimination
	102-9 Supply chain	P72 Promoting Sunshine Procurement
	102-10 Significant changes to the organization and its supply chain	No Change
	102-11 Precautionary Principle or approach	P22 Strengthening Risk Prevention and Control
	102-12 External initiatives	No participate in initiatives
	102-13 Membership of associations	P73 Strengthening Industry Exchange
<b>Strategy</b>	102-14 Statement from senior decision-maker	P1 Chairman's Speech
<b>Ethics and integrity</b>	102-16 Values, principles, standards, and norms of behavior	P10 Company Strategy P17 Legitimate Operation Creating Superior Value
	102-18 Governance structure	P18 Corporate Governance
<b>Stakeholder engagement</b>	102-40 List of stakeholder groups	P15 Communication with Stakeholders
	102-41 Collective bargaining agreements	P55 Protecting the Rights and Interests of Employees-Communication Systems
	102-42 Identifying and selecting stakeholders	P15 Communication with Stakeholders
	102-43 Approach to stakeholder engagement	P15 Communication with Stakeholders
	102-44 Key topics and concerns raised	P15 Communication with Stakeholders



General Disclosures	Disclosures	页码
Reporting practice	102-45 Entities included in the consolidated financial statements	P08 Company Profile P09 Company Business
	102-46 Defining report content and topic boundaries	P16 Defining Concrete Topics
	102-47 List of material topics	P16 Defining Concrete Topics
	102-48 Restatements of information	P66 Pushing Forward with Green Finance Promoting Sustainable Development
	102-49 Changes in reporting	No Change
	102-50 Reporting period	Report Description
	102-51 Date of most recent report	Report Description
	102-52 Reporting cycle	Report Description
	102-53 Contact point for questions regarding the report	P91 Reader Feedback
	102-54 Claims of reporting in accordance with the GRI Standards	Report Description
	102-55 GRI content index	P86 GRI
	102-56 External assurance	P81 SGS Verification Statement
Economic Performance	103 Management approach disclosures	P08 Company Profile P09 Company Business
	201-1 Direct economic value generated and distributed	P08 Company Profile P09 Company Business
Market Presence	103 Management approach disclosures	P26 Being Responsible Serving the National Cause
	103 Management approach disclosures	P26 Being Responsible Serving the National Cause P64 Pushing Forward with Green Finance Promoting Sustainable Development
Indirect Economic Impacts	203-1 Infrastructure investments and services supported	P26 Being Responsible Serving the National Cause P64 Pushing Forward with Green Finance Promoting Sustainable Development
	203-2 Significant indirect economic impacts	P26 Being Responsible Serving the National Cause P64 Pushing Forward with Green Finance Promoting Sustainable Development
Procurement Practices	103 Management approach disclosures	P72 Promoting Sunshine Procurement
Anti-corruption	103 Management approach disclosures	P19 Building an Upstanding, Well-Governed Party
	205-2 Communication and training about anti-corruption policies and procedures	P19 Building an Upstanding, Well-Governed Party
Energy	103 Management approach disclosures	P66 Pushing Forward with Green Finance Promoting Sustainable Development
	302-1 Energy consumption within the organization	P67 Pushing Forward with Green Finance Promoting Sustainable Development -Electricity, gas consumption, and greenhouse gas emissions in the company headquarters building (Beijing)
	302-3 Energy intensity	P67 Pushing Forward with Green Finance Promoting Sustainable Development -Electricity, gas consumption, and greenhouse gas emissions in the company headquarters building (Beijing)

General Disclosures	Disclosures	页码
Water	103 Management approach disclosures	P66 Pushing Forward with Green Finance Promoting Sustainable Development
	303-1 Water withdrawal by source	P68 Pushing Forward with Green Finance Promoting Sustainable Development - Headquarters Building Water Consumption (Beijing)
	303-3 Water recycled and reused	P68 Pushing Forward with Green Finance Promoting Sustainable Development - Headquarters Building Water Consumption (Beijing)v
Emissions	103 Management approach disclosures	P66 Pushing Forward with Green Finance Promoting Sustainable Development
	305-1 Direct (Scope 1) GHG emissions	P67 Pushing Forward with Green Finance Promoting Sustainable Development -Electricity, gas consumption, and greenhouse gas emissions in the company headquarters building (Beijing)
	305-2 Energy indirect (Scope 2) GHG emissions	P67 Pushing Forward with Green Finance Promoting Sustainable Development -Electricity, gas consumption, and greenhouse gas emissions in the company headquarters building (Beijing)
	305-4 GHG emissions intensity	P67 Pushing Forward with Green Finance Promoting Sustainable Development -Electricity, gas consumption, and greenhouse gas emissions in the company headquarters building (Beijing)
Effluents and Waste	103 Management approach disclosures	P66 Pushing Forward with Green Finance Promoting Sustainable Development
Environmental Compliance	103 Management approach disclosures	P66 Pushing Forward with Green Finance Promoting Sustainable Development
Supplier Environmental Assessment	103 Management approach disclosures	P72 Promoting Sunshine Procurement
Employment	103 Management approach disclosures	P52 Protecting the Rights and Interests of Employees-Employment
	401-1 New employee hires and employee turnover	P52 Protecting the Rights and Interests of Employees-Employment
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	P55 Protecting the Rights and Interests of Employees-Salary and Benefits
	401-3 Parental leave	P53 Protecting the Rights and Interests of Employees- Diversity and Non-Discrimination
Labor/Management Relations	103 Management approach disclosures	P52 Protecting the Rights and Interests of Employees
Occupational Health and Safety	103 Management approach disclosures	P57 Building a Happy Home
	403-3 Workers with high incidence or high risk of diseases related to their occupation	P57 Building a Happy Home
Training and Education	103 Management approach disclosures	P56 Constructing a Development Platform
	404-1 Average hours of training per year per employee	P56 Constructing a Development Platform
Diversity and Equal Opportunity	103 Management approach disclosures	P53 Protecting the Rights and Interests of Employees- Diversity and Non-Discrimination
	405-1 Diversity of governance bodies and employees	P53 Protecting the Rights and Interests of Employees- Diversity and Non-Discrimination
Non-discrimination	103 Management approach disclosures	P53 Protecting the Rights and Interests of Employees- Diversity and Non-Discrimination



General Disclosures	Disclosures	页码
Freedom of Association and Collective Bargaining	103 Management approach disclosures	P55 Protecting the Rights and Interests of Employees- Communication Systems
Child Labor	103 Management approach disclosures	P52 Protecting the Rights and Interests of Employees-Employment
Forced or Compulsory Labor	103 Management approach disclosures	P52 Protecting the Rights and Interests of Employees-Employment
Local Communities	103 Management approach disclosures	P4 Creating New Poverty Alleviation Measures and Assisting in Poverty Reduction P75 Relay for Love Always Emanating Positive Energy
Supplier Social Assessment	103 Management approach disclosures	P72 Promoting Sunshine Procurement
Customer Health and Safety	103 Management approach disclosures	P36 Making all Efforts to Help the Weak and Poor Devotion to Society
Customer Privacy	103 Management approach disclosures	P49 Building a Guarantee System and Safeguarding the Rights and Interests of Customers
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	P49 Building a Guarantee System and Safeguarding the Rights and Interests of Customers
Socioeconomic Compliance	103 Management approach disclosures	P24 Operating in Accordance with the Law

## SDGs

	Item	Page
SDG 1	No Poverty	P4 Creating New Poverty Alleviation Measures and Assisting in Poverty Reduction
SDG 2	Zero Hunger	P4 Creating New Poverty Alleviation Measures and Assisting in Poverty Reduction
SDG 3	Good Health and Well-being	P26 Being Responsible Serving the National Strategy
SDG 4	Quality Education	P56 Constructing a Development Platform
SDG 5	Gender Equality	P52 Protecting the Rights and Interests of Employees
SDG 6	Clean Water and Sanitation	P66 Pushing Forward with Green Finance Promoting Sustainable Development
SDG 7	Affordable and Clean Energy	P66 Pushing Forward with Green Finance Promoting Sustainable Development
SDG 8	Decent Work and Economic Growth	P51 Human-Centric Creating a Better Future P17 Legitimate Operation Creating Superior Value
SDG 9	Industry, Innovation and Infrastructure	P26 Being Responsible Serving the National Strategy
SDG 10	Reduced Inequalities	P26 Being Responsible Serving the National Strategy P51 Human-Centric Creating a Better Future
SDG 11	Sustainable cities and communities	P26 Being Responsible Serving the National Strategy P70 Advocating for Green Public Welfare Spreading Green Ideas
SDG 12	Responsible Consumption and Production	P66 Pushing Forward with Green Finance Promoting Sustainable Development
SDG 13	Climate Action	P66 Pushing Forward with Green Finance Promoting Sustainable Development
SDG 14	Life Below Water	Not Applicable
SDG 15	Life on Land	Not Applicable
SDG 16	Peace, Justice and Strong Institutions	P17 Legitimate Operation Creating Superior Value
SDG 17	Partnerships for the Goals	P41 Customer Care is Top Priority Creating Better Service Performance P71 Mutually Beneficial Cooperation Working Together Towards Unified Development



## Reader Feedback

Hello Dear Reader!

Thank you for reading the PICC Property and Casualty Company Limited 2019 Corporate Social Responsibility Report. We take it very seriously and look forward to hearing your feedback on our social responsibility efforts as well this report. Your comments and suggestions are an important asset for us to continue to improve how we disclose information in a socially responsible way, as well as our management strategies and corporate practices. You can fill in the form below and give us feedback by post, email or fax. We express our sincere gratitude and thank you for your valuable comments!

Name: \_\_\_\_\_

Unit: \_\_\_\_\_

Contact number: \_\_\_\_\_

Email: \_\_\_\_\_

1. Your overall evaluation of how PICC P&C's performed their social responsibilities is:

Very good     Good     General     Poor

2. Your overall evaluation of this report is:

Very good     Good     General     Poor

3. How do you feel PICC P&C has done in terms of stakeholder communication?

Very good     Good     General     Poor

4. How do you feel PICC P&C has done in fulfilling its economic responsibilities?

Very good     Good     General     Poor

5. How do you feel PICC P&C has done in fulfilling its environmental responsibilities?

Very good     Good     General     Poor

6. How do you feel PICC P&C has done in fulfilling its society responsibilities?

Very good     Good     General     Poor

7. Do you think the content contained in this report and its layout are designed in a way that is easy to read?

Yes     No

8. Your suggestions for PICC P&C Corporate Social Responsibility Report:

\_\_\_\_\_

9. Your suggestions for PICC P&C in fulfilling our corporate social responsibility:

\_\_\_\_\_

Postal address: Floor 36, Building 2, Courtyard 2, Jianguomenwai Avenue, Chaoyang District, Beijing, China

Email: zgrbxx@picc.com.cn

Fax: 010—85176028





PICC APP



PICC WeChat

Insurance Hotline: 4001234567

Customer Service Hotline: 95518

Official website: [www.epicc.com.cn](http://www.epicc.com.cn)

Headquarters address: Building 2, Courtyard 2,  
Jianguomenwai Avenue, Chaoyang District, Beijing, China

