

New China Life Insurance Company Ltd.

新华人寿保险股份有限公司

A joint stock company incorporated in the People's Republic of
China with limited liability

A share code: 601336

H share code: 01336



2018

企业社会责任报告

Corporate Social Responsibility Report 2018



关爱人生每一天

About This Report

Report Introduction

This Corporate Social Responsibility Report (the “**Report**”) is prepared to provide information of New China Life Insurance Company Ltd. and its branches (“**NCI**” or the “**Company**”) performances on sustainability development including the environmental and social aspects which the stakeholders concern and relevance to the Company during the year of 2018. The report also positively engages with stakeholders for better understand on our sustainability development concepts, actions and performances. For a comprehensive understand of the Company’s performance, information relating to corporate governance can be found on corporate governance sections of NCI “2018 Annual Report”.

Reporting Scope

Unless otherwise stated, reporting scope of the Report covers the Company’s Beijing headquarter (the “headquarter”) and its subsidiaries. The reporting period is from January 1 to December 31, 2018 (the “Reporting Period”). The report is to be published at the same time along with NCI Annual Report.

Reporting Framework

- The Report is written with reference to the following guidelines:
- China Security Regulatory Commission (“**CSRC**”) – Standards for the Contents and Formats of Information Disclosure by Companies Offering Securities to the Public No.2 – Contents and Formats of Annual Reports (2017 Revision)
- Shanghai Stock Exchange (“**SSE**”) - Guidelines on Preparation of Report on Company’s Fulfillment of Social Responsibilities
- Stock Exchange of Hong Kong Limited (“**SEHK**”) – Guidelines for Environmental, Social and Governance Reporting
- Former China Insurance Regulatory Commission, where now the China Banking and Insurance Regulatory Commission (“**CBIRC**”) – Guiding Opinions on the Insurance Sector’s Implementation of Social Responsibility
China Academy of Social Sciences – Guideline to the Compilation of China Corporate Social Responsibility Report (CASS-CSR4.0)

Disclaimer

The Report is written in three languages: simplified Chinese, traditional Chinese and English. In the case of discrepancy, the simplified Chinese version shall prevail. Electronic version of this report is available for read and download in official websites of NCI, SSE and SEHK.

Contact Us

The Company believes the readers’ feedbacks are important to NCI sustainability development. Please feel free to contact NCI through the following method for any queries or suggestions on the report.

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Director's message

Dear Shareholders,

China faced complex and severe economic and financial situations in 2018. The domestic and international environments for economic operation have undergone profound changes. Great efforts were made in financial industry to forestall risks and to strengthen regulatory inspection and punishment. The insurance industry witnessed negative growth in the jump start period of 2018 after years of rapid development. Under the fickle market environment, the Company stayed committed to the path of high-quality development, actively prevented operational risks, practically strengthened the supply-side reform and improved customer services. As of the end of 2018, the Company's total assets reached RMB733,929 million, increasing by 3.3% year on year. In 2018, the net profit attributable to shareholders of the Company realized RMB7,922 million, increasing by 47.2% year on year. The Company realized the value of one year's new business of RMB12,210 million, growing by 1.2% year on year. In conclusion, the Company has yielded fruitful results in 2018.

First, market ranking moved up. The Company's renewal-premium-driven growth model has achieved remarkable results against a flat premium growth of life insurance industry in 2018. The renewal premiums amounted to RMB95,860 million in 2018, growing by 24.9% year on year, pushing the Company's gross written premiums (GWP) to RMB122,286 million, increasing by 11.9% year on year and market ranking rising by 1 place. As of the end of 2018, its net assets reached RMB65,587 million, growing by 2.9% year on year. The high-quality growth model has laid a solid foundation for the Company's long-term, healthy and stable development.

Second, protection business strengthened. In 2018, under the business strategy of "promoting the sales of primary insurance through riders", protection business of the Company has witnessed a rapid growth. The first year premiums (FYP) from long-term health insurance accounted for 58.7% of FYP from long-term insurance business, growing by 26.0 percentage points year on year, which was leading the insurance industry. The increasing coverage of riders propelled the significant improvement of customer's risk prevention. According to the claim settlement data of 2018, the Company handled 1.72 million cases for 1.08 million customers with the total claim payment of RMB8,060 million. The payment for critical illness insurance increased by 39.2% year on year, and the payment for medical insurance rose by 44.0% year on year. The Company's approach to win reputation through claim settlement has achieved initial results.

Third, business quality improved. Benefiting from the development of health insurance and other protection business, the Company's new business margin increased significantly to 47.9%, rising by 8.2 percentage points year on year. Meanwhile, the persistency ratio continued to rise. The 13-month persistency ratio was 90.7%, increasing by 1.3 percentage points year on year. The 25-month persistency ratio was 84.9%, increasing by 1.9 percentage points year on year.

Fourth, sales team strengthened. In 2018, the Company enhanced both the quality and quantity of its sales team and their capabilities to develop protection business significantly improved. As of the end of 2018, the number of total individual agents reached 370,000, growing by 6.3% year on year. The monthly average performance rate was 52.8%, increasing by 6.0 percentage points year on year.

Fifth, customer service optimized. In terms of the products supply, the Company enriched product pipeline and innovated protection services. In respect of primary insurance, the Company upgraded the popular anti-cancer product Kangaiwuyou. As for riders, we launched a new protection type product for cardiovascular and cerebrovascular disease, which has filled the market gap and been popular among customers. In terms of the service efficiency, the core operating



indicators saw constant improvement. The average time for underwriting has been shortened to 0.56 days, 12.7% shorter than that of last year. The average time for claim settlement has been cut by 11.9% to 2.07 days. The average time for updating information was 1.04 days, ensuring high and stable efficiency. In terms of the application of new technologies, buying insurance via WeChat, artificial intelligence Q&A robot, customer follow-up via WeChat, facial recognition, voice recognition and other new technologies have been widely adopted. Customer service efficiency and customer experience have been improved. In terms of counter building, 305 new generation customer-service centers were built throughout the whole year and window service significantly improved.

Sixth, investment business remained stable. The Company adhered to a prudent investment philosophy. The total investment yield of 2018 was 4.6% and there was not a single default in investment business of the Company in 2018. The risk management measures in investment business have withstood the market test.

Seventh, industry supply expanded. On the basis of strengthening main business, the Company actively extended to the health and pension industry and further widened customer base. In the pension industry, New China Pension Co., Ltd. has obtained the qualification of investment manager and account manager. Xinhua Village Seniors Service (Beijing) Co., Ltd. was put into operation. The seniors lived there have been looked after well. In the health industry, 16 health management centers of New China Life Excellent Health Investment Management Co., Ltd. have completed construction and offered services for nearly 420,000 people annually. Another 3 health management centers are in the process of construction preparation. At the same time, New China Excellent Rehabilitation Hospital Co., Ltd. was officially put into operation and qualified for physical examination, which laid a new foundation for the Company's rehabilitation business.

Eighth, public welfare carried on. The Company has promoted the project of donating insurance to sanitation workers across the country and launched targeted poverty alleviation program. In 2018, 515,000 sanitation workers benefited from the project in 56 cities with accumulative sum assured of personal accident insurance worth RMB51,500 million. Forty-five claim cases were settled in 2018 with the total claim payment of RMB4.01 million. The project was highly praised by local governments and regulatory departments and well recognized by sanitation workers. The Company set up cards and files for a total of nearly 30,000 poor households under the targeted poverty alleviation program and the sum assured donated exceeded RMB3,000 million.

The path towards high-quality development is the flesh of NCI's growth, while loyalty to the Company, grasping opportunities and courage to fight are the spirits of NCI's development. The integration of both flesh and spirit enabled us to hand over this satisfying answersheet. On behalf of the Company's management team, I would like to pay tributes to all colleagues and express my sincere gratitude to shareholders, customers, partners and all sectors of society for your attention and support. It is your support that propels the Company to yield results step by step, to successfully transform the growth model and growth driver and to move persistently forward on the path of high-quality development.

Looking ahead, there exist opportunities in changes and hopes in challenges for the macroeconomy. In the short term, China's economy faces downward pressure. In the long run, China is still in the important period of strategic opportunities for development. From the perspective of growth driver, domestic demand is still the fundamental. The demands to preserve and increase the value of wealth, maintain health and care for the seniors will create huge space for the development of the insurance industry. The financial sector will have both loosening and tightening policies. Monetary policy will be eased or tightened to the right degree, regulation will continue to be strict and reform and opening up in the financial sector will continue to be deepened. There has been stricter regulation since the establishment of China Banking and Insurance Regulatory Commission ("CBIRC") and the regulatory concept has been further transformed into high-quality development. The life insurance industry has both inheritance and innovation. The industry will still be in the process of transformation and development with a rising trend of technology empowerment and industrial synergy. There is a broad prospect for product and service innovation in line with the market trend. In short, there coexist challenges and opportunities, difficulties and hopes in the Company's development. However, opportunities outweigh challenges and hopes outweigh difficulties. The life insurance industry is still in an important period of strategic opportunities with great potential. As long as life insurance companies follow the trend and seize opportunities, they are possible and promising to achieve development in changes, overcome difficulties in challenges and create new splendor in competition.

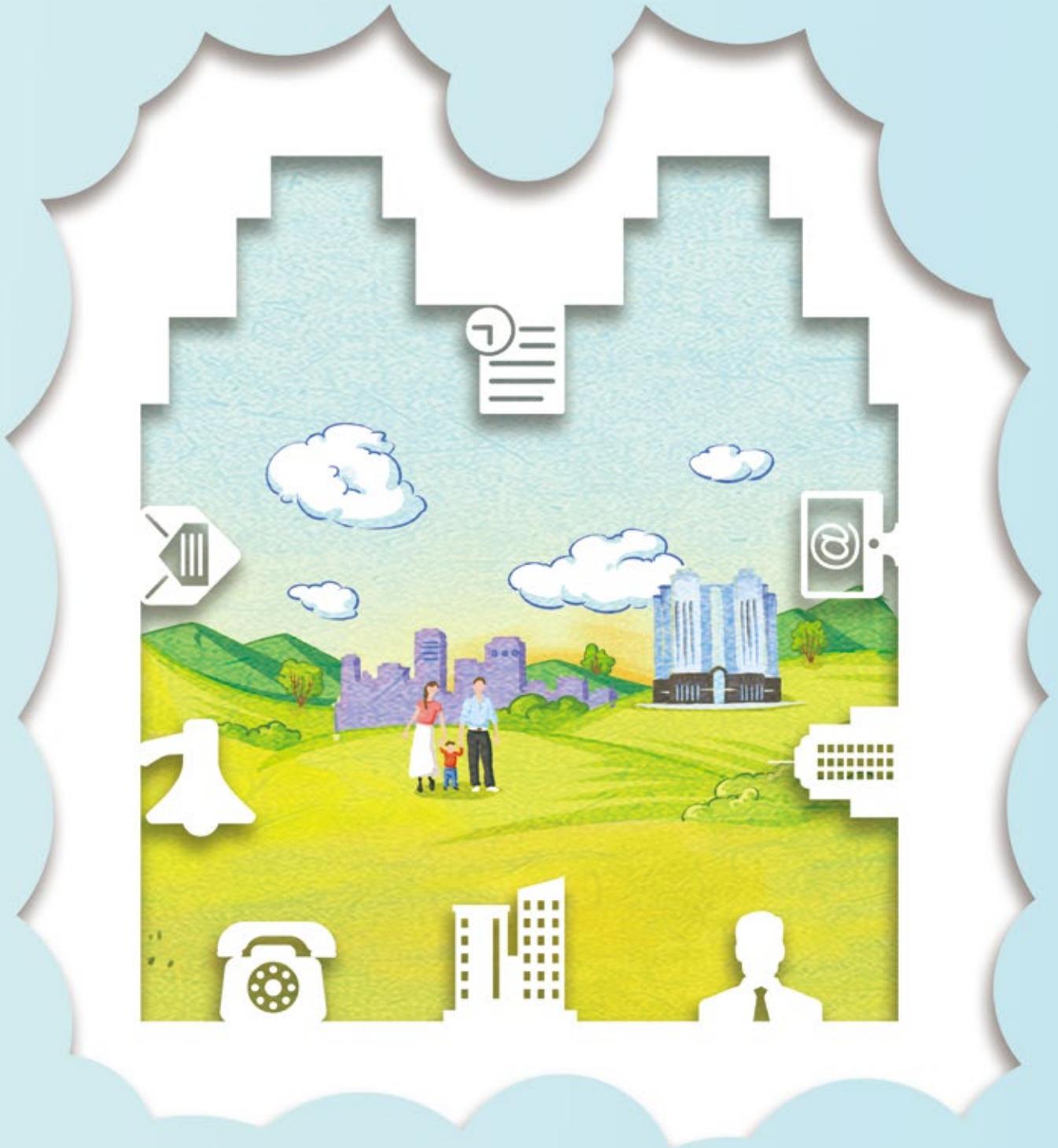
The year 2019 marks the 70th anniversary of the founding of the People's Republic of China. It will be a crucial year for the country to achieve the first Centenary Goal of building a moderately prosperous society in all respects. China's economy calls for higher-quality development. It is imperative for life insurance industry to embark on the path of high-quality development and to serve the country's high-quality development. In the new year, on the basis of strengthening the main life insurance business, the Company will accelerate its pace of high-quality development, actively extend to the health and pension industry and strive to meet the comprehensive needs to prevent risks for customers.

On the new starting point, the Company will make persistent efforts to actively explore a high-quality development path with NCI characteristics which is in line with market law, the industry trend, and meets customers' demands, and will achieve excellent results in return for your care and support.



Executive Director : LI Zongjian
(Acting Chairman)

20 March 2019



Honest and Integrity Operation

We advocate — Every single insured investment needs to be guaranteed with growth as time goes by



Corporate Culture

China's most excellent financial services group with comprehensive life insurance as its core business offering.



Development Strategy

The main target of NCI is to construct "Strong NCI, Valuable NCI, Evergreen NCI, Harmonious NCI".



Corporate Management

NCI has incorporated 7 types of risk management and formed a normalized risk detection mechanism.

Business Overview

Business Distribution

- In 2018, the Company insurance business income have reached

122,286 million RMB

- The total assets have reached

733,929 million RMB

- The Company successfully ranked

the **402th**

in Forbes Global 2000

- Ranked in Forbes Global 2000

for **5 years**

- Ranking increased

72 places since firstly ranked



NCI is a large and nationwide life insurance company found in September 1996 with the headquartered in Beijing. With its nationwide distribution networks, NCI has provided all individual customers and institution customers a series of life insurance products and services, and manage and operate insurance fund through its subsidiary companies, New China Asset Management Co., Ltd. (“Asset Management Company”) and New China Asset Management (Hong Kong) Limited (“Asset management Company (Hong Kong)”). In 2011, its H shares and A shares were simultaneously listed on both the Hong Kong Stock Exchange and the Shanghai Stock Exchange.



Regional distribution of the Company's institution

 : Province/Municipality  : Prefecture-level city

Corporate Culture

Vision:

China's most excellent financial services group with comprehensive life insurance as its core business offering.

The Most Excellent in China

Steady Value Growth
First Class Customer Services
Great Brand Reputation
Cohesive Culture

Comprehensive Life Insurance

Covering Full Life Cycle
Providing Health Security
Contributing in Social Welfare
Promoting harmony of Society

Financial Service Group

Life Insurance Assets Management
Two Main Supportive Industries
Expand Service at Proper Timing
Extend Financial Sector

Mission

To safeguard Customers' Quality of Life

To provide Stable and Sustainable Investment Return to Investor

To construct Platforms for Employees' Development

To bring Harmony and Peace to the Society

Value

Progressiveness,
Responsibility, Commitment,
Innovation, Equity



Business Principle

Create Value and Constant Robust



Code of Conduct

Devote

Devote to love the Company
Devote to love the position
Devote to work industriously
Devote to contribute
Devote to respect

Profession

Oriented with Professional Knowledge
Forging Team Ability
Compact Basic Skills for Work
Enhance Core Competitiveness

Commit

Be Courage to Face Difficulties
Be Brave to Take Responsibilities
Be Positive to Broaden Horizon
Be Together to Strive

United

Work Unitedly
Seek for Common while Reserving Differences
Communicate Honestly
Cooperate Sincerely
Be Agglomerate

Discipline

Love Yourself
Be Controlled
Be Organized
Adhere Baseline

Development Strategy

During the period of "13th Five-Year Plan", the Company has clarified the development strategy, targets and actions as well as the establishment of an important foundation, which supports the formulation of internal development action plan and performance of duties. NCI has launched the Outline of "13th Five-Year Plan" Development of New China Life Insurance Company Ltd according to the Opinions of the State Council on Accelerating Development of the Modern Insurance Services System and the Outline of the Plan for Development of China's Insurance Industry during the "13th Five-Year Plan" period.

In correspond to NCI's main target during "13th Five-Year Plan" period, which construct "Strong NCI, Valuable NCI, Evergreen NCI, Harmonious NCI", the Company is committing to the guidance of scientific development. It is solidly practicing the five development management concepts of "Innovation, Coordination, Green, Open, Share", seizing opportunities firmly in the development period of modern insurance service industry. Complying with the management logics "transformation, self-operation, strengthen team, technical support, efficiency service, risk prevention" to improve its operation and management level comprehensively.

Corporate Management

Risk Management

NCI highly values risk control management. According to the Notice of the “Plan for the Construction of the Second-Generation Solvency Regulatory System in China” , the Company has constructed a risk-oriented management framework during the “13th Five-Year Plan” period. Based on the policy, NCI continuously strengthened its organizational structure on risk management, managemental policies and assessment system. Incorporating with 7 types of risk management systems, NCI has formed a normalized risk detection mechanism. Presently, NCI fully applies the function of the three lines defense risk management to safeguard the bottom line of risk.

NCI Three Lines Defense Risk Management



 Case

Case: NCI held its risk compliance audit working conference for 2018

On 17 January 2018, NCI held its risk compliance audit working conference of 2018. There were totally 150 managers and main respondents from the Company participated the conference.

The conference was themed as “Raise Awareness, Strengthen Management, Implement Prevention and Control Risk”. It was emphasized that all members of the Company should deepen their understanding on the importance of present risk prevention and legal compliance, tighten risk prevention, reinforce specific supervision, deepen and initiate special investigation to ensure the implementation of risk prevention.



Promote Integrity

Compliance is the cornerstone for maintaining the brand value and reputation of the Company. The Company strictly comply with Anti-Money Laundering Law of the People's Republic of China, Provisions on Anti-money Laundering through Financial Institutions, Guidelines for Compliance Management of Insurance Companies and other relative laws and regulations which are published by the People's Bank of China or CSRC. It specifically formulates the Accountability Measures for Non-compliance of New China Life Insurance Company Ltd. and the Accountability Measures of Internal Cases of New China Life Insurance Company Ltd.

Accountability Measures for Non-compliance of New China Life Insurance Company Ltd. indicates a clear definition on those actions regarded as violation of anti-money launderings management. It includes failure to identify customer identity or record customer personal information confidentiality; violation of anti-money laundering; refuse to provide materials for anti-money laundering investigation or intentionally provide forgery documents for the investigation etc. If irregularities were detected in the regional management, business line, functional management, audit supervision and specific inspection etc., corresponding investigation will be taken place immediately. Evidence shall be collected and handed to accountability working group. The accountability working group should provide their opinions to process for the issues based on evidence, behavior, types of punishment and its seriousness.



NCI's Code of Conduct of Accountability for Non-compliance

Clarify responsibility, legally process

Implement the accountability to ensure a cleared fact, conclusive evidences, responsible and legal processes.



Reciprocity of power and responsibility

Accountability requires comprehensive considerations on direct factors such as the nature and severity of violations as well as indirect factors such as the nature of business manager work, job responsibility, management authority and appointment time.

Combination of correction and education, treatment with differentiation

According to the attitude, performance and due diligence of the institution and responsible personnel who have committed violation during the investigation, reasonable lenient, mitigative, severe or aggravative accountability could be taken differentially.

Investigate level by level, to hold two separate line accountable

Responsibility accounting should be taken on both direct respondent and indirect respondent; meanwhile, responsibilities of those persons who fail to perform or perform improperly of their duties on restriction, supervision, etc., which may cause risk of regulation violations or negative impact, should be accounted as well.

The Accountability Measures of Internal Cases of New China Life Insurance Company has further defined important cases into three types (1) violate the Criminal Law of the People's Republic of China that leads to corruption, misappropriation, encroachment, fraud, commercial bribery, illegal fund-raising, money laundering, pyramid selling and other kinds of criminals; (2) violate the Insurance Law of the People's Republic of China and relevant laws, regulations and has been subjected to administrative penalties by insurance regulatory authorities or other financial regulatory authorities; (3) violate the Company policies and business management practices causing negative social impacts and led to massive loss for NCI or formed systematic risk. According to the Company's policies, staff from all level of the organization ought to report with real-name to jurisdictional department on whistle-blowing cases or suspected significant violation of law.

Case

Convening of NCI's warning and education conference

On December 4, 2018, NCI convened "Systematic alert education conference" where the implantation requirements of exercise strict self-governance in every respect of the Party was emphasized.

There were six aspects which the Company must seize for strictly administering the Party been highlighted: (1) implement the main responsibility of the Party administration effectively; (2) comply the Party political discipline and rules; (3) consciously fortify ideal and believe, and maintain political character as communist; (4) toughen self-discipline and adhere the ethical bottom line of honesty and integrity; (5) enforce political in the Party and remain progressiveness and purity; (6) strengthen restriction and supervision. Representatives from all levels of the Party organizations of the Company declared that the guidelines of this conference were to subsequently transform and implement thus to enhance the Party members' awareness and operate in compliance with the laws and regulations.

To further standardize the procedure of whistle-blowing, ensure smooth implementation, maintain order of business and uphold integrity, the Company has formulated the Measures for Reporting and Handling Insurance Illegal Activities of New China Life Insurance Company Ltd. The policy clarifies that the discipline inspection and supervision office is the responsible department to handle, manage and supervise whistle-blowing issues throughout NCI. The department should accept both reported with real-name or anonymously as long as relative evidences or clues are convinced to prove the person been reported has violated the rules. During the Reporting Period, the Company has received neither litigation nor complaints with involvements of the Company's staff in corruption, extort or money-laundering.

Whistleblowing

Specific measures for treatment and regulation



On-site visit

At least two staffs are assigned in the specific office area (i.e. reception, meeting room, conference room) for reception. Name, department, position, contact information of the reporter and person be reported and detail information of violations and relevant evidences shall be recorded;

Evidences provided by reporter need to be recorded in a list and signed by reporters.



Letter

Staff is required to unseal letter in specific location;

Stamp, postmark, zip codes, address and content shall maintain integrally during unsealing.



Email

Staff is required to download the reporting content as soon as the receival;

Reporting content shall remain as its original status without any editorial changes



Phone Call

Staff is required to record precisely and integrally for the name, department, position, contact information on the reporter and person be reported while detail information on violations and relevant evidences shall be recorded.

Important content should be repeated to the reporter to confirm that key issue has been indicated. Audio could be recorded with approval from the reporters. For the case when the reporter does not want to release of personal information such as name, their willingness should be respected.



Beyond, the Company pays close attention to reporter protection and stipulates that neither department nor individual may retaliate against the whistle-blower. The Company would have investigated and accounted for disciplinary responsibility in the case of conducting retaliation or designating retaliation against the whistle-blower and relatives. If the retaliation constitutes in crime, the Company shall pursue criminal responsibility to the judicial authorities in accordance with the law.

 Case

NCI held a disciplinary inspection and supervision work conference

NCI held a systematic discipline inspection and supervision work conference within the system on November 21, 2018. Mr. YUE Ran, the secretary of commission for discipline inspection of the Company, secretaries of commission of discipline inspection from branches and representatives of discipline inspection commission department attended. Mr. YUE Ran gave a speech themed in the conference as “Recognizing New Forms, Seizing New Requirements, and Fulfilling Supervision Responsibilities”. He analyzed the latest characteristics, requirements and connotation of the new discipline inspection commission. Mr. YUE Ran also emphasized the discipline supervision system should focus on the central task, assisting the Party committee of the Company to strengthen the Party conduct and organize and coordinate on anti-corruption. The discipline inspection should be carried out under the valid state of mind and a sense of responsibility and accordance with the respect to overcome difficulties and the respect to be pragmatic.



 Case

NCI Yunnan branch organized a visit to the Anti-corruption Education Base of Yunnan Province

On February 27, the NCI Yunnan branch organized a visit to the Yunnan Province Anti-corruption Education Base to undertake caution education with the intention of further strengthening Party member and official anti-corruption mind set and pursuing the Party integrity. Mr. DONG Lin, the Secretary of the Party Committee was the leader of the team while members and representatives from the branch participated in the visit.

Participants viewed the promotional film of caution education during the visit and had been well educated. The film demonstrated comprehensively analysis of caution cases and corruption phenomenon that the harm made to the Party, nation and individuals.

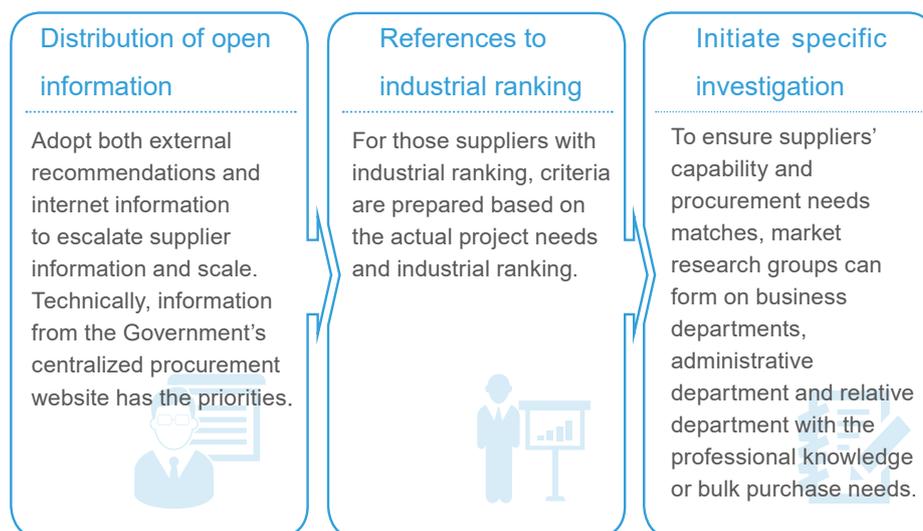
In the future, the NCI Yunnan branch will continue to study and execute the Principle of the Party’s “19th National Congress” by advocate promotion and education, convey the concept of anti-corruption to every single employee regarding to the construction of appropriate world view, philosophy and pursuit integrity working environment.



Sunshine Purchase

In comply with the Law of the People's Republic of China on Tenders and Bids, the Government Procurement Law of the People's Republic of China and other relevant laws and regulations, as to manage and standardize procurement of the Company and support the business needs, NCI has formulated the New China Life Insurance Centralized Procurement Supplier Management Rules, which defines the principle of corporate procurement in a "Transparent, Fair and Impartial" manner. As required to increase transparency of procurement, the procurement team should be consisting of members from different departments to reinforce mutual supervision.

NCI Initial Supplier Screening Measures



In the supplier screening processes, NCI also pays close attention to the management level and corresponding performances on suppliers in terms of production safety and environmental protection. For example, polices of environmental protection, energy saving and emission reduction as well as their employee safety are all taken into consideration. Additionally, diversified environmental standards are applied to suppliers based on project characteristics and a voting system is applied when environmental concerns raised.

During the reporting period, the Company maintained good relationship and communications with suppliers. Statistics showed that 558 suppliers have signed cooperate contract with the Headquarter in 2018. Regional distribution of these suppliers is shown as below:

| Geographical region | Beijing | Hebei | Guangdong | Liaoning | Shanghai |
|---------------------|---------|-------|-----------|----------|----------|
| Number of suppliers | 200 | 51 | 17 | 15 | 43 |

| Geographical region | Zhejiang | Fujian | Shaanxi | Jiangsu | Shandong |
|---------------------|----------|--------|---------|---------|----------|
| Number of suppliers | 39 | 24 | 74 | 16 | 79 |

Responsible Communication

Stakeholder Communication

NCI understands that stakeholder involvement is the basis of its corporate social responsibilities management system. Therefore, it constantly explores channels to maintain effective communication with each stakeholders group. New media platforms such as NCI official WeChat account, customer service festival, NCI mobile application have been utilized for feedback and strengthening communication in order to establish a strong connection with stakeholders. During the reporting period, the Company effectively communicates with stakeholders through multiple channels.

| Stakeholders | Communication and Response |
|---|--|
|  Client | Telephone (Nationwide customer service hotline 95567 to handle customer enquiry) Holding "Customers Services Festival" for 18 consecutive years |
|  Shareholder | Shareholders' general meeting Disclosures of listed company Annual Report Conference |
|  Employee | Surveys Employee union Training and activities NCI Mobile application NCI official WeChat account |
|  Government & Supervision Authority | Meeting with government representative Actively report to the relevant authorities Actively accepting supervision |
|  Supplier | Email Telephone Regular telephone communication |
|  Media | Press conference Email Telephone Media Open Day |
|  Community | Participate in Charity Environmental Conservation Function |



 **Case**

NCI Zhejiang Branch invited stakeholder to its ceremony

On July 12, 2018, the NCI Zhejiang branch invited representatives from media, suppliers, customers and other stakeholders to a ceremony themed “Grateful, Humble”. 170 outstanding salesmen took part in the ceremony. General manager of the branch, Mr. CHEN Guoping expressed his gratitude to customers, regulators and other cooperation parties for their support and assistance. Beyond, he also expressed his gratitude to both internal and external employees for their hard-work and issued certificate of appreciation to all guests who attended the ceremony.



Stakeholder Engagement

Enable to understand different stakeholders’ considerations and to better respond to their substantial requirement, the Company initiated an annual stakeholder engagement exercise (the “engagement exercise”) during the reporting period.

The engagement exercise mainly conducted in the following 4 steps:

Key Stakeholder Selection

Key stakeholder selection: select stakeholder for the engagement exercise based on a two-dimensional assessment, which has integrated “influence on the company” and “dependence on the Company”¹. In addition, it had taken practical feasibility into consideration during decision making process.

1

Potential Material Topics Screening

Potential material topics screening: based on the regulatory and disclosure requirements from SEHK, SSE, CSRC and CBIRC, potential material topics were selected and filtered for the engagement exercise.

2

Perform Engagement Exercise

Perform engagement exercise: questionnaires were sent to the key stakeholders via email and official WeChat account.

3

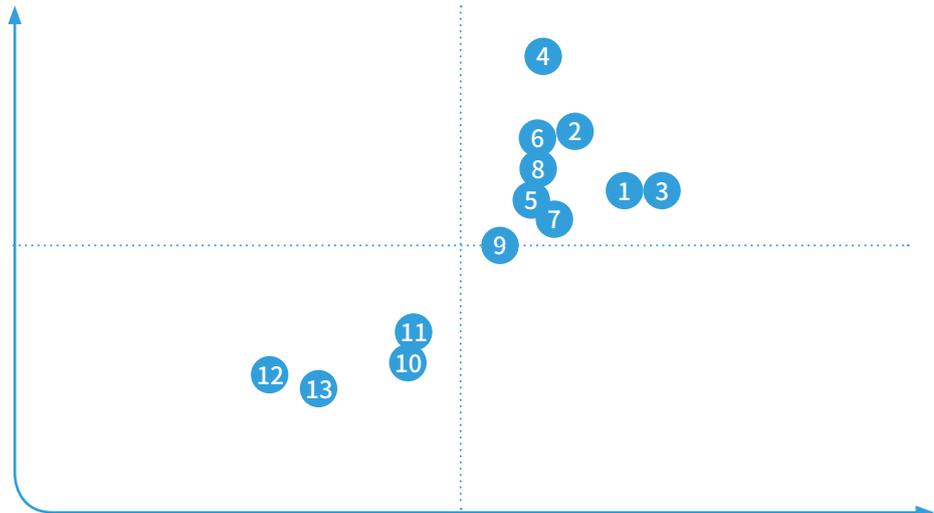
Results Analysis

Result analysis: Key expectations and considerations of main stakeholders could be explored based on dimensions “impact on business” (X axis) and “impact on stakeholders”(Y axis), in which results are presented into three materiality matrices according to aspects of “environmental”, “social” and “governance”.

4

1.Measures for stakeholder selection refer to relevant chapters in HOW TO PREPARE AN ESG REPORT? - A STEP-BY-STEP GUIDE TO ESG REPORTING published by SEHK.

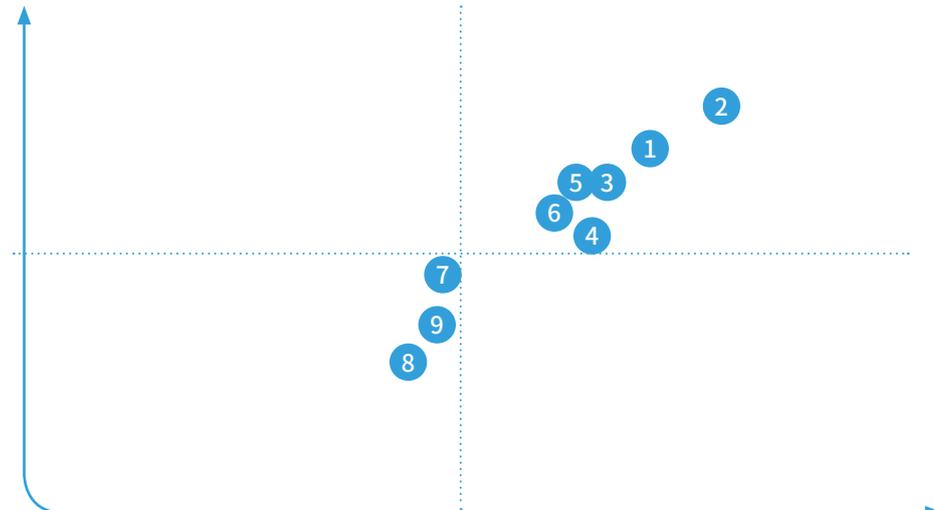
Materiality Analysis for Social-related Topics



Social related topics

- | | |
|--|---|
| 1 Protecting Employee Rights | 8 Improving Customer Satisfaction |
| 2 Career Development for Employee | 9 Social Responsibility in Insurance Industry |
| 3 Health and Safety Management for Employee | 10 Anti-discrimination Principle |
| 4 Human Resources Development and Management | 11 Supplier Selection and Management |
| 5 Diversifying Welfare Policies | 12 Poverty Alleviation |
| 6 Quality Product and Service | 13 Community Investment |
| 7 Honest Promotion | |

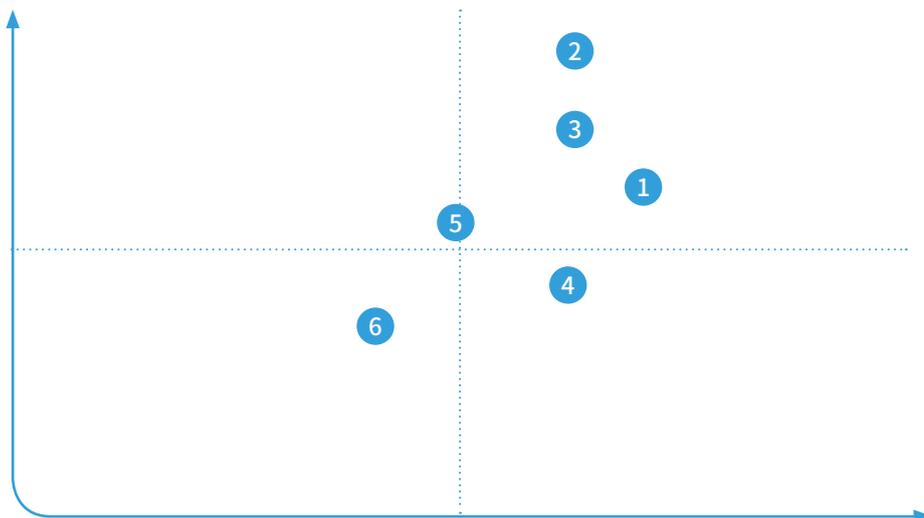
Materiality Analysis for Governance-related Topics



Governance-related topics

- | | |
|--|--|
| 1 Protecting Customer Privacy | 6 Creating Value for Shareholder |
| 2 Creating Value for Customer | 7 Integrating Plan for Social Responsibility |
| 3 Preventing from Law and Regulation Violation | 8 Preventing from Child and Forced Labour |
| 4 Protect of Intellectual Property | 9 Identifying environmental and social risk along supply chain |
| 5 Fulfilling Social Responsibility | |

Materiality Analysis for Environmental-related Topics



Environmental-related Material Topics

- | | |
|-----------------------------|----------------------------|
| 1 Water Conservation | 4 Air emission Management |
| 2 Establishing Green Office | 5 Solid Waste Management |
| 3 Energy efficiency | 6 Combating Climate Change |

As stated in the “Materiality Analysis for Social-related Topics”, “Materiality Analysis for Governance-related Topics” and “Materiality Analysis for Environmental-related Topics”. The social material aspects include “human resources development and management”, “Career Development for Employee” and “Protecting Employee Rights”. The material topics for governance aspect are “Creating Value for Customer”, “Protecting Customer Privacy” and “Preventing from Law and Regulation Violation”. The material topics for environmental aspect are “Establishing Green Office”, “Energy Efficiency” and “Water Conservation”². This report is addressed to respond to the material topics that stakeholders concern in the following chapter: “Honest and Integrity Operation”, “Collaborate with Trust”, “Engage and Retain Employee” and “Protect the Environment”.



2.The Company selects the top three topics with the highest marks among each aspect as material topics for disclosure. Other topics located in upper left grid are identified as important topics.



Collaborate with Trust

We adhere — A core value system of “integrity, responsibility, fairness, innovation, enterprise”



Warrant Product Quality

Adhere to its business philosophy of “Return to the Essence of Insurance” , NCI is focusing on the protective function of insurance and following customer’s needs on “birth, age, illness, death, disability”



Service Quality

NCI has been awarded with the highest AA rating of service by CBIRC for two years, which fully indicates resources and efforts that NCI devoted in improving customer service quality.

Warrant Product Quality

Product Management

NCI adheres a steady progressing strategy to forge ahead. With the development of information technology and deepening of service quality, NCI is striving to improve its product quality and customer satisfaction comprehensively. The Company is continuously enriching the value of its insurance products and strengthening the management of its product quality through three dimensions: product management, product innovation and product promotion.

Adhering to its business philosophy of “Return to the Essence of Insurance” focusing on the protective function of insurance, and following customers’ needs on “birth, age, illness, death, disability”, NCI has developed its product system targeted at protection-type product with a concept of “affordable and guaranteed insurance”, which fully meet customers’ demands for insurance products throughout their life cycles. Main products of the Company include critical illness insurance, lifetime annuity insurance and comprehensive employee benefits protection plans etc.

Policy-oriented health insurance is the extension of basic health insurance, which is set for resolving the problem of “poverty due to illness and returning to poverty due to illness”. It also serves as an indication of commercial insurance being part of the multi-level social protection system. NCI is maximizing social value that it brought beyond commercial value by actively responding to the call of the national government and managing its product sternly. By utilizing operational advantages brought by its vertical management system and national service network, NCI is continuously exploring and optimizing the business development model of policy-oriented health insurance.

It is one of the main concerns to achieve “returning to the essence of life insurance” and promote accessible insurance of NCI’s product management philosophy. Therefore, as an important tool to underline NCI’s contribution toward the development of a harmonious society, policy-oriented health insurance plays a significant role on promoting healthy livelihood and public health. With sustained communication and corporation with relevant government departments, the Company plans to constantly expand the scope of policy-oriented health insurance, so that more people can obtain better health care.

By the end of the Reporting Period, the policy-oriented insurance business, which includes critical illness insurance, accident and casualty insurance, long-term care insurance, supplementary insurance for individual account purchase of medical insurance card, supplementary insurance for work injury and other types of businesses, has extended over 16 cities and 9 provinces with 22 million policy customers.





On-site service provided by NCI employee

 Case

A story of NCI’s policy-oriented insurance 1—the critical illness insurance program for citizens in Ulanqab

Background: In 2016, with the support of Company’s political guidance, the NCI Inner Mongolian branch set up a health insurance department in response to the national health insurance development trends and government’s call. The department was set for deepening the branch’s internal potential, availability of integrated resources, continuous innovation and active expansion of policy-oriented insurance business. Since then, the “Ulanqab Citizens Critical Illness Insurance Program” has been running for three years and praised by both the government and customers. Based upon the program, the NCI Inner Mongolian branch undertook the “Bayannur Citizens Accident and Casualty Insurance Program” and the “Wuhai Basic Medical Insurance and Accident and Casualty Insurance Program” in 2017 and 2018.

Critical Illness Insurance, a responsibility more than work

The 6-year-old boy Jiang was born in a poor but warm family in Shangdu County, Ulanqab. However, an accident suddenly broke the peaceful life of his family. On February 11, 2018, after suffering a headache for half a month, Jiang was diagnosed with a brain tumor, which required high medical expense for proper treatment. Jiang’s parents were desperate at the moment, but the doctor brought them a glimmer of hope, stating that the brain tumor was diagnosed at the early stage, it is possible to take it under control with prompt treatment. The medical and follow-up rehabilitation costs could also be covered by the local health insurance policy.

At the Shangdu County Medical Insurance Bureau, an NCI agent received the family and introduced them the basic medical insurance and critical illness insurance policies for Ulanqab citizens. For the family, the medical insurance coverage was not just a hope of carrying on Jiang’s treatment, but also a support to confidence in facing the disease in the future.

Staff from the NCI Ulanqab Center branch contacted Jiang and his family once again before the treatment and told them that medical expenses for Jiang would be paid as soon as the reimbursement process was initiated to support Jiang’s following rehabilitation treatment. Besides, during the rehabilitation process, the NCI Inner Mongolian branch would provide free annual physical examination services for Jiang till he is completely cured.

The story of Jiang is just one of the countless stories recorded by the Ulanqab program. It is the mission and responsibility of all staff from the health insurance department of the NCI Inner Mongolian branch to give warmth and hope to families that have encountered misfortunes.

 Case

A story of NCI's policy-oriented insurance 2——NCI's critical illness insurance service group from the NCI Qitaihe Central branch

Background: Two years ago, the NCI Heilongjiang branch signed an agreement with the Health and Family Planning Commission of Qitaihe city to undertake critical illness insurance service for the insured of the new rural cooperative medical insurance program in the city. Accordingly, the NCI Qitaihe Central branch established a medical insurance management center with a five-member professional service team group to fulfill the responsibility.

Let the light of insurance fill every concern

In the two years since the establishment of the medical insurance management center, the service team from NCI Qitaihe Central branch of has fulfilled its responsibilities designated by the local government. By providing service closely, the group has achieved an outstanding outcome of 100% insurance coverage rate and received compliments from the local government and the public.

Because the local medical insurance system and the hospital system are not fully connected, the service team had to use the original method to manually look for individuals who meet the insurance payment condition by reading case files at the beginning. With unremitting efforts, the team had completed and sorted for individuals who have met the condition among 230 thousand members of the new rural cooperative medical insurance program after reading thousands of case files in 5 months. In case of communication inactivation that leads to loss of contact, the service group contacted the committee, the village cadre and the village doctor for further information. Finally, after visiting villager door to door, the service team had located all personnel to be paid.

In the course of serving, the team noted that a 6-year-old boy named Xiaoguo has been diagnosed with acute lymphoblastic leukemia, but his family could not afford high treatment expense. After completing the claim procedures for Xiaoguo, the service team headed back to the medical insurance management center and reported the situation to the Qitaihe Central branch to look for solutions for medical treatment expense through gathering power of everyone. The Qitaihe Center branch responded immediately after acknowledging the situation while both internal and external staff made generous donations for Xiaoguo to support him in future treatment.

The service team adheres to the concept of providing love and security and delivers hopes to numerous families with the claimed payment from NCI, allowing customer to receive claims without traveling.

The group has traveled to 17 towns, 288 administrative villages, paying a total of RMB 9.63 million claims to 5,024 person-time within two years.



The service group visits and shares insurance-related knowledge



On-site insurance-related knowledge promotion provided by the service group

 Case

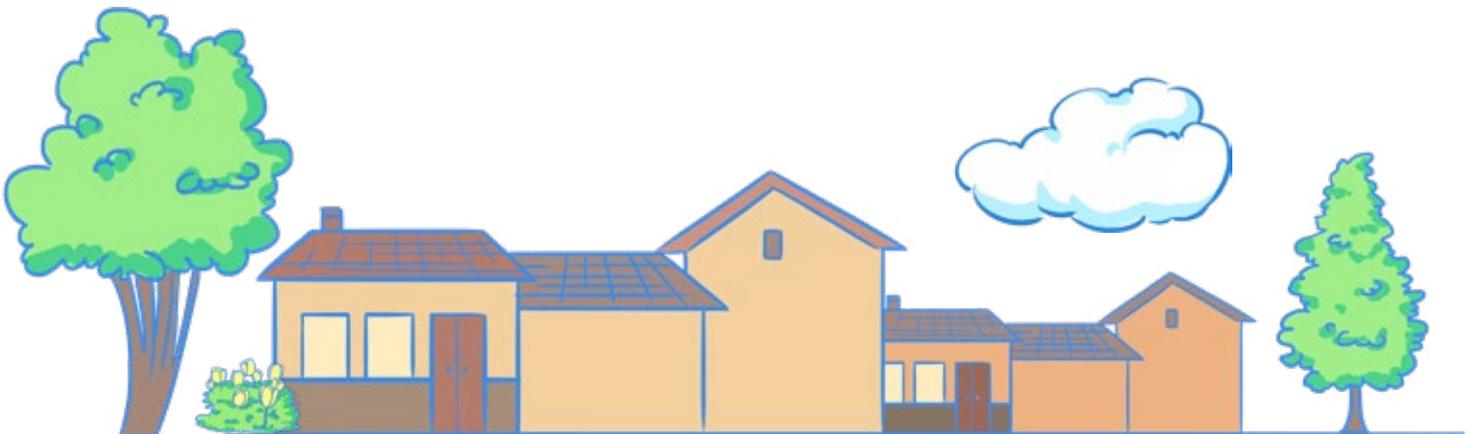
A story of NCI's policy-oriented insurance 3—record of business for critical illness

Background:Ms. Li, who lives in Donggan village, Boli town, Boli county, was diagnosed with breast cancer two years ago. By borrowing money, Ms. Li was able to receive treatment at the best public hospital in Qitaihe City. Total expense for the surgery and five chemotherapy sessions was RMB 60,000. Fortunately, the treatment was effective, and her debts could be reimbursed gradually although there was still a large amount after being partly paid by the new rural cooperative medical insurance system.

Since Ms. Li's bill was founded from the hospital, the critical illness payment staff was prepared to claim for payment for Ms. LI. However, they could not contact her nor locate her bank account information. In order to get in contact with Ms. LI, the staff reached out the township government, the village party secretary, village doctor of the administrative village health clinic and the police station for assistance. They eventually got in contact with Ms. LI who was suspicious of the staff at the beginning. In spite of that, the patient explanation finally pursued Ms. LI and reminded her that she could not only get the insurance claim from the new rural cooperative medical program, but also receive the second claim from her critical illness insurance policy. With the confirmation of bank account information, the staff have demonstrated their professionalism to remit claim payment of critical illness insurance to Ms. LI's bank account instantly.

In May 2018, the staffs paid a return visit to Ms. Li and she endorsed them for their work. Ms. LI said that it was NCI's timely insurance payment that helped her to get through the most difficult period, and it was also the dedication of NCI employees that motivated her stepping forward.

The story of Ms. LI has toughened the beliefs of staff to work at NCI, and also encouraged NCI employees to move forward and strive courageously as to being the shining light for those who in need.



Product Innovation

Changes of environment and lifestyle have led to the changes of critical illness. Tendency has shown a higher possibility of occurrence of critical illness, younger patients and cross-infection of multiple diseases. Statistics have shown that the proportion of male population with critical diseases during their lifespan is 73.87% while the number for female is 68.79%. In addition, relevant statistics also indicate that 7 persons would be diagnosed cancer every minute and the medical expense for critical illness could reach up to several hundred thousand RMB. Moreover, critical illness could lead to significant impacts on the patient's physical condition, which might increase the probability of getting infected by other diseases. Therefore, to meet this demand, after the expiration of a two-year trial sales period, NCI officially launched the product "Multi-protection Critical illness Insurance", which is a new health insurance product designed in line with the international standards and advanced concepts for customers nationwide.

Successful Innovation

The "Multi-protection Critical illness Insurance" has the advantages of covering multiple diseases, multiple claims and longer benefit period. Since its introduction in May 2018 when nine pilot branches such as the NCI Guangdong branch, the NCI Shenzhen branch, the NCI Beijing branch, etc. launched the product has achieved enormous success in the market. It has been rewarded in different insurance product selections, and been reported and reproduced by Southern Daily, Sina, Tecent, NetEase and other mainstream media.



Graph: The "Multi-protection Critical Illness Insurance" of NCI has been rewarded as "The Most Popular Critical Illness Insurance Product for Consumer".

Shouldering Responsibility and Benefiting Customers

Normally, critical illness insurance would end its contract liability once the insured person is diagnosed - a serious illness and received claims payment. This results in an ineligibility critical illness for which he/she to purchase any critical illness insurance again in the future. To resolve this issue happened in the insurance industry, the "Multi-protection Critical illness Insurance" is developed with the social responsibility and humanitarian nature philosophy of NCI. According to its terms and conditions, insured persons who had claimed a payment for a critical illness would be eligible to receive claim payment again if the critical illness was different from the one that has been previously claimed. Beyond, the insurance policy would remain effective even after the second claim has been paid.

Five Categories of Illness with Comprehensive Protection

The "Multi-protection Critical Illness Insurance" has defined 120 types of both critical and minor illness into five categories: "Cancer", "Cardiovascular", "Nerve system", "Main organ" and "others". Payment could be claimed for all five groups separately.

Multiple Claims Payment Feature

Illness insurance in five categories could be paid up to seven times. It provides a lifelong health care for customers. For those who are suffering malignant tumors with high probability to be recurred. The insurance is designed to cover up to three times for defending the risks of cancer in all respects.

120 Types of Illness with Comprehensive Coverage

There are up to 120 types of illness covered by "Multi-protection Critical Illness Insurance" in which 50 types of minor illness insurances are provided on the basis of 70 types of critical illness insurances. It aims to provide illness insurances meet requirements of customers comprehensively.

Lifelong Protection

Contract remains effective after the payment to critical illness. To accompany insureds in their lives and to show the Company's humanitarian nature. The insureds are exempted from the following premium once the cumulative payments reach 100%.

Four Benefit Protections of NCI's "Multi-protection Critical illness Insurance"



Product Promotion

Product information disclosure procedures standardization for the Company is an important part of safeguarding the rights of customers and reduce risks associated with product promotion. Thus, NCI introduced the Measures for the Product Information Disclosure Management of New China Life Insurance Company Ltd. and the Management Rules for Product Promotion Materials of Bank Agent Business of New China Life Insurance Company Ltd. in accordance with the Measures for the Administration of the Disclosure of Information on New-Type Personal Insurance Products by CBIRC and the Advertising Law of the People's Republic of China.

The Company stipulates product promotion materials to be prepared by the Sale Management Department of the headquarter and need to be approved by the Product Development Department, Legal Compliance and Risk Management Department and Administrative Management Department before launching. The Product Development Department is taking responsibilities for reviewing promotion materials related to product description, which includes product feature, insurance liability, liability exemption, case demonstration, benefit demonstration, etc.; the Legal Compliance and Risk Management Department is responsible for compliance examination of product promotion materials while the Administrative Management Department is responsible for auditing introduction, image, brand of the Company and other relative materials used for product promotion.

In addition to security of objectiveness of product promotion materials, the Company conducts measures such as daily learning, topic-specific training, column announcement to increase the product compliance awareness of agents. It is stipulated that agents are prohibited from using information that is different from terms and specifications of the product. They shall not mix up concepts of insurance products with other financial products and promote or sell insurance products by telling it as wealth investment products, bank deposits, security fund investment share or other kinds of financial products. Taxation of insurance products should be illustrated strictly in line with national tax regulations and policies, whereas misleading potential customer by exaggerating or disguising tax benefits or similar tax-free profits is prohibited.

Service Quality

In alignment with acquirement of returning to the essence of insurance, customer service has become one of the focal points of competition between insurance companies. NCI has been awarded with the highest AA rating of service by CBIRC for two consecutive years, fully indicating its resources and efforts in improving customer service quality. In the further, NCI will continue to maintain its service quality and manifest brand characteristics with professional service quality, customer privacy protection system and transparent supervision channels.

Service Quality Improvement

In recent years, NCI has gradually developed its online cloud platform for remote claim identification, contract electronic signature, smart underwriting, payment via NCI mobile application and mobile preservation, customer service center 3.0, self-service terminal, mobile interconnected customer service festival and other innovative service programs to meet the ever-increasing demands for customer services. Additionally, throughout its multi-dimensional intelligent service network, NCI has significantly shortened its service respond time, striving to serve customers with high-efficiency at all time.

On March 12, 2018, the Company published its 10 annual promises for customer services. The promises raise actions such as “real-time response”, “instant settlement for small-amount claim”, “recompense for overdue claim settlement” to enhance customer experiences with great service attitude.



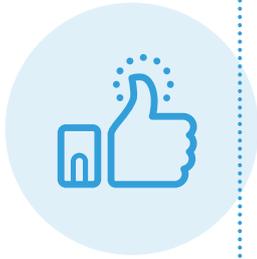
 Case

Official Launch of the 18th NCI Customer Service Festival

On August 8, 2018, the NCI 18th Customer Service Festival of was officially launched in Taian. In the following three months, a wide variety of special events had been held by NCI and its subsidiaries to widely deliver warmth to customers. The opening of the Customer Service Festival was themed as “Enjoy the New Era and a New Healthy Life” with 4 sections named “Prosperous Country Where People live in Peace”, “Honest Shandong”, “Building a Dream and Moving Forward” and “Harmony of Heaven, Man and Earth”. Respectively, NCI expected that both on-line and off-line interactive events could further transfer the concepts of health and caretaking to customer thus to engage customers in enjoyable lives.



As one of the Company’s outstanding services, settlement service has received widespread attention from the public. In 2018. The satisfaction survey carried along with claim settlement service engaged 43,596 customers while the positive feedback from customers had reached 92.28%. To continuously enhance performance on claim settlement service management and establish reputation, the Company has formulated the Managements for Claim Settlement of New China Life Insurance Company Ltd. The policy states that NCI should advocate professionalism and service concept of proactive identification of claims reasons and instant payment. The headquarters and branches claim settlement department should pay attention to the cultural and educational aspects of claim settlement service as to cultivate service awareness of “Proactive”, “Efficient” and “Professional”. Prioritizing the concept of efficiency for personnel should also involve in all processes of claim settlement. In addition, both the headquarter and subsidiaries should fully execute their promises on time for claim settlement by abiding the Insurance Law of the People’s Republic of China and the Guidelines for Small-sum Insurance Claim Settlement Services (Provisional), and other laws and regulations with regards to the timing of claim settlement.



Case

Awarded for its remarkable claim settlement services

In October 2018, Mr. Li, who lives in Hengshui city, sent a banner written “Fast claim settlement to show its sincerity, services of NCI are warmhearted.” to the NCI Hengshui branch to express his heartfelt gratitude for the customer-oriented services and effective claim settlement.



Mr. Li had bought the NCI insurance “Jixiangzhizun” since September 2012. In December 2016, staff from NCI consolidated Mr. Li’s premium and increased insurance coverage based on the consideration of him and his family’s demands, after being approved by Mr. Li in a customer return visit. In August 2018, Mr. Li suddenly felt discomfort and needed surgery for treatment. In more than a month of treatment and recuperation, Mr. Li applied a claim settlement to NCI. NCI responded to his claim and paid his claim instantly, which has warmed Mr. Li exceedingly.

Customer Privacy Protection

To strengthen the customer information management of NCI and establish a comprehensive customer information management system, which could lead to enhancement of customer information quality and regulation of customer information collection, recording, execution and management, NCI has formulated the Customer Information Management Regulation of New China Life Insurance Company Ltd. in accordance with the Insurance Law of the People's Republic of China, the Interim Measures for the Administration of Information Authentication of Personal Insurance Clients and other relative laws and regulations.

Principle of Compliance

Management of customer information must comply with relevant national laws and regulations, requirements of supervision authorities to guarantee compliance.

Principle of Authenticity and Integrity

The Company is obligated and responsible to actively collect and protect customer information thus to ensure authenticity, integrity and accuracy of customer information. Besides, demands of customer service shall be fulfilled as well.

Principle of Correspondence Between Rights and Responsibilities

According to the functional divisions of collection, recording, execution and management of customer information, relevant department personnel are taking direct responsibilities for the management of customer information among corresponding processes.

Principle of Safety and Protection

The Company has its duty of confidentiality for customer information. Appropriate managerial and technical approaches should be adopted to protect security of customer information and prevent unauthorized access, extraction, damage, loss, tampering and leakage.

Basic Principles of NCI's Customer Information Management



NCI has stipulated that application of customer information could only be used exclusively for internal business management, sales support, customer service and information analysis, etc. The use of customer information for illegal fundraising, sales of non-insurance financial product or other illegal activities which are not related to business of the Company are strictly prohibited. Sales and staff should perform the principle of “Enough but minimum” in the process when using customer information, which requires conduction of stringent weighting between necessity, extent of specification and methods of usage, as to show and use the least amount of customer information. Meanwhile, the Company has established an authority management mechanism targeting information retrievable individuals, who might be able to directly retrieve or use customer information, to restrict information accessibility.

Additionally, it has also developed a data leakage prevention application through the combination of internal analysis engine, management strategy and fingerprint information. The application not only supervises data transfer from terminals using channels such as browsers, printings, mobile media, CD burning, etc., but also traces the use of copy, paste, screenshot or other activities which are considered as inspection avoidances. The application has effectively covered all possible data leakage behaviors and has improved the management level of the Company’s data security system.

NCI Customer Privacy Protection Promise



Transparent Monitoring Channel

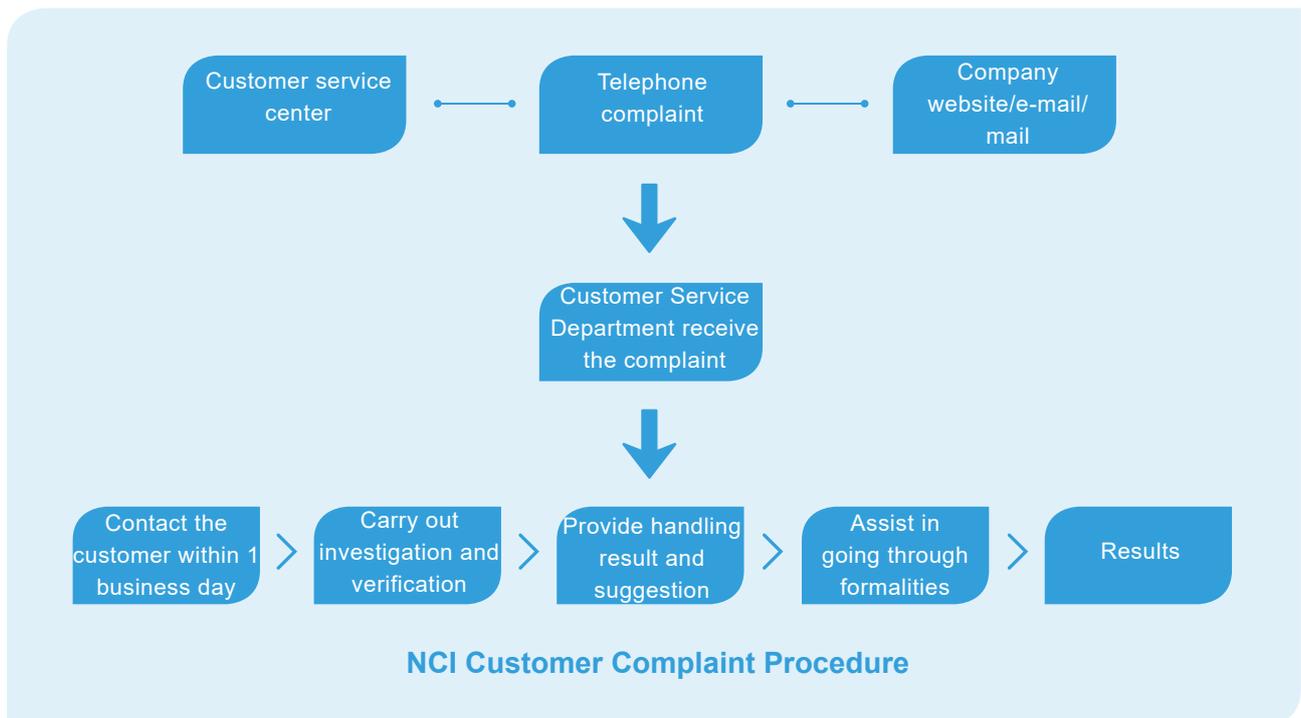
NCI is adhering to defend and protect legal rights of customers. We believe that listening to customers' inner opinions properly and dealing with customer complaints considerably are the basis for enhancing our service quality and management level. Accordingly, the Company has designed a series of measures for handling complaints and protecting customer rights in accordance with the Implementation of the Compliance Management of Securities Companies (Provisional) published by CSRC etc. Detailed measures are as follow:

① Customer may contact NCI through its 24 hour customer service hotline 95567 for complaint. The Company would accept the case immediately and respond promptly;

① Customer may login the NCI official website (<http://www.newchinalife.com>), registering customer account and filing a complaint in the "Complaint Area". The Company would contact the customer online or through telephone to respond promptly;

① Complaints could also be delivered to NCI through mail. The mailing address of NCI is the NCI building No.12 Jianguomenwai Avenue, Chaoyang District, Beijing, Zip code 100022. Besides, customers could also file complain by sending e-mail to the customer compliant specific email (kehutsfw@newchinalife.com). The Company would contact the customer online or through telephone to respond promptly;

① Customer can fax to 010-85210101 to complain or visit customers service department of NCI and its branches. The Company would respond to customer who complained the issue within the prescribed period.





The establishment of customer complaint reception system of NCI Guizhou branch

To defend legal rights of customers, the NCI Guizhou branch established a customer complaint reception system. In the middle of each month, members from the general manager’s team would be on duty to answer questions for customers. In case of receiving questions, which could not be solved immediately, according to the regulation of Guizhou branch, it is required to coordinate with corresponding departments for further verification and respond to the customers within the prescribed period.

2018 NCI Guizhou branch Fourth quarter reception schedule

| Item | Name of organization | Date | Responsible person | Position | Office location | Contact person | Contact number |
|------|---|-------------|--------------------|---|---|----------------|----------------|
| 1 | NCI Guizhou branch | 15 October | Chen Ya Qiu | Assistant General Manager | Meeting Room 11-3, Hengfeng Pedestrian Street Office Building, 58 Zhongshan West Road, Yunyan District, Guizhou | Li Bai Lan | 0851-86966129 |
| | | 15 November | Lei Jian Ming | Assistant General Manager (the host) | | | |
| | | 14 December | Yang ZhuGang | Assistant General Manager | | | |
| 2 | NCI Guizhou branch - Guiyang sub-branch | 15 October | Zhang e | General Manager Assistant | 10th Floor, Hengfeng Pedestrian Street Office Building, 58 Zhongshan West Road, Yunyan District, Guizhou | Yang Yuan Bing | 18985003908 |
| | | 15 November | Ma Liang | General Manager | | | |
| | | 14 December | Zhang e | General Manager Assistan | | | |
| 3 | NCI - Zunyi Centre sub-office | 15 October | Cao Jun | General Manager Assistant | Customer Center, 10th Floor, Bitian Building, 1 Daxing Road, Hnghuangang District, Zunyi City | Li Gui Qiang | 18586421113 |
| | | 15 November | Luo Xiao Le | Subsidiaries General Manager | | | |
| | | 14 December | Cao Jun | General Manager Assistant | | | |
| 4 | NCI - Liu Pan Shui Centre sub-office | 15 October | Xu Wan Zhong | Subsidiaries Assistant General Manager (the Host) | Customer Hall, 1st Floor, NCI Building 3, Haixin Square, 18 Zhongshanxi Road, Liupanshui City | Peng Li | 0858-8329026 |
| | | 15 November | | | | | |
| | | 14 December | | | | | |
| 5 | NCI - Qian Nan Centre sub-office | 15 October | Peng Jian | Subsidiaries Assistant General Manager (the Host) | NCI Customer Center, 4th Floor, Tianyuan Building, 173 Doupengshan Road, Duyun City | Mo Da Ju | 0854-8193991 |
| | | 15 November | | | | | |
| | | 14 December | | | | | |
| 6 | NCI - Qian Dong Centre sub-office | 15 October | Zhang Yu | Subsidiaries Assistant General Manager (the Host) | 3rd Floor, Zhongyingang, Kaili Big Cross | Geng Li | 15186860007 |
| | | 15 November | | | | | |
| | | 14 December | | | | | |



Engage and Retain Employee

We are committed to — developing a promising career a platform for employees



Protect the Rights of Employee

By setting up a fair, warm and multicultural working environment for employees, NCI is maximizing the potential and value of employees to promote in-depth innovation.



Employee Safety

It is committed to a healthy, safe and comfortable working environment and constantly improve the management level of the system for employee safety and health.



Career Development Opportunity

NCI is adhering to establish a sound training system targeted enhancement of employee capability, achieve a common development of employees and the enterprise and coordinate training resources and constantly promoting the talent training system.

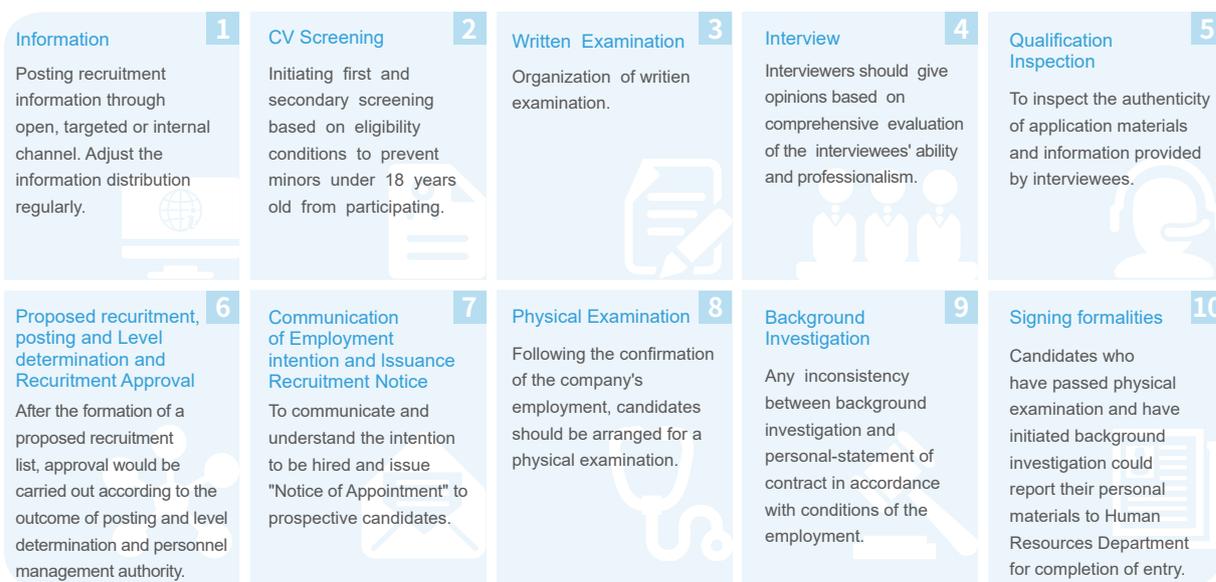
Protect Rights of Employee

Equal Opportunity and Recruitment

The Company adheres to people-oriented principles, and strictly complies with the Labor Contract Law of the People's Republic of China, the Labor Law of the People's Republic of China, the Regulation on the Implementation of the Employment Contract Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Women's Rights and Interests, the Law of the People's Republic of China on the Protection of Minors, the Provisions on the Prohibition of Using Child Labor and other relevant laws and regulations. It is believed that, rights and interests of employee should be guaranteed whereas misconducts such as discrimination, child labor and forced labor should be strictly prohibited. By setting up a fair, warm and multicultural working environment for employees, NCI is maximizing the potential and value of employees to promote in-depth innovation.

NCI attaches great importance to the team formation and recruit talents. To standardize employee recruitment management, so as to establish a scientific and effective recruitment and selection mechanism, the Company formulates the Administrative Measures for Headquarter Employee Recruitment and Management of New China Life Insurance Company Ltd. by coordinating requirements of the Labor Law of the People's Republic of China and other relevant laws and regulations.

The Executive Committee and Human Resources Management Committee oversee the Company's recruitment. In addition, the Human Resources Department is also responsible for recruitment organization and operation to regulate and control the recruitment process, ensuring that the process complies with national laws and regulations. Depending on forms of recruitment activities and sources of candidates, recruitment measures are categorized as campus recruitment, social recruitment, employment agency recruitment and internal recruitment. Campus recruitment prospectively targets fresh graduates from higher education institutions who have graduated less than one year while social recruitment is set for external personnel with more than two years of working experiences. Fundamentally, recruitments should be initiated according to actual employment demand of departments on a quarterly basis. In case of recruiting managers for departmental-level or above or professional talents that are in short supply in the market, it would have considered commissioning an employment agency or other institution to conduct the recruitment properly. Additionally, the headquarter would initiate internal recruitment within the corporate system depending on the needs of business and the internal talent pool. To examine the quality and ability of candidates comprehensively and to guarantee compliance and scientific nature of the talent recruitment system, the Company governs that, regardless of measures adopted, all recruitments should follow unified procedures and standards, which include: information release, resume screening, written examination, interview, qualification inspection, proposed recruitment, position determination, recruitment approval, communication for employment intention, issuance of recruitment notice, physical examination, background investigation and completion of entry formalities.



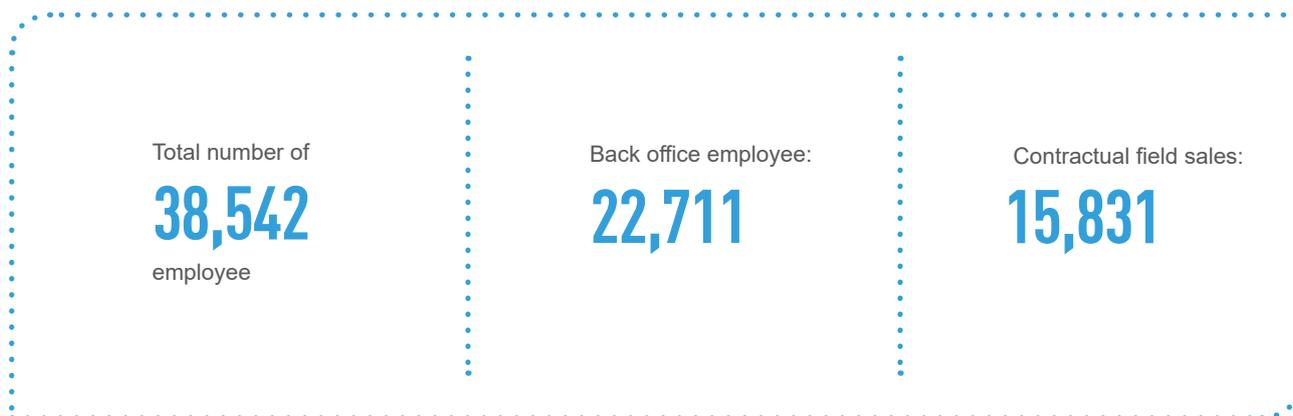
Recruitment Procedure of NCI

NCI is committed to a fair, equal and open recruitment, in which responsible staffs should remain independent, objective and impartial in decision making throughout all recruitment procedures. In cases that candidates are relatives of interviewers, disqualification of the interviewer would be applied. Additionally, it is also mandatory for recruitment officers to execute a confidentiality agreement, which requires them to manage the questions and outcomes of written test and interview properly and paying attention to protect candidate's privacy. In case of violation of recruitment rules and procedures, responsible staff would be punished severely by the Company while candidates related to the violation incident would be disqualified.

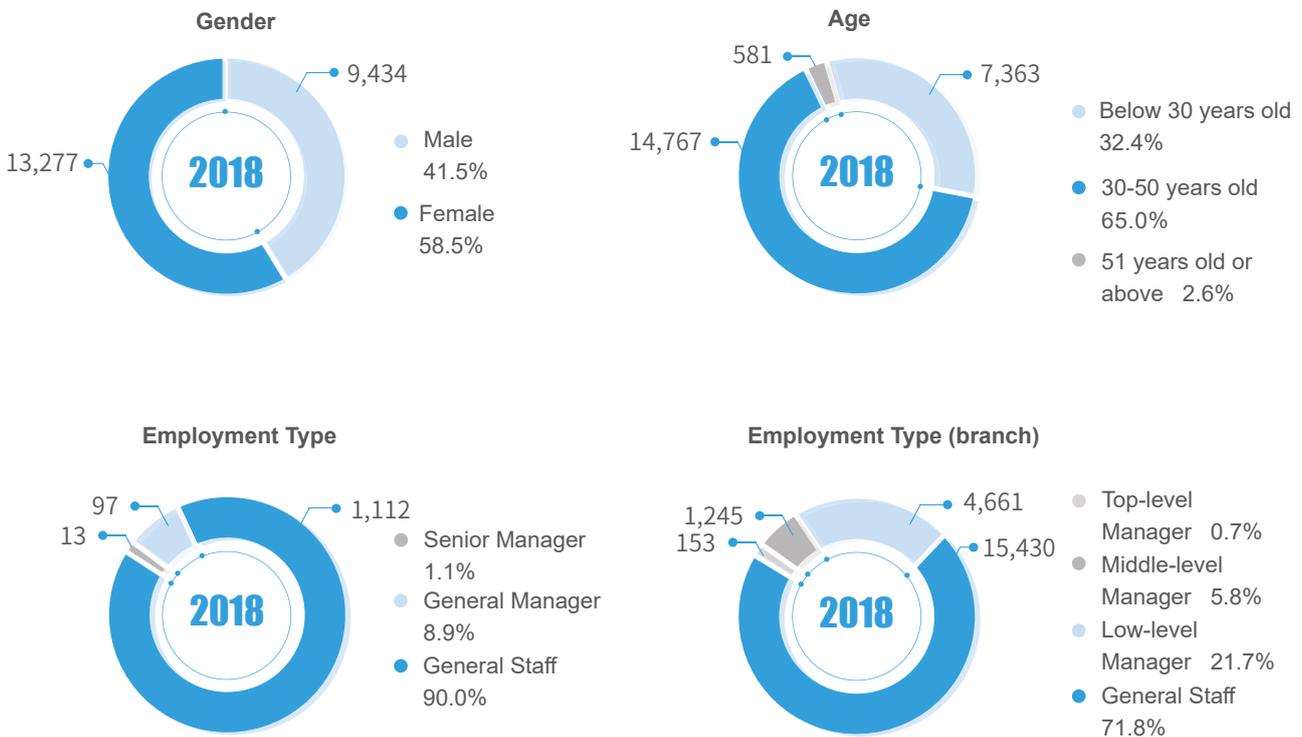


Four Main Recruitment Principles of NCI

The Human Resources Department is responsible to have the labor contracts, confidentiality agreements and other relevant documents signed with new recruits who have passed the recruitment procedures in accordance with national laws and regulations such as the Labor Contract Law of the People's Republic of China and other related policies of the Company. Since skills of employees should meet requirements for specific positions, and practically exert and achieve self-worth for themselves, staffing departments should give feedbacks on the employee as evidences for the Human Resources Department to make assessment by the end of the probation period. Depend on that, the Human Resources Department would then decide whether the new employee could be officially accepted, or transfer to new positions, new level would be adopted. On the other side, cancellation of the labor contract could occur as well. During the Reporting Period, the Company had a totally number of 38,542 employees from all around the nation, in which 15,831 are contractual field sales personnel. NCI believes that employees with different cultural background could enrich the diversity and vitalize modes of thinking of the Company, accelerating and motivating the innovation-based strategical development. Besides, the turnover number of employee (excluding contractual field sales personnel) is 2,425, occupying 10.7% of the total amount.



2018 Total number of NCI Employee³:



| | | | | | | | | | |
|--------------------------|----------------|-----------|--------------|---------|--------|----------|---------|----------|---------|
| Geographic region | Beijing | Shanghai | Guangdong | Shanxi | Anhui | Liaoning | Fujian | Guizhou | Hainan |
| Headcount | 1,804 | 294 | 1,298 | 885 | 571 | 612 | 512 | 252 | 163 |
| Geographic region | Hebei | Henan | Heilongjiang | Hubei | Hunan | Jilin | Jiangsu | Guangxi | Jiangxi |
| Headcount | 887 | 1,811 | 697 | 1,176 | 928 | 639 | 969 | 561 | 527 |
| Geographic region | Inner Mongolia | Ningxia | Shandong | Qinghai | Shanxi | Sichuan | Tianjin | Xinjiang | Yunnan |
| Headcount | 887 | 290 | 2,023 | 212 | 676 | 858 | 226 | 676 | 616 |
| Geographic region | Zhejiang | Chongqing | Gansu | | | | | | |
| Headcount | 1,159 | 308 | 194 | | | | | | |

3.Contractual field sales personnel are excluded from the detail data collection; besides, the headquarter and branches have applied different employment types, total workforce by employment type of the headquarter and branches are presented in different tables.

Remuneration and Benefit

To protect legal rights and interests of employee as to following the “People-oriented” management philosophy, the Company has launched the Administrative Measures of Working Hours of New China Life Insurance Company Ltd. in accordance with the Provisions of the State Council on Working Hours of Workers and Staff, the Regulation on Paid Annual Leave for Employees and other relevant laws and regulations. It formulates that working hour of employee should be subject to 8 hours per day on weekdays while holiday, annual leave, welfare leave, family leave, sick leave and medical leave, work injury leave, marriage, funeral leave, maternity leave and other related leaves are provided. As stated in its holiday policy, the Company does not only provide national statutory holiday, but also includes non-statutory holiday such as International Women’s Day and Youth Day. In addition, employees of ethnic minority could enjoy the holidays of their ethnicity as well. Furthermore, NCI is actively tracking and analyzing the remuneration level of insurance industry in China and regularly reviewing competitiveness of its own remuneration and benefit management system. By incorporating with bases required by the Payment of Wages Tentative Provisions, the Provisions on Minimum Wages and other relevant laws and regulations, the Company has formulated the Administrative Measures for Headquarter Employee Payment of Wages of New China Life Insurance Company Ltd. and the Administrative Measures for Employee Welfare of New China Life Insurance Company Ltd. (2017). It is expected that the admirable employee compensation growth mechanism and competitive welfare system could widely attract talents and effectively motivate workforces. The welfare system of the Company consists of standard welfares and extra welfares. Standard welfares refer to social welfares which are paid for employees by the Company according to the national labor policies and regulations and as well as supplementary welfares specified by the Company itself. Extra welfares refer to those customized welfare plan provided according to regional political requirements and market conditions of the organization, including both material and non-material collective welfare items.

NCI Welfare System

Basic Social Welfare

- Basic Endowment Insurance
- Basic Medical Insurance
- Unemployment Insurance
- Work-related Injury Insurance
- Childbirth Insurance
- Housing Accumulation Funds
- Other National Basic Social Insurance

Supplementary Welfare

- It is the supplementary pension system voluntarily established according to relevant national laws and regulations, and the basis of legally participation in Basic Endowment Insurance and the fulfillment payment obligations of the Company and its employee. The plan is aiming at improving livelihood standards of employees after retirement and achieving the institutionalization and standardization of benefits for retired employees.
- Supplementary Medical and Risk Management Plan
The Supplementary Medical and Risk Management Plan is formulated by the Company based on Basic Social Medical Insurance for employee. It is a comprehensive and protective risk management plan with the purpose to provide solutions for expenses of critical illness.

Other Welfare

- Material and Non-material Collective Welfare Plan
Branches and institutions of the Company should set up other welfare plans refer to regional price level, income status of employee and institutional financial status. Beyond, other welfare plans should have included annual medical examination as well.

Employee Safety

The Company highly values the importance of occupational health and safety of employees. It actively abides by relevant laws and regulations such as the Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases, the Regulations on Work-Related Injury Insurances, and the Regulations on Occupational Health and Safety. The Company is committed to providing a healthy, safe and comfortable working environment and constantly improve the management level of the system for employee safety and health.

Health and safety

Safety is the ground to guarantee a firm and stable operation for enterprise. Accordingly, NCI has attached importance to fire prevention and fire safety, and had launched a series of supportive policies including 13 regulations such as the Fire Safety Education and Training System, the Fire Inspection and Inspection System, the Safe Evacuation Facilities Management System, the Fire Control (Control Room) Duty System, the Fire Protection Facilities and Equipment Maintenance Management System, the Fire Hazard Correction System, the Inflammable and Explosive Hazardous Materials and Site Fire and Explosion Prevention System, the Fire Extinguishment and Emergency Evacuation Plan Exercise, etc. According to the Fire Safety Education and Training System, the Company is requiring responsible functional management departments of fire safety to conduct a fire safety training for all employees at least once every six months. The training should introduce knowledge of relevant fire safety laws, fire safety system, operational mechanism of fire safety protection and instruction for using the fire extinguisher. For employees who are newly hired or transferred to new positions, a post-job fire safety education and training must be conducted and those who failed in the training are not allowed to work.

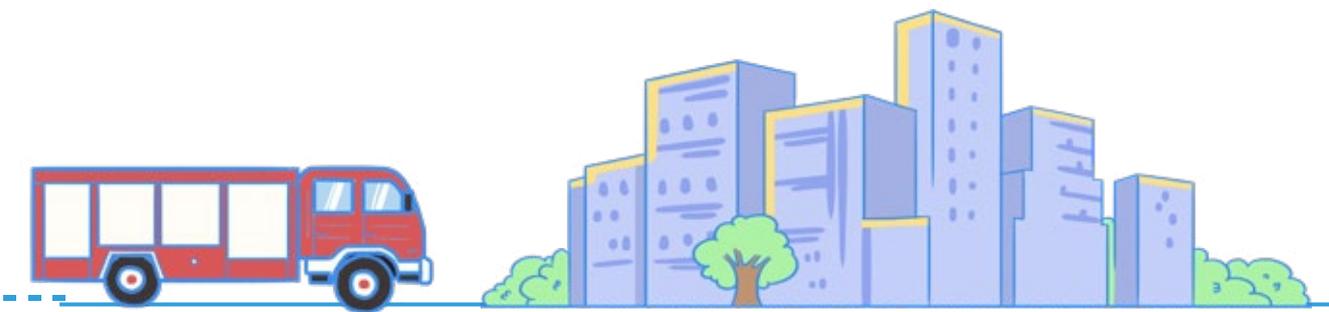


Case

Fire safety knowledge training event held by NCI Yunnan branch

To promote fire safety and enhance awareness, NCI Yunnan branch has held fire safety training session on May 16, 2018 . The branch invited a trainer from the Fire Safety Training Center to organize a fire safety training session titled "Focusing on Fire Prevention to Eliminate Hidden Danger, Cherishing Life and Mitigating Disaster".

Trainer from the Fire Safety Training Center introduced evacuation from fire accident by playing videos and PowerPoints slides based on real events. Meanwhile, solutions of high-rise escape, kitchen fire, home appliance fire, vehicle fire and other emergencies were thoroughly articulated. The training had greatly raised the employees' awareness on the importance of fire safety and deepen their understanding of the seriousness of fire accidents.



The Company implements a combination of daily fire inspection and regular fire inspection. These are undertaken by fire management agency and post fire safety agency with at least two hours long fire safety inspections per day. Attendants of the night shift should carry on daily fire inspections once an hour at night. During the daily fire inspection, the agency would pay attention to inspect possible irregular operation on fire or electricity, evacuation passage, safety exit, safety evacuation indicator, emergency lighting facilities, status of the fire-proof door and availability of fire proof shutter. The Fire Inspection and Inspection System has stipulated that the responsible functional management departments should regularly carry out maintenance and inspection on fire extinguishers in accordance with relevant regulations as well. Beyond, information archives of fire extinguisher, which include the type, quality, maintenance inspection duty (personnel) and the recorded time for changing chemicals should be properly documented.



The Company had launched the Fire Extinguishment and Emergency Evacuation Plan Exercise System, which details the fire drill and emergency evacuation plan. The regulation is set to enhance self-preservation and self-rescue ability of employees, so as to reduce impacts of fire accidents and fire hazards. According to it, fire drills and evacuation plan should be organized and implemented by the fire safety responsible agency at least one per half year while the implementation and practice of the emergency evacuation plan are taken by the fire safety manager. Technically, firefighting and emergency evacuation plan also includes alarming and alarming handling, emergency evacuation organization, communication, safeguarding procedures, etc.



Graph: The NCI building located in Changan street and backup center located in Yizhuang organized a fire drill and promotion event in November 2018.

Balance of Work and Life

In addition to paying attention to fire prevention issues, NCI also takes care of occupational safety and sanitary management of employee, targeting for a civilized, clean, safe and orderly working environment. To this end, the Company has issued the Measures of Workplace Order of the Headquarter (Provisional). The policy specifies that employees need to consciously maintain the office environment, keeping public areas such as work stations, conference rooms, bathrooms, corridors, canteens, garages clean and in order. Meanwhile, the Administrative Department should conduct daily inspections in the headquarter building and is responsible for recording possible abnormalities occurred and other safety issues. Moreover, the Administrative Department would announce and exhort all employees to jointly supervise and correct the problems once undesirable phenomenon was discovered.

The “Home for Worker”, which is built by the Company for providing admirable working environment and convenience for employees in a well-being and entertaining manners, is located on the fourth floor of the building in Yongnanli. The area is equipped with various functional facilities such as medical center and fitness studio. Employee could access services and facilities of “Home for Worker” outside of working hours. In addition, reminders are posted in the facility to kindly remind users about workout safety and tips. For example, exercisers would be reminded to have a warm up before exercise, while they would also be reminded to slow down the speed steadily and remain physical body in a proper position when finishing jogging.



Graph: Scenes of the dedication ceremony and sport facilities of the “Home for Worker”

The Company not only deeply concerns safety issues of employees, but also pays great attention to relieving pressures of employees. From 10.00am to 10.15am and from 3.00pm to 3.15pm on weekdays, NCI would play soft music to remind its employees to adjust their tightened mood and to do some exercises as for relaxation. It has continuously researched and created various types of events which had enriched spiritual and cultural lives of employees by organizing cultural activities, sports events to promote a balance between career development and personal life, supporting both physical and mental health development of employees.

Total number of employee attended:

1,500

 **Case**

The 4th NCI employee sports event

On May 4, 2018, NCI grandly held it's the "4th Employee Sports Event" at the Chaoyang Sport Center in Beijing. The event emphasized that the NCI's strategic targets of "13th Five-Year Plan", which included strong NCI, valuable NCI, evergreen NCI, harmonious NCI, are tightly connected to the Olympic Spirit "higher, faster, stronger". By adhering to the principle of "dedication, professionalism, accountability, unity, self-discipline", the cohesiveness for great achievement of united NCI employees would be revitalized. Beyond, all participants were encouraged to compete, to show appreciation and to face challenges with confidence and tenacity.

About 1,500 employees took part in the sports game and showed the spirit of "Friendship First, Competition Second" on the field. They experienced the greatness of "life lies in motion" by displaying a firm will and teamwork spirit and bringing out the best of each other. Many participants thought that the sports game was a grand pageant that enriched their cultural life, promoted corporate culture, gathered and had showed the physical fitness, mental health, determination and quality of employees.

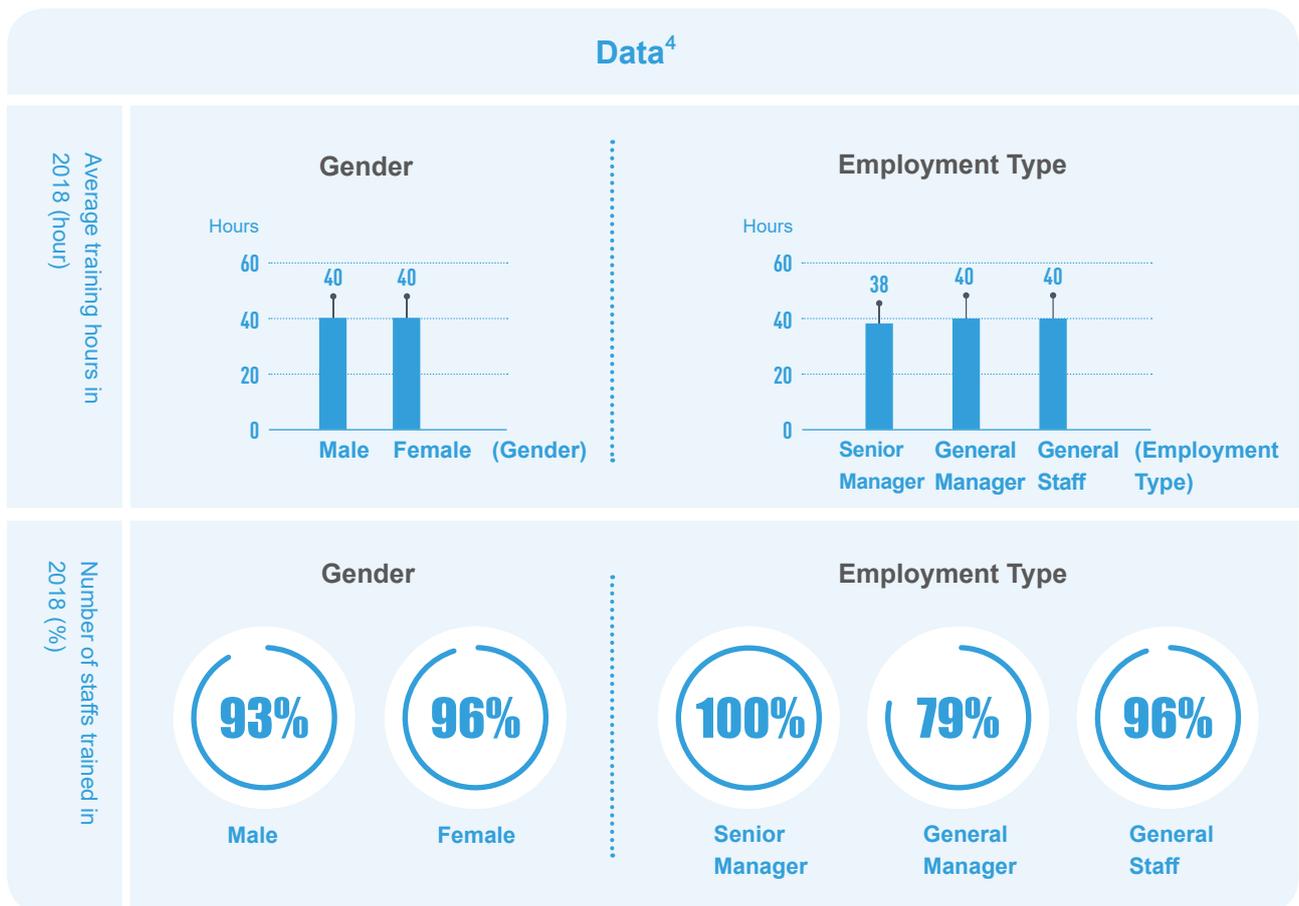


**Career
Development
Opportunity**

Providing training and development opportunities for employees is the basis of NCI to attract new talents. The Company is adhering to establish a sound training system targets enhancement of employee capability. Besides, achieving a common development of employees and the enterprise, coordinating training resources and constantly promoting the talent training system are main tasks of the Company. During the Reporting Period, the Company formulated and implemented its training policies such as the Education and Training Outline of New China Life Insurance Company Ltd., the Administrative Management of Employee Education and Training of New China Life Insurance Company Ltd., the Administrative Management of Employee Assignment Training of New China Life Insurance Company Ltd.

Those education and training activities could be categorized into standard training and non-standard training, depending on the contents. Standard training refers to the systematic, standardized, regulated and formalized trainings which aims at strengthening basic knowledges and skills. It includes trainings for orientation, post-probation, promotion trainings and other trainings required by the Company. Non-standard training refers to flexible and targeted professional trainings provided by functional departments. The main purpose of non-standard training is to improve competency and professionalism of employee. Employees could attend training by both online and offline while each of these two methods have their own advantages. For key trainees and key training content, an offline training would be preferable since it strengthens the training effect. Whereas, knowledge and skill popularization training would be more acceptable with online training because it could serve all employees in a flexible and convenient way.

To allow every employee to specifically learn knowledges matched to his or her positions and personal development, the Company has developed a customized training plan for employees based on needs of position, employment type and professionalism. There are couple of non-standard training including top-level management specified trainings, middle-level manager lectures, low-level manager lectures and etc. The detailed breakdown of training information by gender and employment type is presented below.



4.Scope of the table of data remains the same as last year, which is the headquarter.

 Case

The 2018 new employee training

To help new employees to adapt their new roles and better understand the corporate culture, the Company held the 2018 new employee training at the headquarter from 15th July to 20th July to help them grasp knowledges and skills required by their positions promptly.

The training mainly consisted of three main sections: quality development, lecture and sharing. The quality development is a new section introduced of the year, which exercises both psychological quality

and physical quality of the corresponding participant, and to help them to be comprehend with their own potential and the strength of team. For the lecture, NCI invited senior lecturers from seven departments of the headquarter and NCI Beijing branch. It was conducted by introducing knowledge about legal compliance, basic life insurance, official document writing and other relevant content to help participants to understand working methods and skills. The sharing section was done through theatrical performance. It allowed participant to build friendship between, understand the life insurance industry and create a warm and harmonious training environment.

After the training, participants expressed that the courses were well structured and rich in content. Beyond, it was not only helping new employees to understand the corporate culture, but also further reinforced the teamwork spirit.



 Case

2018 NCI senior management training

From 3rd to 6th July 2018, Education and Training Department of the Company held the 2018 Annual Senior Management Training according to the Company's instructions on senior management training and annual training plan. A total of 39 participants from 26 departments from the headquarter participated in the training.



The training covered a wide range of topics including policy and industry tendency, leadership thinking, analysis of core indicators of individual insurance business, insurance technology, etc. A course named "Analysis of the Core Indicators of Individual Insurance Business" was given to help participants to recognize that the Company's current assessment indicators for business, and further improved their basic management thinking capacities.



Promote Harmonious Society

We explore – the systemic social welfare and undertake to step forward with the nation and unite with people



Escort Targeted Poverty Alleviation

NCI has organized investigations on the old area, the minority area, the rural area and the poor-stricken area by strictly following the requirements of the central government on targeted poverty alleviation. Playing its role and brought positive impacts on supporting poverty areas by exerting the industrial advantages and multi-faceted guarantees.



Toughen A Civilized Community

Industrial advantages are showcased through the Public Welfare Foundation platform to provide support, care and concern to workers in a joint manner to create a civilized, clean and warm society.

Social welfare undertakings are the measures to promote well-being for the public and would have significantly benefited . Beyond, it plays an important role on guarding and improving people's livelihood, encouraging social harmony development and stability, inheriting ethos and leading the social customs. As a well-recognized insurance companies in China, NCI has significant impacts on insurance protection and social management engagement. It consciously activating social responsibilities fulfillment and social welfare conservation. Additionally, regularization and commonization of NCI's social welfare undertakings are important means to implement and achieve NCI's "13th Five-Year Plan". Therefore, NCI official initiated and founded the Public Welfare Foundation of New China Life Insurance Company Ltd. (the "Public Welfare Foundation") since September 2016.

The Public Welfare Foundation has committed to charitable undertakings since its establishment. It has widely engaged in charity program such as donation to help poor students, poverty alleviation, healthcare, environmental protection and sports development. By the end of December 2018, NCI had carried various public welfare programs based on the theme such as "Sanitation Worker", "Accurate Poverty Alleviation", "Good Samaritan" and had found the NCI Public Welfare Foundation Alliance.



Date of welfare > **2018** Year

- The NCI Public Welfare Foundation had brought various types of protective insurance to more than **30** thousand poverty stricken households around the nation. Total amount of donation has exceeded RMB **3** billion.

- The NCI Public Welfare has Foundation has founded **35** branches in the nation collectively, **558** voluntare service activities with a total service duration of **22,224.7** hours were conducted.

- From the Nationwide Sanitation Workers Care events held by NCI, it has covered **56** middle and large size cities in china. More than **515** thousand of sanitation workers has benefited with the total amount of insurance donation of RMB **51.5** billion. by the end of December 2018, **45** cases of their claims were proceed with accumulated paid of RMB **4.01** million.



Escort Targeted Poverty Alleviation

To deliberately fulfil and execute the guiding principles of “19th National Congress” and respond to the call of the poverty alleviation duty from Chinese Party Central Committee, NCI has organized researches on the needs of poverty alleviation targeting the old area, the minority area, the rural area and the poor-stricken area⁵ by strictly following the requirements of the central government on targeted poverty alleviation. The Company integrate targets in poverty alleviation work with poverty households’ files and cards have been created in an effective and precise way. Besides, extremely poor areas such as three districts and states are prioritized in regions selection. NCI has played an important role and brought positive impacts on supporting poverty areas by exerting the industrial advantages and construct multi-faceted guarantees.

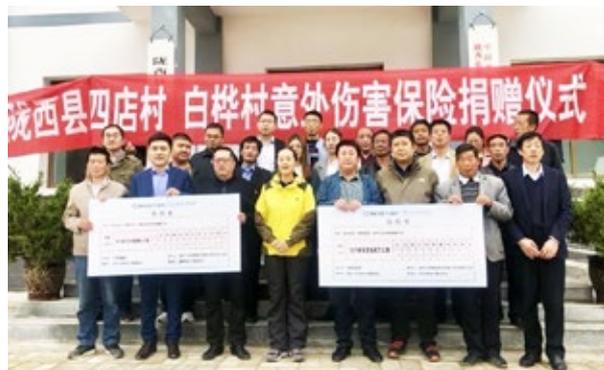
Gansu province is the main targeted area on poverty alleviation. The NCI Gansu branch has carried out precise poverty alleviation activities in complying with the Notice of the Gansu Provincial Government on Issuing Poverty Alleviation Plan and the Guiding Opinions on Supporting Targeted Poverty Alleviation of Gansu Insurance Industry issued by the Gansu Insurance Regulatory Bureau and the provincial poverty alleviation department. On September 26, 2018, the “Comprehensive Pathway Toward Moderately Prosperous Society, the Great welfare event for poverty alleviation of NCI” was held in Caizi Town, Longxi County, Gansu Province. It was a big event after the launch of the Public Welfare Foundation that representing the contribution of NCI on ensuring people’s livelihood.

Case

The donation ceremony of “Poverty Alleviation Program on Sidian Village and Baihua Village located in Caizi Town, Longxi County, Gansu Province”

On 26th September 2018, the donation ceremony of “Poverty Alleviation Program on Sidian Village and Baihua Village located in Caizi Town, Longxi County, Gansu Province” was held in Longxi County. At the ceremony, NCI donated RMB 227 million amount to 3,780 villagers in Sidian Village and Baihua Village through the welfare donation platform managed by the Public Welfare Foundation.

During the ceremony, comprehensive accident insurance plans are donated that included protection in accident, disability, burning, accidental medical treatment, hospital allowance. The insurance plans provided all-rounded protection, easy understanding and handy administration procedure. With improved service effectiveness and focused poverty alleviation group, create multi-faceted protective structure enable to establish positive impacts on risk protection for rural residents.



5.The old area, the minority area, the rural area and the poor-stricken area refer to the historical revolutionary areas, ethnic minority autonomous area, land border areas and underdeveloped areas.

11,073

people in Shangdu County, Wulachabu City, Inner Mongolia received donation from the NCI Public Welfare Foundation

Over RMB

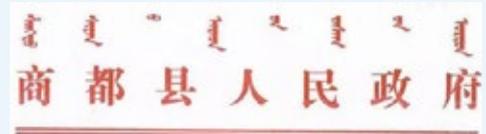
1.5 billion

were donated to provide converge to Shangdu County

After the initiation of the “Great Welfare Event for Poverty Alleviation of NCI” in Gansu Province. The event has steadily enlarged its contribution. On October 17, 2018, the poverty alleviation event was applied in Inner Mongolia Autonomous Region and Guangxi Zhuang Autonomous Region. In the donation event in Inner Mongolia, Wulanchabu City, there are total of 11,073 received donation from the NCI Public Welfare Foundation and over RMB 1.5 billion were donated to provide coverage to Shangdu County.

The picture is a thank you letter from the People’s Government of Shangdu County to the NCI Inner Mongolia branch

In the letter from the People’s government of Shangdou County, NCI is highly appreciated, “Thank you to the charitable contribute at all levels of NCI, which has significantly improved the poverty alleviation in Shangdu County”. This was not just donation, but also tool for risk transfer and provide medical treatment for the poor.



致新华保险内蒙古分公司的感谢信

新华保险内蒙古分公司:

自新华保险内蒙古分公司与商都县确立对口帮扶关系以来, 贵公司对我县的脱贫攻坚事业给予了极大的关心与支持,

Review of NCI’s targeted poverty alleviation activities in Guangxi Zhuang Autonomous Region

Targeted poverty alleviation in Guigang City

On May 25, 2018, the “Great welfare event for poverty alleviation of NCI” held its donation ceremony in Shigu Village, Datun Town, Gangbei District, Guigang. NCI donated personal accidental insurance with a total of RMB 16.83 million to 198 poverty villagers in Shigu Village through the Public Welfare Foundation.



On November 13, 2018, the “Great welfare event for poverty alleviation of NCI” donated personal accident insurance with a total of RMB 10.71 million 127 to poverty villagers in Bawei Yao Town, Nandan County, Hechi.



Targeted poverty alleviation in Hechi City

9,016

poverty households were benefited in Guangxi Province

1,823

poverty students have received personal accident insurance

Total donation amount has exceeded

1 billion RMB

In Guangxi Zhuang Autonomous Region, the “Great Welfare Event for Poverty Alleviation of NCI” had widely benefited 49 poverty towns in 9 districts including Rongshui County of Liuzhou, Yanshan District of Guilin, Xingbin District of Laibin, Fumian District of Yulin, Gangbei District of Guigang, Qinbei District of Qinzhou, Tianzhou Town of Baise, Nandan county of Hechi and Bama county of Hechi. Besides, 12 universities, primary or secondary schools located in 3 districts including Nanning, Yuzhou District of Yunlin and Qinbei District of Qinzhou are also benefited. In order to reduce poverty due to injuries from work or living difficulties, NCI has customized a subsidizing poverty insurance plan to prevent from happening. It has designed a small personal accident insurance protection plan for those poverty households (non-student) through partnership with Guangxi insurance industry. The insurance plan consists of death, disability, medical treatment. For the plan targeted for poverty students consist supplementary medical insurance, death, disability, hospital treatment and specific outpatient clinics. By now, there are 9,016 poverty households in Guangxi Zhuang Autonomous Region and 1,823 poverty students have received personal accident insurance. The total donation amount has exceeded RMB 1 billion.

Targeted poverty alleviation in Liuzhou City

On November 23, 2018, the “Great welfare event for poverty alleviation of NCI” donated personal accident insurance with a total of RMB 157 million to 1,847 poverty villagers in Gaolan Village, Rongshui Miao Autonomous County, Liuzhou.



On November 27, 2018, the “Great welfare event for poverty alleviation of NCI” held a donation ceremony at Xinbin District Government of Laibin, and donated personal accident insurance with a total of RMB 212.5 million to 2,500 poverty-stricken residents in Xinbin District.



Targeted poverty alleviation in Laibin City

On December 14, 2018, the “Great welfare event for poverty alleviation of NCI” donated personal accident insurance with a total of RMB 154 million to 1,813 poverty residents in Yanshan District of Guilin city to assist poverty alleviation in Guilin.

Targeted poverty alleviation in Guilin City



Evaluation of NCI's targeted poverty alleviation in Guangxi Zhuang Autonomous Region



“

NCI has carried out targeted poverty alleviation in Shigu village, which given hope to get rid of poverty.

——LI Qiqing, the first secretary of Guigang Shigu Village

”

“

Bawei is a minority township with about 30 thousand population, in which over half of the population are classified as poor. Bagua is therefore considered as main focus on poverty alleviation. NCI's poverty alleviation at the area has provide a great support to Bagua.

——MENG Yunlong, the party secretary of Bagua township

”



“

The Rongshui Miao Autonomous county is classified as a poverty county in Guangxi, where Gaolan billage is in serious underprivileged. NCI contribution has effectively promoted poverty alleviation of Rongshui and Gaolan. It has also provided personal protection and care about the villagers in Gaslan to create a new strategy in poverty alleviation strategy.

——MO Yanhua, the chief of the Poverty Alleviation Office of Rongshui Miao Autonomous County

”



“

NCi has proactively provide help to support poverty alleviation in Xinbin district. The spirit is continuously carry forward for achieving poverty alleviation.

——SU Minzhong, the District Committee and Deputy District Chairman of Xinbin, Laibin city

”

“

Poverty alleviation has achieved significant outcomes with the help from the society in these three years. It is thankful to the great contribution that NCI has made.

——QIN Shuangyou, the Chairman of the Poverty Alleviation Office of Yanshan District Guilin City

”



“

NCI has warmed us with the cares from society. We have had strong confidence on our future and would strive to create a better life through our own efforts.

——YANG Fuping, the Villiager Representative

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Voluntary services are the symbols of modern civilization. It is a wonderful action that transfers positive and warmth to the society. NCI actively organized various thematic volunteer activities and took care of poverty in addition to the industrial advantages in offering insurance protection.

 **Case**

Targeted poverty alleviation event initiated by NCI Dalian branch Public Welfare Foundation

On October 12, 2018, volunteers from the NCI Dalian branch of the Public Welfare Foundation travelled to Shuangshantun, Jiaogou Village, Pulandian Town, Dalian to carry out targeted poverty alleviations. Volunteers donated rice, flour, oil and some other daily necessities that worth RMB 1,000 to those poor families.

Volunteers noticed the harvested sweet potatoes were piled up from their home due to manpower shortage and sales channels. The volunteers immediately initiated an online event within the NCI Dalian branch. All sweet potatoes were sold within an hour.



 **Case**

NCI Hubei branch Public Welfare Foundation involved in the “Practically Helping Targeted Poverty Alleviation” event

In September 2018, the NCI Hubei branch of the Public Welfare Foundation involved in the poverty alleviation event held in Chedeng Village, Xiaoban County, Tianmen.

A total of RMB 36,000 was donated for lighting system along the newly-built road of Chedeng village. It is expected that the donation could bring brightness to Chedeng village.



Toughen a Civilized Community

A civilized community is not built in a day and needs to be maintained. Sanitation workers have remarkably contribution to improving urban environment and promoting sustainable development. However, workers are impacted by various environment issues such as outdoor exposure, poor working environment, personal security and disrespect. The “Cities are Beautiful Because of You—NCI’s Nationwide Charity Program for Sanitation Worker” (the “NCI’s Nationwide Charity Program for Sanitation Worker”) is the first large welfare program hosted by the Public Welfare Foundation since its establishment. The program is to showcase the industrial advantages through the Public Welfare Foundation platform to provide support, care and concern to sanitation workers and other workers in a joint manner to create a civilized, clean and warm society.



NCI has enacted various supports to sanitation workers. In the research and development on products, simplify contracting procedures, providence of comprehensive services, green channel initiation and advanced on-site claimant to showcase its caring and concern to sanitation worker. Additionally, it integrated multi-benefits brought by the Public Welfare Foundation through the innovative operational system “welfare + insurance + volunteering” and “three specific” characterization: (1)specified products, with no limitations on age, health issue, location constraint and locations; (2) specified insurance – up to RMB 100 thousands for accident and disability and (3) professional service - an emergency team has specifically established for sanitation worker with an opened green service channel. By the end of December 2018, the NCI’s Nationwide Charity Program for Sanitation Worker have benefited 515 thousand sanitation workers from 56 large or medium size cities by offering them personal accidental insurance. Accumulative insurance amount has exceeded RMB 51.5 billion. Besides, 45 accidental cases happened to sanitation workers have been claimed with the total payment of RMB 4.01 million for death and disability.

By the end of December 2018, the NCI’s Nationwide Charity Program for Sanitation Worker have benefited

515 thousand

sanitation worker from 56 large or medium size cities

Total Donation has exceeded

51.5 billion RMB

45 accidents cases happened to sanitation workers haven been claimed

Total payment of

4.01 million RMB

for death and disability



Case

Donation ceremony of the NCI's Nationwide Charity Program for Sanitation Worker held in Shanghai

On September 20, 2018, the donation ceremony of NCI's Nationwide Charity Program for Sanitation Worker was held in Shanghai. The Public Welfare Foundation has donated accidental insurance with a total amount of RMB 5.247 billion to 52,477 sanitation workers in Shanghai. This is the events with the largest number of beneficiaries, largest donation amount and widest coverage since the launch of Public Welfare Foundation.

WANG Chengran, the chairman of the Public Welfare Foundation said "Sanitation workers are the urban beauticians and street angel. Their work is tough and associated with high risk and hard life. NCI is expecting to raise the respect to the sanitation workers and promote positive energy."



In addition, branches of the NCI Public Welfare Foundation Alliance initiated welfare events to acknowledge sanitation workers hard working in 2018. The series events included provide cool drinks, breakfast meal to sanitation worker, photograph competition with the theme “The Most Beautiful Urban Angel in My Eyes” and “Keeping the Street Clean” etc.

 **Case**

To the most beautiful worker—— provide cooling pack to sanitation workers

In June 2018, the Jiangxi branch of the Public Welfare Foundation Alliance provided sanitation worker with cool drink in Jiangxi province. Volunteers from Nanchang, Jian, Shangrao, Xinyu, Ganzhou, Fuzhou had an enjoyable time at the event.

Volunteers delivered the “cooling pack” to the sanitation workers containing items such as heatstroke prevention medicine, green beans, crystal sugar and sun hats. Sanitation workers felt delightful and held the hands of the volunteers tightly when receiving the gifts. Although many of the sanitation workers might not good at expressing themselves, but it was clear that they were deeply motivated. Liu Yong, the head of the Jiangxi branch is hoping the sanitation worker would pay attention to heatstroke prevention and cooling while keeping the city clean.



 Case

To the most beautiful worker—— Children Calligraphy and Painting Competition

On September 16, 2018, the “NCI Cup”, the national children calligraphy and painting competition prize presentation ceremony and opening ceremony of the outstanding painting exhibition was held at Beijing National Swimming Center. Mr. Gong Xinfeng, the vice president of NCI, Xue Xuanlin, well-known painter and parents attended the event.

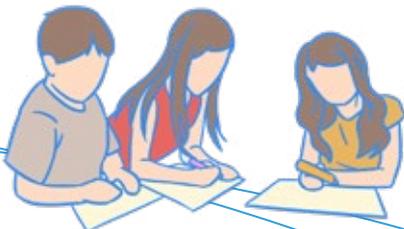
It was the first time combining “NCI’s Nationwide Charity Program for Sanitation Worker” with nationwide children calligraphy and painting competition “NCI Cup” . The sanitation workers hard work and glory are showcased through children uniqueness. This also cultivates children’s awareness on environmental protection and respect to sanitation workers.



In 2019, NCI will continue with its effort on poverty alleviation intensity through Public Welfare Foundation with improved approached to thoroughly implement guidance of the party and the national socialism and targeted poverty alleviation. With the review and rethinking in the poverty alleviation enable to strengthen regulator and local organization communication. Poverty alleviation is continued under the guidance of CBIRC.

For the existing charitable projects, NCI insists on continuous learning and optimizing its public welfare activities such as “NCI’s Nationwide Charity Program for Sanitation Worker”. Meanwhile, the Company continue its strategy on the volunteer team in 2019 so as to carry out voluntary activities and manage its daily and annual charitable projects. Charitable events will be strength with clear instruction and result tracking in order to create mechanism with local characteristics.

Looking forward, NCI will continuous fulfill the spirit of the “19th National Congress”, respond to the Central Committee on poverty alleviation and actively integrate into the national strategy on poverty alleviation, carry forward the NCI spirit of love, work together with institutions throughout NCI and further explore the development model of “insurance and welfare” by widely engaging in education sponsorship, assist the poor, healthcare donation and environment protection project. Poverty alleviation will be NCI annual focus. It is expected to be achieved through certain action to improve people’s livelihood and create positive impacts in the society.





Protect the Environment

We trust — the ecosystem is built on every choice made



Protect Clean Water and Green Mount

As a socially responsible enterprise, NCI closely follows global warming issue. It actively complies with requirements about ecological civilization to combat climate change and protect the atmosphere, advocate a green, low-carbon lifestyle and strive to reduce the environmental impacts caused by its daily operations.



Ecology Conservation

NCI has gradually digitalized the chain process of underwriting, preservation, documentation and customer service to reduce its consumption of paper even though the nature of commercial industry is low energy intensity and low pollution intensity.

Protect Clean Water and Green Mount

Since the climate conference held in Copenhagen in 2009, low carbon economy has been an increasing consideration of global economic development and public concern. China's target proposed at Copenhagen was to "reduce 40% to 50% of the national carbon emission of 2005 in 2020." As a socially responsible enterprise, NCI closely follows global warming issue. It actively complies with requirements about ecological civilization raised by Paris Agreement and the report of the 19th National Congress. The Company strictly abides by laws and regulations such as Environmental Protection Law of the People's Republic of China, Law of the People's Republic of China on Conserving Energy to combat climate change and protect the atmosphere. It advocates a green, low-carbon lifestyle and strive to reduce the environmental impacts caused by its daily operations.

For reducing greenhouse gas emission and impacts on natural resources, NCI prescribes greener traveling style. It has not just encouraging its employee to take public transportation and reduce unnecessary business trip, but also promoted and adopted planting. The Company sternly complies with the concept of "Lucid Waters and Lush Mountains are Invaluable Assets", striking to a green and healthy ecological environment results in a great treasure for livelihood.

Case

Voluntary planting held by the employees from the Headquarter

On March 23, 2018, more than 300 employees from the headquarter were organized to participate a planting activity held in the Huairou tree planting base. Participants grouped and planted tree cooperatively.

Employees of NCI had planted nearly 400 *Pinus tabulaeformis*, which has made a great contribution to the ecological progress of Beijing.



Case

NCI Jiyuan Central branch to carry out voluntary planting festival

In order to practice the concept of "sharing the same sky, retaining the same soil" and respond to the call of "everyone plants a tree", the NCI Jiyuan Central branch organized for its employees and clients to carry out voluntary tree planting in Shaoyuan Town.



Employees and clients were not interrupted by the rainy day and kept planting saplings into soil. Employees who had participated said that afforestation was essential to ecological and environmental improvement and they were determining to engage in more planting activities and to contribute to the ecological development of Jiyuan in the future.

Greenhouse Gas Emission (Scope 1 and Scope 2)⁶

| Source | 2017 | 2018 | Unit | Rate of change |
|--|----------|----------|-----------------------|----------------|
| Automobile (Scope 1) ⁷ | 73.04 | 60.25 | tonnes | -17.51% |
| Electricity (Scope 2) ⁸ | 1,327.42 | 1,377.80 | tonnes | +3.80% |
| Total GHG emission | 1,400.46 | 1,438.05 | tonnes | +2.68% |
| Emission intensity (Scope 1) ⁹ | 2.04 | 1.67 | tonnes/automobile | -17.91% |
| Emission intensity (Scope 2) ¹⁰ | 0.05 | 0.05 | tonnes/m ² | 0.00% |

Air Pollutant¹¹

| Types of Pollutant | 2017 | 2018 | Unit | Rate of change |
|--------------------|--------|--------|------|----------------|
| CO Emission | 198.97 | 155.30 | kg | -28.12% |
| NOx Emission | 14.44 | 11.22 | kg | -28.72% |
| SOx Emission | 0.47 | 0.39 | kg | -21.50% |
| PM2.5 Emission | 1.02 | 0.82 | kg | -24.68% |
| PM10 Emission | 1.04 | 0.84 | kg | -24.17% |

Hazard and non-hazard waste¹²

| Types of Waste | 2017 | 2018 | Unit | Rate of change |
|---------------------------|----------|----------|--------|----------------|
| Paper | 15.00 | 14.60 | tonnes | -2.67% |
| Waste electronic products | 2,704.00 | 2,679.00 | number | -0.92% |
| Discarded ink cartridges | 180.00 | 172.00 | kg | -4.44% |

6.Data is collected from the Headquarter. During the Reporting Period, scope 1 emission is mainly caused by fossil fuel combustion of automobiles while scope 2 emission is caused by electricity consumption. The Company has remained its emission reduction strategy as last year, therefore, emission did not show a significant change comparing to last year.

7.GHG emission generated by automobiles are calculated according to Guidelines for Accounting and Reporting of Greenhouse Gas Emissions from Land-based Transportation Enterprises (Provisional) and the Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions in Enterprises in Other Industries (Provisional) published by National Development and Reform Commission of the People's Republic of China.

8.Emission factor used for calculating scope 2 emission is provided by the 2011 and 2012 China's Regional Grid Average Carbon Dioxide Emission Factor published by National Development and Reform Commission of the People's Republic of China.

9.Intensity calculation for scope 1 emission uses the number of automobiles of the headquarter as the denominator. Number of automobiles of the Headquarter is 36, which is the same as in 2017.

10.Intensity calculation for scope 2 emission uses footprint of the headquarter as the denominator. Footprint of the Headquarter is 27,000 square meters, which is the same as in 2017.

11.Air pollutants are mainly generated by fossil fuel combustion of automobiles. Types of car, numbers of car, types of fuel remaining the same as in 2017. Besides, since the strategy of using automobiles is the same as last year, changes of pollutants generations are not significant. Calculations of air pollutants emission are conducted based on the Technical Guide for Air Pollutant Emission Inventory for Road Vehicles (Provisional) issued by the former Ministry of Environmental Protection of People's Republic of China

12.Due to the nature of business, footprint of the office and mode of operation have remained the same since 2017, changes of hazardous and non- hazardous waste generations are not significant.

NCI has paid consideration in energy conservation in offices. The Company is adhering to a green office philosophy, promoting employees to save energy. It is encouraged to not to have air conditioning temperature lower than 26 degrees Celsius. Lights and computers are required to be turned off when leaving. Besides, the Company asks its employees to save water.



In addition, the Company has formulated the Trial Administrative Measures of Real Estate Construction Projects of New China Life Company Ltd. and the Administrative Measures for the Renovation of Public Office of the branches of New China Life Company Ltd. to stipulate strategy to further improve the level of energy conservation in building and to avoid material waste. The policies regulate that the decoration and renovation projects for branches should incorporate the requirements of environmental protection. In the designing process, criteria such as advanced technology, safety and reliability, economic applicability, energy saving and environmental protection should be met. Beyond, mature advanced technology, advanced process, advanced materials, advanced equipment, reasonable configuration and diligent and thrifty are preferable.

Case

Green Building Investment of NCI—— the Hangzhou Xizi International

Hangzhou Xizi International, the building located in Hangzhou, Zhejiang Province in China, is a project invested by NCI. It awarded the gold medal of LEED (Leadership in Energy and Environmental Design) by U.S. Green Building Council.

From 2019 to 2021, to continuously open a green channel for environmentally-friendly buildings, domestic investment strategy of NCI on real estate will be allocated to: grade A and super grade A building, which may have better performance on building intelligence, environmental protection and energy conservation.



Resources Consumption of the Company in 2018

| Data | 2017 | 2018 | Unit | Rate of change |
|---|--------------|--------------|------------------|----------------|
| Electricity consumption | 1,501,094.00 | 1,558,073.00 | kWh | +3.80% |
| Electricity consumption intensity ¹³ | 55.60 | 57.71 | kWh/square meter | +3.80% |
| Water consumption ¹⁴ | 7,485.00 | 9,437.00 | tonnes | +26.00% |
| Water consumption intensity | 0.28 | 0.35 | tonnes/person | +26.00% |
| Motor gasoline consumption | 31,662.00 | 31,050.00 | liter | -1.93% |
| Motor gasoline consumption intensity | 879.50 | 862.5 | liter/automobile | -1.93% |

Ecology Conservation

Since the nature of commercial industry is low energy intensity and low pollution intensity, identical impacts on environment and natural resources caused by NCI relying on its consumption of paper. To reach the end of consumption reduction of paper, the Company has gradually digitalized the chain process of underwriting, preservation, documentation and customer service.

Case

The NCI Chenzhou Central branch initiated a garbage picking environmental charity

In order to promote green and environmental charity, the NCI Chenzhou Central branch initiated a themed garbage picking environmental charity “protect the environment, refuse to be bystanders” on November 23, 2018.

Employees from the NCI Chenzhou Central branch in have fully carried forward environmental protection regardless to dirt, hardship and tiredness. They carefully scanned and cleaned up garbage on ground and has attracted sight of views of the surroundings. Participants were expecting to engage more people in the environmental charity as to contribute themselves for building a beautiful world.



13. Denominator used for electricity and water consumption intensity is the footprint of the headquarter.

14. Water used by the Headquarter is sourced from municipal pipelines and have no difficulties in obtaining.

Index

1.The Stock Exchange of Hong Kong Limited “ESG Reporting Guide” Index

| Subject Areas, Aspects, General Disclosures and KPIs | | | |
|--|--|--|---------------------------|
| | Indicator Description | Pages/remarks | |
| A.Environment | | | |
| A1: Emission | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste | | |
| | A1.1 | The types of emissions and respective emissions data | “Protect the environment” |
| | A1.2 | Greenhouse gas emissions in total and, where appropriate, intensity | “Protect the environment” |
| | A1.3 | Total hazardous waste produced and, where appropriate, intensity | “Protect the environment” |
| | A1.4 | Total non-hazardous waste produced and, where appropriate, intensity | “Protect the environment” |
| | A1.5 | Description of measures to mitigate emissions and results achieved | “Protect the environment” |
| | A1.6 | Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved | “Protect the environment” |
| A2: Use of Resources | General Disclosure Policies on the efficient use of resources | | “Protect the environment” |
| | A2.1 | Direct and / or indirect energy consumption by type in total and intensity | “Protect the environment” |
| | A2.2 | Water consumption in total and intensity | “Protect the environment” |
| | A2.3 | Description of energy use efficiency initiatives and results achieved | “Protect the environment” |
| | A2.4 | Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved | “Protect the environment” |
| | A2.5 | Total packaging material used for finished products and, if applicable, with reference to per unit produced | Not applicable |
| A3: Environmental and Natural Resources | General Disclosure Policies on minimizing the issuer’s significant impact on the environment and natural resources | | “Protect the environment” |
| | A3.1 | Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them | “Protect the environment” |

Subject Areas, Aspects, General Disclosures and KPIs

| | Indicator | Indicator Description | | |
|---|---|-----------------------|---|----------------------------------|
| B.Social | | | Pages/remarks | |
| Employment and Labour Practices | | | | |
| B1: Employment | General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare | B1.1 | Total workforce by gender, employment type, age group and geographical region | "Engage and retain employee" |
| | | B1.2 | Employee turnover rate by gender, age group and geographical region | |
| B2: Health and Safety | General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards | B2.1 | Number and rate of work-related fatalities | "Engage and retain employee" |
| | | B2.2 | Lost days due to work injury | |
| | | B2.3 | Description of occupational health and safety measures adopted, how they are implemented and monitored | |
| B3: Development and Training | General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities | B3.1 | The percentage of employees trained by gender and employee category (e.g. senior management, middle management) | "Honest and integrity operation" |
| | | B3.2 | The average training hours completed per employee by gender and employee category | |
| B4: Labour Standards | General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour | B4.1 | Description of measures to review employment practices to avoid child and forced labour | "Engage and retain employee" |
| | | B4.2 | Description of steps taken to eliminate such practices when discovered | |

| Subject Areas, Aspects, General Disclosures and KPIs | | | | |
|--|---|-----------------------|---|----------------------------------|
| | Indicator | Indicator Description | | Pages/remarks |
| B.Social | | | | |
| Operation Practices | | | | |
| B5: Supply Chain Management | General Disclosure Policies on managing environmental and social risks of the supply chain | B5.1 | Number of Suppliers by geographical region | "Honest and integrity operation" |
| | | B5.2 | Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored | |
| B6: Product Responsibility | General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. | B6.1 | Percentage of total products sold or shipped subject to recalls for safety and health reasons | "Collaborate with trust" |
| | | B6.2 | Number of products and service related complaints received and how they are dealt with | |
| | | B6.3 | Description of practices relating to observing and protecting intellectual property rights | |
| | | B6.4 | Description of quality assurance process and recall procedures | |
| | | B6.5 | Description of consumer data protection and privacy policies, how they are implemented and monitored | |
| B7: Anti-corruption | General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering | B7.1 | Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases | "Honest and integrity operation" |
| | | B7.2 | Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored | |
| Community | | | | Pages/remarks |
| B8: Community Investment | General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests | B8.1 | Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport) | "Promote harmonious society" |
| | | B8.2 | Resources contributed (e.g. money or time) to the focus area | "Promote harmonious society" |

2. China Securities Regulatory Commission - Standards for the Contents and Formats of Information Disclosure by Companies Offering Securities to the Public No.2 – Contents and Formats of Annual Reports (2017 Revision)

| Requirements | Reference pages |
|--|------------------------------|
| No.43 - Encourage companies to develop all kinds of precise poverty alleviation considering its own production and operation, strategic development plan, talents and resources advantage, and actively disclose the specific performance on implementation of social responsibilities in poverty alleviation during the reporting period. | |
| 1. Poverty alleviation plan: includes its fundamental strategy, the overall objectives, main tasks, and guarantee measures of poverty alleviation. | “Promote harmonious society” |
| 2. Annual summary of poverty alleviation: includes the overall accomplishment and achievements of poverty alleviation during the reporting period. If the poverty alleviation plan is not accomplished, the reasons and follow-up improvement measures shall be provided. | “Promote harmonious society” |
| 3. Results of poverty alleviation: respectively disclose the results of industrial development, employment transfer, education poverty alleviation, health poverty alleviation, ecological protection poverty alleviation, miscellaneous guarantee social poverty alleviation and etc. during the reporting period. | “Promote harmonious society” |
| 4. Follow-up poverty alleviation plan: According to its long-term business strategy and poverty alleviation plan, disclose the poverty alleviation plan for next year, and the main measures which could guarantee the achievement of the plan. | “Promote harmonious society” |
| No.44 - Companies which are out of key units discharging pollutants may disclose its environmental information with reference to following requirements. Otherwise, the reasons should be fully explained. | |
| 1. Discharging information: includes but not limited to the names, the discharging method, the number and distribution of discharging ports, the concentration and total amount of pollutants, excess emissions, emission standards and approved total emissions of the main pollutants and the particular pollutants. | Not applicable |
| 2. The construction and operating conditions of pollution control facilities | Not applicable |
| 3. Environmental impact assessment and other administrative licenses of environmental protection of construction projects | Not applicable |
| 4. Environmental emergency plan | Not applicable |
| 5. Environmental self-monitoring program | Not applicable |
| 6. Other environmental information which shall be disclosed | “Protect the environment” |

3. Shanghai Stock Exchange – Guidelines on Preparation of Report on Company’s Fulfillment of Social Responsibilities

| Requirements | Reference pages |
|---|----------------------------------|
| Promotion of social sustainability development | |
| To protect employees' health and safety | “Engage and retain employee” |
| To protect and support the community | “Promote harmonious society” |
| To check the quality of products | “Collaborate with trust” |
| Promotion of environmental and ecological sustainability development | |
| How to prevent and reduce pollution | “Protect the environment” |
| How to protect water resources and energy | “Protect the environment” |
| How to ensure that the area is suitable for living | Not applicable |
| How to protect and improve biodiversity in the area | Not applicable |
| Promotion of economic sustainability development | |
| How to create values for customers through its products and services | “Collaborate with trust” |
| How to bring higher economic returns for its shareholders | “Honest and integrity operation” |
| How to create better job opportunities and future development for employees | “Engage and retain employee” |

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NCI Service Account



Investor Website

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