

### Industry exchange and cooperation 3.3.2

As a leading FinTech company, OneConnect is committed to driving innovation and development in the FinTech sector through active participation in industry exchange and cooperation. By engaging in deep dialogs and cooperation with industry experts, customers, and regulatory bodies, the company works alongside ecosystem partners to explore future trends in FinTech, promoting the healthy, prosperous, and sustainable development of the industry.

#### Case | Central American Financial High-Level Visit, Discussing New Opportunities in Digital Transformation

In June 2024, a high-level financial delegation from Central America, consisting of CEOs and Chief Experience Officers ("CXOs") from the Top 20 banks in the region, was invited by the Central American Stock Exchange, the National Stock Exchange, and Huawei. The delegation visited Ping An Group for an in-depth exchange, where they were received by Matthew Chen, CEO of OneConnect's overseas subsidiary, along with other executives. During the visit, the delegation gained insights into Ping An Group and OneConnect's successful experience in FinTech and explored potential cooperation opportunities in digital transformation. During the exchange, the high-level financial representatives from Central America highly praised Ping An Group and OneConnect's achievements and innovations in the FinTech field. They expressed the hope of further strengthening cooperation in FinTech and jointly exploring new opportunities in digital transformation through this visit.



#### Case | Dexia Group Delegation Visits Ping An for Knowledge Exchange

In September 2024, an executive delegation from Dexia Group, comprising board directors, management committee members, executive directors overseeing wealth, corporate, and public sectors, as well as independent directors from banking and insurance, visited Ping An Group and OneConnect in Hong Kong for in-depth discussions.

Discussions focused on topics including Ping An's expertise in integrated finance and healthcare, the digital transformation of financial institutions, and emerging trends in FinTech and collaboration opportunities. Dexia Group delegation expressed great interest in the development of Ping An Insurance, the digitalization of Ping An Bank, and the innovation and application of technologies such as AI and big data by OneConnect. They expressed their hopes of leveraging OneConnect's advanced technologies and expertise to jointly promote innovation and development in digital financial services.



#### Case | OneConnect at the 18th Shenzhen International Finance Expo ("FinExpo")

In November 2024, the 18th Shenzhen FinExpo was grandly opened at the Shenzhen Convention and Exhibition Center. As the sole window for Ping An's technological capabilities to be presented externally, OneConnect showcased its 4 cutting-edge products: "Retail + Credit + Property Insurance + Life Insurance" at the event, demonstrating the company's profound accumulation in the FinTech sector. Through the expo, OneConnect not only showcased its technological advantages in the digital finance field but also further strengthened its interaction and cooperation with industry partners. The event hosted multiple industry Financial seminars and industry-finance matchmaking activities, bringing together experts from finance, technology, industry, and academia. OneConnect participated in discussions on important topics with attending experts, such as the integration of FinTech in the Greater Bay Area, cross-border financial innovation, and the convergence of industry and finance, further strengthening industry exchange and collaboration.



## Shared development 3.4

OneConnect actively responds to national strategies by driving social development through innovative financial service models. The company actively supports the national BRI and the rural revitalization strategy. At the same time, the company remains committed to fulfilling its social responsibilities, continuously engaging in public welfare activities and volunteer services, and contributing to the harmonious development of society.

### Participation in the BRI building 3.4.1

OneConnect actively responds to the BRI, with overseas operations now spanning 20 countries and regions including Singapore, Thailand, Malaysia, the UAE, and the Philippines, covering up to 197 overseas financial institutions. Projects leveraging leading global technologies such as AI, blockchain, and cloud computing have been successively implemented in BRI partner countries.

#### Case | OneConnect Deepens Its Layout in Southeast Asia, with Singaporean Officials Witnessing Cooperation Upgrade

As a global FinTech company, OneConnect has been dedicated to helping banks in Southeast Asia achieve digital transformation and has been favored by financial institutions in the region. Since 2018, OneConnect has begun to establish a presence in the Southeast Asian market, setting up branches in Singapore, Malaysia, the Philippines, Indonesia, and Vietnam, assisting in the comprehensive digital upgrade of local financial services.

In August 2024, Singapore's Minister of Health, Mr. Ong Ye Kung, led a delegation to visit OneConnect. The two parties had in-depth discussions on how to use FinTech to promote the digital upgrade of Singapore's financial services, laying a solid foundation for further cooperation in areas such as FinTech and healthcare. This marked a new stage in OneConnect's development in the Southeast Asian market.

The potential for FinTech development in the Southeast Asian market is enormous. Moving forward, OneConnect will continue to leverage its "Unite the Core, Empower the Wings" strategy, deepen exchange and cooperation with the governments and financial institutions of Southeast Asian countries, and promote the implementation of more innovative solutions by combining core technological platforms with localized operations, contributing to the comprehensive upgrade of financial services in the region.



## Case | CIMB Bank ("CIMB") Visits OneConnect -- Discussing Cutting-Edge FinTech and Exploring the Future of Digital Finance

CIMB, established in 1974 and headquartered in Kuala Lumpur, Malaysia, is one of the largest investment banks in Asia and one of the largest retail banks in ASEAN. CIMB Philippines began cooperation with OneConnect in 2019, with both parties focusing on enhancing customer experience through technology and products, and jointly promoting the digital transformation of finance, empowering finance with technology to serve the real economy.

In May 2024, Datuk Nasir, Chairman of CIMB, visited the Ping An Finance Center with his delegation to engage in discussions. The discussions focused on digital transformation in financial institutions, cutting-edge trends in FinTech, and cooperation opportunities. The CIMB delegation expressed high appreciation for OneConnect's innovations and applications in areas such as AI and big data, looking forward to leveraging OneConnect's advanced technologies and experience to jointly drive the innovation and development of digital financial services. In October 2024, Effendy Shahul Hamid, CEO of CIMB, led an executive team to visit OneConnect for a two-day discussion on FinTech innovation, business digital transformation, and the development of an automotive finance ecosystem. This meeting not only showcased the enormous potential for cooperation between the two sides but also laid the foundation for future collaborative development in the automotive finance sector.



## Case | Product Upgrades Empower the Global Life Insurance Market: Thai Office of Insurance Commission ("OIC") Visits OneConnect to Discuss the Future of Insurance Technology in Southeast Asia

In June 2024, a delegation from the OIC of Thailand visited OneConnect to gain a comprehensive understanding of Ping An Technology's experience in digital transformation in insurance technology, as well as the overseas expansion case of the life insurance tech product "All-Powerful Agent". The two parties engaged in in-depth discussions on the future development trends of insurance technology, particularly the application prospects of AI in the life insurance sector, and opportunities for future cooperation. The Thai OIC delegation expressed that, through this visit and exchange, they gained a comprehensive and in-depth understanding of Ping An Technology's digital transformation and innovative applications in the insurance sector. They also expressed their willingness to further promote in-depth cooperation in the future, jointly exploring the application potential of Ping An Group's digital transformation experience in the Thai insurance market, and driving more cooperation projects to be implemented.



## Case | South African Old Mutual PLC ("OM") Executives Visit OneConnect to Explore a New Chapter in the Digital Transformation of Life Insurance

Founded in 1845 in South Africa, OM has developed into the most influential financial services group in the country, owning South Africa's largest financial services company. OneConnect began cooperation with OM in 2022, providing the "All-Powerful Agent" solution to OM. The "All-Powerful Agent" is the first digital life insurance product for global life insurance agents, utilizing cutting-edge technologies such as big data, AI, and intelligent tools, combined with Ping An's extensive experience in life insurance, covering various aspects such as agent recruitment, business expansion, performance, and customer management. It is a full-process solution that supports overseas insurance companies in achieving agent digital channel transformation. The successful implementation of "All-Powerful Agent" at OM has improved agent service efficiency, promoted potential customer conversion, and injected strong momentum into OM's digital transformation.

In June 2024, an executive delegation from OM, led by CTO Dhesen Ramsamy and Chief Enterprise Architect Dawid Lok, visited Ping An Group and OneConnect for a five-day field visit and exchange. During the exchange, OM fully acknowledged the project delivery results from OneConnect. As cooperation with OM moves into a deeper phase, OneConnect will continue to provide more excellent solutions tailored to the South African market. Upholding the philosophy of win-win cooperation, both parties aim to create a benchmark for the digital transformation of life insurance companies. This visit has further deepened the strategic cooperation between the two parties in the digital transformation of life insurance and laid a solid foundation for future all-around cooperation between OM, Ping An Group, and OneConnect.



## Supporting the national rural revitalization strategy 3.4.2

OneConnect actively responds to and supports the national rural revitalization strategy by enhancing technology literacy among rural youth through educational assistance. To support rural education, OneConnect launched the "Love and Technology Growing Together" public welfare program in 2021. By conducting public welfare activities every year, the company is committed to injecting technological DNA into schools in rural areas with the power of technology, and helping young people grow up healthily.

### Case | "Love and Technology Growing Together" Public Welfare Program

On May 18, 2024, OneConnect participated for the eighth consecutive year in the "E.G.G. Walkathon" 50 km charity event, organized by the Shanghai United Foundation. Nearly one hundred employees enthusiastically participated, achieving five-city linkage, and raising a total of RMB 30,000 in donations. The funds raised were used to support educational and poverty alleviation programs in rural areas, helping children and adolescents grow up healthily.

Since launching the "Love and Technology Growing Together" public welfare program in 2021, OneConnect has conducted themed activities every year. In 2021, OneConnect donated a series of technological devices and teaching materials, such as Gamma glasses, AI micro-expression recognition, and AI painting, to Ping An Hope Primary School in Duiqiqian Town, Suichuan County, Ji'an City, Jiangxi Province. The company also held a "Technology in My Eyes" charity art exhibition, with the funds raised used to purchase a batch of Little Scientist experimental kits, which were then gifted to the students of Hope Primary School. In 2022, OneConnect purchased sets of technology books and customized reading notebooks, which were sent to five Ping An Hope Primary Schools. In 2023, the company organized a charity walkathon to raise RMB 30,000, which was used to support and nurture rural children through public welfare projects.



## Contributing to the improvement of national social welfare 3.4.3

OneConnect supports the national public infrastructure development by leveraging innovative FinTech to optimize the efficiency of social public services, improve the quality of public services, and use technology to empower the improvement of national social welfare, together striving for a more prosperous and inclusive future.

### Case | Public Service Platform Development in Daxing District, Beijing

The public service platform is a universal infrastructure for smart cities that provides government services and public service resources for mobile internet applications and self-service terminals. By aggregating government services and public services across the district, the platform standardizes and packages these services into uniform resources for orderly distribution, providing unified and open service resources to all units in the district.

In February 2024, the second phase of the public service platform built by OneConnect in Daxing District, Beijing, was completed and entered trial operation. This milestone laid a solid foundation for realizing the goal of "more data sharing, less legwork for citizens", marking a significant step in the integration of government services, public services, and government applications in Daxing District. Currently, the platform provides 1,935 district-level government services and 14 public services, including Health Daxing, Employment Daxing, Second-hand Housing, and Weather Services, via the "Beijing Daxing" app, offering citizens a more convenient and efficient service experience on mobile devices. The platform has also created a "message box" scenario application, standardized the channels for sending government messages in Daxing District, and met the needs of all units within the district for instant or scheduled distribution of rich media messages via the "Jin Ban". At the same time, the platform effectively monitors the sending of government SMS messages across the district, making government message distribution more convenient and efficient, and enabling close collaboration and efficient operation between the district-level and city-level platforms to fully leverage the platform's role.



### Key Management Platform, Time Management Platform, and CA Certification

#### Case | Service Project for a Large Public Class A Tertiary Hospital in Shenzhen

In November 2024, OneConnect's subsidiary, Shenzhen Digital Certificate Authority Center Co., Ltd. (referred to as "Shenzhen CA"), successfully won the bid for a key management platform, time management platform, and CA certification service project for a large public Class A Tertiary hospital in Shenzhen. This cooperation will focus on data security, identity authentication, and information management, building an efficient and compliant management system to provide solid support for the hospital's information technology development.

In this cooperation, Shenzhen CA will build a unified key management platform, time management platform, and CA certification service system for the hospital, providing key lifecycle management, trusted time services, compliant electronic signatures, and secure identity authentication capabilities for all medical business systems across the hospital. The system will also ensure the security of data storage and transmission for all systems, improving the overall security, compliance, and operational efficiency of these systems. This will meet the requirements of policies and industry standards, such as the *Cybersecurity Management Measures for Medical and Health Institutions* and the *Electronic Medical Record System Application Level Evaluation Standards*, and ensure effective identity verification of medical and technical staff within the hospital system, the signing/sealing of various medical electronic documents, and the protection of the confidentiality and integrity of critical healthcare data, thus helping the hospital achieve efficient and standardized data management. Furthermore, this system will further enhance the user experience for medical staff, injecting new vitality into the hospital's information technology development.

In the future, Shenzhen CA will continue to focus on information security and identity authentication technology innovation in the healthcare industry, providing professional and trusted products and services to medical institutions, and supporting the advancement of healthcare informatization in China to higher levels.



## Promoting regional coordinated development 3.4.4

As a pioneer in FinTech, OneConnect actively participates in the coordinated development of the Guangdong-Hong Kong-Macao Greater Bay Area. The company leverages its technological advantages in AI, blockchain, and big data to drive the digital transformation of financial institutions in the region. OneConnect has established offices in both Shenzhen and Hong Kong, promoting the construction of a "trade + finance" ecosystem between Hong Kong and other cities in the Greater Bay Area. This has enhanced the efficiency of resource allocation across the financial industrial chain and improved its ability to serve the real economy, driving the high-quality development of the regional economy.

### Case | OneConnect at the Guangdong-Hong Kong-Macao Greater Bay Area Intellectual Property Creation and Utilization Conference

In March 2024, the Guangdong-Hong Kong-Macao Greater Bay Area Intellectual Property Creation and Utilization Conference was held in Guangzhou. The conference, themed "Intellectual Property Creation and Utilization Empowering the High-Quality Development of the Greater Bay Area", comprehensively showcased the intellectual property creation and utilization results across the three regions. As a featured company at the "Intellectual Property Promoting Industrial Collaborative Innovation and Sustainable Development" exhibition area, OneConnect showcased its Gamma Platform.

Gamma Platform covers smart voice, intelligent vision, and open data platform products, and is a key focus of OneConnect's AI endeavors. In particular, Gamma Smart Voice is built on Ping An Group's 30-plus years of financial business accumulation and experience in call center intelligent upgrades, combined with cutting-edge explorations in AIGC. The platform innovatively combines "products" with "business", focusing on three major solutions: Intelligent customer service, intelligent risk control, and intelligent marketing, enabling the intelligent upgrade of remote banking and empowering the development of new quality productive forces in the financial industry.

In terms of "products", Gamma Smart Voice uses AI technologies such as ASR, TTS, NLP, and large models to create a robot platform that supports "ITAI" adaptation. The platform consists of both application and middle-office layers—the application layer includes text robots, voice robots, video robots, intelligent assistants, intelligent quality inspection, and intelligent knowledge bases; the middle-office layer includes the AI management middle office, AI dashboard middle office, and AI optimization middle office. The platform has completed mutual certification with major vendors such as Kylin, NeoKylin, Huawei Kunpeng, TongTech, King Base, ZDVC, Dameng, and Hygon.

In terms of "business", Gamma Smart Voice has accumulated 300+ real-world validated voice robot processes, 3,000+ text FAQ libraries, 200+ quality inspection models, 60+ intelligent aux-

iliary templates, and 5,000+ intent libraries, helping enterprises quickly achieve the expected results in AI scenarios.

For example, in the AI + consumer credit scenario of "intelligent risk control", OneConnect's Gamma Smart Voice successfully combines video robot technology with loan business procedures. This innovative application of AI replaces manual operations in steps such as face-to-face reviews, document signing, and rights confirmation. The manual face-to-face interview rate decreased by 49%, per capita approval output increased by 32%, and video face-to-face interview costs were reduced by 90%. Each robot can process thousands of rights confirmation requests per day, helping financial institutions reduce costs, improve efficiency, and enhance customer service experience.



### Case | OneConnect Invited to Attend the Hong Kong Special Administrative Region ("SAR") Government's Technology Forum

In August 2024, the Digital Policy Office of the Hong Kong SAR Government ("Digital Office") held the 19th Technology Forum at the Hong Kong Science Park. The theme of the forum was "Empower Public Service Development Through National Self-developed Diversified Technologies". The event attracted more than 40 government departments from the SAR and 12 Chinese mainland innovation companies, including Huawei, Tencent, Alibaba, and OneConnect. OneConnect's Senior IT Project Architect, Mr. Su Jinming, was invited to attend and deliver a speech. Mr. Su shared his experience on high availability under the context of ITAI in public services, focusing on the development of robust ITAI solutions to support the reliability requirements of critical public service systems. His presentation covered topics such as information security and data platform building. OneConnect's ITAI solutions support the transformation of diversified platform services, offering an integrated service model that includes "consultation + implementation + evaluation", continuously improving the high availability of public services and achieving high-quality development to meet the long-term business development needs of financial institutions.

As one of the first FinTech companies to expand into the ITAI sector, OneConnect has invested years in R&D and development. The company has obtained 178 compatibility certifications for its software. Through its "technology + business" dual empowerment model, OneConnect provides financial institutions with holistic solutions, including "full-vehicle output + autonomous driving", and has initially developed a model that transitions from services to ecosystem development. The company's three major product segments—digital banking, digital insurance, and Gamma Platform—are fully adaptable to ITAI requirements. At this forum, OneConnect's Hong Kong branch set up a dedicated booth to showcase its products and solutions to the attendees.



### Case | OneConnect at the 2024 East Asian Insurance Congress ("EAIC") Hong Kong Conference, Deeply Engaged in Guangdong-Hong Kong-Macao Greater Bay Area Insurance Innovation Discussions

In October 2024, OneConnect was invited to participate in the 2024 EAIC held in Hong Kong and share its practices and innovative cases in insurance technology. Since its founding in 1962, EAIC has become one of the largest insurance industry events in the Asia-Pacific region, attracting numerous leaders from the global insurance and financial sectors. The event aims to explore the profound impact of digital transformation and innovation on the development of the industry. At the event, OneConnect participated in a panel discussion on "The Greater Bay Area: A dynamic ecosystem fostering for growth & innovation for the insurance industry", alongside corporate guests from Deloitte, Chubb, Alibaba, and others, exploring the vast opportunities the Greater Bay Area presents for the insurance industry and FinTech. During the discussion, OneConnect emphasized that the Guangdong-Hong Kong-Macao Greater Bay Area is the core region for insurance innovation and reaffirmed its commitment to empowering the long-term growth and innovation of the insurance industry in the Greater Bay Area through technology.



### Conducting public welfare volunteer activities 3.4.3

Volunteer public welfare services have always been an integral part of OneConnect's corporate culture. In terms of engaging in public welfare and fulfilling social responsibilities, OneConnect has consistently taken action without pause, contributing to the construction of a better society.

#### Key Performance



Employee participation  
in volunteer activities

120



Employee volunteer  
service hours

332

#### Case | Ping An Guardians Action – Orange Heart for First Aid Awareness Campaign

In April 2024, OneConnect actively participated in the "Ping An Guardians Action – Orange Heart for First Aid Awareness Campaign", organized by the Ping An Volunteer Association. The event aimed to provide professional training to employees, teaching them basic first aid skills so they could take swift and correct action in emergency situations. The campaign sought to enhance employees' safety awareness and their ability to self-rescue and assist others. After the event, the participants found the experience invaluable, emphasizing the importance of such activities in improving the overall safety awareness and emergency response capabilities within the company.



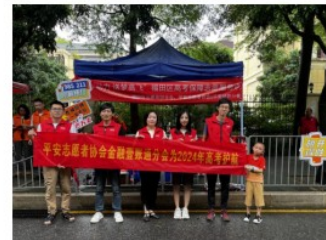
#### Case | Ping An Voluntary Blood Donation Campaign

In July 2024, OneConnect actively responded to the call of the Ping An Volunteer Association, encouraging all employees to sign up for the 2024 Ping An Voluntary Blood Donation Campaign. During this event, OneConnect employees enthusiastically participated in the blood donation and also actively promoted the importance of voluntary blood donations, encouraging more colleagues to join the campaign.



#### Case | Volunteering Service for National College Entrance Exam

In June 2024, to fully support and ensure the smooth conduct of the National College Entrance Examination for students, OneConnect actively responded to the Exam Support Volunteer Service initiative organized by the Ping An Volunteer Association. The company formed a volunteer team composed of dedicated employees, committed to providing services such as traffic guidance around exam venues, order maintenance, and emergency assistance. This effort aimed to ensure candidates could focus on their exams in a quiet, orderly, and supportive environment.



# 04

## Environmental - Low-Carbon Future



## ► Addressing climate change 4.1

Climate change is a global challenge. It not only directly affects the company's operations through extreme weather events that can be immediately perceived, but also significantly impacts the company's future business development indirectly through increasingly stringent policies and regulations, shifts in market preferences, and technological innovations. The company is attentive to the impacts of climate change, actively identifying and evaluating climate-related risks and opportunities, mitigating and adapting to the impacts of climate change, and supporting the achievement of the Group's and national "Dual Carbon" goals.

### Climate governance 4.1.1

To better address the challenges posed by climate change, the company attaches great importance to the establishment of a climate governance system. The company has developed a clear, efficient, and reasonably structured ESG governance framework, within which the management of climate change issues is further strengthened.

The Board of Directors is responsible for the overall supervision of climate change matters, including setting goals, formulating policies, and monitoring progress. The Board integrates climate change considerations into major strategic decisions, transactions, and risk management procedures. The ESG Oversight Committee, established by the company's management team, is responsible for coordinating the company's efforts in addressing climate change matters. This includes comprehensively identifying and assessing the risks and opportunities associated with climate change, managing its impacts, guiding and overseeing various functional departments and business lines to implement related tasks, and regularly reviewing the progress of these efforts. The ESG Oversight Committee conducts an annual identification of climate-related risks and opportunities, reporting to the Board. Each functional department and business line implements climate change-related initiatives based on the company's annual plan and promptly reports relevant management performance to the management.

To better facilitate the Board and the management team in fulfilling their supervisory and coordination responsibilities related to climate change response, the company invited third-party external expert consultants in November 2024 to provide training and lectures on the impacts of climate change and the new disclosure requirements related to climate information from the HKEX.



## Climate strategy 4.1.2

The company plans to identify and assess climate change-related risks and opportunities across short-term (1-3 years), medium-term (3-5 years), and long-term (over 5 years) time horizons in line with its business characteristics. Based on the results of the assessment, the company will develop corresponding response strategies.

Risk Type		Risk Description	Potential Financial Impacts	Impact Timeframe	Response Measures
Physical Risk	Acute Physical Risks	Extreme weather events (such as typhoons, heavy rainfall, wildfires, and floods) will impact the company's physical assets, causing damage to equipment and machinery, threatening the safety of employees, and affecting business continuity.	Operating revenue ↓ operating costs ↑	Short-term	Develop the <i>Response Regulations for Major Emergencies (2024 Version)</i> , recognizing natural disasters that cause business closures, significant property damage, and severe harm to employee health as major emergencies; closely monitor the meteorological bureau's extreme weather forecasts and provide timely internal early warnings and notifications; establish an emergency response plan for extreme weather, adjust the form of office operations flexibly, and ensure employee safety and the protection of company assets.
	Chronic Physical Risks	Rising sea levels and increasing temperatures will lead to changes in the company's office locations, increased energy consumption, and accelerated equipment aging.	Operating revenue ↓ operating costs ↑	Medium-term long-term	Plan ahead for changes to the company's business locations; upgrade and replace high-energy-consuming equipment with more energy-efficient, environmentally friendly, easy-to-maintain, and longer-lasting devices.
Transition Risk	Policy and Legal Risks	The "Dual Carbon" policy requires the company to transition toward a green, low-carbon model.	Operating revenue ↓ compliance costs ↑	Medium-term long-term	Strengthen the company's green operations, proactively take energy-saving and carbon-reduction measures, encourage employees to adopt green commuting, and reduce the company's GHG emissions.
	Technological Risks	Increased investment in green and low-carbon transformation technologies.	Operating revenue ↓ r&d investment ↑	Medium-term long-term	Accelerate the application of green, low-carbon transformation technologies to real-world scenarios and improve R&D investment returns.
	Market Risks	Customers prefer green and low-carbon products and services. Failure to meet customer demands will result in customer loss.	Operating revenue ↓	Medium-term	Capture customer demands for green and low-carbon solutions in a timely manner, leveraging digital transformations services to help customers improve operational efficiency, reduce energy consumption, and lower greenhouse gas emissions.
	Reputation Risks	Insufficient efforts by the company in addressing climate change will lead to negative public opinion.	Operating revenue ↓ operating costs ↑	Medium-term	Continuously monitor the environmental and social impacts of operations, actively promote energy conservation and emission reduction efforts, and build a positive corporate image.
Opportunity Type		Opportunity Description	Potential Financial Impacts	Impact Timeframe	Response Measures
Improving Operational Efficiency		Guided by green and low-carbon principles, the company will adopt more efficient business models to achieve lean management of resources.	Net profit ↑ operating costs ↓	Short-term medium-term	Establish workplace operational management standards, promote low-carbon, green office practices and paperless work environments, and encourage employees to develop good office habits to achieve workplace energy-saving and emission reduction goals.
Development of New Products and Services		The "Green + Digital Transformations" will assist financial institutions in energy conservation and carbon reduction, creating new sources of revenue.	Operating revenue ↑	Short-term medium-term	Integrate energy management, carbon emission management, lean management, and other functional modules into digital services to assist customers in energy conservation and carbon reduction.
Digitalization of Products and Services		In the broader green and low-carbon transformation context, an increasing number of business customers and consumers will opt for digitalized products and services, which will help increase the market share of the company's core business.	Operating revenue ↑	Medium-term long-term	Leverage the company's digital transformations and technological innovation advantages to help financial institutions and real-economy enterprises digitalize their products and services.

Climate risk management 4.1.3

The company has established a comprehensive risk management system that covers all aspects, with clear responsibilities, well-defined boundaries, and standardized management procedures. The *Comprehensive Risk Management Framework* has been formulated, and a clear, effective, and mutually balanced three-line defense structure has been put in place for risk management, composed of business departments, risk management functional departments, and internal audit and supervision departments, ensuring that responsibilities are fully implemented.

In line with the requirements of the International Sustainability Standards Board ("ISSB"), the company has incorporated climate change-related risks into its ESG risk management framework, establishing comprehensive climate risk management procedures. These include climate risk identification, assessment, control, and reporting. In the future, the company will conduct climate scenario analysis, and assess, analyze, and prioritize risks associated with specific scenarios.

Climate-related metrics and targets 4.1.4

The company actively supports the operational carbon neutrality goal of Ping An Group, committed to achieving carbon neutrality in its operations by 2030. The company monitors its total GHG emissions and intensity annually, and discloses its GHG data in compliance with HKEX' s information disclosure requirements.

Metric	Unit	2022	2023	2024
Scope 2 GHG Emissions	Tons of CO <sub>2</sub> e	1,326.30	1,097.47	757.08
Scope 2 GHG Intensity	Tons of CO <sub>2</sub> e per person	0.47	0.45	0.40



## ► Strengthening green operations 4.2

Focusing on environmental protection in its business activities, OneConnect integrates environmental protection into its business philosophy and long-term development strategy. In its routine business operations, OneConnect proactively builds a green workplace, promotes resource conservation and reuse, and optimizes waste disposal, taking tangible actions to reduce the negative environmental impact of its operations.

### Green Workplace

In the office, OneConnect has switched to motion-sensing energy-efficient lighting, ensuring that lights automatically turn off when no one is present, which reduces electricity consumption by 50% compared to previous usage. The company has introduced green energy-efficient equipment, such as the "High-altitude Fresh Air Heat Recovery System", "Ice Storage Cooling System", and "Variable Air Volume ("VAV") Air Conditioning System". These systems save 46% of energy compared to traditional office spaces of similar scale. Office curtains are equipped with a solar-adaptive control system with built-in sensors, which ensure automatic adjustment based on the sun's position and light intensity to balance shading, lighting, transparency, and energy conservation.

The company has formulated the *Workplace Operation Management Standards*, requiring offices to implement environmental improvements and advocate energy conservation and environmental protection across the entire staff. Employees are encouraged to practice good office habits and adopt energy-saving and emission-reduction measures.



Energy Saving and Emission Reduction Poster

### Case | "Act Together, Protect the Earth" Public Welfare Campaign

In March 2024, to raise employees' environmental awareness and encourage contributions to Earth's sustainable development, OneConnect actively responded to the "Give an Hour for Earth" initiative launched by WWF. The company specifically organized a public welfare campaign entitled "Act Together, Protect the Earth", mobilizing all employees to turn off non-essential lighting or electronic devices, or go outdoors, between 8:30pm and 9:30pm on March 23, demonstrating support for environmental protection through action. This initiative was also honored with a Certificate of Appreciation from WWF-Hong Kong, recognizing OneConnect's commitment to the Give an Hour for Earth campaign.



### Resource Conservation and Recycling

The company encourages resource conservation and recycling internally. The building where the company is located utilizes a rainwater collection and reuse system, using collected rainwater for building irrigation and surface washing. A reclaimed water system uses air-conditioning cooling water and condensate as water sources, which are treated and then used for cooling tower circulation and cleaning in restrooms, effectively improving water resource utilization. These initiatives are expected to save approximately 40,000 tons of water annually.

### Optimizing Waste Disposal

The primary waste produced by the company consists of discarded electronic products and office waste. The company strictly adheres to the *Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes*, managing solid waste through classification.

The company has formulated the *Electronic Waste Disposal System*, maintains an asset inventory for discarded electronic products and selects third-party recyclers that meet the required conditions through a bidding process to handle the disposal of discarded electronic products. For discarded electronic products which can be hazardous wastes, the company reduces waste generation through donations or transfers. In terms of office wastes which are non-hazardous, the company encourages employees to sort waste for centralized disposal by property management. Used printer cartridges are recycled and transferred to reduce hazardous waste, while used office paper and cardboard boxes are also collected and sorted for recycling by property cleaning services to reduce the generation of office waste.

# 05

## Appendix



## ▶ Table of key performance indicators 5.1

### Environmental Indicators »»

Category	Key Performance Indicators	Unit	2022	2023	2024
GHG Emissions	Scope 2 GHG emissions	tCO <sub>2</sub> e	1,326.30	1,097.47	757.08
	Scope 2 GHG emissions intensity	tCO <sub>2</sub> e / person	0.47	0.45	0.40
	Total hazardous waste	tons	4.16	4.20	4.68
Solid Waste	Hazardous waste intensity	tons/ person	0.0015	0.0017	0.0025
	Total non-hazardous waste	tons	229.10	190.80	133.65
	Non-hazardous waste intensity	tons/ person	0.0810	0.0782	0.07
Resources Utilization	Total electric power consumption	MWh	2,269.01	1,924.37	1,410.88
	Electric power consumption intensity	MWh / person	0.80	0.79	0.74
	Total water consumption	tons	16,098.54	7,221.46	6,643.74
	Water consumption intensity	tons/ person	5.68	2.96	3.50
	Paper consumption in the office	tons	6.61	4.58	3.11

#### Notes:

- (1) The environmental data about the company's operations in this report is for the period of January 1, 2024 to December 31, 2024. The scope of the organization includes all workplaces of OneConnect located in Shenzhen, Shanghai, Beijing, Chengdu, Hong Kong, etc.
- (2) OneConnect does not produce scope 1 GHG emissions in the course of operations and business activities. Scope 2 indirect GHG emissions are mainly greenhouse gas emissions caused by the use of purchased electricity. When calculating Scope 2 GHG Emissions, we adopt the grid emission factor (0.5366 tCO<sub>2</sub>/MWh) specified in the *Notice on the Management of GHG Emissions Reporting for Power Generation Sector from 2023 to 2025* issued by the Ministry of Ecology and Environment of the People's Republic of China. The emissions for 2022, 2023 and 2024 have been recalculated based on the latest carbon emission factors.
- (3) Hazardous waste mainly includes wasted electronic products, waste ink/toner cartridges, and wasted lamps/bulbs. Non-hazardous waste is mainly office waste generated in the office area.
- (4) As of the reporting period, the company does not have self-built data centers, so the total electricity consumption recorded is for office use.
- (5) The total water consumption counted by the company is mainly municipal water supply (tap water), excluding the consumption of barrels and bottled water for drinking.

## Social Indicators >>>

Category	Key Performance Indicators	Unit	2022	2023	2024
Employment	Total number of employees	/	2,832	2,440	1,937
	Number of employees by gender	Male employees	/	1,836	1,581
		Female employees	/	996	859
	Number of employees by category	Senior employees	/	51	48
		Intermediate employees	/	600	447
		Junior employees	/	2,181	1,945
	Number of employees by age	Employees under 30	/	637	450
		Employees aged between 30 to 50	/	2,148	1,953
		Employees over 50	/	47	37
	Number of employees by region	Number of Chinese mainland employees	/	2,629	2,296
		Number of Hong Kong, Macau, Taiwan and overseas employees	/	203	144
	Number of employees by employment type	Number of full-time employees	/	/	1,926
		Number of part-time employees	/	/	11
	Labor force breakdown: Gender	Proportion of female members in the total workforce	%	/	34
		Proportion of female members of the senior management position	%	/	16
		Proportion of female members of the management position	%	/	27.6
		Proportion of female members of the junior management position	%	/	29
		Proportion of female members of the management in revenue-generating functions	%	/	32.5
	Labor force breakdown: Race/ Ethnicity and nationality	Proportion of minority employees in the total workforce	%	/	4
		Proportion of minority employees in the management position	%	/	5
	Employee turnover rate by gender	Male employees	%	36	27
		Female employees	%	33	27

Category	Key Performance Indicators		Unit	2022	2023	2024
Employment	Employee turnover rate by age	Employees under 30	%	39	28	42
		Employees aged between 30 to 50	%	33	27	32
		Employees over 50 <sup>(1)</sup>	%	36	45	63
	Employee turnover rate by region	Turnover rate of Chinese mainland employees	%	34	25	35.16
		Turnover rate of Hong Kong, Macau, Taiwan, and overseas employees <sup>(2)</sup>	%	48	48	31.37
	Recruitment	Total number of new hires (excluding internal transfers)	/	/	/	505
		Proportion of vacant positions filled by internal candidates (internal hiring rate)	%	/	/	21.07
		Recruitment cost per employee	RMB	/	/	7,936.69
	Employee rights protection	Employee absence rate	%	/	/	0.4
		Employee union membership rate	%	/	/	100

Notes:

(1) The higher turnover rate among employees over 50 is due to the smaller population base of employees over 50. Minor personnel changes can result in a significant turnover rate. For detailed information, please refer to the breakdown of "Number of employees by age".

(2) The higher turnover rate among Hong Kong, Macau, Taiwan, and overseas employees is due to the smaller population base of Hong Kong, Macau, Taiwan, and overseas employees. Minor personnel changes can result in a significant turnover rate. For detailed information, please refer to the breakdown of "Number of employees by region".

Category	Key Performance Indicators	Unit	2022	2023	2024
Health and Safety	Number of work-related death	/	0	0	0
	Rate of work-related deaths to the number of employees	%	0	0	0
	Number of day losses due to work-related injury	Day	0	35 <sup>(1)</sup>	0

Note:

(1) In 2023, one person was recognized by the Social Security Bureau as injured at work, and the number of days of sick leave taken by the employee at the time of the injury was 35 days.

Category	Key Performance Indicators		Unit	2022	2023	2024
Development and Training	Percentage of trained employees by gender	Male employees	%	90.8	98.8	100
		Female employees	%	94.8	98.7	100
	Average training hours per employee by gender	Male employees	Hour	7.2	4.1	30.2
		Female employees	Hour	7.2	5.2	31.8
	Percentage of trained employees by category	Senior employees	%	20	97.9	100
		Intermediate employees	%	70	99.3	100
		Junior employees	%	100	98.7	100
	Average training hours per employee by category	Senior employees	Hour	20	6.6	54.9
		Intermediate employees	Hour	8	4.6	27.5
		Junior employees	Hour	7	4.4	30.8
	Average employee training and development expenditure by gender	Male employees	RMB	/	/	2,938.89
		Female employees	RMB	/	/	2,938.89
	Average employee training and development expenditure by category	Senior employees	RMB	/	/	14,002.95
		Intermediate employees	RMB	/	/	3,659.20
		Junior employees	RMB	/	/	2,909.20
Supply Chain Management	Total number of collaborative suppliers		/	864	479	360
	Number of Chinese mainland suppliers		/	857	461	344
	Number of Hong Kong, Macau, Taiwan, and overseas suppliers		/	7	18	16
	Number of suppliers inspected in the admission review procedure		/	1,563	324	314
	Number of suppliers whose cooperation was terminated due to the discovery of abnormal behavior		/	11	39	8

Category	Key Performance Indicators	Unit	2022	2023	2024
Product Liability	Number of product and service complaints	/	6	4	5
	Complaint resolution rate	%	100	100	100
	Telephone service satisfaction	%	/	/	100
	Online service satisfaction rate <sup>(1)</sup>	%	9 (out of 10)	8.5 (out of 9)	100
Information Security and Privacy Protection	Data security training	/	/	/	12
Intellectual Property Protection	Cumulative software copyright registrations	/	/	/	938
	Cumulative trademark authorizations	/	/	/	939
	New patents granted in 2024	/	/	/	29
	New software copyright registrations in 2024	/	/	/	27
Public Welfare and Charity	New charitable donations and material contributions	RMB 10,000	/	/	3
	Number of employee participating in volunteering services	Person-times	/	/	120
	Total hours of employee participating in volunteering services	Hour	/	/	332

Note:

(1) The method for calculating online service satisfaction in 2024 has changed compared to 2023 and will be calculated using a percentage system.

## Governance Indicators »»

Category	Key Performance Indicators	Unit	2022	2023	2024
Board of Directors	Number of Board members	/	11	9	9
	Percentage of independent directors	%	36.36	44.44	44.44
	Proportion of female directors	%	36.36	22.22	22.22
	Number of directors with a risk management expert background	/	2	1	1
	Number of Board meetings	/	5	4	5
	Number of Audit Committee meetings	/	7	5	5
	Number of Compensation Committee meetings	/	1	1	1
	Number of Nomination Committee meetings	/	1	1	1
Ownership	Proportion of shares held by the largest shareholder	%	/	/	32.91
	Proportion of state-owned capital shareholdings	%	/	/	0
	Mandatory takeover bid ownership threshold	%	/	/	>30% or >2% within 12 months (if the investor has held no less than 30% but no more than 50% of the company's voting rights)
	Required voting proportion for the company's merger decisions	%	/	/	75
	Proportion of default votes required for amendment of articles	%	/	/	75
	Required shareholding proportion for convening a special shareholders' meeting	%	/	/	10
	Required shareholding proportion for written consent actions	%	/	/	100
	Frequency of the re-election of the Board of Directors	Year/time	/	/	1
	Proportion of Board members re-elected	%	/	/	55.6

Category	Key Performance Indicators	Unit	2022	2023	2024
Business Ethics	Number of corruption lawsuits against the company and its employees	/	0	0	0
	Economic loss caused by corruption lawsuits to the company	RMB	0	0	0
	Frequency of business ethics audits	Year/time	/	/	7
	Employee business ethics training coverage	%	/	/	100
	Supplier anti-corruption policy coverage	%	/	/	100
	Number of anti-corruption/integrity culture-related compliance training sessions organized or hosted by the company	/	/	/	13
	Coverage of anti-corruption/integrity culture-related compliance training organized or hosted by the company	%	/	/	100
	Number of violations regarding corruption or bribery	/	/	/	0
	Number of violations regarding discrimination or harassment	/	/	/	0
	Number of violations regarding customer privacy data	/	/	/	0
	Number of violations regarding conflicts of interest	/	/	/	0
	Number of violations regarding money laundering or insider trading	/	/	/	0

## Clause Index Table for HKEX' s Environmental, Social and Governance Reporting Code 5.2

Disclosure Obligations		Status	Chapter or Explanation
Mandatory Disclosure Requirements			
Governance Structure		Disclosed	<b>Sustainability Governance</b>
Reporting Principles		Disclosed	<b>About This Report</b> - Reporting Principles
Reporting Boundary		Disclosed	<b>About This Report</b> - Scope of the Report
"Comply or explain" Provisions			
Aspect A1: Emissions			
General Disclosure		Disclosed	<b>4 Environmental - Low-Carbon Future</b>
A1.1	The types of emissions and respective emissions data.	Not Applicable	Non-production enterprises are not involved in the emission of air pollutants
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Environmental Indicators
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Environmental Indicators
A1.5	Description of emissions target(s) set and steps taken to achieve them.	Disclosed	<b>4 Environmental - Low-Carbon Future</b> 4.1 Addressing Climate Change
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Disclosed	<b>4 Environmental - Low-Carbon Future</b> 4.2 Strengthening Green Operations

Disclosure Obligations		Status	Chapter or Explanation
Aspect A2: Use of Resources			
General Disclosure		Disclosed	<b>4 Environmental - Low-Carbon Future</b> 4.2 Strengthening Green Operations
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Environmental Indicators
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Environmental Indicators
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Disclosed	<b>4 Environmental - Low-Carbon Future</b> 4.2 Strengthening Green Operations
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Disclosed	<b>4 Environmental - Low-Carbon Future</b> 4.2 Strengthening Green Operations
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not Applicable	The company's business does not involve product production.
Aspect A3: The Environment and Natural Resources			
General Disclosure		Not Applicable	OneConnect does not involve other environmental and natural resources in its day-to-day operations, so the disclosure on environmental and natural resources in Aspect A3 is not applicable.
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Not Applicable	
Aspect B1: Employment			
General Disclosure		Disclosed	<b>3 Social- Ecological Win-win</b>
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Social Indicators
B1.2	Employee turnover rate by gender, age group and geographical region.	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Social Indicators
Aspect B2: Health and Safety			

Disclosure Obligations		Status	Chapter or Explanation
General Disclosure		Disclosed	<b>3.2 People-oriented Management</b> 3.2.4 Occupational Health and Safety
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Social Indicators
B2.2	Lost days due to work injury.	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Social Indicators
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Disclosed	<b>3.2 People-oriented Management</b> 3.2.4 Occupational Health and Safety
Aspect B3: Development and Training			
General Disclosure		Disclosed	<b>3.2 People-oriented Management</b> 3.2.1 Compliant Employment
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Social Indicators
B3.2	The average training hours completed per employee by gender and employee category.	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Social Indicators
Aspect B4: Labour Standards			
General Disclosure		Disclosed	<b>3.2 People-oriented Management</b> 3.2.1 Compliant Employment
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Disclosed	<b>3.2 People-oriented Management</b> 3.2.1 Compliant Employment
B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	<b>3.2 People-oriented Management</b> 3.2.1 Compliant Employment
Aspect B5: Supply Chain Management			

Disclosure Obligations		Status	Chapter or Explanation
General Disclosure		Disclosed	<b>3.3 Co-building the Industry</b> 3.3.1 Enhancing Supplier Management
B5.1	Number of suppliers by geographical region.	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Social Indicators
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Disclosed	<b>3.3 Co-building the Industry</b> 3.3.1 Enhancing Supplier Management
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Disclosed	<b>3.3 Co-building the Industry</b> 3.3.1 Enhancing Supplier Management
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Disclosed	<b>3.3 Co-building the Industry</b> 3.3.1 Enhancing Supplier Management
Aspect B6: Product Responsibility			
General Disclosure		Disclosed	<b>3.1 Customer First</b>
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not Applicable	The company's products have not been subject to recalls due to safety or health concerns.
B6.2	Number of products and service related complaints received and how they are dealt with.	Disclosed	<b>3.1 Customer First</b> 3.1.3 Customer Service and Quality Assurance <b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Social Indicators
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	<b>2.2 Operation Compliance</b> 2.2.1 Intellectual property compliance management
B6.4	Description of quality assurance process and recall procedures.	Disclosed	<b>3.1 Customer First</b> 3.1.3 Customer Service and Quality Assurance
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Disclosed	<b>3.1 Customer First</b> 3.1.1 Data Security and Privacy Protection
Aspect B7: Anti-corruption			

Disclosure Obligations		Status	Chapter or Explanation
General Disclosure		Disclosed	<b>2.4 Business Ethics</b>
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.	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Governance Indicators
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Disclosed	<b>2.4 Business Ethics</b> 2.4.1 Anti-corruption and Anti-bribery 2.4.3 Whistleblower procedures and protection
B7.3	Description of anti-corruption training provided to directors and staff.	Disclosed	<b>2.4 Business Ethics</b> 2.4.1 Anti-corruption and Anti-bribery
Aspect B8: Community Investment			
General Disclosure		Disclosed	<b>3.4 Shared Development</b>
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Disclosed	<b>3.4 Shared Development</b>
B8.2	Resources contributed (e.g. money or time) to the focus area.	Disclosed	<b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Social Indicators
Part D: Climate-related Disclosures		Disclosed	<b>4 Environmental - Low-Carbon Future</b> 4.1 Addressing Climate Change <b>5 Appendix</b> 5.1 Table of Key Performance Indicators - Environmental Indicators

## ► GRI Standards Indicators Index 5.3

### Statement of Use:

OneConnect has reported in accordance with the GRI Standards for the period from January 1, 2024 to December 31, 2024.

### GRI 1 Used

GRI 1: Foundation 2021

GRI Standards	Disclosure	Location
GRI 2: General Disclosures 2021	2-1 Organizational details	About OneConnect - Company Profile
	2-2 Entities included in the organization's sustainability reporting	About This Report - Scope of the Report
	2-3 Reporting period, frequency and contact point	About This Report
	2-4 Restatements of information	/
	2-6 Activities, value chain and other business relationships	About OneConnect - Company Profile
	2-7 Employees	3 Social - Ecological Win-Win - 3.2 People-oriented Management, 5 Appendix - 5.1 Table of Key Performance Indicators
	2-8 Workers who are not employees	5 Appendix - 5.1 Table of Key Performance Indicators
	2-9 Governance structure and composition	1 Sustainability Governance - 1.1 ESG Governance System 2 Governance - Solid Operation - 2.1 Corporate Governance
	2-10 Nomination and selection of the highest governance body	2 Governance - Solid Operation - 2.1 Corporate Governance
	2-12 Role of the highest governance body in overseeing the management of impacts	1 Sustainability Governance - 1.1 ESG Governance System
	2-13 Delegation of responsibility for managing impacts	1 Sustainability Governance - 1.1 ESG Governance System
	2-14 Role of the highest governance body in sustainability reporting	Board Statement 1 Sustainability Governance - 1.1 ESG Governance System
	2-16 Communication of critical concerns	1 Sustainability Governance - 1.2 Stakeholder Engagement 1 Sustainability Governance - 1.3 Identification of Material Topics
	2-23 Policy commitments	3 Social - Ecological Win-Win - 3.2 People-oriented Management
	2-24 Embedding policy commitments	3 Social - Ecological Win-Win - 3.2 People-oriented Management
GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	1 Sustainability Governance - 1.2 Stakeholder Engagement
	2-27 Compliance with laws and regulations	2 Governance - Solid Operation - 2.2 Operation Compliance
	2-28 Membership associations	3 Social - Ecological Win-Win - 3.3 Co-building the Industry
	2-29 Approach to stakeholder engagement	1 Sustainability Governance - 1.2 Stakeholder Engagement

### Statement of Use:

OneConnect has reported in accordance with the GRI Standards for the period from January 1, 2024 to December 31, 2024.

### GRI 1 Used

GRI 1: Foundation 2021

GRI Standards	Disclosure	Location
GRI 3: Material Topics 2021	3-1 Process to determine material topics	1 Sustainability Governance - 1.3 Identification of Material Topics
	3-2 List of material topics	1 Sustainability Governance - 1.3 Identification of Material Topics
	3-3 Management of material topics	1 Sustainability Governance - 1.1 ESG Governance System, 1 Sustainability Governance - 1.3 Identification of Material Topics
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	4 Environmental - Low-Carbon Future - 4.1 Addressing Climate Change
	201-3 Defined benefit plan obligations and other retirement plans	3 Social - Ecological Win-Win - 3.2 People-oriented Management
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	3.4 Shared Development 3.4.3 Contributing to the Improvement of National Social Welfare
	203-2 Significant indirect economic impacts	3.4 Shared Development 3.4.3 Contributing to the Improvement of National Social Welfare
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	2 Governance - Solid Operation - 2.4 Business Ethics
	205-2 Communication and training about anti-corruption policies and procedures	2 Governance - Solid Operation - 2.4 Business Ethics
	205-3 Confirmed incidents of corruption and actions taken	2 Governance - Solid Operation - 2.4 Business Ethics
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	2 Governance - Solid Operation - 2.4 Business Ethics
GRI 207: Tax 2019	207-1 Approach to tax	2 Governance - Solid Operation - 2.4 Business Ethics
	207-2 Tax governance, control, and risk management	2 Governance - Solid Operation - 2.4 Business Ethics
	207-3 Stakeholder engagement and management of concerns related to tax	1 Sustainability Governance - 1.2 Stakeholder Engagement
GRI 302: Energy 2016	302-1 Energy consumption within the organization	5 Appendix - 5.1 Table of Key Performance Indicators
	302-3 Energy intensity	5 Appendix - 5.1 Table of Key Performance Indicators
	302-4 Reduction of energy consumption	4 Environmental - Low-Carbon Future - 4.2 Strengthening Green Operations

### Statement of Use:

OneConnect has reported in accordance with the GRI Standards for the period from January 1, 2024 to December 31, 2024.

### GRI 1 Used

GRI 1: Foundation 2021

GRI Standards	Disclosure	Location
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	4 Environmental - Low-Carbon Future 4.2 Strengthening Green Operations
	303-2 Management of water discharge-related impacts	4 Environmental - Low-Carbon Future 4.2 Strengthening Green Operations
	303-5 Water consumption	5 Appendix - 5.1 Table of Key Performance Indicators
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) greenhouse gas emissions	5 Appendix - 5.1 Table of Key Performance Indicators
	305-4 Greenhouse gas emissions intensity	5 Appendix - 5.1 Table of Key Performance Indicators
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	4 Environmental - Low-Carbon Future 4.2 Strengthening Green Operations
	306-2 Management of significant waste-related impacts	4 Environmental - Low-Carbon Future 4.2 Strengthening Green Operations
	306-3 Waste generated	4 Environmental - Low-Carbon Future 4.2 Strengthening Green Operations
	306-4 Waste diverted from disposal	4 Environmental - Low-Carbon Future 4.2 Strengthening Green Operations
	306-5 Waste directed to disposal	4 Environmental - Low-Carbon Future 4.2 Strengthening Green Operations
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	3 Social - Ecological Win-Win - 3.3 Co-building the Industry
	308-2 Negative environmental impacts in the supply chain and actions taken	3 Social - Ecological Win-Win - 3.3 Co-building the Industry
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	5 Appendix - 5.1 Table of Key Performance Indicators
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	3 Social - Ecological Win-Win - 3.2 People-oriented Management
	401-3 Parental leave	3 Social - Ecological Win-Win - 3.2 People-oriented Management

### Statement of Use:

OneConnect has reported in accordance with the GRI Standards for the period from January 1, 2024 to December 31, 2024.

### GRI 1 Used

GRI 1: Foundation 2021

GRI Standards	Disclosure	Location
GRI 403: Occupational Health and Safety 2018	403-3 Occupational health services	3 Social - Ecological Win-Win - 3.2 People-oriented Management
	403-5 Worker training on occupational health and safety	3 Social - Ecological Win-Win - 3.2 People-oriented Management
	403-6 Promotion of worker health	3 Social - Ecological Win-Win - 3.2 People-oriented Management
	403-8 Workers covered by an occupational health and safety management system	3 Social - Ecological Win-Win - 3.2 People-oriented Management
	403-9 Work-related injuries	3 Social - Ecological Win-Win - 3.2 People-oriented Management 5 Appendix - 5.1 Table of Key Performance Indicators
	403-10 Work-related ill health	3 Social - Ecological Win-Win - 3.2 People-oriented Management 5 Appendix - 5.1 Table of Key Performance Indicators
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	3 Social - Ecological Win-Win - 3.2 People-oriented Management 5 Appendix - 5.1 Table of Key Performance Indicators
	404-2 Programs for upgrading employee skills and transition assistance programs	3 Social - Ecological Win-Win - 3.2 People-oriented Management
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	3 Social - Ecological Win-Win - 3.2 People-oriented Management 5 Appendix - 5.1 Table of Key Performance Indicators
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	3 Social - Ecological Win-Win - 3.2 People-oriented Management
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	3 Social - Ecological Win-Win - 3.2 People-oriented Management 3 Social - Ecological Win-Win - 3.3 Co-building the Industry
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	3 Social - Ecological Win-Win - 3.2 People-oriented Management 3 Social - Ecological Win-Win - 3.3 Co-building the Industry
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	3 Social - Ecological Win-Win - 3.4 Shared Development
GRI 417: Marketing and Labeling 2016	417-3 Incidents of non-compliance concerning marketing communications	3 Social - Ecological Win-Win - 3.1 Customer First
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	3 Social - Ecological Win-Win - 3.1 Customer First

