

# EMPLOYEES

## | Mission |

A commitment to the staff: provide the conditions for better living and career development

## | Progress |

In our opinion, employees are the most important partners in the growth of a company. The personal development of employee is closely related to the growth of the company. Therefore, we focus on employee development and personnel training, ensure stable and steady increase in employees income, take performance orientation as a core policy, encourage competent employees to earn more, and provide systematic training for growth of employees in different phases and provide opportunities for promotion; we adhere to the philosophy of “happy work, healthy life”, create a healthy working environment for employees, and pay attention to their physical and mental health.



## Personnel training and staff development



Total training investment

**RMB854 million**

## Career development

We attached great importance to the growth of staff and aimed to provide them with the best trainings. Therefore, in 2017, we continued to devote sufficient resources to establish a dual-excellence course system and science & technology course system according to the strategic transformation of the Company. The total budget for training was RMB854 million in 2017.

In 2017, we carried out 235 sessions of face-to-face public courses, and added 23 management/general face-to-face courses.

We have established an open employee training platform that covers all regular and informal employees in the Company. We tailored various training programs for different employees, which enables them to find their positions, to clarify directions of development, and gain space for growth.

## Remuneration and benefits



Paid annuity in 2017:

**RMB553 million**



Paid remuneration in 2017:

**RMB48.271 billion**

In order to keep attracting and retaining outstanding employees, as well as ensure a reasonable and stable increase in employees' income, we organize market remuneration research and remuneration competitiveness analysis each year to continuously review the competitiveness of remuneration of our employees. We have established a bundling system of remuneration and performance to encourage competent employees to earn more, where bonuses are issued based on company performance, personal performance and contribution. A total remuneration of RMB48.271 billion was paid in 2017. We provide our employees with full social insurances and benefits, issue festival bonus, heating/cooling expense, birthday bonus and other benefits; in addition, we provide annual health examination and psychological counseling services. We also provide our employees with a series of employee welfare, such as wedding welfare, maternity welfare and sickness benefit.

We continued to leverage the enterprise annuity framework to encourage our employees to join the annuity plan so as to assist with their elder care in the future. In 2017, an addition of 19,533 employees participated in the enterprise annuity, where a total of approximately RMB553 million was paid. As of December 31, 2017, a total of 163,513 employees participated in the enterprise annuity and the accumulated amount of the enterprise annuity reached RMB5.356 billion. The enterprise annuity paid by the employee accounted for about 0.8% of his/her salary, while the enterprise annuity paid by the Company accounted for about 1.2% of the employee's salary.

## Care for employees and ensuring the physical/mental health of employees

### Care for employees

In 2017, we started to work in Shenzhen Ping An Financial Center, the tallest building in southern China. During the preparation of PAFC, we conducted a series of care initiatives, for example organizing health lectures on environment in workplace, purchasing air purifiers, conducting decontamination testing, purchasing greening plants and preparing gift packages, to enhance employee satisfaction. In order to enhance employees' working and living conditions in all aspects, we have renovated the bathroom and tea room, equipped all-inclusive daily necessities, purchased green plants and charcoal bags to create a relaxed and elegant atmosphere. At the same time, we have prepared free freshly brewed coffee, various kinds of tea, self-service drink vending machines and fruit plates for employees to enjoy. In addition, we also provide mothers with exclusive baby care rooms, where drinking water, special freezers and cleaning equipment are available. All these designs have made our employees feel at home. In addition to the annual health examinations for all our employees, we also provide female employees with gynecological examinations, premarital examinations and family planning IUD & pregnancy checkups so as to provide female employees with convenient family planning services.

### Employee Clubs

Under the philosophy of "happy work, healthy live" and through continuous innovation of club activities, we enriched our employees' spare time, strengthened the employees' physique, promoted the physical and mental health of our employees, and enabled our employees to devote more enthusiasm in their work. At the same time, we organized a company-wide table tennis competition that attracts 30 key provincial and municipal contestants. PA P&C and PA Trust organized on-line Spring Festival Gala via mobile Internet technology to break the time and space restrictions and allow more employees to get together through on-line platform and celebrate the Chinese New Year.



Our employees participated in a variety of club activities



### Convenient working environment

We leverage scientific and technological means to provide employees with a variety of convenient services, so that employees enjoy convenient and high quality service. In 2017, employees were able to access self-service on-boarding, mobile attendance, and self-service certificate handling on platforms, as well as punch in and out via face recognition. The employees not only improved their work efficiency, but also enjoyed convenience.

### EAP plan

In order to alleviate the stress and enhance the sense of happiness of employees, and to improve the efficiency of the Company, we worked with professional EAP agencies to continuously protect employees' mental health. In terms of physical health, we provided employees with annual physical examinations and interpretations of the reports, so as to provide employees with professional advice. We also leveraged internal resources to create an exclusive platform for our employees.



A total of

**3,160**

employees participated in the 119 sessions for the whole year

At the same time, in order to tie in with the employee care plan, Ping An School of Financial Services delivered courses such as Stress Management, Positive Attitude, Decoding Emotional Intelligence and Stress, and Workplace Relationships. A total of 3,160 employees participated in the 119 sessions for the whole year.