



Lufax Holding Ltd.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020



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About This Report

Reporting Period

The reporting period is from 1 January 2020 to 31 December 2020, although it may be extended for some of the contents.

Scope of This Report

This report focuses on Lufax Holding Limited and its subsidiaries.

Data Source

All data and information come from the Company's official documents, statistical and financial reports and ESG information collected, compiled and reviewed by the Company. This report is published in Chinese and English. If there are any discrepancies between the two versions, the Chinese one shall prevail. Unless otherwise stated, the currency unit is RMB.

Preparation Basis

This report is formulated in accordance with *Appendix 27 Environmental, Social and Governance Reporting Guide of the Main Board Listing Rules* of the Stock Exchange of Hong Kong Limited ("HKEx") and the Global Reporting Initiative sustainability reporting standards (GRI Standards).

Report Description

For the convenience of expression and reading, Lufax Holding Limited is hereinafter referred to as "Lufax Holding", "the Company" or "we" in this report. "Lufax" refers to Shanghai Lujiazui International Financial Asset Exchange Co., Ltd. under Lufax Holding Ltd., which is mainly responsible for wealth management business, "Ping An Puhui" refers to the Ping An Puhui (PH) Business Cluster of Lufax Holding Ltd., which is mainly responsible for retail credit facilitation business, and Ping An Group refers to Ping An Insurance (Group) Company of China, Ltd.

Reporting Specification

The business plans, development strategies and other forward-looking descriptions involved in this report do not constitute the company's substantive commitment to investors.

Access to This Report

This report and other information about the Company's sustainability of is available on the Company's investor relations webpage.

Chairman Statement



Making retail borrowing and wealth management easier, safer and more efficient is Lufax Holding's mission – and the core of our growth. We are committed to inclusive finance, providing convenient services for small and micro businesses as well as middle-class and affluent investors, supporting the real economy, utilizing new technology and adding value to society.

This is our first Environmental, Social, and Governance (ESG) report. It presents our sustainability achievements and expresses our determination to develop long-term value.

We protect the rights and interests of our customers, contribute to public welfare, respond to the call of environmental protection, and – as a listed company in the United States – continually enhance our corporate governance. Our goal is to become a best-practice benchmark for compliance and governance among overseas-listed Chinese companies.

We prioritize compliance with relevant laws and guidelines. Based on our principle of "preemptive diagnosis and swift operational adjustments for timely, optimal results", we maintain communication with authorities, so that we can closely monitor regulatory developments and execute policy requirements promptly.

As a leading retail credit provider, we adhere to the

original intention of inclusive finance: serving small and micro businesses. Our professional services, combined with innovative technology, tackle the issues of financing accessibility and costs, providing reliable credit for small businesses and hence supporting the wider economy.

To protect customers' rights and interests, we offer efficient, safe and transparent information and consulting. While technology enables us to explore, to innovate and to promote the digital upgrading of the financial industry, we attach great importance to protecting customers' information and privacy. We ensure they make – and understand – their own decisions. Our aim is to create a financial service platform that is both professional and welcoming.

Using our experience and strengths, we promote public welfare and contribute to poverty alleviation and the revitalization of the rural economy. Our innovative contributions to rural revitalization include preferential agricultural loans, preferential agricultural funds and new farmers for poverty alleviation, to inject fresh impetus into economic and industrial development.

We are keenly aware of the importance of environmental protection. In accordance with the national goal for a carbon emissions peak followed by carbon neutrality, we have set up an office to develop green credit businesses, support the development of green finance and create a low-carbon model for

financial institutions. In our own offices and operations, we actively practise energy conservation and emission reduction.

Looking ahead, Lufax Holding will continue to stay abreast of market trends and capture emerging opportunities. With positive financial services as the starting point, we will innovate and drive forward. We will bolster inclusive finance, support the wider economy, fulfil our corporate responsibilities and create our own sustainability path.

A handwritten signature in black ink, consisting of stylized Chinese characters, positioned above the printed name and date.

**Chairman of the Board and Chairman of
Lufax Executive Committee**
September 2021

About Us

Company Profile

Lufax Holding Ltd. (NYSE: LU) is a leading technology-empowered personal financial services platform in China, covering retail credit, wealth management, and similarly aligned services. Using a unique "Hub and Spoke" business model, Lufax Holding merges its financial DNA with advanced technology, integrates online and offline resources, leverages technology solutions to enhance wealth management services, fosters financial inclusion, supports the real economy, and helps financial institutions become more digitized.

In the fields of retail credit services, Ping An Puhui, a business cluster under Lufax Holding, provides professional loan services for small and micro business owners by utilizing innovative technologies and improved risk control system. We also advocate cooperation with banks and other institutions to build an inclusive credit aggregation model and increase financial accessibility for small and micro-companies. With 16 years of experience in retail credit facilitation, Lufax Holding Ltd provides O2O end-to-end lending services from offline consultation to online application to borrowers. As of June 30, 2021, the total balance of loans managed by the Company reached RMB 606.8 billion, and the cumulative number of borrowers was approximately 15.5 million. In the past five years, the Company has lent nearly RMB 2.3 trillion to effectively serve the financial needs of small and micro business owners. As of June 30, 2021, 77.6% of the Company's new borrowings were to small and micro business owners, excluding consumer finance business.

Lufax Holding provides diversified and customized products and services for individual investors in wealth management. As of June 30, 2021, Lufax Holding has attracted more than 47 million registered users. The Company provides various products and personalized financial services for about 14.8 million active users, and total customer assets have reached RMB 421.1 billion.



Mission and Positioning

Lufax Holding Ltd is committed to making retail borrowing and wealth management easier, safer and more efficient.

| Leading Technology-Empowered Personal Financial Services Platform | | | | | | |
|---|--|------------------------------|---|-----------------------------------|--------------------------------|-----------------------------|
| | Retail Credit Facilitation Hub | | Wealth Management Hub | | | |
| | RMB 90 trillion small business lending market demand | | RMB 49 trillion wealth management market | | | |
| Positioning | Data-driven, AI-enabled, capital-light retail credit facilitation | | AI-enabled, capital-light, open online wealth management platform | | | |
| Target Segments | Small business owners | | Middle-class and affluent investors | | | |
| Spokes | Financial institutions for funding and credit enhancement with secured and unsecured loans | | Product providers with products across all major asset categories | | | |
| Technology | KYB / KYC, AI-enabled customer acquisition, underwriting, and collection | | KYP / KYC, AI-driven automated facilitation, portfolio investment, and alerts | | | |
| Strengths | Over 15 years of proprietary credit data | Offline-to-online channels | Access to Ping An ecosystem | Full range of products | Suitable selling on blockchain | Access to Ping An ecosystem |
| Integrated Account | | | | | | |
| AI Verification | | Automated Sweep & Settlement | | Financial / Life Date Integration | | |
| One Customer | | Multiple Accounts | | Multiple Products | | One-stop Services |

Overview of the Company

Honors



Shortlisted in KPMG's China Fin-tech 50 Ranking from 2016-2020

The Asset's 2020 China Fin-tech Company of the Year

The Economic Observer-Annual Inclusive Finance Pilot in 2020

Winner of Diamond Award for AI, Platinum Award for Blockchain-based Transformation and Platinum Award for Cybersecurity from the Institute of Financial Technologists of Asia (IFTA) in 2020

Shortlisted in the first batch of 27 "brand credit demonstration enterprises" of Xinhua News Agency in 2020

Cailian Press-Case of Outstanding Science and Technology Finance in 2020

Ranked No.19 on WPP BrandZ™ Top 100 Most Valuable Chinese Brands list in 2020

Shanghai News Agency, China Financial Information Centre, Shanghai Institute of Financial Services and Real Economy and Fanhai International School of Finance of Fudan University-Excellent Practice of Inclusive Finance and Consumer Protection in 2020

JIEMIAN, Shanghai United Media Group-2020 Zhenshan Award, 2020 Anxin Award

Shortlisted in the 2020 China's Fin-tech Pioneer List of Securities Times

The Third China Inclusive Finance Innovation and Development Summit in 2020 - Typical Cases of China's Inclusive Finance Assisting Poverty Alleviation, the 2020 Blue Book of China Inclusive Finance Innovation Report, and the 2020 Yellow Book of China Inclusive Finance Practice Case Collection

Time Finance-Annual Professional Institution for Financial Services in 2020

Shortlisted in The Paper's 2020 Top Financial List as the Fin-tech Institution of the Year

The Paper, Shanghai United Media Group-Annual Inclusive Finance in 2020

Shanghai Morning Post-Excellent Practice of Inclusive Finance and Consumer Protection in 2020

21st Century Business Herald Golden Shell Award – Outstanding Technology and Financial Services Platform in 2020

Beijing Business Today-Award for Supporting the Real Economy in 2020

China Philanthropy Times-China Annual Philanthropy Enterprises in 2020

China Social Enterprise and Impact Investing Forum 2020-For Good Award, Annual Top 10 of Business for Good

ESG Top-Level Design

ESG Management

Lufax Holding is committed to achieving sustainability and creating long-term value for all stakeholders. We have integrated ESG management into our strategies to systematically control ESG risks and improve ESG performance.

Our ESG management system covers all subsidiaries and employees. At the governance level, the Board of Directors of Lufax Holding is the highest decision-making body for ESG management, with the Consumer Protection and ESG Committee serving underneath it. The Company additionally established

an Executive Committee, consisting of members from the Consumer Protection Executive Committee and the ESG Executive Committee.

The ESG Executive Committee is responsible for:

- Formulating specific objectives for ESG issues
- Managing policy formulation and performance evaluation of ESG issues
- Identifying ESG matters that have a significant impact on business

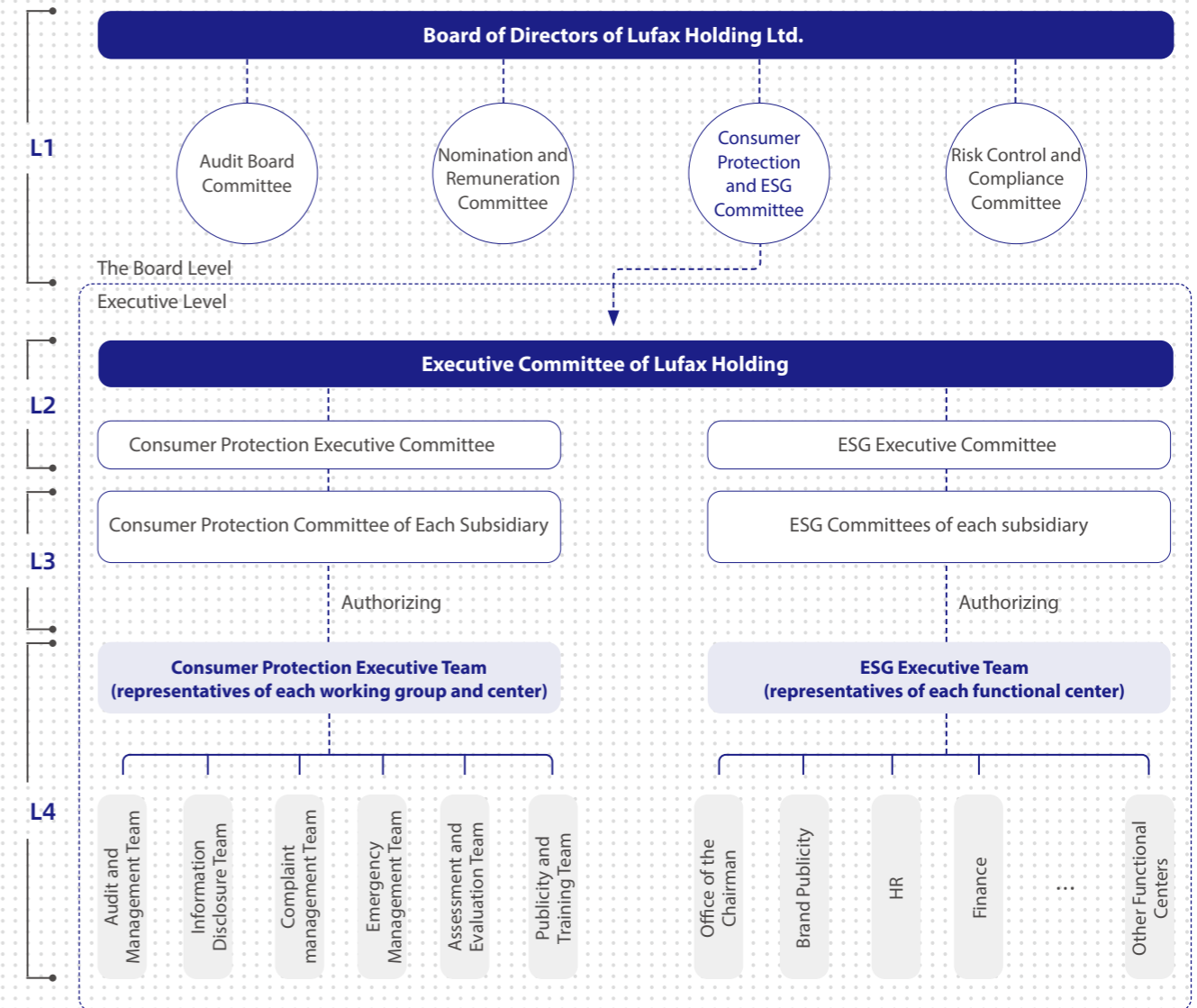
operations and stakeholders

- Reporting ESG management performance to the Board of Directors

In addition, Lufax Holding has set up ESG Committees at each subsidiary, responsible for improving the organizational structure, managing human resources, coordinating resources, and implementing ESG management. Moreover, the ESG executive teams at each functional center are responsible for coordinating and implementing specific ESG work.



Lufax Holding's ESG management



The Company has formulated the *Lufax Holding Ltd. Environmental, Social and Governance (ESG) Management System* (hereinafter referred to as "ESG system") to provide guidelines for the Company to improve the effectiveness and standardization of ESG management, relevant guidance for all personnel and businesses, and also institutional basis for the Company's sustainable

development. By strictly implementing the ESG system, we hope to ensure that our ESG management and performance meet the increasing requirements and expectations of the capital market.

Lufax Holding promises to achieve and continuously improve responsible environmental and social benefits, and effectively manage the Company's

operations through ESG management. We believe that this commitment will enhance our performance, improve our reputation and risks control, attract and retain excellent talents, control costs and improve efficiency, establish and maintain constructive relationships with stakeholders and create long-term value for them.

Communication with Stakeholders

We believe that communicating and participating with stakeholders is an integral part of sustainable development. Based on the Company's features, industrial trends, and developmental status, we can identify and formulate a method of communication to facilitate, respond, and handle suggestions from

our internal and external stakeholders in a timely and correct manner.

The Company provides direct communication channels for all stakeholders to collect their opinions and suggestions. Any stakeholder related to the Company's business and development can contact us by email at

Investor_Relations@lu.com. We attach great importance to the concerns and suggestions of all stakeholders and respond and handle them with prudence.

In 2020, the Company actively carried out communication within stakeholders by holding performance press conferences and annual general meetings of shareholders, participating in investment seminars and receiving visiting investors from mainland China and overseas. By December 31, 2020, the Company had held about 130 one-on-one meetings and group discussions and interviewed about 300 institutional investors.



The Company had held about **130** one-on-one meetings and group discussions and interviewed about **300** institutional investors

| Stakeholders | Concerned Issues | Response Channels | Communication Results |
|---|--|--|---|
| Government and Regulatory Authorities | <ul style="list-style-type: none"> Compliance operation Paying taxes according to law Providing employment opportunities Implementing green and inclusive finance Promoting sustainable and healthy economy | <ul style="list-style-type: none"> Reports and communication Special research and on-site meetings Forums and projects | <ul style="list-style-type: none"> Excellent external environment for the Company's development |
| Shareholders and Investors | <ul style="list-style-type: none"> Satisfactory investment return Excellent market value Transparent operation Improving profitability and core competitiveness | <ul style="list-style-type: none"> Annual reports and announcements Roadshow and investor conferences Analyst conference calls Annual general meetings of shareholders Company's website | <ul style="list-style-type: none"> Good relationship with investors Increasing trust from investors Supports from investors and shareholders on major decisions |
| Customers | <ul style="list-style-type: none"> Sustained and stable financial products High quality and convenient services Smooth communication channels | <ul style="list-style-type: none"> Service hotline Customer satisfaction survey Consumer protection | <ul style="list-style-type: none"> Customers' feedback for the improvement of the Company's business Effective responses to customers' demand in a timely manner Improvement of customer services |
| Suppliers and Business Partners | <ul style="list-style-type: none"> Fair procurement Open and shared benefits Long-term stable cooperation | <ul style="list-style-type: none"> Strategic cooperation | <ul style="list-style-type: none"> Formulating requirements for supplier management to improve supply chain efficiency Joint development with upstream and downstream partners |
| Employees | <ul style="list-style-type: none"> Complete protections for the rights and interests Excellent career development platforms Work-life balance Occupational health | <ul style="list-style-type: none"> Channels for complaints Democratic communication platforms | <ul style="list-style-type: none"> Communication and interaction between employees Harmonious working environment Healthy and safe working environment |
| Media and Public Welfare Organizations | <ul style="list-style-type: none"> Information disclosure Promoting community development Building harmonious communities Improving community environment | <ul style="list-style-type: none"> Annual reports and announcements Annual and interim performance press conference Press releases and publications Media access Media inquiry Publicity in communities Participation in public welfare protection activities | <ul style="list-style-type: none"> Good relationship with media Maintaining the Company's reputation and obtaining public recognition Good relationship with local communities Excellent external environment for the Company's development |
| Environment | <ul style="list-style-type: none"> Implementing green operation | <ul style="list-style-type: none"> Annual reports and announcements Participation in environmental protection activities | <ul style="list-style-type: none"> Energy conservation and emission reduction Practice of green finance |

Materiality Analysis

To promptly understand and respond to concerns, expectations, and appeals, we have communicated with our various stakeholders and have identified key ESG issues to the Company's and stakeholders' sustainability. This has allowed us to develop a Materiality Assessment that can be used to communicate and respond to address stakeholders effectively.

The steps of Lufax Holding's ESG Materiality Assessment in 2020 are as follows:



The ESG Materiality Matrix of Lufax Holding in 2020 is as follows:



The matrix shows the significance of 19 issues, and the importance of issues decreases from the top right to the bottom left of the matrix. This report will disclose the highly important issues in detail.

| Importance | Order | Topic |
|-------------------|-------|--|
| High importance | 1 | Information and data security |
| | 2 | Safety and risk control of financial products |
| | 3 | Protection of consumer privacy |
| | 4 | Compliance risk management |
| | 5 | Code of business conduct |
| | 6 | Customer services |
| | 7 | Fintech innovation |
| | 8 | Inclusive finance |
| | 9 | Board engagement in ESG |
| Medium importance | 10 | Employee development and training |
| | 11 | Employee health and safety |
| | 12 | Employee welfare and rights and interests protection |
| | 13 | Communication with stakeholders |
| | 14 | Public welfare activities and investment |
| | 15 | Equality and diversity |
| | 16 | Supplier management |
| | 17 | Energy conservation and resource utilization |
| Low importance | 18 | Addressing climate change |
| | 19 | Waste management |



01

Governance

- 1.1 Corporate Governance
- 1.2 Compliance Operation
- 1.3 Anti-Corruption
- 1.4 Supplier Management

Corporate Governance

With well-defined rights and responsibilities, our governance structure is standardized, stable and efficient. The Board of Directors' composition complies with the U.S. Securities and Exchange Commission's *Sarbanes-Oxley Act of 2002* and relevant New York Stock Exchange regulations. The directors embody high standards of professionalism and strategic skill.

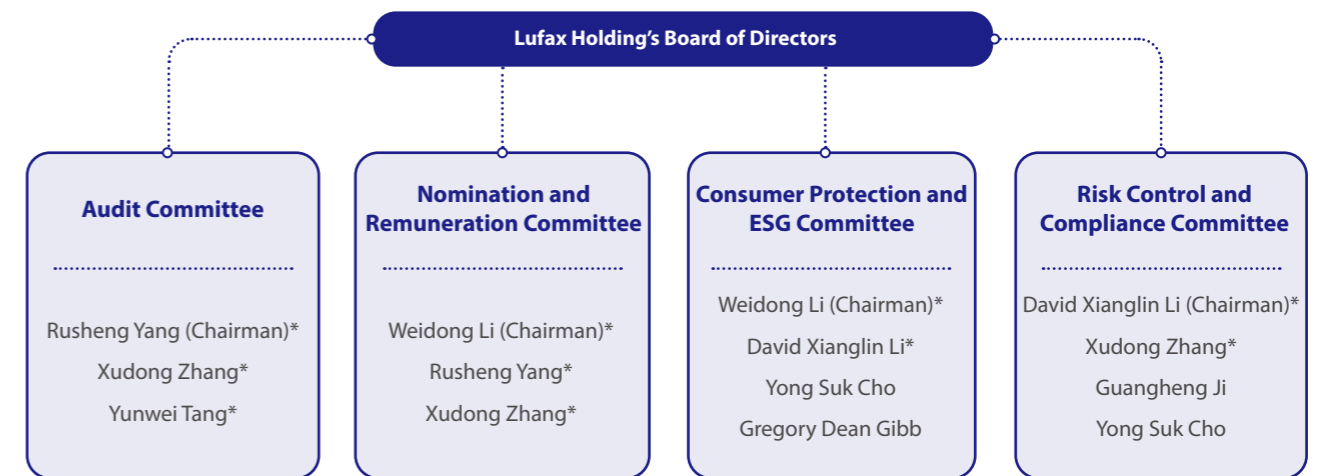
As of the release of this report, the Board has nine members, with two executive directors and five independent directors. The proportion of independent directors therefore exceeds 50 percent. Our Audit Committee and the Nomination and Remuneration Committee consist solely of independent directors.



Information of Lufax Holding's Board members

| Name | Positions |
|-------------------|---|
| Guangheng Ji | Chairman of the Board and Chairman of the Executive Committee |
| Gregory Dean Gibb | Director and Co-Chief Executive Officer |
| Yong Suk Cho | Director and Co-Chief Executive Officer |
| Rui Li | Director |
| Rusheng Yang | Independent Director |
| Xudong Zhang | Independent Director |
| Weidong Li | Independent Director |
| Yunwei Tang | Independent Director |
| David Xianglin Li | Independent Director |

Structure of Lufax Holding's Board¹



Our *Charter of the Nomination and Remuneration Committee*, *Charter of the Audit Committee*, *Code of Business Conduct and Ethics* and other internal documents guide the Board's work.

Diversity on the Board is key to our sustainable development. We value the perspectives of members from different

backgrounds, including gender, age, cultural and educational background, race, professional experience, skills, knowledge and term of office. All appointments to the Board are based on merit, including the benefits of diversity.

Skilled directors, with diverse perspectives and different backgrounds and professional

knowledge, ensure our decision-making is sound. All are well experienced in their professional fields and, thanks to their expertise and talents, drive our development and ensure sustainable growth.

¹ Members marked with* are independent directors.



Compliance Operation

Risk Management

Our comprehensive risk management covers the entire company. It is supervised by the Board, led by executives and supported by committees that cooperate closely with departments and employees.



Lufax Holding's Board of Directors

As the highest decision-making body, the Board of Directors is responsible for the effectiveness of risk management.



Risk Control and Compliance Committee

The committee is responsible for fully understanding the significant risks faced and management states by the Company, and supervising the effectiveness of the risk management system.



Risk Control and Compliance Executive Committee

As the leading body of the Company's risk management, the committee is responsible for risk management and relevant decision-making process. The Company appoints a chief risk officer to be accountable for the implementation of risk management, the secretariat of the Risk Control and Compliance Executive Committee for organizing and coordinating the Company's daily work of risk management, and various risk management departments for the management of relevant risks.



Employees at all level

The Company continuously strengthens the risk management awareness of all employees and builds a shared understanding and automatic actions to establish a systematic, standardized and efficient risk management mechanism.

Our *Risk Control Access Guidelines for Consignment Business* and *Risk Control Access Guidelines for Commercial Banking Business* ensure the effective implementation of our control measures. In 2020, we issued the *Comprehensive Risk Management Regulations* and achieved a balance between risk control and business development.

Based on Ping An Group's management system, we divide risks into categories such as compliance, liquidity and operational. The principal risks of each are identified and assigned to relevant departments.

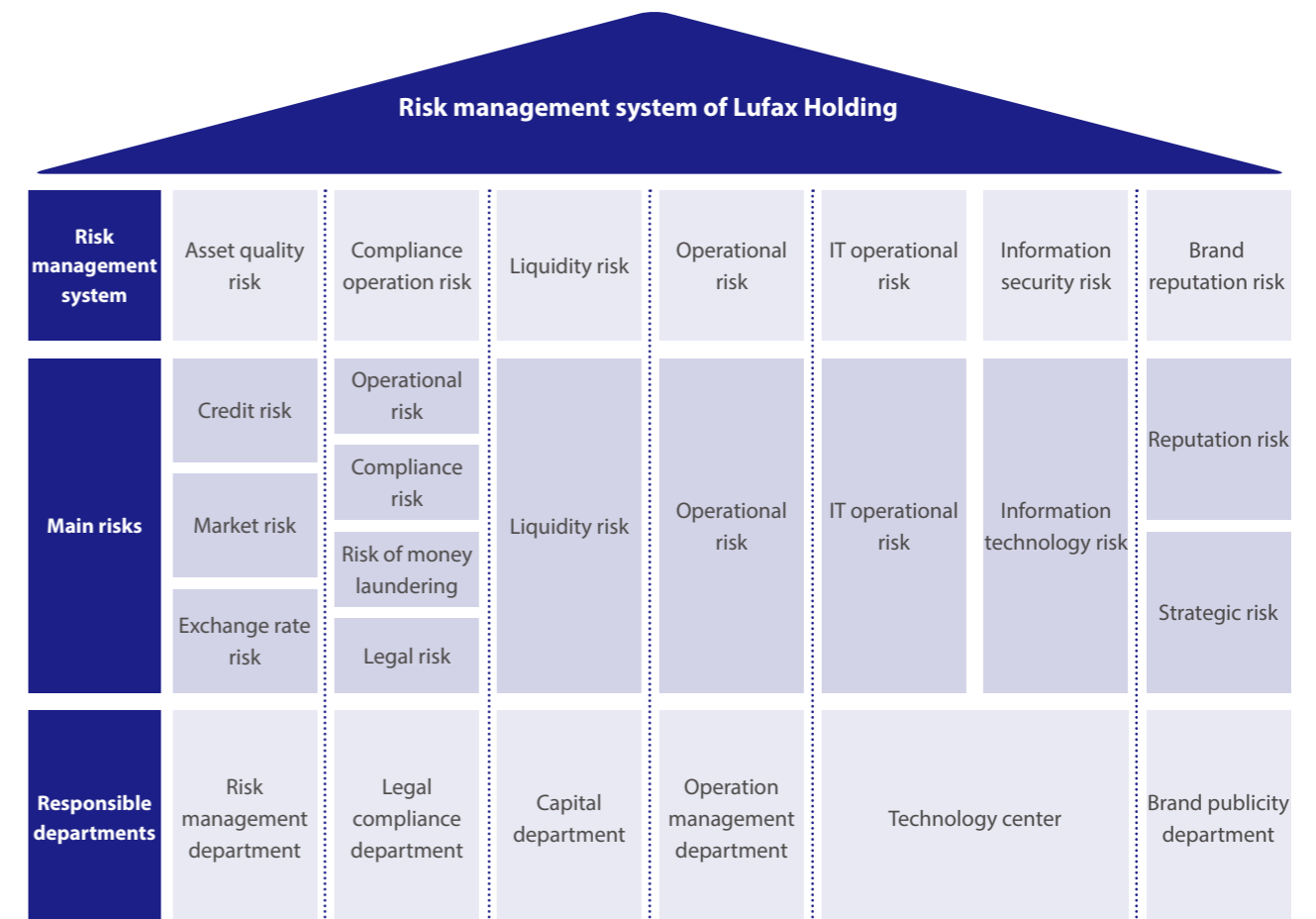
In 2020, we focused on auditing high-risk fields such as corporate

governance, asset security, information security, related party transactions and procurement. We analysed the impact of changes in regulatory policies and business policies, focusing on the rationality of process formulation and operational compliance. We strengthened our management of suppliers, including the appropriateness of products. We looked at internal operational risks, capital security and reputational risks, information security risks and new internet-related risks.

Technology such as AI and big data enables us to accurately identify risks, improve our prevention, monitoring and response, increase the frequency of inspections and punish violations in

areas such as compliance and disclosure.

We use knowledge graphs, social media and technology to identify and control conflicts of interest, transfers of interest and other risks, and to monitor and warn of abnormal behaviours.



To improve awareness within the company, risk control has been added to the key performance indicators for all departments. We inspect risk control implementation in a timely manner, train employees, and conduct risk awareness publicity and exams via the Ping An Group's Zhiniaoyao training platform.



Raising awareness with the risk control department



Risk control knowledge tests

Managing Related Party Transactions

As a listed company, we continue to enhance the management of related party transactions. This includes deepening the implementation of laws and regulations, and strengthening the management mechanism.

Unified standards, comprehensive coverage, independent governance and standardized operations create hierarchical and effective management. The Board of Directors and the management always attach great importance to the control and standardized process of related party

transactions, and undertake regular inspections, reviews and guidance to ensure that we comply strictly with regulatory regulations and requirements.

The Related Party Transaction Committee coordinates the overall goals, system and process. A related party transaction management office implements relevant policies. All departments of the Company perform their respective duties to manage related party transaction.

In 2021, we mapped relevant directives

– including China's laws and regulations, accounting standards for business enterprises, and U.S. listing rules – into our related party transaction management system. We revised and optimized our *Regulations on Related Party Transaction Management*, and established the Management System for Related Party Transaction. The latter focuses mainly on management structure, lists of related parties, budget management, identification and approval, regular reports, audits and

supervision. Meanwhile, we revised our *Procedure Rules of the Related Party Transactions Committee* to guide the committee's day-to-day activities. We will

continue to enhance the management structure and relevant systems and guidelines.



Responsible Marketing Management

Lufax Holding strictly abides by the principle of responsible marketing. In 2020, the Company formulated and issued the *Internal Management and Monitoring System of Marketing Activity*, which stipulates the code of conduct, review process and punishment mechanism of marketing activity at all levels. In order to avoid false and exaggerated marketing, the Company clearly requires all marketing materials should be prepared in accordance with the requirements of the monitoring process and cannot be released without internal review.



Anti-Corruption

Lufax Holding strictly abides by the *Foreign Corrupt Practices Act* and other relevant laws and regulations. It has formulated a series of internal policies such as the *Code of Business Conduct and Ethics*, *Code of Conduct Against Corruption and Bribery*, *Anti-fraud Regulation*, *Prohibition, Instruction and Warning Punishment System*, and *Measures for the Management of Criminal Cases*. Through this, Lufax Holding aims to explicitly prevent corruption and standardize the Company and employee behaviors.

To clarify, the Company is utterly against the abuse of power, bribery, and fraudulent transactions at all levels and strives to create an atmosphere of integrity and dedication. Lufax Holding is resolved to protect the interests of customers, the Company, and all shareholders.

Using various business lines and functions to perform anti-corruption responsibility, we can identify positions and connections with a high risk of corruption and fraud. We have formulated a thorough auditing and investigation process, which stipulates

that all departments and subsidiaries shall integrate corruption risk prevention into operation, conduct regular self-inspections, pay particular attention to critical business processes and posts, and submit any evidence of corruption over to the auditing department. After receiving a report, the auditing department shall follow the necessary investigation procedures and set up an investigation team if needed. All related personnel shall be disciplined per the *Prohibition, Instruction and Warning Punishment System* and the *Staff Manuals* if corruption is discovered. Any loss caused to the Company shall then be recovered.

Lufax Holding promotes the education of anti-corruption policies. The Company is committed to severely punishing

those involved in corruption, advocating employees to abide by all disciplines and laws, and upholding integrity. In 2020, Lufax Holding trained all employees via a series of business ethics training exercises focused on promoting a culture of integrity and strengthening their business ethics.

The Company encourages whistleblowing. Employees and third parties directly or indirectly having business relations with the Company can report actual or suspected corruption cases of the Company and our employees through various channels such as telephone, e-mail and letters.



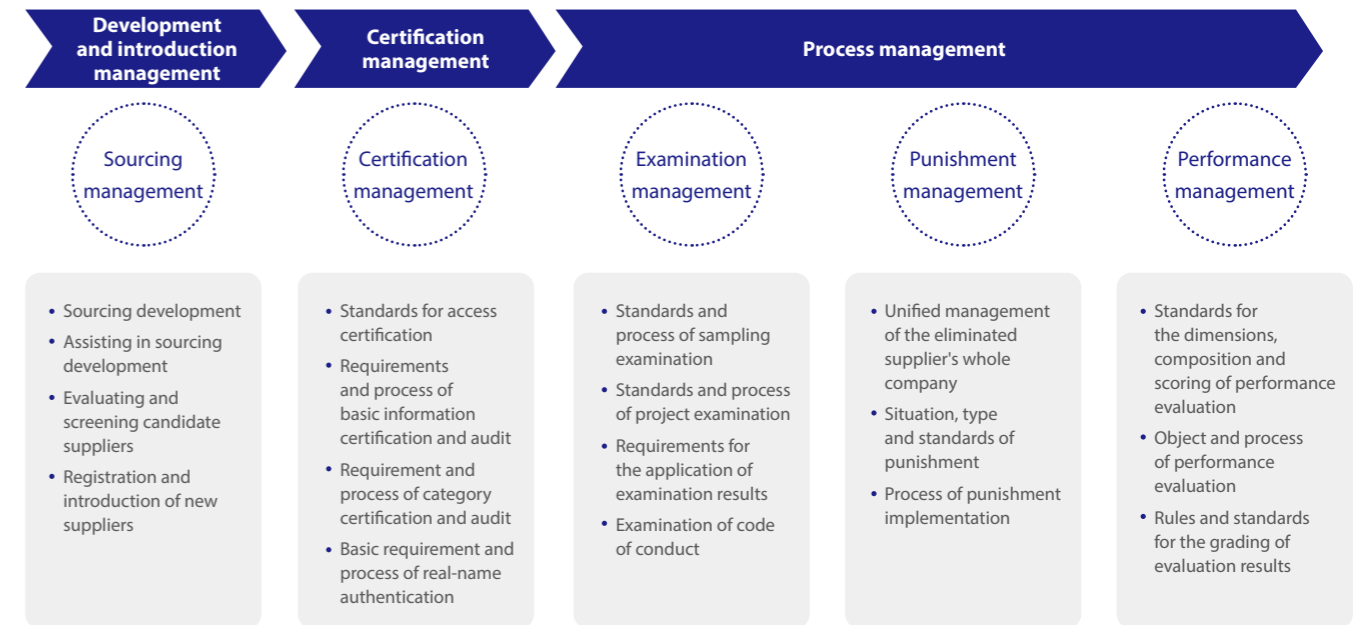
Lufax Holding's e-mail for report and accusation:
PUB_LKGXFJB@lu.com

Supplier Management

Lufax Holding attaches great importance to building a sustainable supply chain. Based on the principle of shared benefits and the commitment to creating an ordered, clean and transparent supply chain, the Company has formulated various rules and regulations, including *Rules for the Management of Suppliers in Procurement*, *Guidelines for the Investigation*, and *Management of Suppliers in Procurement Guidelines*.

We regulate the whole process of supplier development, introduction, certification, and procedure management in accordance with the *Rules for the Management of Suppliers in Procurement*.

Management process of suppliers in procurement









We have added anti-commercial bribery, anti-money laundering, and sustainable development clauses into our supplier contract. Suppliers are also required to abide by the *Guiding Principles on Business and Human Rights* and relevant laws and regulations, including the prevention of child labor, forced labor and slavery, and other human rights violations. All suppliers are required to eliminate discrimination in operation

and recruitment, protect the rights and interests of employees, provide good working environment and conditions and cooperate with the verification of Ping An Group to protect the rights and interests of employees. Furthermore, we require suppliers to actively undertake and fulfill social responsibilities and obligations, abide by relevant laws and regulations as well as the *Policy of Sustainable Supply Chain of Ping An Group*, and participate

in the training of corporate social responsibilities provided by Ping An Group.

In order to form a transparent supply chain, we carried out activities to promote and advocate transparent procurement in 2020 to effectively control procurement risks and strengthen procurement management. We put forward the following requirements for our employees:

-  It shall be prohibited to ask for or accept cash, gifts, securities and other payment vouchers from suppliers, purchasers and other parties.
-  It shall be prohibited to participate in banquets, entertainment, tourism and other activities unrelated to business organized by suppliers.
-  It shall be prohibited to require suppliers to provide convenience for your spouses, children, relatives and friends on education, employment and personal business.
-  It shall be prohibited to require suppliers to reimburse expenses which should be paid by yourself or to provide other forms of living assistance and convenience.
-  It shall be prohibited to intercede with the procurement team for suppliers during procurement or provide improper convenience for suppliers.
-  It shall be prohibited to gain illegal profits/benefits from engineering construction, material procurement, asset disposal and other procured process.

As of December 31, 2020, Lufax Holding has a total of **58,716** suppliers (all from Chinese mainland).

Providing Sustainable Products

The Chinese government has proposed inclusive finance and green finance as clear means of financial reform. Meanwhile, thanks to the use of digital and AI technology in our industry, inclusive finance and green finance can be achieved in more diverse ways. We are committed to building China's leading technology-empowered financial service platform and making retail borrowing and wealth management easier, safer and more efficient.

Making Finance Green And Inclusive

We are committed to meeting the financing needs of small and micro business owners, helping the sustainable development of the real economy, and vigorously developing inclusive finance and green finance.

Developing Inclusive Finance

Inclusive finance aims to provide affordable and effective financial services for individuals and groups in need. Among them are vulnerable groups such as small and micro business owners, farmers and low-income urban individuals. Small and micro businesses contribute significantly to economic and social development, yet usually come with large quantity, are scattered geographically and have complex needs. Their development is full of risks, of which financing is the most common and enduring. Traditional financial institutions identify small and micro businesses as high in cost and challenging to service. Consequently, it is difficult for such businesses to obtain support and adequate financial services.

As China's second-largest untraditional retail credit provider, PH is committed to developing inclusive finance, serving society and people's livelihood, promoting the sustainable and balanced development of the financial industry,

and alleviating the financing difficulties of small and micro businesses. Special consideration is given to those with an annual revenue of less than RMB 10 million and fewer than 50 employees.

Since our launch in 2005, PH has established a countrywide network of online, offline and AI-empowered services. As of 2020, we had helped more than 1.24 million small and micro businesses and provided inclusive finance for 2.76 million people. By the end of the year, the total inclusive credit had reached RMB 564.961 billion, with the balance of inclusive credit loans being RMB 545.149 billion.

As of 2020, we had helped more than

1.24 million small and micro businesses and provided inclusive finance for

2.76 million people.

By the end of the year, the total inclusive credit had reached RMB

564.961 billion,

with the balance of inclusive credit loans being RMB

545.149 billion.

02 Society

2.1 Providing Sustainable Products

2.2 Providing High-quality Services

2.3 Being a Good Employer

2.3 As a Corporate Citizen

Case: Extending helping hands to small and micro businesses

1

Yundong Duan left his hometown for work at a young age. Assiduous and studious, he opened his Brother Duan hot-pot restaurant, which proved popular with local residents. But the COVID-19 pandemic in 2020 greatly affected small and micro businesses, and Duan's restaurant had to close for nearly two months. Food losses reached RMB 20,000, while the costs of rent, utilities and salaries led to a shortage of funds and operational difficulties.

shortage and loan channels limited by the pandemic. Duan successfully applied for such a loan, and his business was set to thrive once again.



"Small hot pot, huge heritage, warming life with the support of inclusive finance" – Yundong Duan

2

Dejing Sun left her hometown in Heilongjiang province when she was just 13. Dreaming of opening a dumpling restaurant in Changsha city, she faced the problem of funding. Having compared

the borrowing cycles and interest rates of banks, credit card companies and small loan providers, Sun found that none were able to fully meet her needs. However, as a customer of our associate

Ping An Group's insurance business, she learned about us. We approved her loan application immediately after receiving the relevant materials, therefore resolved her capital problems with a more simplified application process.

We simplify the processes associated with traditional bank loans such as real estate mortgage requirements, and shorten the approval time to help small and micro businesses and individuals obtain loans more easily.



"I want to bring the hometown taste of dumplings to Changsha" – Dejing Sun

Developing Green Finance

To thoroughly combine finance with a low-carbon economy, we have established green finance offices, formulated three green finance business areas, created green financial products and services, and introduced green funds and net worth products. We have raised funds to support green businesses

and encouraged our teams to view environmental protection, emission reduction and cultural development as assets.

We adhere to the national call for green industries, and support environmentally friendly industries, such as sewage

treatment, urban greening and new energy. In our own operations, we endeavour to conserve energy, reduce emissions, simplify offline processes with technology, and promote paperless systems during the investment process.

Case: Investing in environmental protection

Having launched ESG-related public offerings, we plan more investments in green finance, energy conservation and emission reduction. Reinforcing our environmental protection concept "Big country, small town", Our "Green investment for shared benefits" initiative with Lu Funds focused on supporting fields such as new-energy vehicles, social welfare and environmental protection.



The "Green investment for shared benefits" supported environmental protection and social welfare

Case: Creating green financial products

Supporting purchasers of new-energy vehicles is a key part of our green finance strategy. E-loan for cars is a comprehensive financing product jointly provided by PH and its partners.

To further support green finance, PH has upgraded its product schemes to meet the needs of customers and reduce overall financing costs.



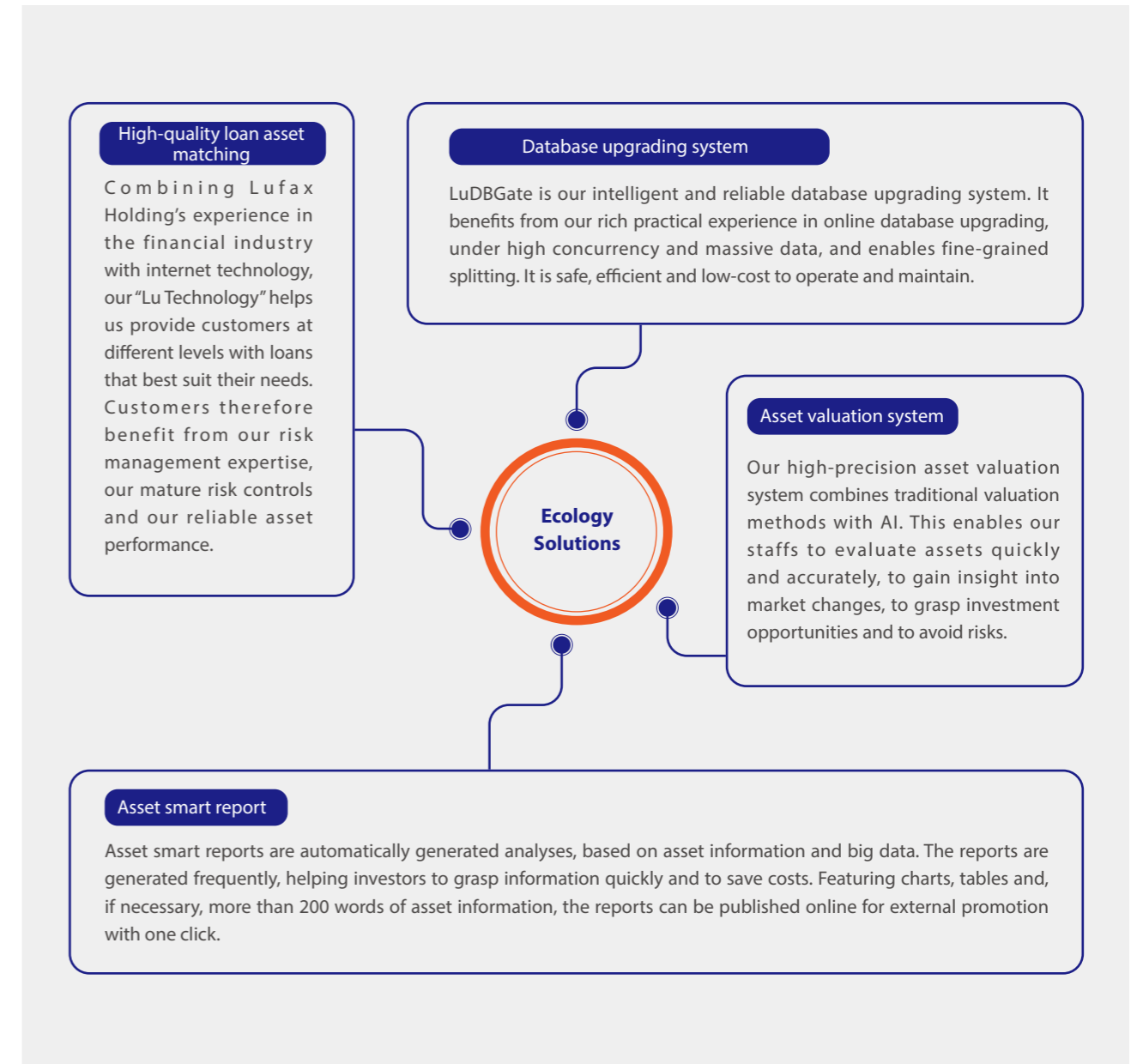
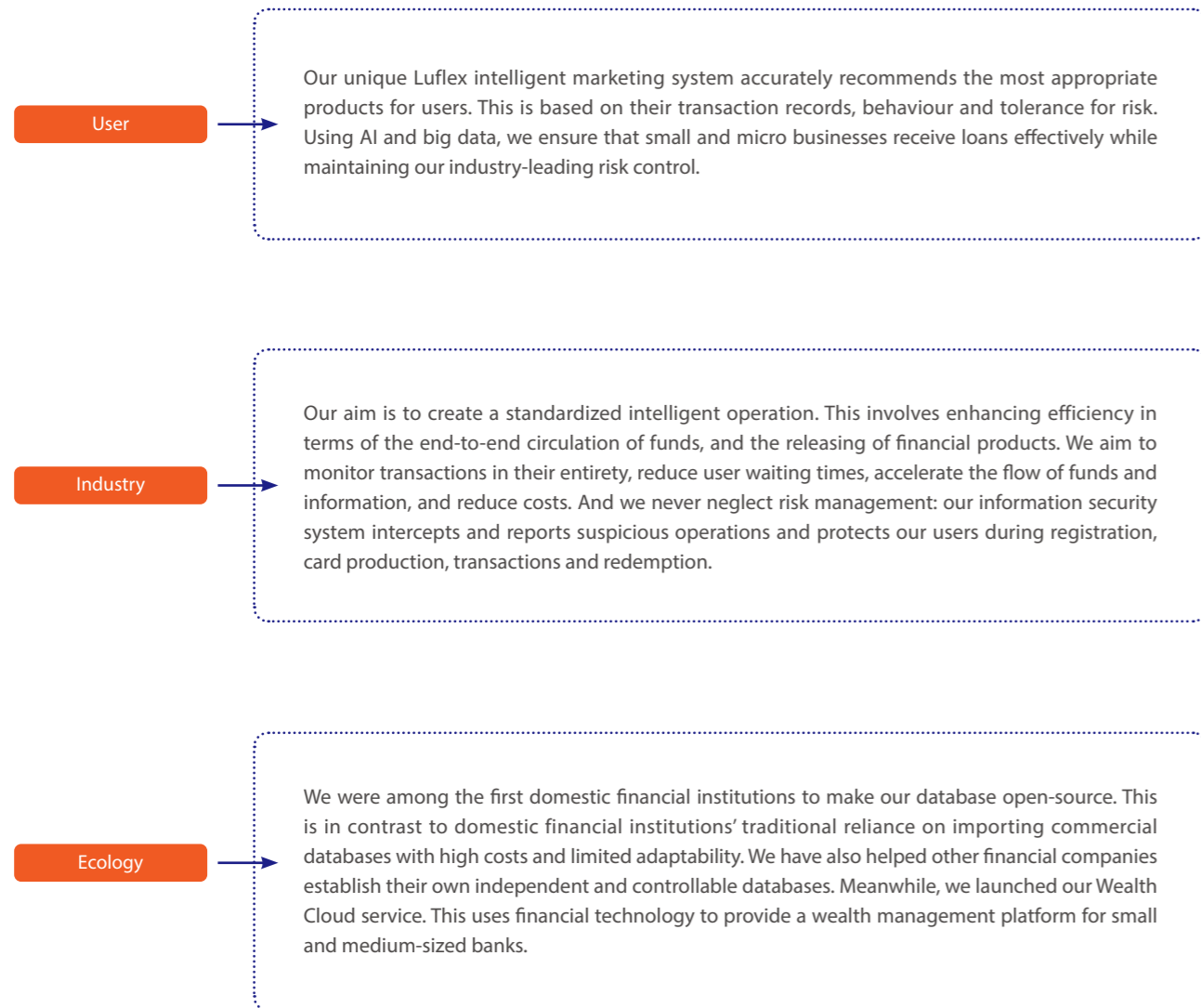
E-loan for Cars

Empowering With Technology

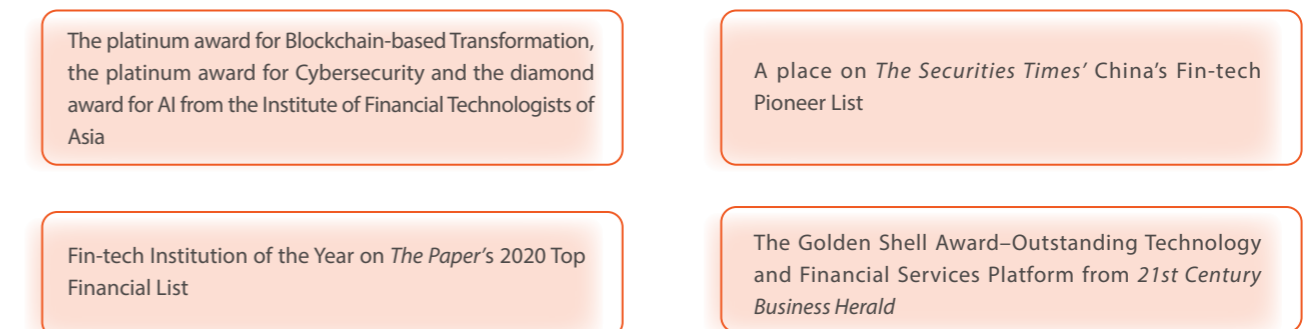
We are committed to using AI to develop our business and to using science and technology to make financial services more accessible. We prioritize innovation, data security and privacy protection, and the protection of our intellectual property rights.

Financial Services

Lufax Holding has been enhancing our R&D force and focusing on three aspects – user, industry and ecology.



Our great strides in technological innovation have earned awards and honours. These included, in 2020:



Data Security and Privacy Protection

We attach great importance to data security and the protection of users' privacy. The Company has formulated an information and data security management system and established 73 security management documents covering general security standards, security baselines, security guidelines, technical standards and detailed security management processes. Our information security management system has been accredited by the Ministry of Public Security as Level III information security protection, and we have achieved both ISO 20000 and ISO 27001: 2013 information security management system certification.

To achieve a whole process management of information security, we have established an Information Security Management Committee to be responsible for overall information security of the Company. Lufax's general manager leads the committee, and the CTO serves as the secretary-general. All members of the committee have professional qualifications related to information security. They are responsible

for assessing security risks and impacts from the perspective of departments, and the Company as a whole, offering guidance when making decisions related to information security. Their work covers network security, business security, data security, development security, operational security and information security. We have also formulated information security KPIs, allotted key KPIs to critical departments, established an information security assessment mechanism for relevant departments and regularly informed on the achievement of KPIs.

We fully guarantee the right to know and agree to users' data and privacy security. Our *Privacy Policy* has expressed that we shall obtain the customers' consent and authorization before collecting personal information. Customers have the right to access, correct, delete or revoke all personal information obtained and stored by Lufax Holding to protect their privacy and data security.

Intellectual Property Rights

The Company has formulated *Measures for the Management and Protection of Trademarks*, *Measures for the Management and Protection of Intellectual Property Rights*, *Measures for the Management and Protection of Patents*, *Regulations on the Management of Invention Rewards*, *Measures for the Management and Protection of Copyrights* and *Measures for the Management and Protection of Trade Secrets*, and established relevant departments to protect the Company's IPR. Employees from any department of the Company can report on infringement against the Company during daily

operation. The Company will take actions to protect our own rights and interests.

To standardize the management of invention rewards, encourage employees to make innovation in technologies, actively apply for patents and protect the Company's IPR, we have formulated the *Regulations on the Management of Invention Rewards* to provide bonus for their inventions and creations (including inventions, utility models and appearance designs).

As of December 31, 2020, the IPR of the Company is shown in the table below:

Total patent applications
2,137

Total authorized patents
47



Total registered trademarks
167

Trademarks under application
110

Registered software copyrights
53

Providing High-Quality Services

Customers are the cornerstone of our development. As our business grows and our customers increase:

-  We strive to continually enhance our service quality and management systems.
-  We share information with customers, to improve their knowledge about investments and their ability to identify risks.

Enhancing Service Quality

Customer satisfaction is essential. A multichannel mechanism responds to their demands as quickly as possible and, to standardize our services, we have formulated the guidelines *Measures for Complaint Handling and Management*, *Measures for Customer Complaint Compensation* and *Process for Complaint Handling and Responding*. We have launched a smart customer service platform and use artificial intelligence (AI) to strictly verify each customer's identity.

Specializing In Customer Service

Online and offline, our knowledgeable team provides services for small and micro businesses and individuals across the country. We also help them improve their knowledge in key areas such as financing, planning, compliance of financial products, and avoiding investment traps.

Our specialists build one-to-one relationships with customers. This type of consulting fosters long-term and high-quality financial management.

Our high-quality services have led to a steady growth in customer-invested assets. We listen carefully to customers and provide them with market analysis

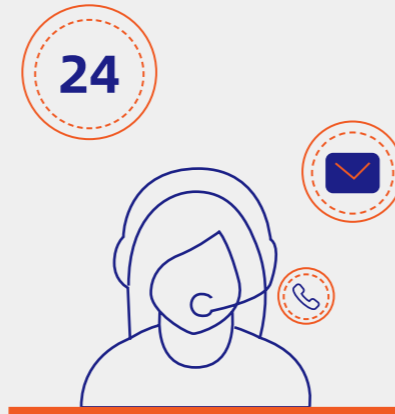
and suggestions. We pay close attention to market fluctuations, enabling our customers to be confident about their investments. When conditions change, we alert customers to risks and remind them of the concept of giving up profit to avoid loss.



To enhance our service, we monitor customers' behaviour in real-time, identify their needs and deliver that information to specialist platforms in real-time. On receiving the information, our specialists immediately tackle any investment issues.

Customers can easily book one-to-one consultations via our website or callback service. We are committed to responding to customers in a timely manner.

Based on the risk tolerances of investors and the risk levels of products and services, we provide customers with straightforward and suitable suggestions. We uphold the principle of appropriateness in customer consultation, and guide customers to complete or update online self-assessment risk questionnaires.



Optimizing Customer Service

To prevent and control and handle customer service emergencies, we created the *Measures for Customer Service Emergency Management* and established a specialized team. Our CEO is the team's leader and our COO the deputy leader. Based in our customer services department, it works with other departmental leaders.

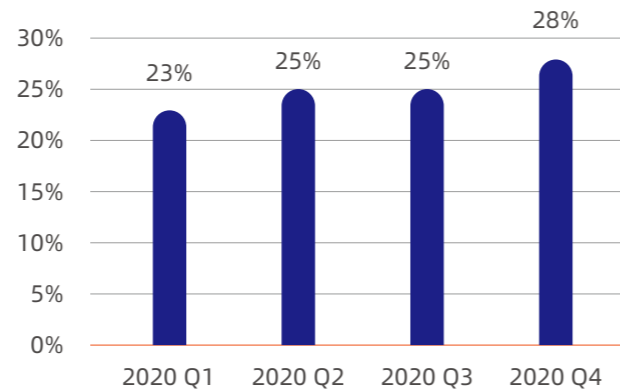
Our *Rules for Inspection Feedback Forms* ensure that every service has strict and standardized quality control. Our *Performance Evaluation Rules for Consultation and Complaint Handling* maintain the quality of our responses to customer concerns and complaints.

We use Net Promoter Score (NPS) to evaluate the satisfaction of customers. As of 2020, our NPS ranking was the industry's highest. In 2020, to maintain satisfaction and to optimize our plans for the future, we undertook quantitative and qualitative research. Customers who had purchased investment products online in the previous three months and who had invested more than RMB 1,000 were invited to complete questionnaires. This generated 1,655 quantitative samples.

The qualitative research was aimed at current and former customers, and those with different investment volumes and channels. Through online discussions, we confirmed three aspects for optimization: brand trust, product attractiveness and our app interface. Consequently, we will focus on building our brand, ensuring our reliability, protecting customers' rights and interests and enhancing our app and

operations. The more successful these endeavours are, the more our customers will be satisfied and the more likely they will be to recommend us. In the meantime, PH has adopted these indicators of customer satisfaction and have seen PH's NPS score grow steadily.

Steady growth of PH's NPS



Case: Matching services to customer needs

In July 2020, one of our customer service specialists contacted a customer who had suffered investment failure and felt very pessimistic. After listening patiently and comforting him, the specialist analysed the reasons for the decline and renewed the customer's confidence

by sharing market data from the past decade, and inviting him to get in touch if any issues arose. Since that conversation, the specialist has supplied weekly reports on the customer's products' net value performance and explained the income variations of different investment

strategies.

Thanks to the specialist's long-term support, the customer has learned to accept market fluctuations, to share his concerns with our customer managers and to optimize and allocate his assets.

To improve our business and better serve our customers, we undertake regular training and hold seminars such as "Latest financial news" and "Managers' (funny stories) sharing". The training includes product knowledge, compliance, policy interpretation, investment strategy and market conditions.



Customer services training: "Latest financial news"



Customer services training: "Managers' (funny stories) sharing"

Case: "Everyone is a customer experience officer at Lufax Holding"

Our "Everyone is a customer experience officer at Lufax Holding" campaign, from April to June 2020, enabled all employees to experience each process offered on our app. If they encountered issues or bugs, they could propose solutions and suggestions.

We received more than 5,000 ideas, of which more than 100 were selected as "golden ideas" by our expert teams. These will improve app users' experience.



"Everyone is a customer experience officer at Lufax Holding" poster

Combining Ai And Human Customer Service

PH customer service platform receives requests and complaints and alert us to high-risk complaints. Customers can access the platform via telephone, WeChat and our app. Requests are routed to AI or human personnel depending on their nature.

The AI service provides 24/7 services with an intelligent recognition rate of 99.8 percent, an intelligent solution rate of 92 percent and a customer satisfaction rate of 93 percent. The human service has an answering rate of 98 percent and an on-the-spot settlement rate of 95 percent.

In 2020, we received 1,991 customer complaints. 94 percent were resolved within three days.



Online customer service provided by PH APP

Online customer service provided by PH's WeChat

Our affiliate Ping An Group launched an AI double recording service and an AI loan return visit service in 2020. These review selling quality, document customer interactions, protect customers' rights and interests, and reduce customers' risk. They are also helpful for confirming costs and other information when customers apply for loans.

AI double recording reconfirms fees

AI double recording reconfirms fees with unsecured customers and conducts facial recognition to ensure legitimacy during contract-signing. Loans are not released until a customer acknowledges and confirms their understanding of the costs, personal confirmation, liabilities, etc. Customers who regularly present high risks must be served by human customer service representatives during our working hours.

AI loan return visit

After a customer takes a loan, our T-day automated system triggers an AI call to reconfirm the fee with the customer and inform them about issues such as illegal charges. An AI-generated complaint will be filed if abnormal customer feedback is received.

Consumer Protection

Consumer protection is one of our fundamental principles. From ground level – our employees and their daily operations – we conduct training to integrate protection into all aspects of our business. We also strive to educate investors, so that they can protect themselves. And we have created our *Measures for the Protection of Consumer Rights and Interests* in accordance with the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and other relevant laws and regulations.

Consumer Protection Performance

Every month, we evaluate the consumer protection performance of each business group. This ensures that our selling activities are compliant and not misleading, and that customers are informed about costs.



Case: Protecting consumers in "3 2 1" steps

Our "3 2 1" consumer protection system carries out targeted improvement and optimization for the three primary causes of customer complaints:



Educating Consumers

We educate consumers on how to protect their rights and interests through online and offline channels. These programmes are issued in conjunction with major media platforms, police anti-fraud centers, the China Consumers Association, community groups and universities. Our efforts won extensive attention from consumers in 2020.

Case: Helping consumers to protect themselves

Our Consumer Rights Protection Campaign was launched in 2018. An important element of the Ping An Group's financial literacy improvement plan, it aims to protect consumers' rights and interests, and enhance their comprehension of financial risk.

The campaign focuses on four groups with weak financial ability: small and micro businesses, ordinary wage-earners, college students and the elderly. Live broadcasts, audio classes and training videos cover topics such as financial literacy and consumer rights. Local police and regulatory authorities support these activities, which combine to create a "protection + empowerment" model.

By December 2020, the campaign had hosted more than 300 offline publicity sessions. More than 60 percent were cohosted with police anti-fraud centers, the China Consumers Association, community groups and universities.

We are committed to holding activities in communities and business districts, and on campuses, and have enhanced the

financial literacy of more than 10 million consumers and investors.



The Consumer Rights Protection Campaign improves the public's financial literacy

Case: Enhancing consumers' financial knowledge

Designed to enhance consumers' knowledge, Dr. An's Class is an educational investment project hosted by the Ping An Group. In 2020, we participated in a segment entitled "Preventing traps and avoiding tricks in internet loans and financial management".

Attracting 1.356 million views, the course has been reported by mainstream media such as The Paper, Sina Finance and China Economic Net.



Educating consumers with Dr. An's Class

Case: Introducing our app's Discovery Channel

The Lufax Holdings app's Discovery Channel provides timely and accurate market news and basic investment courses in four forms: illustrated articles, video, audio and live broadcast. In 2020, 2.889 million people used the channel a total 61.532 million times. Lectures by Lu Wealth College attracted 468,000 listeners, with a cumulative listening time of 901,000 hours.



The Lufax app's Discovery Channel



Being a Good Employer

Based on the employee-oriented principle, we strive to ensure equal employment opportunities, protect the rights and interests of employees, cultivate talents and elites for our industry, create a fair, open, harmonious and inclusive working environment, address employee concerns in a timely manner, and create a better future together with our employees.

Equal Employment

Lufax Holding is constantly exploring talent reserves and recruitment as we understand that employees are the cornerstone for our long-term development. We are committed to ensuring fair and open recruitment and building diversified and high-quality talent teams.

Lufax Holding strictly adheres to the *Labor Law of the People's Republic of China*, *Labor Contract Law of the People's Republic of China* and other relevant laws and regulations. On the basis of these laws, the Company formulated the *Measures for Recruitment Management (2021 version)*, *Rules and Procedures of Cadre Management*, *Regulations on Salary Management*, *Regulations on Performance Accountability Management system*, *Code of Conduct for Employees* and other relevant regulations for recruitment and employment. These regulations govern the appointment, removal, transfer and retirement of employees and related issues. In accordance with our fair, just and non-discriminatory employment

policy, the Company is committed to ensuring that there is no discrimination in recruitment, salary, training, promotion and other matters due to gender, current location, nationality, religion, age, pregnancy status, marital status, disability and political position. Additionally, child labor and forced labor are avoided, and employees' legitimate rights and interests are respected and protected.

We respect all internationally recognized human rights related to our business, promote democratic management, establish a smooth communication mechanism and support international treaties. Such treaties include the *Universal Declaration of Human Rights*, *Guiding Principles on Business and Human Rights*, and the *Declaration on Fundamental Principles and Rights at Work* (formulated by the International Labour Organization).

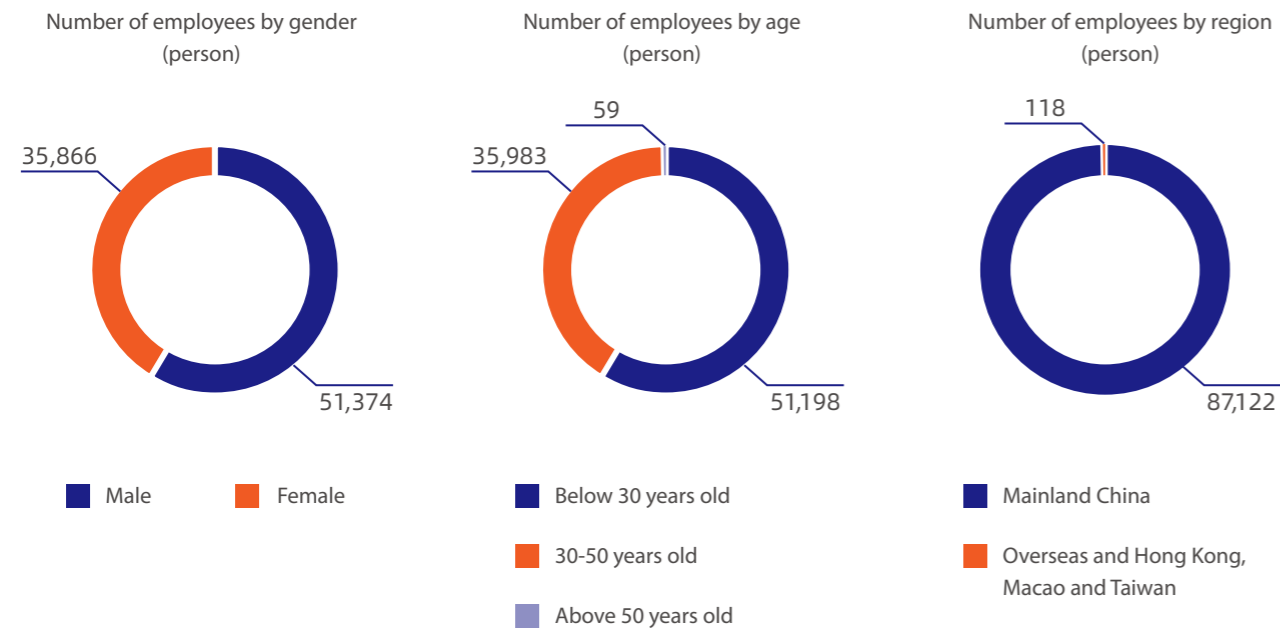
In strict accordance with the *Constitution of the People's Republic of China*, *Law*

of the People's Republic of China on the Protection of Rights and Interests of Women, *Special Rules on the Labor Protection of Female Employees* and other relevant regulations, we always acknowledge the rights and interests of female employees. With regards to salary, promotion and job evaluation, we adhere to the principle of sexual equality to offer equal opportunity to our female staffs.

We attach great importance to the demands of employees, safeguard their legitimate rights and interests, and have built a channel for employees to report problems impacting their rights and interests at work.

At the end of the reporting period, Lufax Holding had 87,240 employees. To retain key talents, we carry out people analysis and document reasons for employee turnover so that we may target and resolve these issues.

Employment of Lufax Holding in 2020



Training and Development

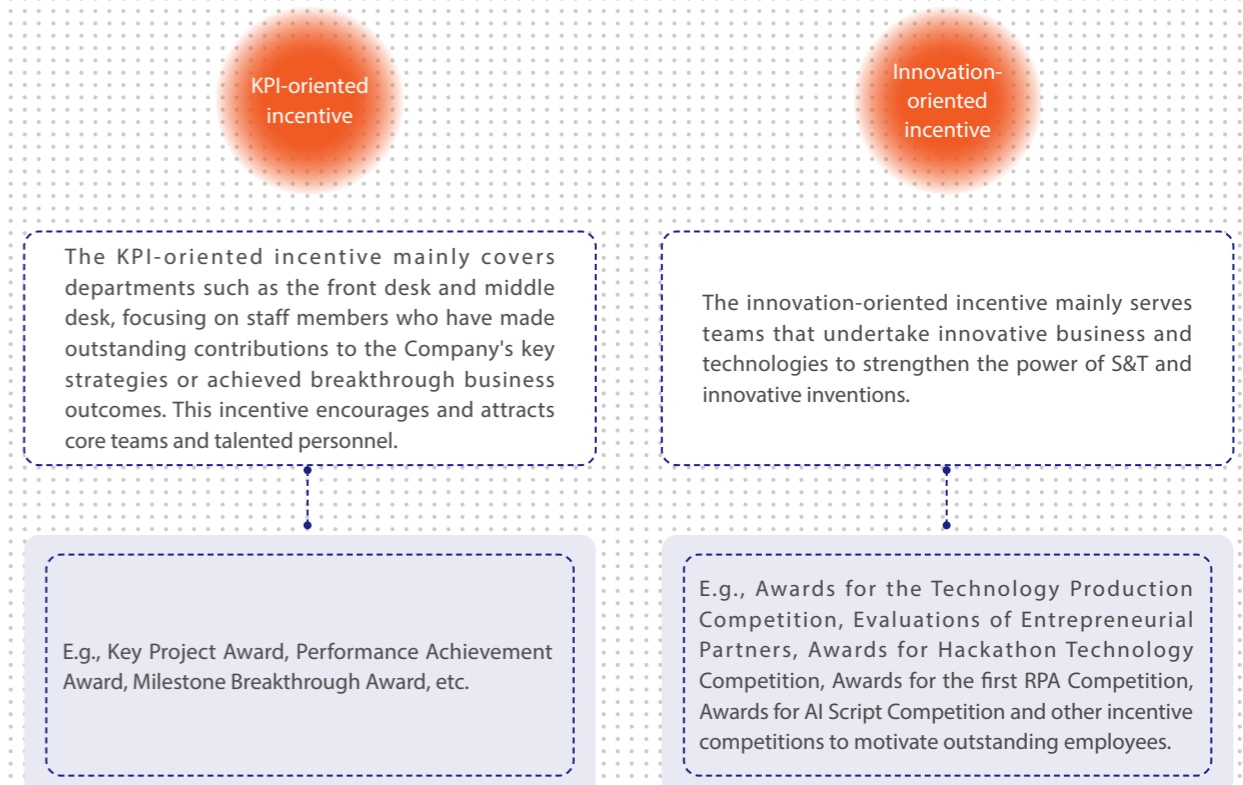
Lufax Holding attaches importance to employees' career development by providing a competitive incentive program as well as fair and transparent career opportunities. The Company continues to improve and promote our talent training program, provide specialized training for employees at all levels, continuously optimize talent-related departments, strengthen the construction of talent teams, establish a potent talent pool, and realize structural optimization.

The Company stays informed of salary expectations within the financial industry to provide competitive salaries for our employees. We advocate performance-

orientated principle, and adjust our employees' annual salaries in relation to the yearly performance reviews conducted by supervisors and other noteworthy accolades. According to the Company's business strategies and plans, we continue to improve and innovate our incentive measures based on regular annual bonuses, establish a healthy, positive, competitive and diversified incentive program, and encourage employees to improve their professional abilities for their professional benefits. In addition, we have formulated an employee stock incentive plan for core employees, including two incentive measures –

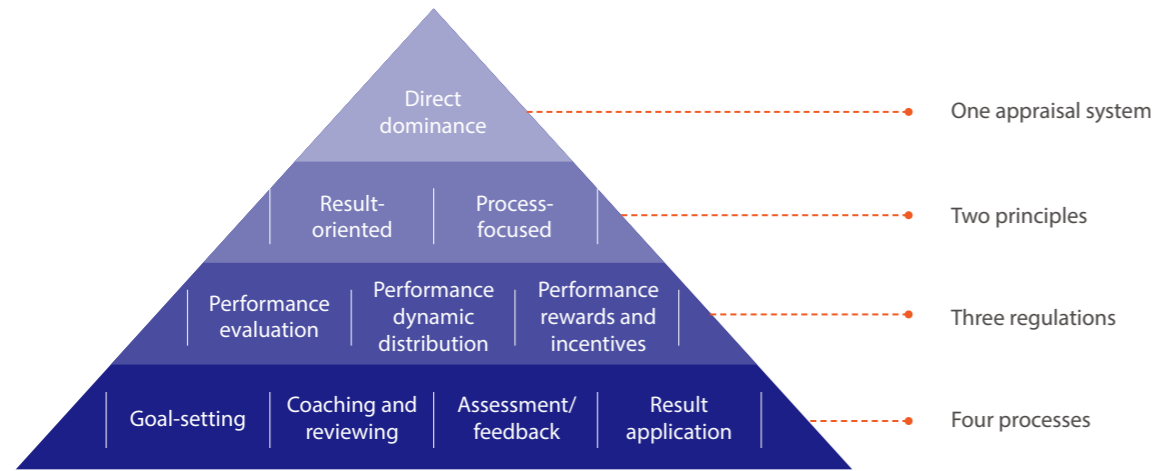
stock options and a performance-for-stock plan. The incentive stock will be granted and cashed in equal parts in four years, combining the objectives of core employees with the Company's long-term goals and interests, thereby encouraging employees to focus on and promote the Company's long-term development. We have also set up a bonus deferral mechanism for senior management and other risk-related positions. However, for senior executives, if compliance problems, serious dereliction of duty or significant risk issues were found, the Company will defer their incentive bonus according to our "one-vote veto" mechanism.

Lufax Holding's incentive mechanism for employees



The Company adheres to the performance management concept of "result-oriented and process-focused", adopts the "1234 principles for performance management" to carry out scientific performance evaluation for all employees and 360 overall assessment for employees above the intermediate level. In order to optimize the talent structure and revitalize talent resources, the Company introduced the cadre assessment and competition mechanism to promote the development of employees and maintain their professional competitiveness.

Lufax Holding's "1234 principles for performance management"



The Company provides perfect promotion mechanism for employees by dividing employees into six parts: management, function, specialty, business, technology and operation, and sets different rules based on the level of each part. The Company formulated a series of evaluation measures including talks with all promoted employees, interviews by internal and external auditors, tests for cadre promotion, 360 overall assessment, etc., to praise and encourage excellent employees and help more employees to achieve their own progress and values.

Case: Lufax Holding launches competition for senior technology positions

In 2020, the Company further improved the selection and appointment mechanism of scientific and technological talents, and carried out online competition for senior technology positions, to support the effective implementation of our technology-empowered strategy. A total of 18 employees have participated in the competition. Each candidate needs to show their plans on stage and attend the on-site discussions on the management topics, to trigger more ideas on future plans for management. Finally, 14 of them were selected. About 130 people were invited to watch the competition on-site and 500 people to watch via online live show platforms.



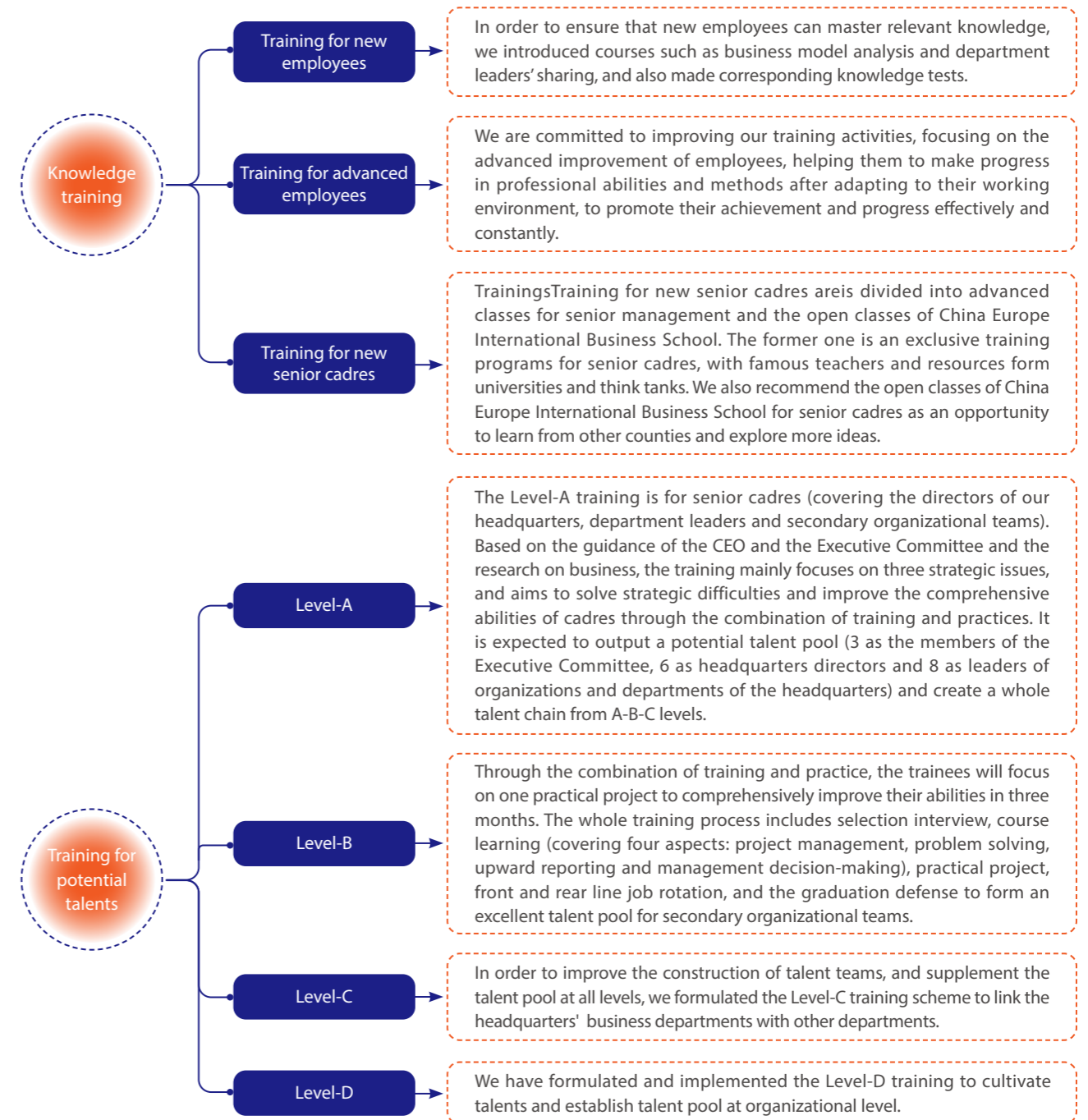
Lufax Holding senior technology position competition

The Ping An College and "Zhiniao" online platform have enabled the Company to provide employees with full cycle online and offline training for their career development, and carry out targeted cultivation for them at different stages. The Lufax Holding's employee training includes standardized training for different capability levels as well as training for potential talents. The former one includes basic courses for new employees, advanced courses for advanced employees, training for new middle-level cadres and training of new senior cadres, while the later one includes A, B, C and D 4 levels of training.

Lufax Holding's training data in 2020



Introduction of Lufax Holding's training for potential talents



Case: Leadership Development Strategies Courses of CEIBS for intermediate entrepreneurial partners

In October 2020, Lufax Holding carried out theoretical and case study of the Leadership Development Strategies Courses of China Europe International Business School (CEIBS) for intermediate entrepreneurial partners to further improve the management abilities and international visions of our potential talents, help management cadres to enhance skills of communication, leadership and influence, and thus more effectively promoting the implementation of our strategies. A total of 30 entrepreneurial partners and more than 10 senior leaders participated in the courses and corresponding discussions to improve themselves. All the trainees have finished the courses and obtained certificates.



Graduation ceremony of leadership cadre training

Case: Offline training for primary new employees

In October 2020, Lufax Holding launched offline training with the theme of "Simplified and Prioritized Internet Product Innovation", to help new employees to complete the comprehensive transformation from company's thinking to user's thinking, and thus enhancing the efficiency of product innovation. A total of 66 employees participated in the training. After communicating with teachers through the training, trainees achieved broader views of working directions and excellent results in their practical work.



The "Simplified and Prioritized Internet Product Innovation" theme training

Case: Rising Stars Training for new employees

In August 2020, Lufax Holding organized the offline Rising Stars Training for new employees, to help new colleagues get familiar with and understand the Company's strategies and cultures and promote cooperation among different departments. The training includes the interpretation of management of strategies, administration, finance, audit, HR, etc. and team integration training. A total of 60 new employees participated in the training and have gained a clear understanding of the Company, and made new partners and friends through various activities, and thus enhancing the cohesion of their teams.



The Rising Stars Training for new employees

Case: "Knowing Yourself and Knowing Others" courses for communication skills via "Zhiniao" platform

In November 2020, the courses for communication skills named "Knowing Yourself and Knowing Others" was launched on "Zhiniao" platform, focusing on communication skills in the workplace, basic methodology and logic of effective communication, and communication strategies with other departments. In the 1.5-hour online live course, the lecturers actively interacted with the trainees, and helped them to better master the course through video cases and Q&A quiz, with a total participation of 1,300.



"Knowing Yourself and Knowing Others" courses for communication skills via "Zhiniao" platform

Occupational Health and Safety

Lufax Holding understands the significance of employees' occupational health. We manage our employees' occupational health in strict accordance with the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases* and other related laws and regulations. Being dedicated to improving our occupational health management system, we take crucial measures to maintain and manage employees' health and safety in the workplace. There have been no work-related fatalities in Lufax Holding during the reporting period.

In addition to medical insurance for employees, Lufax Holding offers supplementary medical insurance. To monitor our employees' health and learn about their medical histories and problems, the Company conducts physical checkups every year. A variety of checkup packages available at more than 700 checkup institutions are provided

by Lufax Holding. After annual checkups, we receive and record employees' overall physical checkup reports from relevant institutions (our employees' personal information is not included in these reports). By reviewing this information, both the Company and employees can monitor their health status and proactively address any health concerns. By managing our employees' health management in a timely and targeted manner, we can assist our employees in realizing a healthy lifestyle. In 2020, more than 50,000 employees participated in physical checkups. At the beginning of 2020, Lufax Holding launched the "Health Workplace Plan" with Ping An Health in an effort to protect our employees during the COVID-19 pandemic. We bought health services for a number of employees, providing them with VIP registration, health management services from private doctors, personalized health courses, sub-health management and other related services.

During the COVID-19 pandemic, Lufax Holding took prevention and control measures at its headquarters and subsidiaries (including overseas branches in Indonesia). We formulated 33 emergency plans and more than 200 special preventive measures to protect employees' personal health and safety. The Company regularly disinfects the offices every day, provides protective supplies for employees – including two masks per person every day – and actively purchases and distributes more than 1.2 million pieces of epidemic prevention supplies such as masks and disinfectants. To prevent the risk of infection while commuting to the office, the Company enabled 37,000 employees to work remotely. We also provided psychological counseling for employees working from home and relevant publicity materials to protect their mental health.

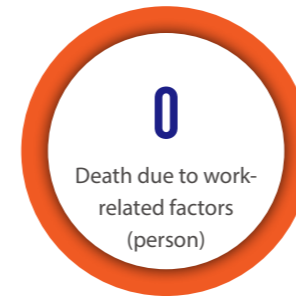
Case: Pandemic prevention and employee care actions by PH's subsidiary in Suzhou city

In February 2020, the management of PH's subsidiary in Suzhou held an online emergency meeting to deploy epidemic prevention and control work. The meeting defined the return arrangement of returning employees and the disinfection work in office areas, to ensure the safety of employees on their way back and during daily work. In addition, the subsidiary carried out comprehensive publicity on epidemic prevention and control during the Spring Festival, advocated employees to jointly fight against the pandemic by online publicity, popularized prevention and control knowledge, provided employees with preferential products related to pandemic prevention, and brought care and confidence to employees who were quarantined at home.



Publicity posters for pandemic prevention by PH's subsidiary in Suzhou

Health data of Lufax Holding's employees in 2020



Employees Welfare

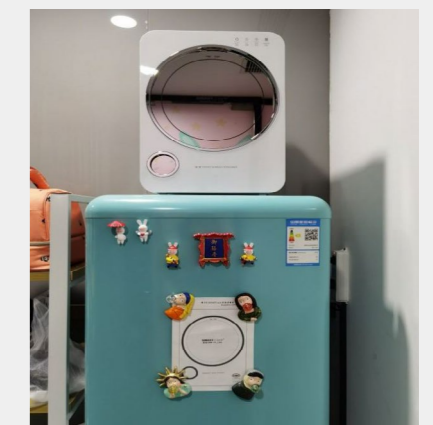
According to the *Guidelines for the Management of Labor Union Funds and Expenses (2020 version)*, *Rules for the Distribution of Welfare of Lufax's Labor Union* and the *Rights and Welfare Policy of Employees and Agents* of Ping An Group, Lufax Holding has improved the employee welfare system. The Company offers a substantial number of services in its welfare program for employees. While following national regulations, the program covers: welfare and material benefits on public holidays; commendations, assistance, and condolences for birthdays, blood donations, pregnancy, severe diseases and funerals. According to regulations the Company pays pension insurance, unemployment insurance, industrial injury insurance, maternity insurance and housing funds for all employees. Lufax Holding administered an employee satisfaction survey to improve employee welfare. This survey

covered training suggestions, performance management, career development, personal considerations and more. The results of the survey provided a basis for the Company to improve the employee management system and relevant programs. The results of the 2020 employee satisfaction survey showed that employees were pleased with the Company's efforts.

In order to meet the unique needs of some female employees, the Company has set up lactation rooms and customized gynecological special checkup packages. On women's day, the Company holds commemorative activities and provides a celebratory bonus, appreciation gifts and a partial working day for female employees. In addition, the Company regularly carries out activities to encourage our female employees throughout the years.

Case: Upgraded lactation rooms by PH labor union

In July 2020, the PH labor union issued upgrade plans for lactation rooms according to the relevant setting and management rules. We added disinfection equipment and green plants, and carried out circuit modifications for the lactation rooms. After that, our lactation rooms passed the three-star evaluation of "Loving Mommy's Room".



Lactation rooms of Lufax Holding

In order to enhance the cohesion of employees and create a good atmosphere of unity, Lufax Holding encourages employees to engage in recreational activities. The Company's labor union has set up five clubs, including yoga and dance, basketball, football, badminton and outdoor sports, and holds friendly competitions and outdoor activities regularly to attract more employees to participate.



Basketball competition held by the Company's labor union



Team building activities at the logistics center

As a Corporate Citizen

To fulfill its social responsibilities and obligations as a corporate citizen, the Company accommodates socially vulnerable groups in the aspects of industrial poverty alleviation, consumption poverty alleviation, and education poverty alleviation, and provides voluntary services and other public welfare and charitable activities. The Company uses its advantages to promote social harmony and sustainable development and build a positive corporate image. PH has continued to explore innovative projects for the "agriculture, rural areas and farmers" initiative². Such projects include PH preferential agricultural loans, PH preferential agricultural funds, new farmers for poverty alleviation, and "Mom's Sewing" in Liangshan. These projects boost rural economic and industrial development in impoverished areas and support rural revitalization. Lufax Holding is committed to turning the "money-giving" conditions associated with poverty into a "money-making" one. Alongside local industries, Lufax Holding has identified a path for people to eliminate poverty and obtain wealth and developed an "Industry + Ecology" model that lays a solid foundation for reducing poverty.

Services for Agriculture, Rural Areas and Farmers

Utilizing the concept of "business for good", Lufax Holding has built an "inclusive innovation and business for good" model focusing on the development of innovative industries in new rural areas, fostering vulnerable groups, sustaining businesses, cultural inheritance, and expanding the availability of financial services for small and micro-groups.

² The "agriculture, rural areas and farmers" initiative addresses three aspects: exploring ways to increase farmers' income, promoting agricultural development, and maintaining rural stability.

PH preferential agricultural funds

PH launched the "preferential agricultural funds" project jointly with the China Women's Development Foundation and the Chin Soong Ching Ling Foundation in 2017. To increase women's income in poor urban and rural areas and improve their intrinsic qualifications, the "preferential agricultural funds" project focuses on female entrepreneurs in less developed regions. It cultivates leaders seeking wealth in rural areas and helps more women grow and develop with the advantage of local industries. PH selected projects suitable for women in distress to promote employment. Working with large households, cooperatives and enterprises, the project formed a closed-loop assistance chain with affluent supporting resources. Such resources include providing financial support, skills training, publicity and advocacy, and marketing resources, and helped women find jobs and start a business to achieve

economic independence and sustainable development. The "preferential agricultural funds" project established various market-oriented public welfare models, namely "Association + Farmers", "Company + Farmers" and "Company + Base + Farmers". These models have combined industrial support and helping women. As of December 31, 2020, PH had provided RMB 16.6 million of interest-free preferential agricultural funds to

rural cooperatives and entrepreneur leaders, directly supported more than 600 poor households, and increased the average household income by more than RMB 10,000. The project covers eight provinces of China, including Heilongjiang, Jilin, Gansu, Ningxia, Inner Mongolia, Chongqing, Henan and Yunnan.



PH preferential agricultural funds activities

PH preferential agricultural loans

In 2018, PH jointly launched the "preferential agricultural loans" project with several local agricultural credit guarantee companies and other grassroots institutions. This project shares risks and provides financial support for rural groups, addressing the issue of "difficult, expensive and slow financing" and creating low-cost and efficient financing channels, thereby providing diversified, affordable, and convenient loan services for rural entrepreneurs. As an innovative practice of PH's first inclusive loan service model, the "preferential agricultural loans" follow the "business for good" model for agriculture, rural areas and farmers while considering commercial sustainability. Through its advantages (such as an inclusive credit service), "preferential agricultural loans" established a money-making mechanism in line with the logic of commercial development for rural areas, supporting the future development of agriculture, rural areas, farmers and rural entrepreneurs.

"preferential agricultural loans 2.0" was officially launched in Xishui county of Zunyi city, Guizhou province. Succeeding the original product, the "preferential agricultural loans 2.0" program added the loan prepayment function and optimized the speed of the lending process. This enhanced the industrial support for Zunyi city and further reduced the cost of loan services for agriculture, rural areas and farmers. As of December 31, 2020, consumers had taken out 215 loans – RMB 102.505 million in total – through the "preferential agricultural loans" project in Chongqing, Guizhou, Shaanxi and Hainan.

In 2020, PH won the "2020 For Good Award – Top 10 of Business for Good" at the China Social Enterprise and Impact Investing Forum, with the "preferential agricultural loans" project contributing heavily toward its success. The award commends and encourages its winner to provide more affordable financial services for agriculture, rural areas and farmers by using innovative business models and solving social problems.

As of December 31, 2020, consumers had taken out

215 loans – valuing RMB

102.505 million in total – through the "preferential agricultural loans" project in Chongqing, Guizhou, Shaanxi and Hainan.



2020 For Good Award – Top 10 of Business for Good for PH

New farmers for poverty alleviation

To encourage young talent to build up their hometown, PH launched the "new generation of farmers for poverty alleviation" program as one of the innovative models for agriculture, rural areas and farmers. Ping An Group and the China Foundation for Poverty Alleviation (CFPA) jointly established the "Ping An poverty alleviation public fund for industry" initiative. This initiative supports the building of 20 industrial development bases. It covers many poor counties in provinces such as Gansu, Shaanxi and Jiangxi, leading local farmers to earn an income through local industries. Based on the "three villages construction" public welfare project of Ping An Group, PH made full use of its ecological advantages in finance and

technology. This project further promotes the industrial upgrading of impoverished counties, works jointly with CFPA, and cultivates and encourages young talents to return to their hometowns and start businesses. It also assists new farmers through emerging agricultural technology and new agricultural development, promotes the high-quality and sustainable development of locally advantageous industries, and injects fresh impetus into the rural economic and industrial development in impoverished areas. As of December 31, 2020, the project had supported 236 registered poor households and helped 913 households indirectly.

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"Mom's Sewing" specialized poverty alleviation project

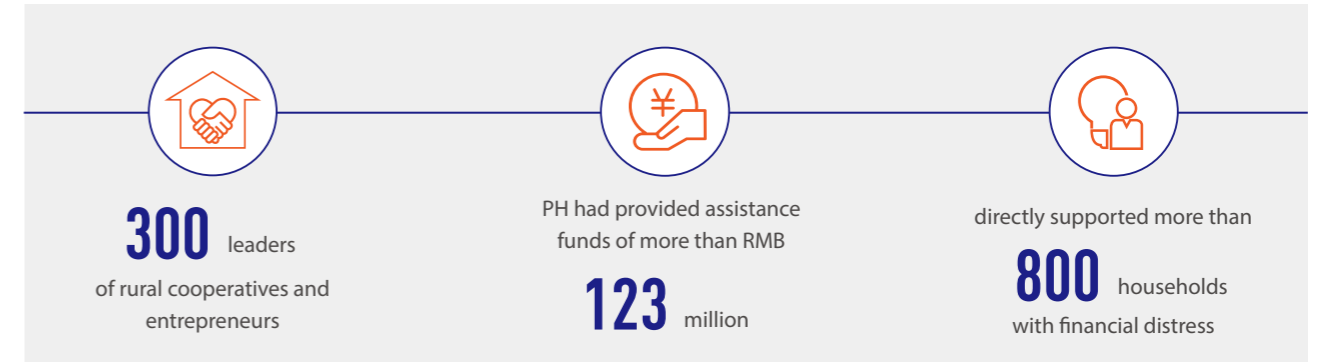
In 2020, PH carried out the specialized poverty alleviation project, namely "Mom's Sewing", to promote the intangible cultural inheritance in Liangshan prefecture, and help and encourage local poor women's employment and entrepreneurship for higher income. In addition to providing sewing machines and other production materials for 100 poor women in Liangshan, the project also invites design teams from professional colleges to provide design solutions for local women, thereby enabling them to obtain flexible employment and explore the long-term poverty alleviation mechanism with closed-loop chains by the means of old clothes recycling, intangible cultural heritage designs, handwork and sales.

year to teach local women how to make "sunflowers", and thereby providing employment opportunities and better livelihoods for them. They have helped more than 800 women in pastoral areas to solve the problem of reemployment.



"Mom's Sewing" launching ceremony

At present, services carried out by PH for agricultural, rural areas and farmers have covered 13 provinces and cities including Gansu, Chongqing, Guizhou, Shaanxi, Hainan, Heilongjiang and Yunnan, including various agricultural fields such as planting, animal husbandry, forestry and fishery. As of December 31, 2020, PH had provided assistance funds of more than RMB 123 million to nearly 300 leaders of rural cooperatives and entrepreneurs, and directly supported more than 800 households with financial distress.



PH's services for agriculture, rural areas and farmers have been selected in national research reports many times and have been recognized by all walks of life.



• In November, 2018

Selected into the *China Rural Finance Report (2018)* by the Development Research Center of the State Council (DRC)

• In June and August, 2019

Selected into the *Research Report on Inclusive Credit Aggregation Model and the Inclusive Financial Innovation Report (2019)* by the National Institution for Finance and Development (NIFD)

• In October, 2019

Selected into the *Research Report on Promoting Inclusive Credit through Financing Guarantee* by the Academy of Financial Research of DRC and the *Inclusive Finance Development Report (2019)* by the Chinese Academy of Financial Inclusion at Renmin University of China

• In November, 2019

Selected into the *A Collection of Practical Cases of Inclusive Finance in China (2018-2019)* and *The Typical Cases of Inclusive Finance Supporting Poverty Alleviation* jointly published by China Banking Association, Insurance Association of China, NIFD, China Financing Guarantee Association, China Micro-credit Companies Association, China National Association of Finance Companies, China Association of Microfinance and other institutions under the leadership and arrangement of People's Daily and other national media and platforms for CPC

Industrial Poverty Alleviation

Based on our financial knowledge and resource advantages, Lufax Holding and the CFPA jointly launched "Big Country, Small Towns", an industrial poverty alleviation plan. This plan systematically improves the industrial development level of villages and towns and helps them fight against poverty through the cooperation of "Government + Community + Social organizations (social enterprises)". Combining the customer resource advantages gathered by our online wealth management platform with the government's smart financial system, Lufax Holding has created a series of measures such as "one platform, four cooperatives". This measure promotes implementing the public welfare plan—"Industrial Poverty Alleviation + Environmental Protection".

One platform

"One platform" refers to the public welfare section in Lufax Holding online wealth management APP, which has launched various public welfare activities and encouraged consumers to purchase high-quality agricultural products on our public welfare platform to support the industrial poverty alleviation in rural towns. In addition, Lufax Holding also carried out the "public welfare products" activity, and set up a public welfare product channel on this platform, to help consumers make contributions to public welfare activities while managing wealth.



Four cooperatives

"Four cooperatives" refers to the four cooperatives for the honey industry in the four national poverty-stricken counties: Pingwu county in Sichuan province, Deqin county in Yunnan province, Xishui county in Guizhou province and Nilka county in Ili prefecture of Xinjiang Uygur Autonomous Region. The four cooperatives were built under the donation of Lufax Holding for two consecutive years for poverty alleviation to build local industrial capacity and attract young talents to return to and work in their hometowns.



The "four cooperatives for honey industry" + "bee conservation" model created by Lufax Holding's "Big Country, Small Towns" plan also creates a path for public welfare by combining industrial poverty alleviation in rural areas with environmental protection. Local farmers rely on the natural conditions of the nature reserve to continuously develop projects such as "exploring bee's habitat tourism" and "science research on beekeeping", and actively build tourism services such as farm stays. Meanwhile, in response to General Secretary Xi's ecological thoughts of "Green mountains are gold mountains", Lufax Holding launched the "bee's habitat protection plan" to actively protect the rural environment and help local farmers overcome poverty.

Thanks to the "Big Country, Small Towns" plan, the income of 21 beekeepers in Pingwu county, 377 beekeepers in Deqin county, and 29 beekeepers in Xishui increased by RMB 1,600, RMB 800, and RMB 6,000 respectively, with more than 1,500 members from the cooperatives benefitting from the plan.

Furthermore, during the "Internet for poverty alleviation action" – jointly held by the government of Xishui county and Ping An Group under the guidance of China Internet Development Foundation – Lufax Holding invited experts from CFPA to impart marketing knowledge to local beekeepers and guide online live commerce through training and lectures on brands and marketing. This gradually cultivated new agricultural and business talents with agricultural and e-commerce knowledge and combined finance and technology with production and marketing. In doing so, the previous direct poverty alleviation funds and technological support for production and sales traceability have been transformed into an integrated platform for online and offline production and marketing. A closed-loop development path for poverty alleviation has finally been developed using our own financial and customer advantages.

Poverty Alleviation via Consumption

Lufax Holding began online live commerce via our own platform. At present, 41 kinds of agricultural products are offered in our online stores, such as honey and medlar. We are constantly updating our production and marketing platform for our more than 46 million customers.

To eradicate poverty through consumption, PH adopted purchasing rather than donating, buying over 40 million pieces of local agricultural products, and finding a market for local industries in many poverty-stricken areas. This method allows PH to contribute to poverty alleviation, revitalize rural areas and further the development of China. As of December 31, 2020, PH had purchased poverty alleviation products totaling RMB 42.72 million, including 62 kinds of products from 28 poverty-stricken areas.

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from **28** poverty-stricken areas.

Supporting Students and Promoting Education

In 2015, PH launched the medium and long-term education support plan, "young eagle", and went to the Niuhe Ping An hope primary school in Huining County, Gansu province, to support teaching activities. Over the past six years, PH's volunteer teacher groups have brought new learning materials and repaired school buildings for children living in remote villages and encouraged those children to study well so that they can explore the world and make their own life choices by the means of live-streaming and "one-to-one help".

In 2019, PH held an "enlightenment lesson" to children living in remote villages among mountains with the theme of "Emerging AI, Benefiting the Future". This lesson explained in simple terms the basics of many emerging fields, including robots, AI, and the Internet, in order to guide their future development.

During the pandemic in 2020, caring for children in remote villages, PH expressed warm greetings to them online, and successively sent pandemic prevention materials, online teaching equipment and cold-proof uniforms. PH's care and love for the children will eventually contribute to their infinite and broad future.



Education support activities in the Niuhe Ping An hope primary school in Huining County, Gansu province

Community Public Welfare

To promote social harmony and sustainable development, the Company and its employees carried out public welfare activities in communities and actively assisted children in welfare houses, voluntarily donated blood and cleaned up beaches.

To bring happiness to sick children in welfare houses, we organized volunteers to carry out various activities on Children's Day, such as sending blessing and greeting cards online and donating needed materials.

On November 15, 2020, the Company held a public welfare event to "return a clean beach to our blue homeland" in Shenzhen province. The event was organized using the Sanchunhui APP to recruit volunteers to pick up garbage on the beach by walking 13 kilometers, making a contribution to marine environmental protection.

As of December 31, 2020



the Company's total annual public welfare investment was over RMB

14.4 million



with more than

400 person times

Fight Against the Pandemic

During the COVID-19 pandemic, Lufax Holding actively engaged in medical materials donation in the pandemic-affected areas in Wuhan city, such as customer service for special areas, and free COVID-19 insurance for online investors. Our specific measures are as follows:



- PH donated RMB 10 million to the Hubei Charity Federation to help Hubei province fight against COVID-19.
- Lufax Holding donated RMB 200,000 for the procurement of pandemic prevention materials and vulnerable groups care in Wuhan jointly with Beijing New Sunshine Charity Foundation.
- Lufax Holding launched the "pandemic prevention services specialized for customers" jointly with medical think tanks to provide platform's VIPs with professional interpretation of the real-time pandemic situation, online free consultation of expert doctors and columns for protection knowledge, to help VIPs better understand and respond to the pandemic.
- Together with China Ping An Property Insurance Co., Ltd., Lufax Holding provided free subsidies for VIPs amounting to RMB 100,000 to fight the pandemic jointly with its customers. VIPs can receive the subsidies by logging into its APP.
- During the Spring Festival, more than 1.21 million online users learned financial knowledge through the "homestay courses for financial management", professional lectures via "Lufax Holding's live broadcasting" and "Lufax Holding Wealth College".
- For the 1.9 million Hubei customers of our platforms, Lufax Holding established a special green channel for them to expedite cash withdrawal, redemption and other services, and realized response for cash payment within 24 hours.



The Company adheres to green initiatives and actively explores methods of energy conservation and emission reduction. We are committed to integrating environmental consciousness into the Company's daily business philosophy by conserving energy, optimizing resource allocation and properly disposing of waste, and minimizing our negative impact on the environment.

Optimizing Resource Utilization

For sustainable development, the Company strictly abides by the *Environmental Protection Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, and other laws and regulations. We established a daily operation mechanism for workplace facilities and equipment to regulate lighting time and air conditioning temperature, strengthen resources management, and strictly control water, electricity, and paper usage. In addition, we continue to improve resource utilization efficiency to realize cost-saving and resource conservation by purchasing energy-saving products and promoting paperless offices.

The Company attaches great importance to water resource management. We actively promote the use of water-saving

appliances in all our workplaces to reduce water consumption based on the *Provisions on the Administration of Urban Water Conservation*. At the same time, we enhance the water-saving awareness of employees by posting water-saving and environmental protection posters and signs in public areas. To further improve the Company's water utilization efficiency, we regularly check and repair faucets and water pipes to prevent water from being wasted. In 2020, the total water consumption of the Company was 434,517.23 tons, with 4.98 tons per capita.

The Company has completely switched to using environmentally friendly LED lamps in the workplace. These lamps have an efficiency of 2.6 times that of general fluorescent tubes and have

zero light pollution and heat radiation. We chose suitable lamps for different functional areas to meet the needs of employees while reducing energy consumption. As for office areas after work, we have adopted the zoning lighting method—turning off all the lighting systems except for necessary ones.

In 2020, the total water consumption of the Company was

434,517.23 tons,

with

4.98 tons per capita.



Green office slogans

In terms of resource management, the Company advocates for paperless offices and encourages employees to utilize online resources when possible. We require paper to be reused as much as possible and have set an upper limit on the amount of paper that can be used. If excessive paper usage is discovered through monitoring system, the Company will investigate in time. In 2020, the Company's total office paper consumption was 1288.80 tons. We vigorously promote environmental protection measures in supply chain management by managing

and controlling the product purchasing process according to our higher-than-national standards. The office supplies we purchased have obtained ISO14001 environmental management quality system certification. We are also committed to building a green supply chain, integrating the ESG risk identification results of the supply chain into supplier access and evaluation, and prioritizing the companies with good ESG performance and the products with low energy consumption emission.



Environmental management system certificate

03 Environment

3.1 Optimizing Resource Utilization

3.2 Waste Management

The Company always adheres to green development and actively undertakes environmental responsibility. Before we selecting, designing, and constructing our data center, we took energy conservation and consumption of the data center into account. Due to this, the cooling tower was placed in the open area on the west side of our main building, where no high-rise buildings, trees, or other obstructions would enhance heat dissipation. In 2020, the PUE³ of our data center was 1.39, lower than the industrial average of 1.59⁴. When the outdoor wet-bulb temperature⁵ is below 7 °C , we will turn off coolers and use the low temperature of the outdoor as a natural, free cooler for machine rooms. At the same time, we strictly control the air conditioning temperature in machine rooms and have banned the supercooling mode to reduce greenhouse gas emissions. We also adopted advanced water treatment equipment to avoid wasting water through the discharging of waste.

In recent years, Lufax Holding has integrated and utilized various technologies to successfully launch the "Wealth Cloud" service, which combines financial technologies and operational experience. To empower our financial services, the Wealth Cloud uses many innovative solutions such as flagship banks, database upgrading systems, and high-quality loan asset matching for external financial institutions. Through various S&T innovative tools, customers can use our online platforms to invest in multiple products, avoid wasting time and utilize our paperless business for loan application, which has saved 64.884 tons of paper compared to traditional alternatives.

The Company will continue to support green finance, replace the traditional offline marketing mode with a cloud-based alternative, and provide S&T maintenance for financial institutions to reduce the system maintenance cost and realize a green operation of energy conservation and emission reduction.

³PUE, Power Usage Effectiveness. The ratio of total energy consumption of the data center to the energy consumption of IT load. The closer the PUE is to 1, the less energy non-IT equipment consumes and the better the energy efficiency.

⁴The industry average PUE data is extracted from the 2020 Uptime Institute Data Center Survey, <https://uptimeinstitute.com/2020-data-center-industry-survey-results>

⁵Refers to the lowest temperature that water can reach by evaporation at a specific place and time. That is the lowest temperature to which the water may be cooled in the cooling tower and the lowest temperature for the cooling tower to drain water.

⁶The objects of environmental statistics include all workplaces of the data center, Lufax Holding and PH.

⁷The calculation of total greenhouse gas emission is based on the *Average Carbon Dioxide Emission Factors of China's Regional Power Grid in 2011 and 2012* and is calculated according to power consumption.

Environmental data of Lufax Holding in 2020⁶



Office paper consumption (ton)

1288.80



Water consumption (ton)

434,517.23



Water consumption per capita (ton per capita)

4.98

Secondary energy



Electricity consumption (kWh)

99,973,371.58

Greenhouse gas emission



Total greenhouse gas emission⁷ (tCO₂e)

70,478.08



Greenhouse gas emissions – Scope 1 (tCO₂e)

146.81



Electricity consumption per capita (kWh per capita)

1,145.96



Greenhouse gas emission per capita (tCO₂e per capita)

0.81



Greenhouse gas emission–Scope 2 (tCO₂e)

70,331.27

Waste Management

In strict accordance with the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* and other laws and regulations, the Company strives to control waste discharge from the source, and properly disposes and recycles harmless and hazardous wastes generated in office and operation processes after classification, to minimize the impact on the environment.

For hazardous wastes such as printer cartridges, ink cartridges and waste lamps, the Company has set up special disposal areas and recycling processes. For electronic waste, the Company follows the process of professional treatment in accordance with the *Measures for the Prevention and Control of Environmental Pollution by Electronic Wastes* by delivering electronic waste such as computer accessories and

used batteries to qualified suppliers for centralized and proper treatment regularly. In addition, in order to implement the government's regulations on waste classification management, the Company carries out waste classification to handle different types of waste properly according to the requirements of the local government.

| Grouping | Unit | 2020 |
|-------------------------------|---------------|------------|
| Solid waste ⁸ | ton | 163,152.59 |
| Solid waste discharge density | kg per capita | 1,870.16 |



⁸Including waste toner cartridges, waste electronic equipment

HKEX ESG Reporting Guidance Index⁹

| General Disclosures and KPIs | | Disclosure | | |
|---|--|---|---|--------------------------------------|
| Environmental | A1 Emissions | General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. | 3.1 Optimizing Resources Utilization 3.2 Waste Management | |
| | | A1.1 The types of emissions and respective emissions data. | 3.2 Waste Management | |
| | | A1.2 Greenhouse gas emissions (tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | 3.1 Optimizing Resources Utilization | |
| | | A1.3 Total hazardous waste produced (tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | 3.2 Waste Management | |
| | | A1.4 Total non-hazardous waste produced (tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). | 3.2 Waste Management | |
| | | A1.5 Description of measures to mitigate emissions and results achieved. | 3.1 Optimizing Resources Utilization | |
| | A2 Use of Resources | A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. | 3.2 Waste Management | |
| | | General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. | 3.1 Optimizing Resources Utilization | |
| | | 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). | 3.1 Optimizing Resources Utilization | |
| | | A2.2 Water consumption and intensity (e.g. per unit of production volume, per facility). | 3.1 Optimizing Resources Utilization | |
| | | A2.3 Description of energy use efficiency initiatives and results achieved. | 3.1 Optimizing Resources Utilization | |
| | | A2.4 Description of whether there is any issues in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. | 3.1 Optimizing Resources Utilization | |
| | A3 The Environment and Natural Resources | A2.5 Total packaging material used for finished products (tonnes) and, if applicable, with reference to per unit produced. | N/A | |
| | | General Disclosure Policies on minimizing the issuer's significant impacts on the environment and natural resources. | 3.1 Optimizing Resources Utilization | |
| | Social | B1 Employment | A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. | 3.1 Optimizing Resources Utilization |
| | | | 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. | 2.3 Being a Good Employer |
| B1.1 Total workforce by gender, employment type, age group and geographical region. | | | 2.3 Being a Good Employer | |
| | | B1.2 Employee turnover rate by gender, age group and geographical region. | / | |

⁹This report is prepared with reference to the HKEX Environmental, Social and Governance Reporting Guide, though the Company is not subject to the compliance requirements of the Guide as it is listed on the NYSE.

| Environmental, Social and Governance Indicators | | Disclosure Plans and Statements | |
|---|---|--|--|
| Social | 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. | 2.3 Being a Good Employer |
| | | B2.1 Number and rate of work-related fatalities occurred | 2.3 Being a Good Employer |
| | | B2.2 Lost days due to work injury. | 2.3 Being a Good Employer |
| | | B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored. | 2.3 Being a Good Employer |
| | B3 Development and Training | General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. | 2.3 Being a Good Employer |
| | | B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management). | 2.3 Being a Good Employer |
| | | B3.2 The average training hours completed per employee by gender and employee category. | 2.3 Being a Good Employer |
| | 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. | 1.4 Supplier Management 2.3 Being a Good Employer |
| | | B4.1 Description of measures to review employment practices to avoid child and forced labour. | 2.3 Being a Good Employer |
| | | B4.2 Description of steps taken to eliminate such practices when discovered. | 2.3 Being a Good Employer |
| | B5 Supply Chain Management | General Disclosure Policies on managing environmental and social risks of the supply chain. | 1.4 Supplier Management |
| | | B5.1 Number of suppliers by geographical region. | 1.4 Supplier Management |
| | | 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. | 1.4 Supplier Management |
| | B6 Product Responsibility | General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. | 2.1 Providing Sustainable Products |
| | | B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons. | N/A |
| | | B6.2 Number of products and service-related complaints received and how they are dealt with. | 2.2 Providing High-quality Services |
| | | B6.3 Description of practices relating to observing and protecting intellectual property rights | 2.1 Providing Sustainable Products |
| | | B6.4 Description of quality assurance process and recall procedures. | 2.2 Providing High-quality Services |
| | 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. | 1.3 Anti-Corruption |
| | | 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. | 1.3 Anti-Corruption |
| B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. | | 1.3 Anti-Corruption | |
| 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. | 2.4 As a Corporate Citizen | |
| | B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). | 2.4 As a Corporate Citizen | |
| | B8.2 Resources contributed (e.g. money or time) to the focus area. | 2.4 As a Corporate Citizen | |

Feedback form

Dear readers:

Thank you for your support for the sustainable development of Lufax Holdings Ltd. In order to provide you with more professional and valuable environmental, social and governance information and further improve the quality of the report, you are welcome to reach us via this feedback form.

1. Are you satisfied with this report? Please make your comments below.

2. Do you think our performance of sustainability has been fully disclosed?

3. Has the information you would like to know been fully disclosed in this report?

4. Other suggestions for this report.

Your information

Name

Company name

Position

FAX

Tel.

Email

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