**Report Description**

The Board of Directors of this Company and all its directors warrant that this Report is free of any fraud, misleading representation or major omission and that the contents shall be jointly and severally liable for the truthfulness, accuracy and completeness of the contents hereof.

Period Scope: From January 2014 to December 2014; some information is updated to the latest actual and feasible date prior to the release of this Report.


Release Cycle: Once a year and it will be simultaneously released with the Company’s annual report. The previous report was released on March 3, 2014.

Compilation Basis: It follows the guidelines of Shanghai Stock Exchange for preparing the *Report on Corporate Fulfillment of Social Responsibility* and refers to the *Sustainability Reporting Guidelines*, Version G3.1 released by Global Reporting Initiative (GRI).

Related Contents: Refer to the Company’s annual report and internal control evaluation report simultaneously released.

Information Source: The Company’s internal statistics and public reporting.

   China Life Insurance Company Limited [www.e-chinalife.com](http://www.e-chinalife.com)
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In 2014, China Life released the newly revised corporate culture system and popularized again the “double fulfilling” culture corporate-wide. The concept of “fulfilling our-selves to benefit others and fulfilling others’ wishes to achieve our success” is the summary and refinery of the excellent cultural tradition shaped by China Life in its long development. It is also a reflection of our social responsibility values. It is just under the guidance of such values that we have constantly improved our management and services based on the needs and expectations of our stakeholders and made a series of inspiring achievements.

In 2014, faced with the complex business environment and fierce competition, we vigorously implemented the development strategy of “putting focus on value creation, team building, regular premium payment, personal insurance, and business in urban areas” and actively
materialized the “Ten New National Measures” (which refers to Guo Fa [2014] No. 29 “Certain Opinions of the State Council on Accelerating the Development of Modern Insurance Industry”) to seize opportunities, accelerate development, strengthen management and upgrade services, thus realizing the rapid growth of premium income and profits, the notable optimization of business structure and the remarkable increase in return on investment. By centering on the clients’ needs, we carried out product innovations and launched 41 new products to meet the various demands of different clients. We actively promoted innovation and technical application and through China Life e-home, e-store and e-account, provided electronic support for clients’ application and client services, thus saving the clients’ time and improving our service efficiency. Through cloud assistant, cloud desktop, e-schoolbag and China Life conference system, we bring our employees more convenient, relaxing and efficient way of office work; and through the intelligent claim settlement platform, the electronic-based claim settlement with whole-process video-recording, and electronic invoicing, we cut down the consumption of paper and effectively reduced the carbon emissions.

In 2014, we were vigorously concerned about people’s livelihood and actively got involved in social management. We continued to push ahead the policy-based insurance business and provided assistance in building the new countryside and improving the social medial security system. We won the bid in 91 major disease insurance projects covering 150 million people, enabling us to take the leading position in the industry. We handled the newly increased 44 policy-based medical businesses and managed newly increased funds of CNY6.2 billion entrusted to us. We achieved rapid development in the operations such as rural petty insurance, family planning and family insurance, old age insurance, NCMS supplementary accident insurance and petty insurance for poverty alleviation targets.

After the 6.5-magnitude earthquake hit Ludian County in Zhaotong City, Yunnan Province on August 3, 2014, we immediately activated the emergency response plan, established a claim settlement working group, set up case-reporting service stations on the scene of the disaster areas, opened the green channel, announced 18 promises for claim settlement services and paid the first sum of insurance money in the industry. We also donated the accident injury insurance with an insured amount of CNY200,000 to each of the policemen, medical staff, professional rescue team members and journalists, and announced our decision to donate CNY10 million to the earthquake-stricken areas of Ludian and fully bear the basic living allowances for the Ludian earthquake orphans till they reach the age of 18. It is at these significant moments and in daily subtle actions that our persistent faith in and pursuit toward fulfilling our corporate social responsibility are manifested.

Looking ahead, the “Ten New National Measures” will bring new opportunities to the insurance industry, remarkably improving the industry development environment and creating bright prospects for insurance innovation. In other words, the second spring for the development of the insurance industry has arrived. China Life has an excellent workforce that is “exceptionally able to bear hardships, combat, collaborate; make contributions and observe disciplines”. We have powerful brands, network strength and advantageous resources as well
as the attention and support from the stakeholders. All these form the foundation for and boost our confidence in the Company’s sustaining and sound development. In 2015, we will follow the guidance of the core values of “fulfilling ourselves to benefit others and fulfilling others’ wishes to achieve our success”, fully implement the spirits of the 18th CPC National Congress, the Third and the Fourth Plenary Sessions of the 18th Central Committee and the Central Economic Working Conference, actively adapt ourselves to the new normal of economic development, and seize the historic opportunities brought by the “Ten New National Measures”. We will take initiatives to push forward the further development of our Company, join hands with our stakeholders to turn a new page in the Company’s development and reform, reshape the spirit of China Life, and jointly make the “China Life Dream” come true.

Board Chairman: Yang Mingsheng
Company Profile

China Life Insurance Company Limited (the “Company” or “China Life”) is the largest life insurance company in China. It is headquartered in Beijing and has a registered capital of CNY28.265 billion. The Company was listed in New York and Hong Kong respectively on December 17 and 18, 2003 and was listed on the domestic A shares market on January 9, 2007. As of December 31, China Life Insurance Company Limited and its subsidiaries have total assets of CNY2246.567 billion, ranking No.1 in the domestic life insurance industry. The Company has won the trust from the widest range of customers for its long history, solid financial strength, industry-leading competitiveness and worldwide reputable brand. It has always dominated in the domestic life insurance market.

The Company provides both individuals and groups with life insurance, annuity, health and accident insurance products which cover survival, pension, disease, medical care, death and disability, and comprehensively meets the needs of insurance protection, investment and wealth management in the field of personal insurance. As at the end of this Report period, China Life had 21,198 branches and subsidiaries, 101,972 employees and 743,000 salespersons nationwide, and had about 197 million effective long-term individual and group life insurance policies, annuity contracts and long-term health insurance policies. The Company also provides policies and services of accident insurance and short-term health insurance for individuals and groups.

The Headquarters Building
The honors we won in 2014 mainly include:

<table>
<thead>
<tr>
<th>Appraisal Event</th>
<th>Recognition and Honor</th>
<th>Awarding Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forbes “Global 2000 Listed Companies” list 2014</td>
<td>China Life ranks No.66</td>
<td>Forbes magazine</td>
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<td>Hong Kong Ta Kung Pao “Gold Bauhinia Award”</td>
<td>The Listed Company with the Best Investor Relations Management in 2014</td>
<td>Hong Kong Ta Kung Pao</td>
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<td>The 5th “Jinding Award” appraised by National Business Daily</td>
<td>Jinding Award 2014: Insurance Company of the Year with the Most Solid Overall Strength</td>
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</tr>
<tr>
<td>BrandZ Global Top 100 Most Valuable Brands 2014</td>
<td>China Life ranks No.81</td>
<td>Millward Brown</td>
</tr>
<tr>
<td>Appraisal of the 7th “Jinbei Award” for 21st Century Asset Management</td>
<td>Jinbei Award 2014: The Insurance Company with the Best Comprehensive Services</td>
<td>21st Century Business Herald</td>
</tr>
<tr>
<td>Chinese Enterprises Annual Meeting on Sustainable Competitiveness 2014</td>
<td>The Best Community Relations Award</td>
<td>Social Responsibility Committee of the Chinese Institute of Business Administration</td>
</tr>
</tbody>
</table>

www.hexun.com and Chinese Securities Market Research and Design Center
Social Responsibility Strategy and Management

Our social responsibility concept is in the same strain with our “double fulfilling” corporate culture, and the core concept of “fulfilling ourselves to benefit others and fulfilling others’ wishes to achieve our success” contains the following six fundamental relationships:

“Double fulfilling” relationship between enterprise and clients: mutual trust and common achievement.

“Double fulfilling” relationship between enterprise and employees and salespersons: mutual dependence and growing together.

“Double fulfilling” relationship between enterprise and shareholders: interdependence and common development.

“Double fulfilling” relationship between enterprise and industry: mutual reliance and common prosperity.

“Double fulfilling” relationship between enterprise and society: mutual support and common progress.

“Double fulfilling” relationship between enterprise and nation: mutual support and together making dream come true.

To truly incorporate our social responsibility concept and strategy into our operation management system, in 2014, we cooperated with the professional social responsibility research and consulting institutions, completed the “social responsibility management improvement” program, and introduced the China Life Social Responsibility Indicator Management System consisting of 9 level-one indicators, 35 level-two indicators and 119 level-three indicators. We designated special management departments, clarified their respective management responsibilities, and proposed improvement plans for indicators showing weak performance. We will incorporate certain core management indicators into the Company’s performance assessment system in 2015.

We are highly concerned about the expectations of our stakeholders, constantly refine our communication mechanism to increase stakeholders’ involvement, and actively respond to the stakeholders and improve our work to live up to their expectations.

<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Stakeholders’ Expectations</th>
<th>Ways of Communication with Stakeholders</th>
<th>Measures for Response to Stakeholders’ Expectations</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>Abide by various laws and regulations and related policies; increase employment opportunities; pay</td>
<td>Participate in relevant meetings and forums; study relevant policies and laws and regulations; provide reporting</td>
<td>Respond to national economic and financial policies; support public welfare and charity activities; pay taxes</td>
</tr>
<tr>
<td>Role</td>
<td>Mission</td>
<td>Actions</td>
<td>Implementation</td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Regulatory Body</td>
<td>Operate in compliance with rules and regulations; guard against risks; safeguard fair competition environment; make positive contributions to the overall development of the industry.</td>
<td>Participate in various meetings and research projects of regulatory bodies; provide reporting documents; furnish special reports; support regulatory bodies to investigate and carry out stakeholders survey.</td>
<td>Operate according to law and in good faith; submit information in a timely and accurate manner; render support to and cooperate with regulatory bodies; actively participate in formulating industry standards and norms.</td>
</tr>
<tr>
<td>Shareholder</td>
<td>Constantly improve the Company’s value; achieve reasonable earnings; disclosure information in a timely, accurate and comprehensive manner.</td>
<td>Communicate via shareholders’ meetings, regular reports, roadshows, investors’ visits, news conferences, analyst meetings, media reports, and “Global Open Day” event; arrange investors and analysts to conduct investigation at our branch organizations and carry out stakeholders survey.</td>
<td>Implement strict risk control; constantly improve corporate governance structure and upgrade governance level; constantly enhance investor relations management; and constantly increase transparency in information disclosure.</td>
</tr>
<tr>
<td>Client</td>
<td>Good-faith and high-quality services; abundant insurance products; and protection of the clients’ rights and interests.</td>
<td>Return visits to clients; short messages via “China Life Messenger”; unique client service activities; client satisfaction survey; product explanation meetings; and handling of clients’ complaints.</td>
<td>Constantly improve service quality and efficiency; push ahead continuous product innovation; and raise the level of client satisfaction.</td>
</tr>
<tr>
<td>Employee</td>
<td>Stable employment; good remuneration and welfare; active communication mechanism; and sound development prospect.</td>
<td>Employees’ congress; trade union organization; employees’ symposium; President’s mailbox; and employees satisfaction survey.</td>
<td>Pay attention to employees’ health and safety; hold various entertainment and sports activities; protect the trade union’s rights and interests in carrying out democratic management;</td>
</tr>
<tr>
<td>Community</td>
<td>Effectively utilize community resources; promote local economic development; participate in community public-good activities; and help vulnerable groups.</td>
<td>Hold the “China Life Lecture Hall” lectures; publicize financial knowledge; provide community services by the Company’s volunteers; and visit the schools constructed with China Life’s donations.</td>
<td>Be concerned about and support local economic and community development; unfold mutual benefit cooperation with local governments and communities; conduct financial education; participate in volunteer activities; and carry out charity donations through China Life Charity Foundation.</td>
</tr>
<tr>
<td>Partner</td>
<td>Good faith and mutual benefit, cooperation and win-win results.</td>
<td>Conduct informal day-to-day communication; enter into cooperation agreements; hold salespersons’ morning meetings, symposiums, special investigations and lectures; and conduct stakeholders survey.</td>
<td>Share resources and complement each other with their respective advantages; take innovative steps in the field and modes of cooperation; maintain good cooperative relationship; and care for the salespersons’ physical and psychological health and growth.</td>
</tr>
</tbody>
</table>

**Case: Stakeholders survey**

In 2013, we engaged a third party institution to conduct an extensive and systematic stakeholders survey. Targeting at the eight major stakeholders, including investors, clients, employees, governments, regulatory bodies, mass media, salespersons and such close partners as banks and postal service intermediary institutions, we gained a deep understanding of both internal and external stakeholders’ evaluation of our current work and their expectations for our further improvement, dug further into the problems and inadequacies with our Company, and heard their opinions and suggestions. Meanwhile, we had a better understanding of their expectations and appeals for the Company with respect to our economic, social and environmental responsibilities as well as the Company’s channels in responding to the stakeholder expectations and appeals, and the improvements made in our actual work.
Party I Shareholder Responsibility

I. Realizing Assets Accretion and Steady Return on Investment

Our Company has adhered to the corporate cultural concept of “fulfilling ourselves to benefit others and fulfilling others’ wishes to achieve our success”, actively explored the road of scientific development with the characteristics of China Life, vigorously implemented the innovation-driven development strategy and made efforts to realize value preservation and accretion of State-owned assets and maximize shareholders’ interests.

In 2014, faced with complex business environment and fierce competition on the financial and insurance market, our Company vigorously carried out the “five focus” development strategy. We made steady progress in business development, notably optimized the business structure, remarkably increased the value of new business operations, and maintained our leading position in the life insurance market.

During this Report period, the operating income of our Company was CNY445.773 billion, a year-on-year growth of 5.2%; as at the end of the Report period, our total assets reached CNY2246.567 billion, an increase of 13.9% from the end of 2013. During the Report period, the net profits attributable to the shareholders of the parent company were CNY32.211 billion, a year-on-year growth of 30.1%; and the EPS (basic and diluted) was CNY1.14, a year-on-year growth of 30.1%.

In 2014, our Company earned CNY330.105 billion of insurance premiums, a year-on-year growth of 1.6%, and had a market share of 26.1%, maintaining the leading position in the life insurance market.

In 2014, our Company distributed a total dividend of CNY8.479 billion, providing the investors with continuous return on investment.

In 2014, our Company flexibly and actively responded to the changes in the capital market, substantially pushed ahead domestic and overseas market-based entrusted investment management business, actively promoted diversification of our investment varieties and channels, strengthened the building of investment ability and specialized investment management capability, and continuously improved the allocation structure of portfolios. In fixed-income investment, we moderately allocated agreement deposit bearing high fixed interest rate and increased the allocation of high-grade credit varieties; in equity investment, we grasped the market rhythm and made long-term arrangements while cashing our income; in financial product investment, we increased the allocation of financial products such as trust plans, wealth management products and project asset-backed plans; and in alternative investment, we innovated on the mode of overseas investment and made breakthroughs in the fields of commercial real property investment and private equity investment.
As at the end of this Report period, the investment assets of our Company reached CNY2,100.954 billion, an increase of 13.6% from the end of 2013. During the Report period, our rate of return on net investment was 4.71% and the rate of return on total investment was 5.36%.

**Earned Premiums in 2012-2014**
*(Unit: CNYmillion)*

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CNY322,126</td>
<td>CNY324,813</td>
<td>CNY330,105</td>
</tr>
</tbody>
</table>

Table for Main Financial Data in 2012-2014
*Unit: CNY million*

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating income</td>
<td>405,379</td>
<td>423,613</td>
<td>445,773</td>
</tr>
<tr>
<td>Total assets</td>
<td>1,898,916</td>
<td>1,972,941</td>
<td>2,246,567</td>
</tr>
<tr>
<td>Investment assets</td>
<td>1,790,803</td>
<td>1,848,744</td>
<td>2,100,954</td>
</tr>
<tr>
<td>Net profits</td>
<td>11,061</td>
<td>24,765</td>
<td>32,211</td>
</tr>
<tr>
<td>attributable to shareholders of parent company</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EPS (basic and diluted) (CNY)</td>
<td>0.39</td>
<td>0.88</td>
<td>1.14</td>
</tr>
</tbody>
</table>

II. Continuously Upgrading the Level of Corporate Governance

As a company triple-listed in New York, Hong Kong and Shanghai, we have taken it as our core goal to set up a corporate governance system featuring reasonable structure, sound mechanism, rigid rules and efficient operation, constantly pushed ahead the construction of corporate governance, strictly performed information disclosure obligations, continuously
increased corporate transparency, actively served the vast number of investors, and thus shaped the corporate governance system with our own unique characteristics.

Chart of Corporate Governance Structure

In 2014, our Company conscientiously performed all the corporate governance procedures in strict accordance with the requirements of laws, regulations, regulatory provisions and the articles of association and rules of procedure. The annual general meeting of shareholders deliberated the reports of the Board of Directors and the Board of Supervisors and the proposals such as profit distribution plan. The Company arranged network voting to provide convenience for small and medium shareholders to participate in the voting and effectively protected the rights and interests of shareholders, particularly the small and medium ones. The Board of Directors operated efficiently and made decisions scientifically, and its special committees performed important duties and effectively played professional roles in the Company’s internal financial control and audit, nomination and remuneration, strategy and investment, risk management and other important aspects. The Board of Supervisors actively performed its powers and duties. The supervisors attended the general meeting of shareholders and the meetings of the Board of Supervisors, and attended the meetings of the Board of Directors as nonvoting delegates, and based on their division of labor, attended the meetings of the special committees of the Board of Directors as nonvoting delegates. They went deep into the grassroots units to gain knowledge about the implementation of the Board decisions and conscientiously performed their function of supervision.

Our Company continued to improve the mechanism for information communication and carried out communication and exchanges with over 1000 institutional investors by receiving investors’ visits, conducting non-trading roadshows and participating in domestic and overseas meetings of investors. We also specially arranged investors and analysts to conduct investigations at our branches, enabling them to further understand the Company. On November 26, 2014, our Company held the “2014 China Life Global Open Day” event in Ningbo, during which the Company’s management made the speech titled the “Operation Thinking and Development Strategy of China Life” and had in-depth exchanges with nearly
60 investors and analysts and nearly 70 media representatives from home and abroad.

Our Company has strictly followed the regulatory provisions of the listing exchanges, constantly enhanced the building of our information disclosure system, and conducted training and learning with respect to regulatory rules; continuously upgraded the quality and transparency of information disclosure, pushed forward the innovation on regular reports, fully considered the information needs of shareholders and investors, actively studied and improved the way of disclosing core information, and enriched and deepened the contents of disclosure; and continuously strengthened the communication with capital market and actively and prudently announced the Company’s business result forecast to ensure that the corporate information can be made available to the shareholders and investors in a timely, accurate and complete manner.

Our Company has got won social recognition for its efforts to continuously enhance the transparency of information disclosure and constantly improve investor relations. During the event sponsored by Shanghai Securities News for appraising the excellent secretary of the board of directors of the listed companies, Mr. Zheng Yong, the Board Secretary of our Company, won the “Golden Governance --- Information Disclosure Board Secretary Award”; during the event sponsored by Hong Kong Ta Kung Pao for appraising “China Securities Gold Bauhinia Award”, China Life was honored as the “Listed Company with the Best Investor Relations Management”; and during the appraisal of Hong Kong Listed Companies 2014 co-sponsored by FINET and TENCENT, the Company was honored as a “Top 100 Hong Kong Stock”.

III. Constantly Reinforcing Internal Control and Risk Management

As a large financial enterprise, the importance of steady development has already surpassed the enterprise itself and become a big issue that has a bearing on the overall situation of industrial and economic development. Among the life insurance enterprises, our Company has the largest scale of business, the most complete network of institutions, the biggest quantity of teams, and naturally, the most arduous task in guarding against various risks. By centering on the comprehensive construction of the risk management system, we have vigorously pushed forward the compliance operation management, improved management mechanism, strengthened basic construction, constantly enhanced risk control ability, spared no efforts to promote fulfill various tasks and make notable achievements.

(I) Pushing Ahead the Construction of Risk Management System

In 2014, our Company revised and optimized the risk management systems such as the Rules on Total Risk Management and the Provisional Measures on Investment Risk Management; continued to carry out the risk preference system, which took risk appetite statement, tolerance and quota indicators as the core content and the three mechanisms of formation, conduction and re-inspection as the operation carrier, and which were in line with the
international advanced practices and conformed to the actual conditions of China Life; regularly carried on the major risk monitoring at the level of the Head Office and focused on the risk hotspot; updated the risk indicators according to the annual risk control priorities and further enhanced the scientificity and effectiveness in risk indicator warning, assessment and monitoring; and explored and set up the Company’s risk database, optimized the framework of total risk management and further upgraded the Company’s level of risk control.

(II) Strengthening Compliance Operation Management

In 2014, we continued to organize the special training and examination on important systems, organized and carried out the special activity of identifying our institutional defects, improved the top-level design framework and standardized the operation foundation. The Company intensified the management of intellectual property rights (IPR), successfully held two IPR training sessions, carried out the work of sorting out and protecting the inventory and the newly increased IPRs, and reinforced the IPR protection awareness of relevant personnel to protect the Company’s intangible assets. The Company strengthened the construction of compliance culture and compiled the textbook for the construction of compliance operation management in light of the major laws and regulations, main compliance points and risk points often applicable to the Company’s day-to-day operation management and supplemented with typical cases and comments so as to enhance the legal compliance awareness of different personnel and lay the foundation for the Company’s compliance operation management. The Company conducted compliance education and training. Around such important events such as “the 6th Five-Year Plan of Legal Popularization” and “National Legal Publicity Day” and the arrangements of regulatory authority, we carried out multi-level and multi-dimensional compliance publicity and training in light of our actual conditions to help and promote the employees and salespersons to ideologically consolidate their legal compliance concept of operation.

(III) Building up the Internal Control Awareness of All Employees

In 2014, our Company further improved the mechanism for the normalized supervision and inspection of the operational risks facing over 30,000 personnel at key posts, continued to conduct risk control education of all such personnel to enhance their awareness of observing regulations and disciplines and proactively preventing and controlling risks. We actively carried out the systems of key job shifts and mandatory vacation management and supervision of key personnel’s abnormal behaviors, and regularly conducted routine inspections, random inspections and special inspections over key posts to timely identify and guard against key post risks and eliminate hidden dangers. We worked out the 2014 Work Program for Implementation of Internal Control Standards for purpose of implementing the Company’s internal control standards, issued the Manual for Implementation of Internal Control Standards, one for each post. The Company made efforts to advocate the implementation program for the internal control standards, went deep into all functional departments and grassroots units to hold more than 2000 advocacy meetings, and carried out online training, via which over 84,000 persons participated on a cumulative basis. The Company conducted self-evaluation of its internal control measures, and the units and departments at all levels corporate-wide carried out self-check and test of each control
measure to evaluate whether all such measures have been implemented as required. The Company organized trainings and tests on internal control knowledge and incorporated such trainings and tests in the employees’ standard training system as a compulsory requirement for all employees, thus causing all employees to consciously get involved in the work of internal control management.

(IV) Doing Well in Anti-Money Laundering

In 2014, our Company actively performed the anti-money laundering duties and implemented the regulatory requirements. We drew up the Temporary Management Measures for Freezing the Assets Involved in Terrorist Activities and revised the Measures for Management of Anti-Money Laundering Work, the Measures for Emergent Handling of Major Money Laundering Cases, the Measures for Risk Assessment of Laundering and Terrorist Financing and Classified Management of Clients, the Guidelines for Cooperating with Anti-Money Laundering Regulatory Authorities to Conduct On-site Inspection and Administrative Investigation, and the Guidelines for Identification of Client’s Identity and Preservation of Client’s Identity Data and Trading Records in an attempt to further improve the Company’s internal control system for anti-money laundering according to the regulatory requirements and our actual conditions. The Company did a good job in identifying client’s identity, preserving their identity data and trading records, classifying their money laundering risk grades, and reporting large-amount and suspicious transactions. The Company conducted an “Anti-Money Laundering Knowledge Contest” corporate-wide, which was highly affirmed by the regulatory bodies at all levels.

(V) Laying Emphasis on Combating Corruption and Upholding Integrity

In 2014, our Company widely conducted the education in combating corruption and upholding integrity; strictly supervised the implementation of the Central Committee’s eight-point code to cut bureaucracy and maintain close ties with the people; resolutely corrected the “four problematic leadership styles”; conducted the ideal, belief and tenet education themed “For the People, Be Practical and Upright” corporate-wide among the Party members and cadres; and used such media as the Company’s website and workplace panels to publicize role models in promoting a clean government culture and report negative cases. The Company engaged the leaders of the local Party and government departments and judicial organs to give lectures, organized visits to exemplary organizations in clean government building and prisoners’ reports to tell their own lessons, in a to make the Party members and cadres firm their ideal and belief, reinforce their tenet awareness and strive to foster a good atmosphere of being honest and upright. The Company deeply conducted the work of supervision and inspection, focused on the problems which the public strongly complained about, such as appointment and removal of cadres, centralized procurement and consumption with public funds, went deep into the grassroots units and forefront employees to find problems, and laid emphasis on knowing about the problems from the retired personnel, average employees and salespersons to expand the channels and paths of discovering problems and continuously reinforce the investigation of cases. The Head Office supervised the handling of major cases and notified such cases, and deeply studied the causes and offence means of such cases. It timely notified the relevant departments of the systematic
problems exposed in such cases and reminded relevant departments of stopping up the loopholes from the institutional aspect. The Company then notified the cases investigated by Head Office and the handling thereof in the whole system, reminding the companies at all levels to pay attention to similar risks and facilitating the normalized monitoring of the risk points.

(VI) Implementing Effective Supervision over Internal Audit

In 2014, our Company constantly optimized its audit system, formulated the *Measures (Tentative) for Implementation of Follow-up Audit*, and revised and issued 7 documented rules, namely, *Measures for Management of Internal Audit Projects, Measures for Audit of Internal Control, Measures for Audit of Anti-Money Laundering, Measures for Management of Regional Audit Center, Measures for Implementation of Audit Interviews, Measures for Management of Audit Files, and Regulations on Review of Internal Audit*. We persisted in being risk-oriented, intensified supervision over internal audit, organized and completed more than 40 special and routine audit projects over the whole year, promptly discovered potential risks, and put forward management suggestions. We reinforced our supervision and rectification effort, preliminarily set up a supervision and rectification mechanism which integrates the audit results analysis and use mechanism, the joint rectification mechanism, the supervision and inspection mechanism, and the audit reporting mechanism, putting on record and handling all serious problems discovered in the audit and pursuing relevant liabilities.
Part II Client Responsibility

I. Improving Service Quality and Efficiency

Our Company adheres to the professional and sincere client service concept and relies on our nationwide urban and rural service network to commit ourselves to make our clients enjoy high-quality, all-dimensional and in-depth considerate services.

(I) Enriching Value-Added Services and Increasing Policy Value

In 2007, our Company began to launch the “China Life 1+N” services, that is, multiple services for one client, including multiple policy services and the abundant value-added services constantly launched. In 2014, we continued to conduct “China Life 1+N” value-added services by centering on the five segments, i.e. “Good Health Helper”, “China Life Lecture Hall”, “China Life Special Offer”, “China Life Messenger” and “Unique Client Service Activities’.

1. Good Health Helper: Providing high-end clients with health management services, including health information, physical examination, medical instruction, outpatient instruction and appointment register, to protect the clients’ physical and mental health.

2. China Life Lecture Hall: Providing the clients with a series of lectures on health care, investment and wealth management, common sense of life, children education and safety education to greatly enrich their cultural life in their spare time.

3. China Life Special Offer: We have over 7,000 engaged service merchants scattering all over the country, covering every aspect of life, including “medicine”, “food”, “housing”, “travelling”, “playing” and “necessities”, to provide the clients with a rich variety of comprehensive and considerate services at special offers.

4. China Life Messenger: Sending various kinds of short messages on health care, festival greetings, wealth management information and policy services to all the clients to keep them informed of their policy status at all times.

5. Unique Client Service Activities: Providing the clients with unique client service activities including June 16 China Life Client Festival, the Fourth “Small Painter of China Life” child drawing event and a series of client service activities themed “Joining
Hands with China Life and Immediately Becoming Worry-Free”. More than 3.32 million clients received such services, whereby we repaid our clients, set up a stage for youngsters to fly their dreams. This also fully demonstrated our corporate social value.

(II) Understanding Client Service Experience and Optimizing Our Service Processes

In 2014, the Company focused on the client-centered service concept and deeply carried out the activities of experiencing and optimizing our service processes.

First, by widely inviting clients to take part in on-site demonstrations, accompanied experience and transposition experience, the Company invites clients to fully experience our current service status in all dimensions and help analyze our service problems. Next, through active visits, on-site practices and holding of exchange meetings with other players of the industry, we initiated our benchmarking management by comparing our service processes with those of other industrial players and understanding their service measures and highlights, to identify where we should further improve our services. In addition, by holding on-site symposiums, conducting questionnaire surveys, soliciting articles and lectures, and by setting up a section for special activities on the Company’s website, we carried out activities for collecting “golden ideas” and soliciting articles to gain an extensive understanding of the demands of different personnel and clients and look for “golden ideas” for innovative services.

During the activities, the Company held nearly 6,000 on-site process-experience activities; the number of management personnel at different levels, salespersons and clients participating in the experience totaled 31,403; and a total of 898 problems, opinions and suggestions were collected. Over 2,000 persons participated in the benchmarking with our counterparts, made visits to nearly 30 peer companies and banks and collected more than 500 good pieces of experience and practices from such counterparts. The Company collected a total of over 3,000 “golden ideas” and received the contribution of nearly 2,000 articles corporate-wide, from which the Head Office appraised and selected Top Ten “Golden Ideas” and Top Ten Articles.
(III) Claim Settlement and Payment

Centered on the clients and based on professional claim settlement, our Company adheres to the principle of “active, timely, accurate and reasonable” claim settlement, cares for the clients’ experience, enriches the service contents and strives to realize “convenient, rapid and transparent settlement”.

In 2014, the Company continued to reinforce our service concept, strictly fulfill our service promises, constantly optimized the process of claim settlement, strengthened the construction of mechanism, and made improvement and innovation with respect to service measures, claim settlement promise and emergency compensation.

1. Further Pushing Ahead the Construction of Systems and Mechanisms to Continuously Upgrade Service Quality of Claim Settlement

In 2014, we adhered to the claim settlement service concept of “being active and convenient, rapid and timely, and transparent and professional”, relied on information technology and applied new platform for claim settlement operation to fully support such functions as the construction of intelligent claim settlement mechanism, implementation of whole-process video recording of claim settlement, instant provision of compensation for small-amount cases and the fulfillment of automatic approval of batch claims. By further improving the construction of claim settlement systems and mechanisms, we accelerated the efficiency of claim settlement, increased the service transparency and substantially upgraded the policy service level.

In 2014, the rate of claim settlement within 5 days corporate-wide was 96.72%, a year-on-year increase of 1.19%; and the average time for handling claim settlement was 2.72 days, representing an acceleration of 8.9%. According to the client satisfaction survey conducted by a third-party survey institution, new breakthrough was made in our claim settlement services. In 2014, China Life received a mark of 8.8 in the clients’ satisfaction with the company’s claim settlement services, the highest since third-party survey was adopted in 2007.

<table>
<thead>
<tr>
<th>Measures for Upgrading Service Quality of Claim Settlement in 2014</th>
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<tbody>
<tr>
<td><strong>Pushing ahead the construction of intelligent claim settlement mechanism</strong></td>
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<tr>
<td><strong>Implementing whole-process video recording of claim</strong></td>
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<td>settlement</td>
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<td>Pushing ahead the services of instant provision of compensation for small-amount cases</td>
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<td>Fulfilling automatic approval of batch claims</td>
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2. **Strictly Fulfilling Service Promises to Substantially Protect Customers’ Rights and Interests**

We have brought into full play the Company’s network advantages and deeply carried out the nationwide universal compensation and payment services for claim settlement to ensure that the clients can handle claim settlement business at any of China Life Client Service Centers; and we have further accelerated the handling of the trans-provincial non-local claim cases, thus bringing great convenience to the clients. In 2014, we handled trans-provincial non-local claims for over 3,000 clients. The time for handling such cases was shortened by nearly 10 days than that before the launch of the said service and the average time efficiency of claim settlement increased by 3 times.

3. **Timely Responding to Major Emergencies and Constantly Improving Emergency Management Mechanism**

In 2014, confronted with the violent terrorism at Kunming Railway Station, the loss of Malaysia Airline MH370 passenger plane, the explosion in Kunshan of Jiangsu, the earthquake in Ludian of Yunnan and the stampede event in Shanghai, the Company adhered to the principle of unified leadership, level-to-level responsibility, timely response, adequate measures and reinforced cooperation, and launched the emergency response mechanism from the very first moment. Through the joint action of Head Office and branches, we actively cooperated with the government to carry on the rescue and relief work, opened the green channel for rapid claim settlement and went deep into the forefront to provide high-quality and efficient settlement services, thus making positive contributions to protect the production and livelihood of the people affected by dangers and disasters. In this process, we also
accumulated extensive experience in dealing with major sudden events, constantly improved the mechanism and process for dealing with such events, enriched the contents of the emergency plan, and constantly improved the scientificity and operability of the emergency plan, the ability of rapid response to claim settlement and the capability of flexible handling and information sharing. Meanwhile, to further improve the emergency management mechanism for major disaster accidents, we formulated the *Emergency Management Measures for Claim Settlement of Major Disasters* and provided level-by-level authorization for major disasters, thus effectively increasing the speed of emergency response to claim settlement.

**Case 1: Claim Settlement for the Lost MH370 Passenger Plane of Malaysia Airline**

After the occurrence of the missing of Malaysia Airline MH370 Flight on March 8, 2014, China Life launched the emergency plan for major sudden events from the very first moment, established the working mechanism for joint action between the Head Office and the branches for inter-provincial collaboration, kept closely connected with the competent departments of CAAC and set up China Life Service Station at Beijing Lido Hotel.

The Service Station mainly relied on the resources of Beijing Branch, with whole-process participation of personnel dispatched by the HO. Beijing Branch established the 24-hour on-duty and response mechanism both within itself and at Lido, and launched volunteer services within the company. The Service Station carried out plenty of client service work. It received many groups of client families who asked for consulting and living help, arranged special vehicles to help such families to passports and pick them up to and from hotels and stations, addressed accommodation at the hotels for some families, contacted international SOS rescue organizations to launch many rescue services, provided “one to one” accompanying services for client families as necessary, provided professional psychological counseling and regulation for some families and made full preparations for claim settlement.

At 22 o’clock on March 24, the Malaysian Prime Minister officially announced that the missing plane had crashed and no passengers were likely to survive. After knowing the news, the Company, from the first moment, launched the official claim settlement service work. President Lin Dairen and Vice President Xu Hengping gave instructions in the first place and 30 minutes later, the principals of the HO and Beijing Branch arrived at the Service Station at Lido to command the claim settlement and client service work at the forefront. Within Less than one hour after announcement of the news, the Company officially announced the launching of ten service measures for “simplified procedures and rapid settlement”.

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Case 2: Claim Settlement for Ludian Earthquake Disaster in Yunnan
On August 3, 2014, Ludian County of Zhaotong City, Yunnan Province was hit by a 6.5 magnitude earthquake, which caused serious casualties and property losses to the local people. After the occurrence of the earthquake, the Head Office and Yunnan Branch effectively took joint action and comprehensively carried out the relief work and claim settlement services.

Faced with the unexpected disaster, the whole Company responded rapidly. President Lin Dairen and Vice President Xu Hengping gave instructions at the first moment, demanding the rapid settlement of claims to bring into full play the protection role of insurance. According to the provisions of the Emergency Management Measures (Tentative) of China Life Insurance Company Limited for Claim Settlement of Major Disasters, the Company launched the emergency plan on the very day of earthquake and set up the claim settlement working group, which arrived at the disaster area with Yunnan Provincial Government Working Group to comprehensively carried out the disaster relief and claim settlement service work.

II. Taking Swift Action to Highlight China Life’s Claim Settlement Service Brand.
During the entire earthquake relief work, by jointly and swiftly taking action and overcoming difficulties, China Life was highly recognized by the local government departments, all walks of life, news media and the public at disaster area. Firstly, the life insurance company and the property & casualty insurance company jointly took action and went deep into the epicenter to participate in the rescue effort and set up a case-reporting service station, the first of its kind in the industry; secondly, the Company first announced the opening of green channel, i.e. “18 promises for claim settlement services”; thirdly, on the next day after the earthquake, the Company dispatched persons to go deep into the forefront of the disaster area and make the first payment of insurance money in the industry; fourthly, China Life was the first company to honor the promises of donating CNY200,000 death insurance benefit to each of the armed police officers and soldiers and the professional rescue team members sacrificed in earthquake relief; fifthly, the Company obtained the first casualty list after earthquake, first completed the thorough check of clients and helped providing the list for other companies in the industry; and sixth, the Company earliest completed the surveys for claim settlement and the cashing of insurance benefits for all the dead clients.

III. Making Careful Deployment to Ensure the Successful Fulfillment of Earthquake Relief.
According to the unified deployment of the Head Office, Yunnan Province was united as one and made concerted efforts to provide efficient guarantee for earthquake relief and claim settlement services. Firstly, it organized carefully and clearly specified responsibilities. The provincial company set up the earthquake relief headquarters and the principal of the company served as the commander in chief of the headquarters, which consisted of 8 groups including Claim Settlement Group, Indemnity-Sending Group, Publicity Group and Logistics Security Group, and the duties were imposed on specific persons. Secondly, it orderly reinforced and stood fast in the epicenter. The life and property & casualty insurance departments rapidly set up the on-site forefront headquarters, organized the claim settlement assistance group, arranged many
groups of claim settlement and investigation professionals to reinforce successively, thus laying a solid foundation for the overall unfolding of the follow-up claim settlement work. Thirdly, it had definite goals and self-imposed pressure. It required that, within 7-10 days, the door-to-door payment of death insurance benefits should be fully completed and the work of visiting and comforting hospitalized clients should be simultaneously pushed ahead. Fourthly, it guaranteed material and resources supply and provided adequate backup support. On the next day of the earthquake, the Company organized special persons to prepare the relief materials and office equipment, which were transported to the disaster area in three lots, promptly providing strong assistance for the grassroots units.

IV. Handling Special Cases with Special Methods to Provide Considerate and Convenient Claim Settlement Services at the Disaster Area

Faced with the sudden disaster, the Company overcame various difficulties and substantially fulfilled 18 service promises to provide rapid and convenient services for clients at the disaster areas. Firstly, it set up business “outlets” around the victims and extended the services to the clients. At the first moment after the occurrence of the earthquake, our Company and the property & casualty insurance company jointly set up 12 insurance case-reporting service points at the seriously stricken areas to accept the cases through multiple channels and actively looked for clients at the disaster areas and hospitals to facilitate door-to-door collection of documents and delivery of indemnity. Secondly, it simplified procedures and removed restrictions. For the disaster-stricken clients, the Company simplified the claim application materials not easy to furnish after the earthquake and provided the clients with considerate and convenient claim settlement services by helping them to complete the accident verification through visits and investigations, removing the restrictions concerning designated hospitals and providing the prepayment of indemnity. Thirdly, it provided case-reporting services for the whole industry. To provide convenient services for the public at the disaster areas, the case-reporting service stations set up by the Company provided services both for our clients and for clients of other companies in the insurance industry.

V. Emergency Rescue Effort Demonstrating China’s Life’s Social Responsibility. After the earthquake, our Company stressed political awareness and took into consideration the overall situation, actively fulfilled social responsibility and took three significant measures on the next day. Firstly, donating insurance. The Company donated the accident injury insurance with an insured sum of CNY200,000 for each of the public security officers, medical workers, professional rescue team members and journalists participating in the relief work. Secondly, taking the lead in donating money. The Company announced to donate CNY10 million to the earthquake-stricken areas of Ludian through China Life Charity Foundation. Thirdly, sponsoring orphans. After fully sponsoring the orphans resulting from Wenchuan Earthquake, Yushu Earthquake and Zhouqu Mudslide, China Life Charity Foundation announced to fully bear the basic living allowances for the Ludian earthquake orphans till they reach the age of 18.

Shortcomings and Improvement Plan

Although the Company ranks in the front in the industry in terms of time efficiency of claim settlement services, it still has room for further improvement. In 2015, our Company will center on the clients and actively promote the measures of online reporting of cases, intelligent adjustment, mobile claim settlement and electronic settlement services to provide the clients with more convenient, rapid and transparent claim settlement services and further improve the level of client satisfaction with our claim settlement services.
(IV) Protection of Consumers’ Rights and Interests

We have established the working mechanism for the protection of consumers’ rights and interests, constantly optimized various management measures and intensified assessment and supervision to actively protect the lawful rights and interests of insurance consumers.

1. Actively Safeguarding Consumers’ Lawful Rights and Interests and Organizing Various Activities

In 2014, around the theme of “Insurance Making Life Better”, we organized publicity activities on a corporate-wide basis. Through scientifically popularizing insurance knowledge, holding the event of General Manager Reception Day and conducting inspections to trouble-shoot problems in our client services, we held 1,498 such publicity and consulting activities of various kinds during the period of “March 15” and 876 activities during General Manager Reception Day, and received 2,289 clients. With the help of various value-added service activities, clients’ symposiums and China Life Lecture Hall, we widely publicized the insurance knowledge, strengthen the education on insurance consumers, enhanced their cognition of insurance and self-protection awareness and initiatedly resolved various complaints and disputes in the bud. In 2014, the total complaints accepted corporate-wide from the clients dropped by 33.6% on a yearly basis and there occurred no group or regional complaint events around the year.

2. Constantly Improving the Forefront Service Skills and Intensifying the Training of Service Teams

In 2014, to further improve the quality of client complaint management, intensify the complaint reception and handling ability and professional skills of the Company’s service windows and strengthening the building of teams, we made and issued the Training Courseware for Complaint Handling and the Standard Terms for Complaint Services, which provided all forefront service personnel corporate-wide with the guidelines for business operation and services and enhanced the employees’ service skills.

3. Continuously Upgrading the Company’s Service Quality and Conducting Client Satisfaction Survey

To continuously upgrading the Company’s service quality, look for the service weaknesses and effectively increase client loyalty, in 2014, we continued to cooperate with the third party professional survey institution and carry out the client satisfaction survey. The contents of survey were mainly related to the clients’ service experience or feeling at the Company’s service contacts and covered the aspects of sales and operation services. In 2014, the overall client satisfaction was 8.7 marks, an increase of 2.35% over the previous year.
Shortcomings and Improvement Plan

The ability of complaint management and control needs to be further strengthened, and the quality and efficiency of complaint handling still need to be further upgraded.

(V) Optimizing High-End Services and Improving Client Experience

It has been the goal of our Company to make unremitting efforts to provide VIP clients with high-quality, all-dimensional and in-depth services. We have established the differentiated service system and constantly innovated on the service contents and upgraded service quality, striving to provide the clients with convenient and noble service experience.

In 2014, the Head Office revised and improved the Measures of China Life Insurance Company Limited for Management of VIP Client Services to optimize and adjust such contents as grading standards, grading scope, grade quantity and service process for VIP clients. The service contents mainly include two categories: basic policy services and value-added services. The basic policy services include giving VIP clients counter priority and priority in phone access; and the value-added services include free high-end health check, preferences from engaged merchants, birthday blessing, special activities for VIP clients and donation of VIP special issues. In addition, some of the branches further enriched the service measures by providing VIP clients with safe deposit box, donation of accident insurance, appointment register, medical and outpatient instructions, and domestic and overseas emergency rescue services.
Case: Fujian Branch Holding the 2014 Annual Meeting for Diamond Card Clients
On October 24-25, 2014, 115 VIP Diamond Card clients from all parts of Fujian gathered in Fuzhou to participate in the 2014 annual meeting event elaborately organized by China Life Fujian Branch for Diamond Card clients. The event, themed “Health Preservation and Quality Life”, was aimed at caring for clients’ health, guiding them to preserve their health and helping them to improve their quality of life. Its contents mainly included “TCM-based health check and preservation”, “DIY fine food” and “enjoying luxurious audio-visual feast”, which won high praise from the high-end clients.

Shortcomings and Improvement Plan
The nationwide VIP client service resources need to be further integrated and the individualized demand of VIP clients remain to be further satisfied. In 2015, our Company will, by strengthening the overall management and control around the country, further unify the service standards for high-end clients, highlight the rapidness and convenience of basic policy services and optimize the value and attractiveness of value-added services.

(VI) Building of Service Abilities
Our Company’s client service centers and 95519 call centers across the country are the forefront windows serving the clients and the backing system and the information system are the support and guarantee for service ability. To enable our clients to enjoy the most excellent service experience, we have persistently upgraded the service ability of these two centers and enhanced the background service support ability of the backing system and the information system.

1. Upgrading the Management of Client Service Centers
Our Company has more than 2,700 client service centers and over 27,000 clerks nationwide. In 2014, with the core theme of “improving services, promoting transformation and shaping culture”, our Company consecutively deployed and carried out the service target-hitting activities for the fourth year, established the long-term mechanism for carrying out such activities, and substantially upgraded the Company’s “multi-outlet and all-functional” competitive advantages in the services of its counters. All the branches actively responded to and participated in such activities, effectively upgraded the Company’s standard counter service level, optimized the counter service environment and fixed the clerks’ service
awareness and etiquettes. By the end of 2014, the counter client satisfaction reached 94.2%, the counter clients waited for 10 minutes 53 seconds on average and the business information announced online was 100% in conformity with the actual information. The Company continued to maintain the high-quality service level and good development momentum of the counters, and improved the client satisfaction level and the effect and client experience of counter services.

2. Continuously Doing Well in 95519 Call Center Services
At the very beginning of the construction of 95519 telephone service centers, our Company has determined the “high starting-point, high-standard and high-efficiency” construction principle. In 2014, to adapt to the Company’s development trends of intensive operation and realize the breakthrough in the management mode of “farsighted operation”, we further promoted the pilot work of merging the call centers, completed the pilot merge of the call centers in Shandong Province into the Call Center of Qingdao Branch, scientifically adjusted the centralized operation schedule of the big night shift of the call centers, carried out the trial run of 95519 unified query platform, implemented the allocation of 95519 resources based on different space and time and upgraded the use rate and service level of 95519 resources. To increase the value of the call center service channels and innovate on the service contents, we shifted 95519 services to the counters for direct selling on a pilot basis, opened 21 telephone policy service items and promoted the pilot of telephone policy services. In addition, we streamlined and revised the Management Measures for Return Visits to Clients, optimized the verbal technique for return visits to new policy holders, met the regulatory compliance requirements and supported the business development of the grassroots units. We also optimized the service process of 95519 call centers, improved the experience of the clients using telephone channel, optimized the performance of 95519 knowledge base, upgraded the working efficiency of the seats at the call centers and improved the service quality. As at the end of 2014, 95519 completed 47.6281 million person-time manual phone services, the success rate of call back to new policy holders within the hesitation period was up to 99.05%, the good comment rate of client satisfaction after the call was up to 99.84% and the score of the evaluation of the client satisfaction survey by the third party was 9 marks. 95519 has become the only unit in the Chinese insurance industry, which won the “Chinese Best Call Center Award” for consecutive 11 years and twice won the “Global Best Call Center Award”, and it has become a brilliant service brand of China Life.

3. Continuously Pushing Ahead the Construction of the Backing System
The high-quality and efficient services of the front desk need the powerful support from the backing system. In 2014, we made positive progress in the construction of the backing system.
Taking the integration of “management, service and operation” as the goal, the Company integrated 5 business systems, newly added over 30 innovative functions, and comprehensively upgraded management ability, operation efficiency and service quality. After the claim settlement was put online, the average time efficiency increased by 48% and the rate of low-risk cases passing through automatic approval was up to 32.4%. We had the trial run of the intelligent claim settlement system and by setting the special adjustment rules, solved the manual adjustment and reverse calculation problems commonly seen in the expense reimbursement insurance types. We actively promoted the work related to intelligent claim settlement, established the mechanism for intelligent claim settlement. Through the popularization and trial run, it shortened the time for various kinds of cases, for example, the time for handling the cases without the standard process of medical insurance was shortened by 23.71%. We also standardized the operation standards, improved the claim settlement service quality, enhanced the settlement transparency and improved the client service satisfaction with claim settlement. Based on the automatic risk identification mechanism built at the earlier stage, we realized the automatic approval of batch claims, which effectively alleviated the operation pressure and accelerated the time efficiency of claim settlement.

4. Improving the Ability of Notification Services
The Company annually provides the clients with various timely and considerate notification services. Such service items cover the whole insurance service process of underwriting, security, collection and payment of premiums and claim settlement, enabling the clients to be informed of the business handling progress at any time and any place and easily grasp the status of insurance policies. In 2014, we continued to perfect the client contact system, added the notification service items, optimized the working process of notification services, strengthened the construction of notification service teams, continuously promoted the constant perfection of the client notification service system and enhanced the service abilities of the notification service channels. Notification service has become the third client contact window following the counters and 95519 hotline, through which the Company actively provides services. It provided 100 short message and email service items for the clients nationwide, successfully sent nearly 800 million service short messages all year round, and sent over 60 million service emails, a year-on-year increase of 50%.
Shortcomings and Improvement Plan
We will implement the construction of the new-generation application system for the background support to further improve the integration of the information system. We will also further expand the notification service channels and through the new electronic service platforms such as website and WeChat, provide the clients with environment-friendly and highly efficient notification services.

II. Carrying Out Business in Good Faith

Our Company has always laid emphasis on the building of the salespersons’ good-faith and compliance culture. Since the launch of the salespersons’ professional ethics and good-faith compliance education themed “I Will Be the First to Be Good-Faith”, we have constructed the “7-one” long-term mechanism centered on “one good-faith song, one good-faith oath, one Code of Conduct, one good-faith wall, five minutes one day, one examination each year, one summit meeting each year”.

(I) Building up Salespersons’ New Professional Image as “Loving Care Messenger”

To respond to the call proposed by CIRC to return to the origin of insurance and improve the image of industry and showcase our salespersons’ big love feelings of passing on and contributing love, in 2014, our Company positioned the insurance salespersons as “Loving Care Messenger” and fostered their active and positive practitioner image to enhance their senses of mission and identity. We particularly held the event of “Looking for ‘Loving Care Messenger’ Around You --- China Life Contest on Salespersons’ Micro-Film Works” on a
corporate-wide basis. All the participant works were targeted at China Life’s salespersons from different channels and show their good professional image of passing on loving care and providing good-faith services. All the management personnel and salespersons from the companies, business units and sales organizations at all levels actively participated in this contest. The contest received over 60 works from 32 branch companies and 14 of them finally won the prizes.

(II) Carrying Out “September 16 Good-Faith Compliance Day” Commemorative Activity

In mid-September, 2014, the Company held the September 16 Good-Faith Summit event themed “Good-Faith Force, Walking with Love”, during which the Company commended the “Good-Faith Service Pacemakers/Good-Faith Service Gold Medal Teams” appraised by the branch companies in 2014 and for the first time, publicly released the salespersons’ professional image of “Loving Care Messenger”, greatly strengthening our corporate cohesive force.

(III) Continuously Laying Emphasis on Various Routine Work of Good-Faith Culture Construction

In 2014, in light of the good-faith compliance problems and risk points that were prominent in the previous year, the Company continuously laid emphasis on the work of good-faith compliance education and good-faith culture advocacy, such as allowing five minutes for good faith at the morning meeting, education in risk points, standard education and test on good-faith compliance, construction of job market good-faith wall, and “four entries” of good-faith publicity. The Company also used the WeChat media platform to create WeChat subscription for “Be the First to Attain Good Faith” to further improve the effect of good-faith and compliance education initiatives.

(IV) Constantly Intensifying the Incentive Role of Doing Business in Good Faith

In 2014, on basis of summing up the corporate-wide experience in credit quality management
in recent years, the Company revised and released the *Measures of China Life Insurance Company Limited for Management of Salespersons’ Credit Quality* and the *Detailed Implementation Rules of China Life Insurance Company Limited for Classified Management of Personal Insurance Salespersons’ Credit Quality*, further expanded the coverage of credit quality management, perfected the framework of the institutional system for salespersons’ credit quality management, and completed the upgrading and reconstruction of the credit assessment system for personal insurance salespersons. The Company, by taking critical management as a key, promoted the constant improvement of the overall credit quality structure of the entire sales team; by taking the sales elite and the high credit-rating salespersons as the benchmark, built up the value orientation of “credit=wealth”; and by focusing on low credit-rating salespersons, substantially guarded against the sales risks. These measures laid the institutional foundation and basis for comprehensively implementing the salespersons’ credit quality management.

**(V) Guiding the Sales Team of Bancassurance Channel to Carry out Business in Compliance**

In 2014, the bancassurance channel issued the *Measures of China Life Insurance Company Limited for Management of Bancassurance Account Managers (2014 Agency Contract Version)*, which expressly stated that the bancassurance salespersons’ status of “doing business in good faith” shall be made as one of material conditions for the recruitment or dismissal of account managers. It stipulates that no contract shall be signed with persons “who have bad records or unethical acts during their practitioner period”, and those who violate the good-faith business and practice disciplines shall be demoted or have their contract terminated. In addition, the Company fully implemented the *Notice on Further Regulating the Sales Conduct of Bancassurance Business Commercial Banks* issued by CIRC and CBRC, reinforced the collection and control of client information at the link of underwriting new policies, in a bid to effectively curb misleading sales and safeguard the clients’ interests.

**Shortcomings and Improvement Plan**

The Company still has room to improve in good-faith culture construction and needs to make more systematic arrangements. More publicity effort shall be directed toward promoting the cultural brand “Be the First to Attain Good Faith”; the good-faith cultural construction activities and their effectiveness need to be improved; and the coverage of good-faith incentives needs to be further expanded.

**III. Carrying on Product Innovation Based on Client Demand**

Our Company persists in being market-oriented and centered on client demand. We have explored various kinds of product innovations, including product operation model innovation, product mix innovation and product channel innovation as well as innovations in the building of sales teams and the access to client resources, all of which have won the affirmation of the
clients.

In 2014, our Company developed and put on records 41 new products. Among them, the seven products including China Life Xin Ru Yi Annuity Insurance (Platinum Edition) could be effected in flexible portfolio, enabling the clients to gain more benefits; China Life Insurance Benefit-to-Annuity Insurance (Deluxe Edition) could play the role of helping those children having lost parents and those parents having lost children to manage their personal and family finance; China Life Gold Account Double Security Insurance (Universal Type) could make the survival benefit, annuity, benefit upon expiration and bonus of “Xin Ru Yi” enter the Universal Account for accumulation and increment, enabling the clients to have higher earnings and more choices; China Life Gold Account Double Security Insurance (Universal Type) could make the survival benefit, annuity, benefit upon expiration and bonus of “Xin Ru Yi” enter the Universal Account for accumulation and increment, enabling the clients to have higher earnings and more choices; China Life Cancer Disease Prevention Insurance Portfolio first introduced the rehabilitation money liability and extended the protection until cancer was diagnosed, providing the clients with consumption and principal-repayment types of insurance for their flexible choice. In light of the high-end client group’s hope to obtain more individualized medical security, more high-quality client services and more high-end client experience, we developed the “Health” new-type group high-end medical care insurance product. Such product, which was flexibly designed and featured abundant protection, flexible insured amount, wide protection areas and provision of direct payment service, could provide the clients with individualized and customized product package and it has taken the leading position in the market. We also cooperated with the 999 Emergency Rescue Center and developed the “Air Emergency Rescue” expense reimbursement medical insurance. This product filled in the blank in the domestic air emergency rescue products and together with other ground emergency rescue products of our Company, formed a well-established emergency rescue network.

**Shortcomings and Improvement Plan**

The Company needs to further enhance the foresight and innovativeness in the design and development of products and strengthen the use of big data and other advanced technologies and means to deeply analyze consumer demand, so that the R&D of new products can be more targeted and the new products can better meet the diversified insurance needs of the general public.

**IV. Electronic Services**

In recent years, through the comprehensive use of Internet and other electronic means, our Company has provided convenient services to meet the insurance demand of the general public. Meanwhile, we have continuously improved the online service quality and strived to bring the best e-service experience to our clients.

**Upgrading online client service level.** In 2014, “e-Treasure Account” was officially put on line, launched 44 service items in 6 categories, i.e. public services, query services, payment
services, security services, claim settlement services and counter e-services, and accomplished the breakthrough of zero in the fully self-help electronic service application oriented to the clients, bringing the Company’s online client service to a new level. In 2014, we provided online policy services for over 1.5 million registered users.

**Opening up the official WeChat business platform.** In 2014, the Company opened up the official WeChat to provide mobile Internet users with such electronic services as online sale and query of outlets. By holding the online activities such as “Shooting for Love November 11 and Free Receipt of China Life Insurance”, which were popular with the users, the Company constantly increased the quantity and regional scope of “fans” covered by the official WeChat.

Optimizing electronic business tools to improve service efficiency. In 2014, the Company continued to popularize China Life e-home electronic business tools and realized electronic support in clients’ application for insurance and in some client service functions, thus saving the clients’ time and improving service efficiency.

Carrying out the application of electronic invoice. Our Company has attached great importance to the research and application of electronic invoice. Under the strong support from the relevant departments of the governments at all levels, we have obtained the qualifications for the pilot expansion of electronic invoice application at some areas. Through the application of electronic invoice, we have optimized our client service process and improved the clients’ experience.

**Shortcomings and Improvement Plan**

Compared with the increasingly extensive and active demands for electronic services, our Company needs to respond in a more rapid and comprehensive manner. In 2015, we plan to continue expanding electronic service items and means, including providing such groups as children and old people with more abundant insurance products through the Internet, providing clients with rapid and affordable online services through mobile Internet with better user experience, and centering on user experience to further improve and enhance online services.

**V. Key Performance Indicators for Client Responsibility**

<table>
<thead>
<tr>
<th>Indicator Name</th>
<th>2014</th>
<th>2013</th>
<th>2012</th>
<th>Indicator Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manual call completing rate</td>
<td>87.56%</td>
<td>92.33%</td>
<td>93.21%</td>
<td>The percentage between the telephone traffic received by the life insurance skill group of 95519</td>
</tr>
</tbody>
</table>
### Call Service Center and the manual labor amount applied by such group.

<table>
<thead>
<tr>
<th>Rate of return visits to new policies</th>
<th>99.98%</th>
<th>100%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>The coverage rate of 95519 Call Service Center’s implementation of return visits to new policies</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Success rate of return visits to new policies</th>
<th>99.83%</th>
<th>99.20%</th>
<th>95.62%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Efficiency of 95519 Call Service Center’s implementation of return visits to new policies</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Complaint settlement rate within 9 days</th>
<th>96.05%</th>
<th>98.92%</th>
<th>98.96%</th>
</tr>
</thead>
<tbody>
<tr>
<td>The proportion of the number of complaint cases which are actually settled within 9 natural days against the number of all complaint cases within the monitoring period.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Claim settlement rate within 5 days</th>
<th>96.72%</th>
<th>95.33%</th>
<th>92.81%</th>
</tr>
</thead>
<tbody>
<tr>
<td>The proportion of the claim settlement cases which take 5 natural days or less from acceptance of application to the completion of approval within the monitoring period.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client service satisfaction</th>
<th>8.7</th>
<th>8.5</th>
<th>8.5</th>
</tr>
</thead>
<tbody>
<tr>
<td>The clients’ satisfaction with the Company’s overall services, including the clients’ evaluation of the Company’s sales services and operation services.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Part III Employee Responsibility

The progress and growth of employees constitute the foundation and guarantee for the Company’s constant development and the concern point we value the most. The Company has taken the growth and development of the employees as one of its main responsibilities. The Company persists in putting people first and strives to provide employees with good job opportunities, where employees are free from anxiety, have development space, enjoy market prestige and have professional value. The Company has established a perfect set of management mechanisms for absorbing, cultivating, using and inspiring talents, built up sound career development channels and a stage for showing personal value, and fostered an inclusive and harmonious working environment. The Company strives to protect the rights and interests of its employees, promote their growth and motivate their sense of belonging and happiness.

#### I. Protecting Employees’ Rights and Interests

##### (I) Remuneration and Benefit

Our Company has implemented a job-based performance incentive system with reference to the market conditions and established a remuneration incentive system with internal fairness and external competitiveness, bringing into full play the incentive and restriction role of
remuneration. Meanwhile, we have constantly optimized the employee welfare and benefit plan to ensure that, in addition to the statutory welfare as stipulated by the State, including basic pension insurance, basic medical insurance, maternity insurance, unemployment insurance, work injury insurance and housing provident fund, all employees are entitled to an abundant welfare package including enterprise annuity, supplementary medical insurance and regular physical examination as provided for in the Company’s Guidelines for Welfare Management.

In 2014, the Company increased the remuneration of qualified employees according to the optimized remuneration system for the Head Office and its direct subordinate organizations. We also clearly specified the measures to increase remuneration incentives for the employees recruited from colleges and universities for the R&D and data center of the organizations directly under the Head Office and provide more favorable remuneration guarantee for the growth and development of undergraduate students. Meanwhile, the Company continued to vigorously promote the overall implementation of the Guiding Opinions on Comprehensively Implementing the Policy of Favoring Grassroots Units in Remuneration and made certain results in improving the income of grassroots employees, reducing the income gap between superior and subordinate companies, establishing the joint mechanism for the income of executives and employees, optimizing the way of deciding employees’ wages and fulfilling equal work for equal pay for grassroots employees.

To enhance the employees’ senses of belonging and identity, the Company established a fairly adequate welfare system for the employees. In addition to the mandated benefits as stipulated by the State, the Company also offered the employees six categories of benefit items, namely, work support, housing security, medical and risk protection, living, children security and old-age security. Besides the cash benefit, the aforesaid benefit items also included the non-currency items such as paid vacation and regular physical examination to fully reflect the Company’s humanistic care for the employees. Moreover, the Company also set up the enterprise annuity as long-term incentive and this formed the second pillar of the employee pension security system.

(II) Health and Safety

The Company laid great stress on promoting the balance between the employees’ work and life. While bringing into full play the employees’ personal ability, the Company elaborately created good working environment for the health and safety of employees. We attached importance on protecting the employees’ rights to rest and vacation and actively implemented the national laws and regulations concerning labor time, annual vacation, labor protection and family planning.

Actively creating conditions and encouraging employees to scientifically arrange for rest and vacation. In addition to the national legal holidays and public holidays, the employees could also apply to take annual paid leave, work injury leave, marriage leave, funeral leave, pregnancy and maternity leave, family planning leave, home leave and leave for public affairs.
Taking measures to encourage annual leave and ensuring employees to apply for annual leave. This included applying for leave by different times, strict control over not taking annual leave on business, and giving priority to applying for annual leave.

Conducting disaster prevention and self-rescue training and preparing emergency self-rescue equipment. In 2014, to enhance the Head Office employees’ emergency handling ability upon the occurrence of natural disasters or sudden events such as earthquake, fire or rainstorm, the trade union of the Head Office organs invited experts to conduct the disaster prevention and self-rescue training and purchased emergency self-rescue products for each employee.

Strengthening the health knowledge training organized by trade unions. In 2014, the Head Office organized the provincial trade unions to conduct centralized training for improving the employees’ physical and psychological health.

(III) Protecting the Rights and Interests of Women Employees

In 2014, we organized and conducted special inspections on a corporate-wide basis with respect to the signing of collective contract for protecting women employees’ rights and interests and the implementation of the Special Provisions on Labor Protection of Women Employees to urge and materialize the work of protecting women employees’ rights and interests and substantially safeguard their basic and special rights and interests.

In 2014, the trade union of the Head Office completed a corporate-wide survey on women employees’ trade union organizations, and included women employees’ mental health as one of the subjects for trade union cadres training in 2014. On a corporate-wide basis, branch companies having the right conditions also actively built the “home of soul” for women employees in difficulty and offered unique psychological counseling and help, enabling such employees to get more positive energy in the collective atmosphere so as to expand thinking and find more ways to cope with their difficulties.

II. Caring for Employees’ Growth

Our Company has been highly concerned about and always committed to creating good working environment and equal and diverse career development opportunities, and adhered to the talent concept of “putting people first and combining integrity with professional competence” to care for the whole process of the employees’ career development. In the training, we focused on meeting the Company’s dual needs for the innovative development and growth of the employees, and provided comprehensive, systematic and targeted support for improving the employees’ qualities.

(I) Training

1. Promoting the Establishment of a “Hierarchical Talent Training System”
In 2014, the Company integrated the talent training projects in recent years and established a complete set of closely connected “hierarchical talent training system”, which covered five tiers, i.e. new recruits, young talents, “top leaders” of grassroots units, talent pool for executives and talent pool for professional leaders.

**Case: Cultivation of New Recruits**

The Company recruits about 10,000 college students and college-graduate village officials in 2014 to work in our grassroots units. Based on the characteristics of these new recruits, the Company set up a complete set of new employee cultivation and implementation plan, including their training, cultivation, tempering, exchange, appointment and assessment, so as to provide good career development channels for the new employees.

(I) Cultivation Goals

The Company elaborately cultivated the excellent college students according to the development timeline of “laying foundation in the first two years and becoming backbones in another three years”. The Company cultivated and forged a management talent pool with innovative spirit by following the career development path: “becoming management backbones of grassroots companies in the short term, the leading team members of grassroots companies in the mid-term, and the middle-level or high-level professional managers in the long term”. The Company also aimed to cultivate a professional technological talent pool who have initially mastered expertise and skills, and a team of sales management talents with high qualities and good faith.

(II) Cultivation Measures

The Company has successively deliberated and issued the *Measures for Management of New Employees* and the *Guidelines for Cultivation of College Employees* to make overall arrangements for the cultivation of new employees. Following the principle of “giving priority to practical application in learning”, the Company has developed a three-stage cultivation system which takes “probation-period training” as a basis, focuses on “on-post cultivation” and regards “selective cultivation” as the key. Firstly, carrying out the multistep training. In light of the characteristics of new employees, we have elaborately deliberated and arranged the training plan of being targeted, closely connected with job posts and gradually rising in steps to combine training with practice and learn for practical use. Secondly, establishing the tutorial system. Through “one-on-one” mentoring, we have guided and helped the new employees to adapt to the environment, upgrade qualities and improve abilities as soon as possible. Thirdly, carrying out the work shift system. Through work shift and exercise, the new employees can quickly get improved in professional ability and work experience. Fourthly, establishing the mechanism for remuneration protection at the initial stage. Certain protection for remuneration is granted to the new employees at the county-level organizations within the first two years. Fifthly, setting up the mechanism for selection through competition. The Company has given priority to the excellent college student employees at the grassroots units in choosing candidates for key posts, and those excellent employees performing outstandingly in the process of cultivation can be promoted as an exception. And finally, establishing the regular tracking assessment mechanism. We have set up the cultivation and growth archives, clearly specified the contents of assessment and stipulated the quantitative criteria to provide the basis for training and selection.
(III) Results of Cultivation
For 4 years since the standard and complete new employees cultivation system was put into operation, we have broken the fragmented workshop-style cultivation model used in the past and initially established and improved a complete set of unified, standardized and interconnected cultivation and selection mechanisms, including internship and training, coaching by tutors, work shift for exchange, regular tracking assessment and the preferential selection and use of personnel from grassroots companies for the key posts. Most of the excellent college student employees have quickly become the backbones of grassroots companies and some of them represented by Song Yanzi in Shaanxi and Zhang Bo in Sichuan have taken up leadership positions of grassroots companies.

2. Further Improving the Day-to-Day Training System for Employees
The infrastructure for education and training has been constantly improved. The Company has equipped 1,561 education and training management personnel, 2,485 in-service full-time lecturers and over 36,000 part-time lecturers. In 2014, Shanghai Insurance Research Institute was officially put into use, the construction of Chengdu Insurance Institute, Beijing Insurance Institute, provincial training centers and urban training workplaces was being pushed ahead in an orderly manner, and many pieces of courseware won the outside awards, making the teaching resources more sufficient.

Employee training has been constantly intensified. In 2014, the Company held 2,117 classroom training sessions of various kinds with a cumulative trainee number of 91,697 person-times, and held 2,571 various online training sessions in which more than 670,000 persons participated. Meanwhile, in light of job demand, we selected and sent various professional backbones and management cadres at all levels to participate in over 100 sessions of special external training. In the orientation of training, we laid more stress on the enhancement of employees’ job skills and the effective support for the operation management practice. In addition, while pushing forward the tiered and classified training of employees at different levels, we accelerated the systematic course development, emphasized the training of major groups and important fields, and highlighted practical and targeted training. The training contents covered corporate operation management, market expansion and competitive strategy, team building, budget management, leadership construction and professional theories and skills.

Online training platform has been further improved. The functions of China Life e-Learning Online Training System has been continuously improved and its operation efficiency and stability have been further enhanced. In 2014, the click volume of online learning courses reached over 1.43 million, and 161,000 persons participated in the online tests. IT-based management is enabled for the whole training process, which has achieved real integration and sharing of training resources and provided strong technical support for both training and management.

The construction of the mobile learning system has been smoothly launched. In 2014, we completed the development of electronic schoolbag. On the basis of continuing to improve the functions of electronic schoolbag, we launched the development of mobile learning
applications. The gradual improvement of the mobile learning system will further enrich the ways of employee training and improve the training effect.

**Case: Professional Skill Training of Mid-Level and High-Level Executives**

In 2014, the Company took the “professional skill training of mid-level and high-level executives” as the important practical position for implementing the “innovation-driven development strategy” and focused on the practical problems in the operation development. From the perspectives of industrial trends and corporate development, we refined and extracted the core training elements and pertinently enhanced the abilities of such executives to solve the difficulties in development, promote reform and innovation and improve working efficiency. We held 58 special training sessions for the whole year and cumulatively trained 4,297 mid-level and high-level executives.

**Shortcomings and Improvement Plan**

The lecturer teams still cannot meet the demand for employee education and training. We still need to sum up our teaching resources and promote the application thereof. We are inadequate in keeping pace with the times and need to give more attention to frontier development. In 2015, the Company will continue to strengthen the building of education and training infrastructure, improve training methods, apply new training technologies and lay stress on training results to provide effective service and support for the cultivation of talents across the Company.

**(II) Work Shift and Exchange**

We believe that the work shift and exchange mechanism can help the employees to have different employment records and accumulate more work experience. Through such mechanism, the employees can be shifted to the posts in which they are more interested and which are more competitive, and they can get the feeling of freshness and challenge in their work. This mechanism is one of the effective means of motivating employees and inspiring the vitality of the employee team.

In 2014, the Company continued to provide the Head Office employees with the trans-departmental work shift opportunities in various ways. During this year, the Head Office employees going to the new posts through internal recruitment and free choice
accounted for about 10% of the total employees. We also reinforced the internal and external exchanges of the Head Office employees and we successively provided them with the opportunities for serving a temporary post and having exchanges and tempering at Guang’an Government of Sichuan Province, Ziyang Government, Xishuangbanna Government of Yunnan Province and the Insurance Association of China. For the management personnel who lacked the grassroots work experience, we helped them to know about the actual conditions of the grassroots units and enrich their management experience by sending them to grassroots branches for exchange and tempering by stages and in groups. In 2014, we selected and sent over 40 exchange cadres.

**Case: Symposiums of Exchange Cadres**

In January and July 2014, the Company twice held the symposiums of the Head Office’ exchange cadres. The Company management had talks with the Head Office’ employees going to the grassroots units for exchange and tempering to know about the grassroots conditions and listened attentively to the ideas and voices of the forefront personnel. The exchange cadres happily gathered together to speak out freely about their work, life and personal thought and offer advice and suggestions. Currently, the Company has developed the convention of holding such a symposium every half a year to create the communication, exchange and report opportunities for the exchange cadres and provide them with the opportunities for learning from each other, receiving education, participating in training and having get-together with their colleagues. This has fully reflected the Company’s care for the employees.

**(III) Diversified Promotion Channels**

As a professional life insurance company, we need a large quantity of the forefront talents who have extensive managerial experience and the professional talents who have the professional spirit, are good at analysis, know about management and are capable of innovation. The Company attached great importance to the development of the forefront management and professional talents at the Company and established for them the diversified career development channels to encourage them to make constant accumulations and innovations on the different professional lines of the Company.

**Making definite the career development plan for new employees.** The Company has established three career development channels respectively for professional executives, management personnel and professional technicians. Among them, the career development goal of the employees on the line of sales management is to become mid-level and high-level professional executives; the employees on the lines of general administration and business management can either choose the management position development channel based on their work performance and management ability or choose the professional technician development channel based on their professional technical ability. These three channels can be shifted between adjacent tiers so as to realize “career development without barriers and diversified channel shift”.

Widening the career development channel for the executives of branch companies. To motivate the operation management personnel, who have long worked at the forefront and made outstanding contributions, to pay more attention to their long-term planning and value enhancement, in 2014, the Company launched the building of the business director team, further widened the growth channel for executives of branch companies and further gave priority to the grassroots and sales units in the selection and use of personnel.

Promoting the implementation of “China Life Plan on Talent Pool for Professional Leaders”. To accelerate the cultivation of the core talents with exemplary roles and pioneering functions in all the professional fields, the Company has set about to promote the implementation of “China Life Plan on Talent Pool for Professional Leaders” according to the thinking of “selecting by differentiating specialties, reinforcing professional training, enhancing professional ability and forging professional talents”. The Company will strive to spend 10 years cultivating about 1,000 young and middle-aged specialist leaders and cadres and advanced professional technical talents by such measures as selecting by differentiating specialties, reinforcing professional training and enhancing professional ability. In 2014, the Company fulfilled the tasks such as the selection of 318 candidates for the pioneering talent project and the drafting of the cultivation implementation plans for different lines including the HR line, and held a training session for 48 HR backbones.

III. Fostering Harmonious Working Atmosphere

(I) Carrying out Colorful Cultural and Sports Activities
In 2014, the Head Office organized and carried out the Third Passionate China Life Competition, which consisted of six events and over 600 matches, attracting the participation of more than 500 athletes; organized and held the winter long walking competition, in which nearly 400 employees of 19 teams participated; and organized and carried out the New Year temple fair activities, in which nearly one thousand Beijing-based employees of the Head Office organs, Beijing R&D Center and Shanghai Data Center showed up. In addition, 14 clubs of soccer, basketball, tennis, badminton, table tennis, billiards, photography, dancing, music, yoga, Taiji boxing, aerobics, bridge and chorus as well as the calligraphy society organized regular activities in which more than 10,000 persons participated.

According to the overall requirements set by the Head Office Trade Union regarding trade union work priorities in 2014, the trade unions of the branch companies at different places organized and carried out various cultural and sports activities. For example, Guangxi Branch held the aerobics and volleyball matches in July; Ningbo Branch organized the employees to take part in the long-distance running around the city and carried out the “activities of seeing a few movies and reading a few books” before the “May 1st” festival; Shanghai Branch organized the Second Employee Sports Meeting; and the Outdoor Association of the Trade Union of Shenzhen Branch organized the activity of hiking to the Red Flower Lake in Huizhou and its Women Association carried out the large-scale parents-child activities of “Baking Lesson from the Star” and “A Cool Summer”.

(II) Caring for Employees’ Physical and Psychological Health and Enriching the Company’s Assistance and Support Activities

Consoling and supporting financially difficult employees. During New Year’s Day and the Spring Festival, the Company’s Trade Union allocated the consolation money of CNY1.29 million to subsidize 970 financially difficult employees, 206 exceptionally difficult single-parent women employees and 14 branches at the remote and poverty-stricken areas; and over 3,000 financially difficult employees corporate-wide were consoled during the two festivals. Some of the Head Office leaders made special trips to Beijing and surrounding provinces for on-site consolation and visits to the financially difficult employees’ families, and some of them took advantage of the opportunities for business trips, inspection, investigation and business supervision to visit the representatives of forefront employees, exceptionally difficult employees and exceptionally difficult single-parent women employees and donate them consolation money. Centering on the Head Office’s thematic event of “Sending China Life Warmth to Households” and based on their oven conditions, the trade unions at all levels corporate-wide made careful planning, specified division of labor, and went deep into the forefront and designated persons for each household so as to visit and console those who needed assistance and support, provide the
financially difficult employees with our help, actively coordinate the solution of their actual problems and enhance their confidence and courage of overcoming difficulties.

**Creating Up-to-Standard “Staff Homes”**. In 2014, the Trade Union of the Head Office organized the spot check and inspection of the staff homes and small staff homes that reached the standards at the end of 2013, successively set up 6 special acceptance groups and 3 daily work acceptance groups, and convened the experience exchange meeting on staff homes. Subject to on-site check and acceptance, 47 provincial and prefectural staff homes and county-level small staff homes were all up to the acceptance standards.

**Case: The Company’s Construction of Up-to-Standards “Staff Homes” Impressively being Carried out**

Since the Head Office issued the 2013-2015 Plan for Construction of Up-to-Standards Staff Homes in early 2013 and put forward the overall requirements for cultural and sports facilities, protection of employee’s rights and interests, and care for employees’ health and construction of corporate culture, the activities of creating “Staff Homes” and making them up to standards had been carried out at provincial, city and county levels on a corporate-wide basis. All the trade unions of the branch companies worked out the Detailed Implementation Rules for the Construction of Staff Homes. The companies at the provincial and city levels exerted themselves to forge the up-to-standards staff homes and the county-level companies exerted themselves to forge the up-to-standards small staff homes, and the job of creating such homes was impressively carried out. A total of 20 provincial and 132 prefectural staff homes and 569 county-level small staff homes applied for being up to the standards corporate-wide.
## IV. Key Indicators for Employee Responsibility

<table>
<thead>
<tr>
<th>Name of Indicator</th>
<th>2014</th>
<th>2013</th>
<th>2012</th>
<th>Definition of Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total workforce</td>
<td>101,972</td>
<td>99,230</td>
<td>99,271</td>
<td>Size of employees for internal work</td>
</tr>
<tr>
<td>Age of employees</td>
<td>≤35</td>
<td>≤35</td>
<td>≤35</td>
<td>Employees’ age structure</td>
</tr>
<tr>
<td></td>
<td>46.6%</td>
<td>46.5%</td>
<td>47.7%</td>
<td></td>
</tr>
<tr>
<td>Gender of employees</td>
<td>Female</td>
<td>Female</td>
<td>Female</td>
<td>Measurement of labor-related human rights policy</td>
</tr>
<tr>
<td></td>
<td>57.5%</td>
<td>56.9%</td>
<td>58.1%</td>
<td></td>
</tr>
<tr>
<td>Coverage of new employee orientation</td>
<td>94.19%</td>
<td>97.85%</td>
<td>97.50%</td>
<td>Coverage of newly admitted employees in pre-job training</td>
</tr>
<tr>
<td>training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee training coverage</td>
<td>87.88%</td>
<td>85.45%</td>
<td>86.93%</td>
<td>Coverage of employees in training</td>
</tr>
<tr>
<td>Advanced executive training coverage</td>
<td>97.17%</td>
<td>97.33%</td>
<td>97.00%</td>
<td>Coverage of advanced executives in training</td>
</tr>
<tr>
<td>Average hours of employee training</td>
<td>24.46 h</td>
<td>34.33 h</td>
<td>27.03 h</td>
<td>Average hours spent by each hierarchy in various training</td>
</tr>
<tr>
<td>Number of full-time and part-time lecturers</td>
<td>2,485 full-time lecturers; 359,56 full-time lecturers</td>
<td>1,700 full-time lecturers; 35,000 part-time lecturers</td>
<td>1,700 full-time lecturers; 30,000 part-time lecturers</td>
<td>Number of full-time and part-time lecturers</td>
</tr>
<tr>
<td>Number of textbooks and coursewares</td>
<td>Textbook: 20 Courseware: 264 Online courseware: 34</td>
<td>Textbook: 18 Courseware: 167 Online courseware: 56</td>
<td>Textbook: 16 Courseware: 140 Online courseware: 53</td>
<td>Cumulative number of textbooks and courseware developed at the end of the statistics period</td>
</tr>
<tr>
<td>developed</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of online learning participants</td>
<td>1,432,192</td>
<td>3,931,146</td>
<td>3,469,088</td>
<td>Total number of participants in online learning through China Life e-Learning System during the year</td>
</tr>
<tr>
<td>Number of online test participants</td>
<td>160,633</td>
<td>255,594</td>
<td>338,134</td>
<td>Total number of participants in online learning through China Life e-Learning System during the year</td>
</tr>
</tbody>
</table>

Notes: The “average hours of employee training” used in the calculation was based on the accumulated actual hours, i.e. all the hours spent by the employees in learning through face-to-face teaching and online courses. In 2014, we did the statistics based on the standard hours of training and the hours beyond the standard ones were not counted in the statistics, and that is why the number is somewhat lower than that in the previous years.
Part IV Partner and Industry Responsibility

While fulfilling its own development, the Company has continuously expanded its insurance business, satisfied the needs of people’s livelihood, constantly improved its CSR performance in its procurement and investment processes, pursued common growth with our partners, actively participated in underwriting major events, gradually expanded the coverage of insurance services, and strived to make greater contributions to the development of the industry.

I. Expanding Insurance Business and Serving the Needs of People’s Livelihood

As the domestic life insurance company with the most organizations and outlets, it is duty-bound to draw upon its own experience and professional strengths to continuously expand the insurance business and serve the needs of people’s livelihood. Our Company has taken the lead in domestically carrying out such policy-based businesses as NCMS (New Rural Cooperative Medical System), NSEIS (New Rural Social Endowment Insurance System) and major disease insurance and gained successful experience in NCMS modes of Xinxiang, Luoyang, Panyu and Zhengzhou and in NSEIS modes of Deyang and Yixing. The pioneering mode of petty insurance was praised by the international insurance industry as a “Chinese sample” and became the first study case of Harvard Business School for the Chinese insurance industry.

(I) Policy-Based Medical Handling Business

Since 2003, our Company has actively participated in the deepening of national medical and health system reform and the improvement of the construction of social medical security system, carried out the policy-based medical handling businesses such as new rural cooperative medical system, basic medical insurance for urban residents, basic medical insurance for urban employees and urban and rural medical assistance, and successively explored some typical influential experience such as “Xinxiang Mode”, “Luoyang Mode” and “Zhengzhou Mode”. The Company has been the forerunner and pioneer of commercial insurance in the medical service handling field and played an active role in promoting the transformation of government functions and in improving people’s livelihood and social harmony. In 2014, our Company newly started 44 new medical handling projects and cumulatively carried out more than 240 medical handling businesses nationwide for more than 40 million insurance applicants and provided the medical expense adjustment and payment services for more than 60 million individuals.

(II) Major Disease Insurance Business for Urban and Rural Residents

To improve the construction of the multi-tiered medical insurance system, in the process of stepping from the fulfillment of “medical care available for the sick” to the solution of
“becoming poor and returning to poverty due to diseases”, the State ushered in the “major disease insurance” as a supplementary medical insurance for “NCMS” and urban residents’ medical insurance. It is a significant livelihood and heart-winning project, aiming to further improve the public social security services. Relying on our managerial experience accumulated in policy-based medical handling business and commercial health insurance business, China Life actively participated in the major disease business and incorporated such insurance into our overall development plan. By drawing upon our professional ability and experience, and with our outlets widespread in both urban and rural areas, we were able to provide the insured with services to the satisfaction of the government and bring benefit to the general public.

By the end of 2014, the Company had cumulatively handled nearly 170 major disease insurance projects for over 300 million urban and rural residents in 29 provinces and municipalities and cumulatively indemnified for nearly 1.9 million cases.

(III) Petty Insurance

Our Company has actively responded to the call of the Central Government for serving agriculture, farmer and countryside, promoted the inclusive goal of the personal insurance business for serving the broadest masses of the people, helped the poor groups to break away from the vicious circle of “becoming poor and returning to poverty due to diseases and disasters”, actively carried out the personal petty insurance, constantly deepened the innovative practice in petty insurance and expanded the coverage of petty insurance to alleviate the impact of accidents, diseases and other risks on low-income families. In 2014, our Company continued to steadily promote the development of petty insurance business. The special products of such petty insurance covered accident insurance, term life insurance and medical insurance, which basically met the main insurance demands of the low-income groups. We underwrote petty insurance for 84.504 million applicants, an increase of 39.03% over the previous year.
Case 1: Petty Insurance for Poverty Alleviation
Since 2011, our Company has cooperated with China Poverty Alleviation and Development Center to carry out a pilot project of petty insurance for poverty alleviation and committed itself to exploring a new mode of poverty alleviation combining petty insurance with mutual fund. Currently, the Company has spread the mode of the pilot project to Sichuan, Henan, Ningxia, Chongqing and Guizhou, paving a new way of finance-based poverty alleviation. In 2014, our Company provided 735,000 poor households with the insurance protection of CNY24 billion through the petty insurance for poverty alleviation, which produced positive influence on the sound development of the mutual funds for the poverty-stricken villages and became the conducive exploration for promoting the social development of the poor areas and perfecting the social security system in the countryside.

Case 2: “Hao Hua Hong” (Pretty Red Flower) Petty Insurance for Minorities
In 2014, our Company joined hands with the People’s Government of Qianxinan Prefecture in launching the pilot project of “Hao Hua Hong” petty insurance in Qianxinan. Such petty insurance was an insurance product mix customized by our Company for Qianxinan and it featured moderate protection, low premium and popular policy, and it was also a livelihood project through which China Life supported the development of minority areas with practical action.

Case 3: Personal Petty Insurance for Frontier Residents
In 2014, in the five frontier towns of Longzhou County, Guangxi, the Company provided petty insurance coverage for 32,000 frontier residents there who lived 0-3 kilometers away from the Chinese-Vietnamese borders. Together with the local government, we jointly blazed a path of innovative development characteristic of “making overall arrangements by the government, alleviating poverty through insurance and benefiting the frontier residents”, thus building a safety shield for the life of frontier inhabitants.

(IV) Accident Insurance Business for Family Planning Households
To strengthen the risk-resisting ability of households that practice family planning (“FP households”), particularly those needy ones, and to promote the building of harmonious families, in 2008, our Company cooperated with China Family Planning Association in launching a series of accident insurance products for household practicing family planning. Over the past 6 years, we have underwritten this insurance for over 10 million households, with the coverage of population constantly expanding. In 2014, to better serve the great number of FP households, our Company made efforts to innovate its service ways, vigorously popularized the “FP insurance service card”, explored and introduced new modes of policy issuance, such as the Internet-based issuance of policies, and improved the efficiency of FP
insurance services. With the constant popularization of FP insurance, its role in protecting FP households has constantly been reinforced, and it has benefited more and more FP households.

(V) Accident Insurance for Old People

In light of increasingly serious situation of population aging tendency and notable shortage of social insurance for the old people, the Company has since 2010 actively cooperated with the Senior Citizens’ Work Committee at different places in promoting commercial accident insurance for the old people, bringing into full play the risk protection and economic compensation mechanism of commercial insurance, and made many attempts in establishing the personal risk protection mechanism for the old people. Take as an example the old people accident protection plan carried out by our Company in cooperation with Jiangsu Senior Citizens’ Work Office. In 2014, the plan has covered all the 100 counties (cities and districts) of the 13 prefectural cities in Jiangsu, underwriting insurance for 4.89 million people, a year-on-year increase of 48%, with 32.75% of local old people taking part in the insurance plan. Since the implementation of the plan, a total of 85,000 person-times have obtained compensation and CNY135 million of indemnity has been paid, both on a cumulative basis.

II. Providing Insurance Protection and Career Development Opportunities for College-Graduate Village Officials

To make full use of our own strength to support the Party and the Government’s policy of encouraging college graduates to take office in the countryside, our Company has vigorously pushed forward the work of insurance for college-graduate village officials and provided such village officials with major disease and personal accident comprehensive insurance. By the end of 2014, our Company had underwritten insurance for 160,997 college-graduate village officials, accounting for 81.09% of all such officials eligible, and we accepted a total of 83 claim cases and paid an estimated indemnity of CNY5,980,400.

The Company believes that we are duty-bound to absorb the college-graduate village officials whose term of office in the countryside has expired, as part of our effort in actively fulfilling our corporate social responsibility. Under the great support and guidance from the Organization Department of the CPC Central Committee and the Group Company, the Company launched a special recruitment and cultivation program in 2010 to absorb college-graduate village officials whose term of office has expired to serve in our grassroots units. Currently, we have cumulatively absorbed more than one thousand such village officials and through the special cultivation program, we are committed to fostering them into grassroots management backbones. In their career design, we have focused on operation management; and in the arrangement of their posts, we have given them a higher starting point. We have adopted a level-by-level selection and appointment method and will make exceptions in promoting those with outstanding performance. The objective is to let the recruited village officials see development prospects, help them realize development goals
and retain them with sound career development. Our efforts have been fully affirmed by the Central Organization Department, CIRC and the local Ministry of Organization departments.

III. Responsible Investment

Participating in the investment in the livelihood fields
In 2014, our Company continued to strengthen the various tasks of social responsibility investment and particularly, further expanded the scope of investment in the fields that have a bearing on national economy and the people’s livelihood. The projects in which we have invested covered the national key fields such as water conservancy construction, communication and transportation, energy and power, construction of affordable houses, and finance and insurance, and we have played an important role in supporting the construction of national key projects and providing protection for the people’s livelihood. Meanwhile, according to the requirements of the “National Ten” regulations concerning the use of insurance funds to support the construction of local infrastructure, we accelerated the promotion of the “China Life Suzhou Urban Development Fund” mode in Wuxi, Guangzhou and Jiading District of Shanghai and fully supported the local governments’ reconstruction of shanty areas, investment in infrastructure and construction in the livelihood fields, thus substantially carrying out the requirements of the Central Government for making finance serve the real economy.

Participating in the Mixed Ownership Reform of State-owned Enterprises
In 2014, the Company participated in the system reform and restructure of Sinopec Marketing Company and became its sole largest institutional investor. Meanwhile, we actively explored the investment opportunities under the normal of “New Economy” and focused on the sunrise industries such as Internet and logistics driven by the New Economy to substantially promote the transformation and the upgrading of economic structure through the investment of insurance funds.

Gradually Constructing the “Big Health and Big Pension” Industrial Value Chain of China Life
We have actively explored the new modes of health and pension and the new way of applying insurance funds, exerted ourselves to forge the “pension and health preservation + health management” comprehensive health and pension service system with China Life characteristics, realized the close connection between the clients’ pension insurance financial planning and the services of pension entities, and gradually developed the “Big Health and Big Pension” industrial value chain of China Life featuring “finance + entities” and “insurance + services” under the New Normal.

IV. Suppliers

The Company has always taken the fulfillment of social responsibility as the basic requirement for procurement and in the process of procurement, we have strictly observed the
national bidding laws and regulations and the Company’s centralized procurement system rules to ensure that the workflows are legal and compliant and the procurement information is open and transparent.

Our Company has successively formulated the *Measures for Management of Centralized Procurement Reviewers*, the *Measures for Management of Centralized Procurement* and the *(Tentative) Measures for Management of Suppliers* to strictly control supplier qualifications and require that the products we choose are environment-friendly and energy-efficient and the suppliers we select have good credit standing and sound financial and accounting reporting rules, and be free from bad records in tax payment or social security funds contribution according to law.

To make the management of centralized procurement more standard and efficient and improve the work efficiency thereof, the Company developed a centralized electronic procurement system in 2012 and became the first to realize “e-procurement” in the insurance industry. Such electronic system can not only help the Company to standardize the procurement procedures and finally realize paperless operations, but also facilitate understanding from all dimensions of the corporate-wide procurement activities and the supervision and control of CSR fulfillment status in the procurement process.

In 2014, the Company revised the *Measures for Management of Centralized Procurement* and the *Regulations on Management of Centralized Procurement Workflows* to ensure compliance of the procurement process and standardize the management of suppliers under central procurement.

**V. Salespersons and Intermediaries**

By the end of 2014, the Company’s team of certificate-holding salespersons of personal insurance had reached 743,000. We have always taken salespersons as our most important business partners and strived to protect their rights and interests, care for their growth and train and supervise them to fulfill social responsibility.

**Providing product support.** The Company developed the relevant products targeted at the social hotspots and strengthened training related to product discussion, packing and development to enhance the salespersons’ product cognition. In the second quarter 2014, the Company launched a cancer prevention insurance product and, in light of the social hotspots, launched a complete set of training-support toolkit to enhance the salespersons’ ability in explaining the product.

**Optimizing the training mode.** By pushing ahead such training method as “mold-pressing training”, the Company effectively enhanced the salespersons’ selling and service skills.

**Building up the exchange platform.** By holding annual elite forum and summing up
experience, we refined and shared the experience of elite salespersons in the sector to reproduce their skills and build up the benchmark.

**Improving financial security system.** By continuously optimizing basic remuneration and statutory welfare and benefits, we further increased the salespersons’ income; and by continuously improving the welfare and benefit plans for the sales team, we provided them with additional welfare and benefits including pension, health and accident to mitigate their worries.

During our cooperation with the agencies of banks and post offices, our Company has actively urged the partners to fulfill their social responsibility, comply with laws, and perform anti-money laundering obligations. In 2014, our Company cooperated with ICBC, CCB and CEB to further improve the regulations on anti-money laundering and signed anti-money laundering agreements with the first-tier branch banks authorized by BOC. Meanwhile, according to the [2014] No.82 Document issued by CIRC, we made some supplements and improvements to the agreements with the aforesaid banks with respect to the authenticity of client information.

**VI. Win-Win Strategic Cooperative Partnership**

Under the guidance of the Company’s overall development strategy, we have actively and widely unfolded the external cooperation. From the angles of sharing resources and complementing each other’s advantages, we have mainly selected the large enterprises and institutions with good social images and similar social responsibility concept to establish the long-term strategic cooperative partnership as to accomplish win-win cooperation and common development.

In 2014, we carried out the cooperation with the government agencies in different places and strived to practice the social management functions of insurance. We successively signed the cooperation agreement with the State Council Leading Group Office of Poverty Alleviation and Development with respect to petty insurance and established the strategic partnerships with the cities of Guang’an, Panzhihua and Guangyuan in Sichuan, NHFPC, Women’s Federation and Rural Credit Cooperative. We thus played an active role in perfecting the social security mechanism in the fields of policy-based security business, sharing of medical risks, and health and family planning insurance business. At the same time, we continued to promote the in-depth cooperation with China Post, China Telecom, China Unicom and Xinhua net to jointly carry out the public-good programs by virtue of their strengths and brand images in their respective field.

**VII. Supporting Research and Cooperation in the Industry**

In 2014, the construction of China’s Second-Generation Solvency Supervision System (G2 System) entered the critical stage. To ensure the smooth progress in the construction of the
“G2 System”, our Company mobilized the resources of all departments to actively participate in the research and argument of relevant programs and methods. On this basis, our Company successively participated in the testing of the first-pillar standard program of G2 System, the testing of its first-pillar standard parameters and the testing of its first-pillar standard calibration, and successfully completed the testing tasks of CIRC. Our achievements were fully affirmed by all parties participating in the project. Meanwhile, we temporarily transferred our business backbones to join the CIRC G2 System Construction Project Group to directly participate in the drafting, argument and formulation of all the supervision rules, thus making contributions to the completion of the supervision rules of G2 System.

In addition, our Company actively participated in preparing the Research Report on Country-Specific Accident Insurance Clauses, a program sponsored by China Insurance Association. On basis of and with reference to international experience, we made suggestions on improving China’s accident insurance clauses, which were of positive significance for promoting the continuous, standard and sound development of the accident insurance market and for pushing ahead the work for making insurance clauses “easy to understand, simple and standard”. We also participated in the Third Version of Life Table Project of the industry and took the lead in completing the formulation of the project’s data collection plan, formulation of data check plan, development of data processing platform, and sample data collection and analysis.

Part V Environment and Society

I. Environmental Protection

We have actively responded to the national call for energy efficiency and emissions reduction (EEER), called on all employees to take actions in support of energy efficiency and environmental protection, and strived to reduce energy consumption and carbon emissions in operations by saving energy, reducing waste, optimizing process and using new environmental protection materials.

In 2014, we mobilized all employees to take actions in support of energy efficiency and environmental protection. We required all employees to begin with trivial things: save energy, reduce waste, turn off light when leaving, save water and put to an end the practices of “ever-burning lamp” and “ever-running water”; try to use electronic documents and advocate printing on both sides to save paper; carry water glasses with them to reduce the drinking of bottled water; cherish grain to keep down the “waste on the tongue tip”; and when organizing meeting and training, paste and hang fewer slogans and banners, place fewer flowers and green plants, give out no office stationery and reduce the paper materials to consciously practice the diligent and thrifty style of office work and actively foster the corporate culture of saving by everybody in all respects. We also strived to reduce energy consumption and carbon emissions by optimizing process, creating innovative technology and using new
environmental protection materials. We cut down costs and expenses by reducing meetings and events, downsizing the meetings and reducing the quantity of paper documents. We fully carried out office automation and all the meetings of the Board of Directors, the Board of Supervisors and the special committees realized the electronic proposals and remote review of proposals, handling of meeting affairs and query meeting files, and tried to reduce the use of paper publicity materials and paper cups in order to sharply cut down the consumption of paper materials. By setting up Beijing R&D Center and Shanghai Data Center, the Company established the centralized operation service system and realized centralized R&D and maintenance, and standardized services, with the daily average online users exceeding 100,000 persons and daily handling of batch operations exceeding 100 million, thus greatly reducing carbon emissions while improving efficiency. To support the green economic development, the Company adopted electronic invoices to reduce the use of paper invoices and cut down the costs for printing and transporting invoices, both saving paper and reducing carbon emissions.

With regard to the management of the Head Office building, we established the energy-efficiency management system, rolled out numerous management measures, such as control over when to switch on and off the lightings and inspection tours on energy efficiency, adopted technical measures such as elimination of low-efficiency lighting products, renovation of air conditioners and renovation of the building-controlling system; the HO, while ensuring energy supply for all work assignments, strictly controlled the total amount of energy consumption to fulfill the energy-saving management responsibility.

In July 2014, the Company established the Energy Management Working Committee and President Lin Dairen concurrently served as its Director. The Energy Management Working Office set up by the Committee is responsible to hold its direct subordinate offices accountable for implementation of the energy management work, thereby further strengthening the corporate energy management work.

In 2015, we plan to work out the system concerning energy efficiency management, require all branches and subsidiaries to regularly submit annual report to the Head Office regarding their fulfillment of environmental responsibility indicators. This is aimed at further standardizing corporate-wide energy using behaviors and establishing a mechanism for collection and statistics of environmental responsibility information.
II. Serving Community

On the basis of successfully holding the national children drawing event for 3 consecutive years from 2011 to 2013, China Life and China Artists Association jointly held the fourth national children drawing event in 2014 with the theme “Joining Hands with China Life, Painting Dream Home” to facilitate the development of children’s art education and to promote cultural development and the construction of spiritual civilization. The number of persons having signed up for the event was up to 950,000, and a total of 101 of them won the National Excellent Works Award, 202 won the National Selected Works Award and 30 instructors were appraised as Excellent Children Art Instructor. On December 20, 2014, the national excellent works exhibition and the prize-giving ceremony were held in Fujian and over 150 award-winning works were exhibited at the Strait Folk Art Gallery of Fuzhou. The award-winning works were also compiled as books and published by the CFLAC Press.

We have encouraged and supported the employees and salespersons of branch organizations at all levels to actively participate in the local community construction and strive to repay the society through such activities as poverty alleviation, subsidizing students and environmental protection. The following are a summarize of the activities by some branch companies:

Branch organizations in Fujian Province: The “Loving Care for Children of Righteous Warriors” event of donation is a long-term public-good program carried out by Fujian branches. In March 2014, the branches of Quanzhou, Longyan and Ningde participated in the 2014 Spring Event of Subsidizing Students locally carried out by Fujian Foundation for Righteous Acts and granted subsidies to the children of 32 “righteous warriors”, thus fostering the good social atmosphere of advocating righteous behaviors and carrying forward uprightness.

Branch organizations in Hunan Province: On July 3, 2014, the Youth League of Changsha
Branch joined hands with Hunan Library and other units to carry out the public-good event of “Making Dream in Star City --- Exchange Books for Green Plants”. The event adhered to the purpose of “believing in the force of culture and exchanging books for greenness”. By exchanging books for green plants, they built micro-libraries for leftover children in the mountain areas and also publicized the concept of green living.

**Branch organizations in Jilin Province:** On August 20, Songyuan Branch carried out the public-good activity of “Joining Hands with China Life to Passing on Loving Care”. Li Fengying, Vice Manager of the Client Service Center of the Branch, led the staff to Songyuan Social Welfare Home and donated the purchased learning and living supplies, thus sending warmth to the disabled children.

**Branch organizations in Jiangsu Province:** Huai’an Branch has annually donated CNY30,000 to each of the 3 Community Home Service Centers for the Elderly for subsidizing the operation of the centers.

**Branch organizations in Shanxi Province:** Taiyuan Branch purchased drug-decocting machines, air-conditioners and other goods for the cerebral palsy children admitted and treated by the local Wealth and Health Mental Hospital so as to improve the hardware of the rehabilitation center and help the children to build better recovery environment and conditions.

**Shanghai Branch:** On November 2, 2014, at the public-good event of “passing on love and shooting for love”, Shanghai Branch donated CNY50,000 to each of the two members of Shanghai Cancer Rehabilitation Club. To call on more people to be concerned with the vulnerable group of cancer sufferers, Yao Ming, the spokesman specially invited by Shanghai Branch, affixed his autography on the shirts and basketballs for charity auction. Donations of CNY105,500 raised through charity sale were incorporated into “Shanghai Charity Foundation --- China Life Loving Care Rescue Fund”.

**Shenzhen Branch:** From the middle of 2012, the Client Service Management Center of Shenzhen Branch established the long-term cooperative relationship with Nanshan Care Center and developed the mode of regular visits to fixed sites. At the end of
each quarter, they carried out the activities of visit, consolation and donation and had donated computers, bookshelves, books for special children and gift money. In 2014, the Branch invited teachers, students and parents of the Care Center to participate in our Client Festival and held a birthday party celebrations with the students. On June 28, Nanshan Care Center granted Shenzhen Branch the “Most Loving Care Award”.

III. Public-Good Donations

We have persistently committed ourselves to public-good activities such as disaster relief, subsidy for students and poverty alleviation through China Life Charity Foundation and the branches and subsidiaries in different places. Since 2003, our Company has cumulatively donated more than CNY400 million in funds, made donations funding the construction of 69 schools and 97 health centers (stations), trained 300 rural doctors from all over the country and provided medical assistance for more than 100 poverty-stricken patients of major diseases. In 2014, our Company continued to grant donations of CNY30 million and the Foundation externally donated more than CNY36 million for the whole year.

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**Case: About China Life Charity Foundation**

To carry out the public-good programs more professionally and sustainably, on June 16, 2007, our Company initiated and founded Guoshou Charity Foundation --- the first non-public foundation in the domestic financial industry registered with the Ministry of Civil Affairs. The purpose of the Foundation is to “support public-good charity programs and promote social harmony and development”. The scope of subsidization includes: carry out charity activities of helping the poor, alleviating poverty, relieving disaster and assisting the disabled, help the social vulnerable groups to improve survival conditions and improve development ability; subsidize and reward individuals and organizations that have made outstanding contributions in promoting medical and health development and in carrying forward the good social customs; and subsidize environmental protection and development of the educational cause. In March 2010, upon the approval of the Ministry of Civil Affairs, Guoshou Charity Foundation was renamed as China Life Charity Foundation.

Since its founding, China Life Charity Foundation has externally donated nearly CNY180 million and successively launched public-good programs such as health new village project and program for bringing up orphans from Wenchuan Earthquake, Yushu Earthquake and Zhouqu Mudslide; sponsored public-good activities such as China Life Loving Care Summer Camp, Photo Exhibition of Wenchuan Earthquake Orphans, and “Relaying Loving Care and Setting Sail Dreams --- Making the Dreams of Earthquake Orphans Come True”; and timely participated in the donations for grave disasters such as low temperature, sleet and frost in the south, Wenchuan Earthquake, Typhoon Morakot in Taiwan, Yushu Earthquake, Zhouqu Mudslide, Ya’an Earthquake and Ludian Earthquake. All these activities have well benefited the society and received wide social recognition.
(I) Assisting and Bringing up Orphans in All-Directional Manner

Since the occurrence of Wenchuan Earthquake in 2008, our Company has continuously carried out the project of “assisting and bringing up orphans resulted from serious disasters” through China Life Charity Foundation. We have provided long-term living support for the 1,083 orphans caused by the disasters such as Wenchuan Earthquake, Yushu Earthquake and Zhouqu Mudslide. We have also helped orphans from the disaster-stricken areas to maintain their physical and psychological health through activities such as one-on-one support by China Life employee volunteers and the annual loving care summer camp. On August 3, 2014, Ludian Earthquake in Yunnan caused serious casualties. Our Company promised as usual to bear the basic living allowances for the earthquake orphans till they reach the age of 18 through China Life Charity Foundation and to care for their learning and life in the future.

On August 19 and 24, 2014, the sixth session of China Life Loving Care Summer Camp was successfully held in Shenzhen. Accompanied by the China Life volunteers, 39 representatives of the orphans from the disaster-stricken areas of Sichuan, Yushu of Qinghai and Zhouqu of Gansu went on a sightseeing of Splendid China Folk Village, Shekou Sea World, Joyful Coast, Chung Ying Street, Tencent Headquarters and Shenzhen University, and had a get-together with the China Life volunteers. In the activities, the children broadened their vision, increased knowledge and experienced the care and warmth from the whole society.

Case: About the project of assisting and bringing up orphans
After the occurrence of Wenchuan Earthquake on May 12, 2008, to enable all the children who had lost
their parents in the earthquake to grow healthily, China Life solemnly announced on May 14 that it would fully bear the basic living allowances for these orphans till they reach the age of 18 through China Life Charity Foundation. On November 11, 2008, the Ministry of Civil Affairs and China Life Charity Foundation officially signed the cooperation agreement on the “China Life Project of Assisting and Bringing up Wenchuan Earthquake Orphans” in Beijing. On April 14 and August 7, 2010, Yushu County of Qinghai and Zhouqu County of Gansu were respectively hit by earthquake and mudslide. To enable the children who had lost their parents in the disasters to grow healthily, China Life announced on April 21, 2010 that it would fully bear the basic living allowances for the Yushu earthquake orphans before they reach the age of 18 through China Life Charity Foundation. Afterwards, it decided to assist and bring up the Zhouqu mudslide orphans. On March 1, 2011, the Ministry of Civil Affairs and China Life Charity Foundation officially signed cooperation agreements on “China Life Project of Assisting and Bringing up Yushu Earthquake Orphans” and “China Life Project of Assisting and Bringing up Zhouqu Mudslide Orphans”. China Life Charity Foundation bore the monthly basic living allowances of CNY600 for each of the aforesaid 1,083 orphans. The allowances would be paid to these orphans through entrusted Ministry of Civil Affairs offices from December 2008, April 2010 and August 2010 respectively until each orphan grows to the age of 18 or the day of being adopted. For the past six years, under the guidance and support from the Ministry of Civil Affairs, China Life Charity Foundation has honored its promise to the children and the society, conscientiously performed its obligations and paid total allowances of CNY30,973,800.

In May 2009, to show long-term and on-going care for the orphans in living and spirit, China Life Charity Foundation launched the “Loving Care Act of Assisting and Bringing up Orphans” program, including one-to-one support between China Life volunteers and the orphans and the annual event of loving care summer camp. Through organizing regular and consolation visits and holding summer camps, the program aims to learn about and follow up on their lives and growth to as to ensure that they can complete their studies without worries and that they can feel the warmth of the big social family and grow healthily and happily. Six sessions of Loving Care Summer Camp have been successfully held in Beijing, Shanghai, Xi’an, Dalian, Xiamen and Shenzhen, and 245 orphans from the disaster-stricken areas of Wenchuan, Yushu and Zhouqu, under the accompany of China Life volunteers, have spent time in the summer camp where they can broaden vision, obtain knowledge and have fun.

(II) Supporting Educational Cause

The Company has persistently put in manpower, material and financial resources to commit itself to the activities of subsidizing students and supporting teaching, and we have donated funds for the construction of 69 primary and secondary schools around the country. In 2014, China Life Charity Foundation donated an additional amount of CNY1 million to Liaoning Education Foundation for the construction of a comprehensive teaching building in the Central Primary School of Gushan Township, Haicheng City; and donated CNY559,440 to the “Yao Fund” of China Youth
Development Foundation, for purchasing basketball stands and other sports facilities to be distributed to the schools participating in the “2014 Yao Fund Basketball Season of Hope Primary Schools”. To help the teenagers at the border areas to broaden their vision and enhance their communication and exchange with the coastal areas, the Foundation held the “One Dream” China Life Passion Summer Camp in Xiamen on August 23-27, 2014, where 45 primary and secondary school students of Uygur, Kirgiz and Han nationalities from Aksu area of Xinjiang, under the accompany of China Life volunteers, went on a sightseeing of the Gulangyu Island, Jinmen at Sea, Underwater World, Fanta Wild Dream Land and Xiamen University and had a get-together with China Life volunteers.

Distribution Map of the Schools Donated by China Life

The branches and subsidiaries of Our Company in different places have also actively participated in supporting the local education-supporting cause. The following are a brief introduction of the activities by some branch companies:

**Branch organizations in Fujian Province:** Quanzhou Branch donated CNY300,000 to subsidize the schoolgirls of impoverished families admitted by colleges and universities. Yongchun County Sub-Branch of has annually subsidized CNY3,000 for each of the 15 college students from impoverished families for 14 consecutive years. Wuyishan Sub-Branch granted a lump-sum subsidy of CNY1,500 to each of the 17 students from the rural and urban FP needy families enjoying “minimum subsistence allowances”. Sanming Branch donated a subsidy of CNY72,000 to benefit 36 students from the needy families.

**Branch organizations in Heilongjiang Province:** To support the development of the local
educational industry, Mudanjiang Branch donated CNY89,200 worth of teaching and office equipment to the local educational departments, including stenograph, auto-document feeder, fax machine, projector, scanner and toner cartridges.

**Branch organizations in Jiangsu Province:** On November 19, Wuxi Branch and Wuxi Charity Federation jointly held the charity activity of “Loving Care Making Dream Come True” and donated CNY190,000 to Liren Primary School of Binhu District for the construction of its IT room.

**Branch organizations in Qinghai Province:** Qinghai Provincial Branch enthusiastically participated in the work of supporting teaching and assisting the needy children in the Tibetan areas, organized and sent many sets of computer equipment to the assistance sites in Hainan, Haibei and Huangnan Prefectures, and donated “Loving Care Chairs” to schools in the hinterland of Tongren County, Huangnan Prefecture.

**Shenzhen Branch:** Shenzhen Branch launched the loving care activity of “Let Love Continue and Revisit Guizhou”, selected 10 youth league members, with Shenzhen Pengbo Loving Care Mutual Aid Association, to form a 14-person volunteer team and go to Cengong County in Guizhou. They made return visits to the 33 students who were subsized earlier and their families, visited over 90 such needy families to be subsidized and determined the list of 78 students to be subsidized. All these needy students were accepted and subsidized by the caring people of the Branch in personal or department’s name.

**(III) Assisting Poverty-Stricken Areas**

It is our Company’s proud tradition to actively carry out activities of helping the needy and spreading loving care in light of the actual conditions of the poverty-stricken areas. We have organized and implemented various forms of donations and assistance activities for poverty-stricken areas through China Life Charity Foundation and nationwide service networks.

In 2014, through China Life Charity Foundation, our Company donated a total of CNY10.05 million to Yunxi County of Hubei and Tiandeng County and Longzhou County of Guangxi for 10 local major poverty alleviation projects and helped poverty alleviation through the following 5 means: poverty alleviation via petty insurance, poverty alleviation via education, poverty alleviation via supporting unique industries, support for frontier trade, and poverty alleviation via public-good programs.

<table>
<thead>
<tr>
<th>Supported Areas</th>
<th>Donated Funds</th>
<th>Use of Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yunxi County</td>
<td>CNY3.5</td>
<td>Support the reconstruction and the expansion of Sigou Primary</td>
</tr>
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</table>
of Hubei

<table>
<thead>
<tr>
<th>County of Guangxi</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tiandeng County of Guangxi</td>
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<tr>
<td>Longzhou County of Guangxi</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>of Hubei</th>
</tr>
</thead>
<tbody>
<tr>
<td>million</td>
</tr>
<tr>
<td>School, Chengguan Township; donate for the construction of the Audio-Visual Room of Chengbei Middle School; and purchase petty personal accident insurance for migrant workers and urban environmental sanitation cleaners.</td>
</tr>
<tr>
<td>Help Nanling Village of Tuokan Township to construct the comprehensive agricultural cooperative; support the construction of a comprehensive teaching building in Fuxiang Liliang Primary School; purchase petty personal accident insurance for migrant workers; and provide rescue funds for major disease sufferers.</td>
</tr>
<tr>
<td>Support the renovation of Banqitun Folk Customs Village of Bajiao Township; provide financial support for the needy frontier residents to carry on border trade; and purchase petty personal accident insurance for the frontier farmers.</td>
</tr>
</tbody>
</table>

Our branches and subsidiaries in different places have also actively participated in the local poverty alleviation work, and the following are a brief introduction of the activities organized and undertaken by some branch companies:

**Branch organizations in Fujian Province:** In August 2014, responding to the call of the Spiritual Civilization Work Steering Committee of Fujian Province for carrying out the joint development activity of provincial civilized units supporting and helping the designated needy households, China Life Fujian Ningde Branch mobilized relevant personnel to go along the winding mountain road and send the assistance funds of CNY9,000 to the three exceptionally needy villagers at Dongshan Village of Zhouning County in the faraway mountain areas. This was the third consecutive year that Ningde Branch has fulfilled its assistance promise. Ningde Branch has been honored as a provincial-level Civilized Unit in Fujian for three consecutive times.

**Branch organizations in Gansu Province:** Gansu Provincial Branch actively responded to the call of Gansu Provincial Party Committee and Provincial Government for “linking with villages and households to help people become rich”, took on the task of assisting three villages in Zhuanglang County, Pingliang City and invested CNY817,400 to participate in 10 assistance projects, including the expansion, renovation and sand-paving of the roads connecting Nancha and Wangcha Villages; purchase of agricultural film, fertilizer and pesticide; guiding Yan Village to implement the standard management of a 1300-mu 2-year seedling cultivation farm; and purchase of personal accident insurance for 682 persons of 163 households. In addition, the Provincial Branch donated CNY200,000 to the Provincial Maternity Care Foundation to support the event of “Caring for Mothers and Health”.

**Branch organizations in Guangdong Province:** The Guangdong Provincial Branch
invested over CNY200,000 to help Longhu Village in Zijin County, Heyuan City in its tap water project to help solve the difficulty of more than 2,000 villagers in water supply, and invested more than CNY600,000 to help Longhu Primary School to construct a new playground and purchase other education equipments.

**Branch organizations in Inner Mongolia:** In 2004, the Inner Mongolian Branch invested CNY120,000 to help subsidize Juhe Village in Hinggan League in its newly added coating film and drop irrigation project so as to stabilize agricultural yield and increase the farmers’ income. It also provided a CNY30,000 group accident insurance policy for the villagers, with each insured villager enjoying an insured amount of CNY10,000.

**(IV) Showing Loving Care for Families Having Lost Their Single Child**

Currently, the parents of the first generation of single children are gradually turning old, and the social problems of such parents, caused by death of single children due to illness, natural disasters or other reasons, such as problems concerning pension, medical treatment, living care and expression of appeals, are emerging and increasingly attracting the attention of the general public. To improve the life quality and living environment of the loss-of-single-child families, China Life Charity Foundation donated CNY8 million to China Family Planning Association in 2013 for maternity care projects including the assistance of the special FP families (loss-of-single-child families) in 48 pilot areas nationwide. This has deepened the pilot scope and exploration of the assistance projects of China Family Planning Association for the special FP families. After nearly one year’s practice and exploration and in light of the actual conditions, different local governments have rolled out a series of assistance measures in forms of economic subsidy, living support, psychological counseling and pension care, and trained a number of social workers familiar with the skills of psychological counseling and grief counseling. Most of the target groups have walked out of the haze of losing single child and once again integrated themselves into the community and society. Such measures have produced good social effect. In 2014, the Foundation continued to donate CNY8 million to the “Project of Exploring Special Family Assistance Modes” of China Family Planning Association. Centering on helping solve the difficulties of special FP families, it innovated on the mode of social services, promoted the establishment of the social support system for caring for the special FP families, advocated and improved the FP interest orientation mechanism, and improved the life quality and living environment of the special FP families.

**IV. Volunteer Activities**

The Company founded China Life Volunteers Association in December 2008, which aims to encourage employees and salespersons to provide the society with volunteer services by organizing and guiding corporate-wide volunteer service activities. In recent years, we have continuously pushed ahead the China Life volunteer programs and achieved significant results. The branches and subsidiaries in different places have set up branch offices of the Association and in light of the local actual conditions, actively participated in the volunteer services such as environmental protection, helping the weak and the disabled, giving relief
aid to the needy, community construction and large-scale activities. The volunteer spirit has become an important part of the Company’s corporate culture.

In the course of organizing the sixth session of China Life Loving Care Summer Camp and “One Dream” China Life Passion Summer Camp, the Head Office drew up a volunteers work scheme to guide the branch companies to do well in the organization of summer camps volunteers. The scheme covered such contents as volunteer selection standards, recruitment process and work duties as well as volunteer management and the safety instructions and emergency plan for summer camps. The branch companies of Shenzhen, Xiamen, Sichuan, Gansu and Xinjiang respectively dispatched leaders and volunteers to participate in the daily management of the campers and directly take care of the children. Their earnest fulfillment of duties reflected their high sense of responsibility and excellent volunteerism.

Happy Group Photo of Volunteers and Children

In light of the local actual conditions, the branches and subsidiaries held a series of colorful volunteer activities. The following are a briefing of their activities:

Branch organizations in Hebei Province:
Under the organization and leadership of Youth Volunteer Branch Association of the Provincial Branch Company, the volunteer service teams of the city-level branch companies carried out a variety of activities. From mid-May to early June 2014, the volunteer service teams of Tangshan, Langfang, Shijiazhuang, Baoding and Handan successively went to the special education schools and the disabled persons federations to help the disabled and raise charity funds for them.
During the senior high school entrance examination and the college entrance examination, the youth volunteers of the city branches actively carried out volunteer services to helping the examinees. The volunteer service teams of Langfang Branch launched loving care activities to help the examinees at the exam sites, provided the examinees with free bottled water and accident insurance, and provided services for a cumulative number of over 4,000 college entrance examinees and their parents. The volunteer teams of Hengshui prepared stationery for the examinees and the sunshade and bottled water for the traffic police on duty. In April 2014, Baoding Wangdu Sub-Branch officially founded a loving care team of “China Life Messenger for Good-Faith Contribution”, consisting of 101 members. They conducted a series of activities including donation of clothes and money. In May, they donated over 1,000 clothes to the impoverished Chashuzhuang Village in the deep mountains of Tangxian County and in July, they donated CNY5,000 to the needy students and families.

Ningbo Branch: On March 9, 2014, the Youth League Committee of Ningbo Branch organized some league members to carry out volunteer service activities at Xiwu Libang Community in Fenghua, home of many migrant workers. They invited a loving care team composed of volunteers from different industries including doctors, lawyers, hairdressing, manicure and fitness instructors to provide the migrant population with various kinds of physical examination, legal counseling, go-between registration, hairdressing, manicure, aerobics teaching and other services. They also let the children fill in their small wishes, enabling them to feel the warmth from all walks of life during these activities involving free medical, legal, beauty, match-making and wish-fulfilling services.
# GRI Index

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<td>2.3</td>
<td>Operational structure of the organization, including main departments, operating companies, subsidiaries and joint venture enterprises.</td>
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<td>2.4</td>
<td>Location of organization’s headquarters.</td>
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</tr>
<tr>
<td>2.5</td>
<td>Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the Report.</td>
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<td>7</td>
</tr>
<tr>
<td>2.6</td>
<td>Nature of ownership and legal form.</td>
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</tr>
<tr>
<td>2.7</td>
<td>Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).</td>
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<td>2.8</td>
<td>Scale of reporting organization.</td>
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<td>2.9</td>
<td>Significant changes during the reporting period regarding size, structure, or ownership.</td>
<td>Partial</td>
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<td>2.10</td>
<td>Awards received in the reporting period.</td>
<td>Partial</td>
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<td>Full</td>
<td>2</td>
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<td>Full</td>
<td>2</td>
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<td>3.3</td>
<td>Reporting cycle (for example, annually or biennially).</td>
<td>Full</td>
<td>2</td>
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<tr>
<td>3.4</td>
<td>Contact person for questions regarding the Report or its contents.</td>
<td>Full</td>
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<tr>
<td>3.5</td>
<td>Process for defining report content.</td>
<td>Full</td>
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<tr>
<td></td>
<td>3.6</td>
<td>Boundary of the Report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). For details, see GRI Border Regulations.</td>
<td>Full</td>
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<tr>
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<tr>
<td></td>
<td>3.7</td>
<td>State any specific limitations on the scope or boundary of the Report.</td>
<td>Full</td>
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<tr>
<td></td>
<td>3.8</td>
<td>Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.</td>
<td>Undisclosed</td>
</tr>
<tr>
<td></td>
<td>3.9</td>
<td>Data measurement techniques and the bases of calculations, including the assumptions and methods on which various estimations are based for preparing indicators and other information.</td>
<td>Undisclosed</td>
</tr>
<tr>
<td></td>
<td>3.10</td>
<td>Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (such as merger/acquisition, changes in benchmark year/period, changes in business nature and measurement method).</td>
<td>Undisclosed</td>
</tr>
<tr>
<td></td>
<td>3.11</td>
<td>Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the Report.</td>
<td>Undisclosed</td>
</tr>
<tr>
<td></td>
<td>3.12</td>
<td>Table identifying the location of the Standard Disclosures in the Report.</td>
<td>Full</td>
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<tr>
<td></td>
<td>3.13</td>
<td>Policy and current practice with regard to seeking external assurance for the Report.</td>
<td>Undisclosed</td>
</tr>
</tbody>
</table>

**Governance, Commitments and Engagement**

<table>
<thead>
<tr>
<th></th>
<th>4.1</th>
<th>Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.</th>
<th>Full</th>
<th>12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.2</td>
<td>Indicate whether the Chair of the highest governance body is also an executive officer.</td>
<td>Undisclosed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.3</td>
<td>For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.</td>
<td>Undisclosed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td>Status</td>
<td>Score</td>
<td></td>
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<td>---</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>4.4</td>
<td>Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.</td>
<td>Full</td>
<td>10, 13</td>
<td></td>
</tr>
<tr>
<td>4.5</td>
<td>Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization’s performance (including social and environmental performance).</td>
<td>Undisclosed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.6</td>
<td>Processes in place for the highest governance body to ensure conflicts of interest are avoided.</td>
<td>Partial</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>4.7</td>
<td>Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.</td>
<td>Undisclosed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.8</td>
<td>Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.</td>
<td>Partial</td>
<td>9, 10</td>
<td></td>
</tr>
<tr>
<td>4.9</td>
<td>Procedures of the highest governance body for overseeing the organization’s identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.</td>
<td>Partial</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>4.10</td>
<td>Processes for evaluating the highest governance body’s own performance, particularly with respect to economic, environmental, and social performance.</td>
<td>Undisclosed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.11</td>
<td>Explanation of whether and how the precautionary approach or principle is addressed by the organization.</td>
<td>Partial</td>
<td>13, 15</td>
<td></td>
</tr>
<tr>
<td>4.12</td>
<td>Externally developed economic, environmental, and social charters, principles, or other initiatives which the organization subscribes to or endorses.</td>
<td>Undisclosed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.13</td>
<td>Memberships in associations (such as industry associations) and/or national/ international advocacy organizations in which the organization:</td>
<td>Undisclosed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Has positions in governance bodies; Participates in projects or committees; Provides substantive funding beyond routine membership dues, or Views membership as strategic. This refers primarily to memberships maintained at the organizational level.

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Level</th>
<th>Page</th>
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</thead>
<tbody>
<tr>
<td>4.14</td>
<td>List of stakeholder groups engaged by the organization.</td>
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<td>9</td>
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<tr>
<td>4.15</td>
<td>Basis for identification and selection of stakeholders with whom to engage.</td>
<td>Partial</td>
<td>9</td>
</tr>
<tr>
<td>4.16</td>
<td>Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.</td>
<td>Partial</td>
<td>9</td>
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<tr>
<td>4.17</td>
<td>Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.</td>
<td>Full</td>
<td>9</td>
</tr>
</tbody>
</table>

### Economic Performance Indicators

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Level</th>
<th>Pages</th>
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</thead>
<tbody>
<tr>
<td>EC1</td>
<td>Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.</td>
<td>Partial</td>
<td>10, 47</td>
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<tr>
<td>EC2</td>
<td>Coverage of the organization’s defined benefit plan obligations.</td>
<td>Partial</td>
<td>30</td>
</tr>
<tr>
<td>EC3</td>
<td>Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.</td>
<td>Undisclosed</td>
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<tr>
<td>EC4</td>
<td>Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.</td>
<td>Partial</td>
<td>11, 38, 40</td>
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<tr>
<td>EC5</td>
<td>Understanding and describing significant indirect economic impacts, including the extent of impacts.</td>
<td>Partial</td>
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</table>

### Environmental Performance Indicators

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<tr>
<th>Code</th>
<th>Description</th>
<th>Level</th>
<th>Pages</th>
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<tr>
<td>EN1</td>
<td>Initiatives to reduce indirect energy consumption and reductions achieved.</td>
<td>Partial</td>
<td>43, 44</td>
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</tbody>
</table>

### Labor Practices and Decent Work Performance Indicators

| Code | Description | Level | |
|------|-------------|-------||
| LA1  | Total workforce by employment type, employment contract, region and gender. | Partial | 37 |
| LA2  | Percentage of employees covered by collective | Undisclosed | |
| LA3  | Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. | Partial | 31, 37 |
| LA4  | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career outcomes. | Full    | 32, 33, 34 |

<table>
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<th><strong>Product Responsibility Performance Indicators</strong></th>
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<td><strong>PR1</strong></td>
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<td><strong>PR2</strong></td>
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</table>
Feedback on the Report

Thank you for reading this Report. We sincerely welcome any opinions and suggestions you may offer on this Report:

- What is your overall comment on this Report?
- What is your comment on our performance of social responsibility?
- What other information do you hope us to provide?
- What public-good activities do you hope us to get involved in the most?
- What suggestions do you have on our performance of social responsibility?

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Email: zhaoxiaomei@e-chinalife.com
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Postal Code: 100033