

China Unicom Jiangxi Branch invited 4G users to participate in “You Complain, WO Gifts”. Users who propose opinions or suggestions in questionnaire will be gifted with data and can participate in lucky draw. This activity received a total of 839 questionnaires, and all participants have been gifted with data. In addition, in the lucky draw, Mr. Xu from Nanchang was gifted one iPhone 6S. He felt very much unexpected because he never thought to get rewards by complaining and he also said he would continue to pay attention to China Unicom activities and recommend it to friends and kinships.

China Unicom Tianjin Branch, via the program of “Industry Style Coordination” of Tianjin Broadcasting Station, carried out activities to listen to customers’ opinions by multiple channels, such as interacting and communicating with customers by hotline and answering their questions promptly on site. During the year, Tianjin Branch received and solved 118 problems from customers, and solved problems for customers in a more direct, effective and authoritative way.

CAPABILITY FOR ASSUMING RESPONSIBILITY

Promote responsibility development

In 2016, China Unicom participated in social responsibility construction of information and communication industry to the fullest extent. Firstly, it joined in drafting group for social responsibilities standards of information and communication industry, and supported smooth launch of the *Social Responsibility Management System of China Information and Communication Industry Enterprises*; secondly, it participated in the preparation of industrial social responsibility report and supported smooth issuance of *2015 Social Responsibility Report of China Information and Communication Industry*; thirdly, it was invited as expert to review social responsibility practices of information and communication industry, and supported extensive spreading of excellent cases, excellent enterprises and excellent individuals of the industry.

Participate in industry exchange

In 2016, China Unicom actively participated in various exchange and discussion activities held by the industry for social responsibility, paid attention to responsibility development trend, learned experience from excellent enterprises, proposed ideas and opinions, and contributed to sustainable and profound development of social responsibility.

Host	Topics
Global Compact Network China	Brighten up the future – 2016 China Summit for Realisation of Sustainable Development Goals
Internet Society of China	2016 (the 3 rd) Social Responsibilities Forum of China Internet Enterprises
MIIT Internet Enterprise Social Responsibility Research Group	Investigation on current status of Internet enterprises social responsibilities
Social Responsibility Special Committee of the Chinese Institute of Business Administration Enterprise Social Responsibility Promotion Center of China Federation of Industrial Economics China Industrial Enterprise Social Responsibility Research Think-tank Beijing Rongzhi Corporate Social Responsibility Institute	2016 China Enterprises Sustainable Competitiveness Annual Conference
Xinhua net The Listed Companies Association of Shanghai Shanghai Federation of Economic Organisation	The Second China (Shanghai) Corporate Social Responsibilities Summit of Listed Companies & the News Conference for the <i>Blue Book of Shanghai Listed Companies Social Responsibilities (2016)</i>
The Listed Companies Association	Consultation meeting for <i>Standards for Information Disclosure in Social Responsibility Report of China Listed Companies</i>