

APPENDICES

KEY PERFORMANCE

Type	Indicator	Unit	2015	2016	2017
Operations and development	Total assets	RMB billion	610.35	614.15	571.98
	Operating income	RMB billion	227.05	274.20	274.829
	Service revenue	RMB billion	232.975	238.033	249.015
	Profit before income tax	RMB billion	14.04	0.784	2.593
	Mobile billing subscribers	Million	252.317	263.822	284.163
	of which: 4G subscribers	Million	44.156	104.551	174.876
	Fixed-line local access subscribers	Million	73.858	66.649	59.997
	Fixed-line broadband subscribers	Million	72.33	75.236	76.539
	E-Commerce turnover	RMB billion	92.16	84.77	111.21
	Productivity	RMB Thousand/ Person • Year	863.4	883.5	923.9
Network capability	Number of 4G base stations	Thousand	399	740	852
	Number of fixed network broadband access ports	Thousand	164,890	189,060	201,950
	Broadband coverage rate in administrative villages in ten northern provinces	%	93	95	95
	Urban 20M or above broadband network coverage rate	%	80	89	93
	Rural 4M or above broadband network coverage rate	%	95	99	100
	Coverage rate of mobile network in township	%	100	100	100
	Coverage rate of mobile network in administrative villages	%	87	87	89
	International interconnection bandwidth	G	1,415	1,711	2,072
	4G network access rate	%	—	99.69	99.72
	4G network call drop rate	%	—	0.1	0.1
Reinsurance input	Number of channels in rural and remote poverty-stricken area	Thousand	280	260	200
	Total times of emergency communication guarantee	Time	387	393	361
	Emergency communication vehicles called out	Thousand vehicle-times	129	124	137
	Emergency communication equipment inputted	Thousand set-times	124	115	109
Independent innovation	Personnel used	Thousand person-times	397	413	471
	Technological innovation input	RMB billion	3.63	4.82	5.81
	Number of personnel in technical activities	Persons	2759	4508	4195
	International standards documents	Articles	647	614	649
	Industrial standards	Items	247	226	228
	Number of patents applied	Items	582	621	648
Customer service	Number of patents granted	Items	242	232	346
	Monthly average complaint rate in the year	Person-times/million users	3.67	3.61	2.73
	Overall satisfaction rate	Points	76.5	77.5	77.99
	Including: Fixed line user satisfaction rate	Points	79.9	80.4	82.45
	Mobile phone user satisfaction rate	Points	77.4	78.8	79.13
	Fixed broadband user satisfaction rate	Points	70.8	72.5	74.62
People-oriented	Mobile Internet user satisfaction rate	Points	75	75.9	75.05
	Gender proportion of employees	Male:female	1.48:1	1.49:1	1.48:1
	Proportion of minority employees	%	6.69	6.81	6.89
	Proportion of female in senior management	%	11.7	11.7	10.6
	Input in employee training	RMB million	262.43	302.64	321.57
	Per capita training time	Hours	56	60	62
	Network college online learning person-time	Thousand person times	3,107	4,585	15,333
	Network college total online learning hours	Thousand credit hours	1,300	3,750	13,096
	Number of safety production training	Times	32	32	37
	Coverage rate of safety production training	%	100	100	100
Proportion of contracted employees in labor union	%	100	100	100	
Input to help and support employees suffered from difficulties	RMB million	13.23	9.67	9.37	
Input in condolence fund	RMB million	12.98	35.71	28.38	
Employee turnover rate	%	2.64	1.77	1.94	

Type	Indicator	Unit	2015	2016	2017
Low-carbon development	Special investment in energy conservation and emission reduction	RMB million	320	200	100
	Unit information flow energy consumption	kg ce/TB	12.4	6.47	7.5
	Petrol consumption	Thousand tons	57.6	45.6	29.1
	Diesel consumption	Thousand tons	20.3	12.8	24.5
	Natural gas consumption	Thousand m ³	10,309.6	10,995.6	7,081
	Electricity consumption	Billion KWH	14,575	13,893	13,986
	Water resource consumption	Million tons	23,771	22,892.5	22,210.6
	Water resource consumption/per unit operating income	Tons/RMB million	85.80	83.49	80.82
	Coal consumption	Thousand tons	—	110.6	72.7
	Energy conservation	Thousand tce	587.4	156.5	169.2
	Greenhouse gas emission	Thousand tons	5468.1	5098.9	5188
	Greenhouse gas emission/per unit operating income	Tons/RMB million	19.74	18.60	18.88
	Sulphur dioxide emission	Thousand tons	—	6.6	8.9
	Chemical oxygen demand (COD)	Thousand tons	—	18.3	25.4
	Compliance management	Recycling upon scrappage and disposal	RMB million	1,487	2,711
Number of compliance training		Times	1,596	1,591	1,576
Community responsibility	Number of participant attending the compliance training	Persons	231,549	254,628	253,530
	Number of registered volunteers	Persons	14,118	17,042	23,998
	Participants in volunteer activities	Person-times	20,026	25,386	39,966
	Credit rating ⁽¹⁾	Grade	AAA	AAA	AAA
	Total tax paid	RMB billion	11.779	11.261	8.126
	Employment creation	Persons	15,622	29,817	10,458
	Total donation	RMB million	6,417	9,347	12,651

- Note: 1. This is rated by China Chengxin International Credit Rating Co., Ltd. to our wholly-owned subsidiary, China United Network Communications Corporation Limited.
2. Data in the report: The data and information disclosed in this report mainly sourced from relevant data collection systems and relevant statistical statements inside our company and cases about corporate social responsibility practice submitted by provincial subsidiaries. There is no material change in relation to the methods used for preping the disclosure. The 2017 data quoted in this report are final statistical data. In case of any discrepancy between the financial data herein and those in annual report, the annual report shall prevail. The monetary unit adopted in this report is RMB.
3. Reference: Guiding Opinions on Better Fulfilling Social Responsibilities of State-owned Enterprises, The State-owned Assets Supervision and Administration Commission of the State Council (SASAC); Guidelines for preparation of Report on Performance of Corporate Social Responsibility, Shanghai Stock Exchange; Environmental, Social and Governance Reporting Guide, HKEX; Guidelines for Preparation of Social Responsibility Report, ACSIQ and SAC; Guidelines for Preparation of China Enterprise Social Responsibility Report (CASS-CSR 4.0), Chinese Academy of Social Sciences; Sustainability Reporting Guidelines (G4 Edition), Global Reporting Initiative (GRI); Social Responsibility Management System of China Information and Communication Industry Enterprises, China Association of Communications Enterprises.
4. Quality assurance: The Board of Directors and all directors undertake that the information disclosed in the report is authentic, complete and correct, with no false record or misleading statement.

COMPANY HONOURS

- China Unicom swept a number of top awards in the poll by "FinanceAsia", namely "Asia's Best Management Team", "Best CEO in China — 1st", "Best CFO in China — 1st", "Best Corporate Social Responsibility in China — 1st", "Best Investor Relations in China — 1st", "Best Managed Company in China — 2nd" and "Most Committed to Corporate Governance in China — 2nd".
- China Unicom was voted by institutional investors in the survey organised by "Institutional Investor" and ranked the top in the following categories: "Asia's No.1 Most Honored Telecom Company", "Asia's Best CEO (Telecom) — 1st", "Asia's Best CFO (Telecom) — 1st", "Asia's Best Investor Relations Company (Telecoms) — 1st" and "Asia's Best Website (Telecoms) 1st".
- China Unicom was accredited with "Platinum Award for Excellence in Environmental, Social, and Corporate Governance" in "The Asset Corporate Awards 2017". Meanwhile, Mr. Wang Xiaochu, Chairman and CEO of the company was named as "Best Chief Executive Officer Award".
- China Unicom's website (www.chinaunicom.com.hk) was honored with the "Grand Award — Investor Relations Website" in "iNova Awards 2017"; while China Unicom's social responsibility report (online edition) (csr2016.chinaunicom.com.hk) won the Gold Award.
- China Unicom received the honors of "Operator of Collaborated Contributions", "Enterprise of Customer Satisfaction" and "1st Class I Achievement for Innovation in the Modernisation of Corporate Management in the Communication Industry (14th Edition)" awarded by China Association of Communication Enterprises.
- China Unicom was named for the "5-star Service Quality Award" by China Association for Quality Promotion at the 3rd China Forum on Branding Quality and Integrity.
- China Unicom won the "Best Customer Experience Award" of Baidu.
- Unicom Cloud Data Company Limited received the "Yun Fan Award", "Most Influential Cloud Computation Award" and "Outstanding Cloud Computation Solution Award" and the title of "Top 10 Brands in Cloud Computation" from MIIT. At the Credible Cloud Conference, it received the honors of "First Pioneer Exemplary Units in IT Insurance Innovation", "5-star Accreditation for Credible Cloud Hosting Service" and "Hybrid Cloud Solution Accreditation".
- China Unicom's eSIM IOT solution won the "Best Mobile Technology Breakthrough — Asia" award of GSMA.
- China Unicom System Integration Limited Corporation won the "China Construction Lu Ban Award", "National Premium Engineering Work Award" and "PRC Electronic Information Industry Pan Gu Award".
- Unicompay Company Limited received the "Leading Business Model Award 2017", "Leading Financial Technology Brand 2017", "Most Influential PRC Financial Technology Brand" and "Best Service Platform for Inclusive Finance Award" at the 9th Annual Conference for Decision Makers in Financial Technology and Payment Innovation.

INSTITUTIONS AND ORGANISATIONS

Major organisations newly joined by China Unicom in 2017

Name of Organisation	Post
Innovative Energy Conservation Alliance of Information Communication Industry of China Association of Communication Enterprises	Initiator
Zhongguancun Anxin Network Identity Authentication Industry Alliance	Vice president
National Big Data Alliance of New Energy Vehicle	Vice president
Beijing Payment & Clearing Association	Member
China Big Data Technology and Application Alliance	Vice president
OpenStack Cloud computing open source community	Gold member
ONAP Network orchestration open source community	Silver member

DESCRIPTION TO THE REPORT

Reporting period:	From January 1, 2017 to December 31, 2017, some sections exceeding aforesaid period.
Release frequency:	The social responsibility report of China Unicom (Hong Kong) Limited is an annual report.
Organisational coverage:	The report covers China Unicom (Hong Kong) Limited and its subsidiaries. For the convenience of expression, "China Unicom", "the Group", "the Company" and "We" are used respectively in this report.
References:	Guiding Opinions on Better Fulfilling Social Responsibilities of State-owned Enterprises, The State-owned Assets Supervision and Administration Commission of the State Council (SASAC); Guidelines for preparation of Report on Performance of Corporate Social Responsibility, Shanghai Stock Exchange; Environmental, Social and Governance Reporting Guide, HKEX; Guidelines for Preparation of Social Responsibility Report, ACSIQ and SAC; Guidelines for Preparation of China Enterprise Social Responsibility Report (CASS-CSR 4.0), Chinese Academy of Social Sciences; Sustainability Reporting Guidelines (G4 Edition), Global Reporting Initiative (GRI); Social Responsibility Management System of China Information and Communication Industry Enterprises, China Association of Communications Enterprises.
Clarification about the data:	The 2017 data quoted in this report are final statistical data. In case of any discrepancy between the financial data herein and those in annual report, the annual report shall prevail; The monetary unit adopted in this report is RMB.
Quality assurance:	The Board of Directors and all directors undertake that the information disclosed in the report is authentic, complete and correct, with no false record or misleading statement.
Language versions and availability:	The Social Responsibility Report of the Company is issued in both Chinese and English and in electronic copy. Website: http://www.chinaunicom.com.hk
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Note 1: As the Company mainly engages in the provision of telecommunication services, packaging material used for the finished products is not applicable to the Company's business practice.

Note 2: As China Unicom is a massive entity and its business covers a wide geographical region, currently the Company is not able yet to produce full statistics regarding its waste production. The Company will establish related data collection system as soon as possible.