

# APPENDICES

## KEY PERFORMANCE

Type	Indicator	Unit	2016	2017	2018
Operations and development	Total assets	RMB billion	614.15	571.98	540.32
	Operating income	RMB billion	274.20	274.829	290.88
	Service revenue	RMB billion	238.033	249.015	263.7
	Profit before income tax	RMB billion	0.784	2.593	13.081
	Mobile billing subscribers	Million	263.822	284.163	315.036
	of which: 4G subscribers	Million	104.551	174.876	219.925
	Fixed-line local access subscribers	Million	66.649	59.997	55.899
	Fixed-line broadband subscribers	Million	75.236	76.539	80.880
	E-Commerce turnover	RMB billion	40.84	66.42	71.26
	Productivity	RMB Thousand/ Person • Year	883.5	923.9	1,007.9
Network capability	Number of 4G base stations	Thousand	740	852	987
	Number of fixed network broadband access ports	Million	189	202	215
	Broadband coverage rate in administrative villages in ten northern provinces	%	95	95	96
	Urban 20M or above broadband network coverage rate	%	89	93	97
	Rural 4M or above broadband network coverage rate	%	99	100	100
	Coverage rate of mobile network in township	%	100	100	100
	Coverage rate of mobile network in administrative villages	%	87	89	89
	International interconnection bandwidth	G	1,711	2,072	2,427
	4G network access rate	%	99.69	99.72	99.77
	4G network call drop rate	%	0.1	0.1	0.09
Commitment in Major Assurance Initiatives	Number of channels in rural and remote poverty-stricken area	Thousand	260	200	200
	Total times of emergency communication guarantee	Time	393	361	407
	Emergency communication vehicles called out	Thousand vehicle-times	124	137	133
	Emergency communication equipment inputted	Thousand set-times	115	109	94
Independent innovation	Personnel used	Thousand person- times	413	471	482
	Technological innovation input	RMB billion	4.82	5.81	11.5
	Number of personnel in technical activities	Person	4,508	4,195	7,703
	International standards documents	Article	614	649	545
	Industry standards	Item	226	228	285
	Number of patents applied	Item	621	648	1,121
Customer service	Number of patents granted	Item	232	346	441
	Monthly average complaint rate in the year	Person-time/million users	3.61	2.73	2.96
	Overall satisfaction rate	Point	77.5	77.99	80.42
	Including: Fixed line user satisfaction rate	Point	80.4	82.45	85.73
	Mobile phone user satisfaction rate	Point	78.8	79.13	81.94
	Fixed broadband user satisfaction rate	Point	72.5	74.62	76.17
People-oriented	Mobile Internet user satisfaction rate	Point	75.9	75.05	77.83
	Gender proportion of employees	Male:female	1.49:1	1.48:1	1.50:1
	Proportion of ethnic minority employees	%	6.81	6.89	6.77
	Proportion of female in senior management	%	11.7	10.6	11
	Input in employee training	RMB million	302.64	321.57	422.99
	Per capita training time	Hours	60	62	66
	Network college online learning person-time	Thousand person-times	4,585	15,333	11,250
	Network college total online learning hours	Thousand credit hours	3,750	13,096	7,040
	Number of safety production training	Time	32	37	40
	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	9.67	9.37	30.22
Input in condolence fund	RMB million	35.71	28.38	28.53	
Employee turnover rate	%	1.77	1.94	2.16	

Type	Indicator	Unit	2016	2017	2018
<b>Low-carbon development</b>	Special investment in energy conservation and emission reduction	RMB million	200	100	100
	Energy consumption per unit of information flow	kg ce/TB	6.47	7.5	3.14
	Petrol consumption	Thousand tons	45.6	29.1	28.6
	Diesel consumption	Thousand tons	12.8	24.5	8.1
	Natural gas consumption	Thousand m <sup>3</sup>	10,995.6	7,081	10,145.2
	Electricity consumption	Billion KWH	13,893	13,986	14.19
	Water consumption	Million tons	22,8925	22,2106	18,5731
	Water consumption/operating income	Tons/RMB million	83.49	80.82	63.85
	Coal consumption	Thousand tons	110.6	72.7	58
	Energy conservation	Thousand tce	156.5	169.2	163.2
	Greenhouse gas emission	Thousand tons	5,098.9	5,188	5,296
	Greenhouse gas emission/operating income	Tons/RMB million	18.60	18.88	18.21
	Sulphur dioxide emission	Thousand tons	6.6	8.9	2.4
	Chemical oxygen demand (COD)	Thousand tons	18.3	25.4	21.1
	Recycling upon scrappage and disposal	RMB million	2,711	1,242	621
<b>Compliance management</b>	Number of compliance training	Time	1,591	1,576	1,920
	Number of participant attending the compliance training	Person	254,628	253,530	248,193
	Number of registered volunteers	Person	17,042	23,998	43,873
<b>Community responsibility</b>	Participants in volunteer activities	Person-time	25,386	39,966	50,412
	Credit rating <sup>(1)</sup>	Grade	AAA	AAA	AAA
	Total tax paid	RMB billion	11.261	8.156	7.889
	Employment creation	Person	29,817	10,458	10,869
	Total donation	RMB million	9.347	12.651	11.04

- 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 prepping the disclosure. The 2018 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, AQSIO 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 was voted “Asia’s No.1 Most Honored Telecom Company” by fund managers and analysts for three years in a row in “2018 All-Asia Executive Team” ranking organised by Institutional Investor. The Company was also honored with the awards of “Asia’s Best CEO (Telecoms) – 1st”, “Asia’s Best CFO (Telecoms) – 1st”, “Asia’s Best Investor Relations (Telecoms) – 1st” and “Asia’s Best Corporate Governance (Telecoms) – 1st”.

- The Company was voted “Asia’s No.1 Best Managed Telecommunications Company” by professional investors in “Asia’s Best Managed Companies Poll 2018” by FinanceAsia. Meanwhile, the Company was also honored with “Best CEO in China – 1st”, “Best CFO in China – 1st”, “Best Managed Company in China – 1st”, “Best Investors Relations in China – 1st”, “Best CSR in China – 1st” and “Best Corporate Governance in China – 1st”.

- The Company was accredited with “Platinum Award for Excellence in Environmental, Social and Corporate Governance” and “Highly Commended Investor Relations Team” in “The Asset Corporate Awards 2018”. Meanwhile, Mr. Wang Xiaochu, Chairman and CEO of the Company was accredited again with “Best Chief Executive Officer”.

- China Unicom was voted “Best Company in the Communications Industry”, “Best Company in Hong Kong” and “Best Overall Investor Relations (Large-Cap)” by investors, analysts and investing professionals at “IR Magazine Awards – Greater China 2018”.

- China Unicom was awarded “The Best of Asia – Icon on Corporate Governance” in the Asian Excellence Award 2018 hosted by Corporate Governance Asia. Mr. Wang Xiaochu, Chairman and CEO of the Company was named for the “Best Asian Corporate Director Award” in the “Asian Corporate Director Recognition Award 2018”.

- The printed version and online version (ar2017.chinaunicom.com.hk) of China Unicom’s annual report “Unicom in a New Era” won various top accolades at international competition: 5 gold awards at International ARC Award 2018; 7 gold awards in “Vision Awards” and “Inspire Awards” by the League of American Communications Professionals LLC (LACP) in 2018, 2 grand awards and 3 gold

awards in the internationally renowned Galaxy Award 2018 and 1 gold award at “International W3 Award”.

- The Company’s website (www.chinaunicom.com.hk) won a gold award in “iNova Awards” for three years in a row.

- China Unicom ranked 273rd in terms of revenue among “Fortune Global 500” for 2018.

- China Unicom ranked 27th among “2018 PRC Top 300 CSR Development Index” published by Chinese Academy of Social Sciences, moving 10 places up compared to 2017.

- China Unicom was included in “China ESG 50 Index Constituents” for 2018 and received the “Golden Bee 2018 Outstanding CSR Report – Leadership Enterprise Award” for its CSR report.

- China Unicom ranked the sixth among 500 outstanding IoT enterprises on “2018 World IoT Ranking List” announced by 2018 World IoT Convention, becoming one of the three PRC enterprises among the top ten companies on the list.

- “2018 Outstanding Cases in Targeted Poverty Alleviation by PRC Listed Companies” named by JRJ.com.

- China Unicom Pay Limited Company garnered “2018 Outstanding Enterprises in Mobile Payment in China Award”, “Star Platform for Mobile Payment in China” and “2018 Technology League – Annual Carrier’s Innovative Product Award” and “Top 20 of PRC FinTech Unicorns”.

- China Unicom Cloud Data Co. Limited received “2018 PRC IDC Industry Digitalised Transformation Cornerstone Award”, “Trustworthy Cloud Technological Innovation Award” and “Product and Solution Excellence Award for Cloud Computing and Big Data Service”.

- The “Smart River Management Platform” designed by China Unicom Systems Integration Limited Co. received 2018 Pan Gu Award for Innovative Achievements (Innovative Products) in the PRC Electronic Information Industry.

## INSTITUTIONS AND ORGANISATIONS

Major organisations newly joined by China Unicom in 2018

No.	Name of Organisation	Post
1	Trustworthy Blockchain Alliance	General member
2	China Information Industry Chamber of Commerce – Big Data Industry Chapter	Deputy council chairman
3	"Internet+ Energy Conservation" Industry Alliance	Deputy council chairman
4	China Cybersecurity Industry Alliance	Member
5	Big Data Technology and Application Alliance	Deputy council chairman
6	Big Data Industrial Ecology Alliance	Member
7	China Tourism Association – Tourism Marketing Chapter	Founding member
8	Tourism Big Data Industrial and Academic Research Alliance	Member
9	National Smart City Standardisation General Group	Committee member
10	China Tourism Big Data Institute	Founding unit

## DESCRIPTION TO THE REPORT

### Reporting period

From January 1, 2018 to December 31, 2018, with 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 2018 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.

### 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: <https://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.