



AN “ESSENTIAL PILLAR” IN IMPROVING PEOPLE’S LIVELIHOOD

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AN “ESSENTIAL PILLAR” IN IMPROVING PEOPLE’S LIVELIHOOD

China Unicom holds high regard for and strives to tackle livelihood problems. In this connection, we take an active part in community charity leveraging our own expertise and technical strengths, earnestly engaged in emergency telecommunication assurance, targeted poverty alleviation, charitable donations, disaster and poverty relief and volunteer services. Further, we uphold the philosophy of growing together with employees, and conduct all aspects of our overseas operations in a responsible way, thereby contributing to harmonious development of businesses and communities.

Measures adopted in 2019

- Participated in emergency rescue and disaster relief, ensured reliable communication during flood season and the epidemic outbreak, and provided secure communication services for the Beijing International Horticultural Expo, the Belt and Road Forum for International Cooperation and the celebrations of the 70th anniversary of the founding of New China.
- Engaged in targeted poverty alleviation through poverty alleviation charity activities such as providing communication services, purchasing products and services from poor areas and supporting the development of local industries in poor areas.
- Took part in community charity and cared for the underprivileged by engaging in voluntary poverty alleviation and community services and other voluntary activities. Actively fulfilled overseas corporate responsibility.
- Built a warm and harmonious labour relationship with employees through safeguarding the legitimate rights and interests of employees, caring for their physical and mental well-being, and enhancing their sense of fulfilment.

Actions to be taken in 2020

- Enhance emergency drills and conduct safety inspections, delivering our commitment to providing ever better, reliable communication network services.
- Leverage corporate, industry and reform edges to offer precise aid with various parties with a focus on local industries, livelihood and information technology, thereby fulfilling our social responsibility in the field of poverty alleviation.
- Actively participate in charity activities, with an aim to build a unified volunteer service brand embodying our corporate cultural values.
- Push forward with the market-oriented reform of human resources systems to share the success of our development with employees and continuously improve their sense of fulfilment.

ASSURING EMERGENCY COMMUNICATIONS

Participating in emergency rescue and disaster relief

Improving emergency response plan and conducting emergency drills

In 2019, China Unicom amended its emergency response plan for communication assurance, organised emergency drills, carried out safety inspection and completed rectification before the flood season. In addition, China Unicom adopted a daily reporting system, launched the emergency command system in a timely manner after occurrence of unexpected disasters and introduced a 7*24-hour roster so that emergency repair personnel could be dispatched to the emergency sites as early as possible.

Ensuring communication security during flood season

During severe floods, flash floods, mudslides, landslides and other disasters in 2019, China Unicom, with a high sense of responsibility, braved difficulties and dangers to ensure communication security during the flood season for important authorities such as the organisations, government and military agencies, and flood and drought control offices. In 2019, China Unicom committed an aggregate of RMB258.38 million to emergency work, despatched emergency personnel for 97,850 person-times, emergency vehicles for 39,676 unit-times, emergency devices for 3,688 unit-times and emergency power generators for 40,266 unit-times, and sent 391.27 million emergency SMSs.

In 2019, we committed RMB **258.38** million to emergency work, and despatched emergency personnel for **97,850** person-times.

All-out efforts to combat Typhoon Lekima

In August 2019, super typhoon Lekima battered Taizhou of Zhejiang province, damaging communication facilities, and disrupting the power supply in Wenling. In response, our staff worked together to fight the typhoon. We arranged and despatched 310 portable power generators, 68 mobile power-generator trucks, as well as woven sandbags, water suction pumps, optical cables, power cables, concrete poles and other resources. Our technicians, braving the dangers of flood, carried equipment and rushed to the site, and repaired communication facilities and restored network signals at the fastest speed.



Provision of communication assurance services

Providing communication assurance services for Beijing International Horticultural Exposition

The 2019 International Horticultural Exposition was held in Beijing from 28 April to 9 October 2019. China Unicom, via its Beijing branch, provided dedicated circuits, mobile 3G/4G/5G network services, and relevant services for 5G intelligent medical projects for the exposition, which involved 115 3/4/5G key base stations, 19 new 5G base stations and 508 key districts. A total of 653 technicians were deployed and 96 vehicles and 3 emergency communication vehicles were arranged to ensure superb communication services for the exposition with the strictest standards, the best quality, the highest level, the most effective measures and the best effect.



Providing communication assurance services for the 2nd Belt and Road Forum for International Cooperation

China Unicom was responsible for assuring communication services, network security and information security for the 2nd Belt and Road Forum for International Cooperation held in Beijing during 25 to 27 April 2019. China Unicom provided various communication services and innovative service applications such as network security situational awareness, big-data traffic monitoring and analysis, and cloud integration for the China National Convention Centre and the Beijing Yanqi Lake International Convention & Exhibition Centre, and provided video transmission services for China Central Television (CCTV), Xinhua News Agency, Beijing Media Network and other media. The E1E2 news centre, the Huairou core island and the No. 9 Villa news centre were fully covered by 5G signals. 394 new dedicated lines were deployed for the forum, and a total of 766 dedicated lines were in service.

Providing communication assurance services for the celebrations of the 70th Anniversary of the founding of New China

The celebration ceremony for the 70th anniversary of the founding of the People's Republic of China was held on 1 October 2019. Be it the grand military parade, heart-stirring mass procession, ear-splitting gun salute ceremony or gorgeous firework displays, China Unicom spared no effort to ensure the reliability and security of communication network, deploying 1,315 staff and 138 vehicles, and 7 magneto telephone sets, 643 telephones, 324 analogue dedicated lines, 664-core optical fibres and 309 video transmission channels at 356 key locations.



Highlight 1: World records at football pitch – “Project Splendour”



Highlight 2: 5G + 4K HD video footage transmission



Highlight 3: Blockchain technology – the simplest identity authentication



Highlight 4: Perfectly precise timing of fireworks firing system

Every member of China Unicom acted in unison to battle the COVID-19 epidemic— an account of China Unicom making all-out efforts in epidemic control and prevention

If the epidemic was an order, controlling it would be our responsibility. Since the outbreak of the COVID-19, China Unicom has dutifully completed all tasks delegated by the government, and earnestly delivered our mission as an operator of basic telecommunications services. Acting in unison, we fully mobilised all our resources in the endeavour to fight and defeat the epidemic.

Rallying for the fight against the COVID-19 outbreak

Upon outbreak of the epidemic, China Unicom immediately issued a notice on system-wide prevention and control of the epidemic, and set up a leadership team headed by Chairman Wang Xiaochu to take charge of epidemic prevention and control. In addition, the internal liaison and communication mechanism was improved, more manpower was put on emergency duty shifts, and a daily reporting system for epidemic prevention and control was put in place at the first possible time.

On 28 January 2020, the epidemic prevention and control leadership team held a meeting to restudy and redeploy the arrangements for prevention and control of the epidemic, requiring full utilization of the advantages of China Unicom to contribute to the prevention and control of the epidemic.

Demonstrating our strength and responsibility as a state-owned enterprise

China Unicom has made every effort to ensure emergency communication and network security, and assure smooth communications. We swiftly invoked our nationwide emergency response mechanism to ensure smooth communication of the government command systems. As of 7 February 2020, we had put a total of 150,000 man shifts on emergency guard, despatched emergency communication assurance personnel for 130,000 person-times, despatched emergency response and repair vehicles for 46,000 unit-times and guaranteed the operation of 34,000 dedicated lines. During the epidemic prevention and control period, we proactively cooperated with government authorities, and sent a total of over 6.7 billion public SMSs covering epidemic warnings, traffic conditions, public health alerts and tips on epidemic prevention and control, contributing to the prevention of wrong information and rumours spreading online.

Help coming from all sides

China Unicom provided medical supplies for epidemic prevention and control to Hubei at the earliest time possible. As of 27 January 2020, China Unicom had collected and distributed nearly 250,000 face masks, 300,000 pairs of medical gloves, a large number of protective suits, disinfectants and other aid supplies, and delivered two batches of medical supplies and communication support to Hubei.

Joining Wuhan's fight against the epidemic

In order to deploy network coverage for the newly-built hospitals in Wuhan as fast as possible, China Unicom invested nearly RMB10 million in network construction. Staff of our Hubei branch rushed to the front line and worked day and night in the cold winds, completing the 3G/4G/5G network coverage for Huoshenshan Hospital in only 36 hours and for Leishenshan Hospital in only two days, setting a new record for the speed of launch of new base stations. In addition, we completed the capacity expansion and speed enhancement of the dedicated lines connecting Hubei Centre for Disease Control and Prevention with all its city-level offices, and the dedicated lines of BGI Genomics Co., Ltd. which undertook a large amount of nucleic acid tests. As of 31 January 2020, our Hubei branch had despatched communication assurance personnel for 3,861 person-times and vehicles for 1,435 unit-times, inspected telecommunication lines of 14,317 kilometres, identified and addressed 1,141 faults, and sent 128.54 million public SMS alerts about epidemic prevention and control, making it an important force in Hubei's battle against the epidemic.



China Unicom Hubei branch's network deployment team at the construction site of Leishenshan Hospital



Network deployment at Huoshenshan Hospital

Intelligent services to aid the fight against the epidemic.

We provided a variety of products and services in relation to epidemic prevention and control for ministries and commissions of the government, media agencies, healthcare, education, business, ecological & environmental protection and other institutions and organisations. For the 39 key dedicated lines connected with the Chinese Centre for Disease Control and Prevention, we upgraded the network speed from existing 300M "gold" dedicated lines to 500M free of charge. We also provided free cloud video conferencing services during the epidemic outbreak to meet the needs of emergency command and deployment, remote medical consultation, high-definition video conferencing, etc. In addition, we provided cloud learning platform, big data analysis in epidemic prevention, thermal imaging for detecting and monitoring body temperature, management platform for epidemic control supplies, AI robots for collecting information from recovered patients and other services to aid the fight against the epidemic.

- Adopting special policies such as delaying service suspension for subscribers with overdue bills. We delayed service suspension for 250 million subscribers in 19 provinces hit hard by the epidemic, and gave away RMB520 of tariff credit to each of the China Unicom subscribers among the medical workers sent to aid the Hubei medical system. Besides, we made every effort to meet telecommunication demand, and offered subscribers in Hubei with free dedicated data packages for watching videos and 7-day video membership, benefiting 130,000 subscribers.
- Our cloud video conferencing system facilitates telecommuting for nearly 18,000 institutions and departments in 31 provinces, autonomous regions and direct municipalities, serving 122,200 registered users and 44,600 video conferences.
- We provided big data services for epidemic prevention and control, developed 13 data models for epidemic prevention and control, delivered 7 big data platforms for epidemic prevention and control, developed 6 AI products for epidemic prevention, sent 3,920 data and analysis reports in encrypted form, set up 2,511 data visualisation accounts, and sent 60.442 million SMSs in respect of epidemic alerts and reminders.
- In response to the Ministry of Education's call – "study must not stop", we rolled out an innovative integrated solution – "WO Family Online Classroom" – for primary and secondary schools.
- We organised and launched IPTV and 5G WO video free-viewing campaigns. Total viewing time of on-demand TV dramas and movies amounted to 163 million hours during the Spring Festival.

Note: the above data are as of 18 February 2020.

ENGAGING IN TARGETED POVERTY ALLEVIATION

Introducing poverty-alleviation packages

China Unicom adopted a preferential tariff policy for impoverished areas and rural areas to ease the burden on subscribers in need.

- Offering poverty-alleviation packages, which have benefited over 530,000 registered poverty-stricken subscribers in a practical way.
- Providing concessionary packages for rural areas, such as "King Card", "Data King" and "Basic Integrated Package", and enabling farmers to enjoy tariff concessions and more privileges through financial instalment, privileges plus intelligent terminals and applications promoting rural development.
- Our branches in Tianjin, Hebei, Liaoning, Jilin, Anhui, Hubei, Hunan, Guangdong, Chongqing, Sichuan, Guizhou, Yunnan, Tibet, Xinjiang and other provinces and regions offered preferential broadband and integrated packages in impoverished areas with reference to the local conditions.

Developing intelligent services to help fight poverty

China Unicom integrates next-generation information technologies such as mobile Internet, cloud computing, big data and Internet of Things into agricultural production, operation, management and services in an all-round way, so as to speed up the transformation of agricultural production model, innovate the distribution channels of agricultural products, achieve efficient and transparent agricultural management, and promote agricultural information services among rural households, thereby eventually establishing a new informatisation paradigm that supports the development of modern agriculture and the integrated development of urban and rural areas.

- The WO Land smart agriculture cloud platform utilises mobile Internet, cloud computing, big data, remote sensing and other technical means to develop an "Internet + Agriculture" solution covering the entire value chain of agricultural production, operation, management and services, and thus develop a regional modern industrial ecology for the agricultural sector.
- The agricultural production environment monitoring cloud platform provides comprehensive functions such as information collection, data analysis, IoT information display, health examination, video management, equipment management and coordinated control at the sensing layer of the agricultural IoT, and provides data support and open capability for agricultural applications such as agricultural product traceability and agricultural e-commerce platforms at the upper level.

In 2019, the number of channels in rural and remote impoverished areas reached

184,000

China Unicom Shandong branch provided heavy tariff concessions for poverty-stricken households in such services as "Beautiful Countryside Voice Package", "Shandong Traffic Data King", and "Optical Broadband 100M", benefiting 43,600 households in poverty with total concessionary value of RMB7.9 million. In addition, the branch joined hands with relevant government agencies to assist Houji Village, Houji Town, Cao County, Heze City, including giving mobile phones and one-year tariff credit to the elderly living alone, setting up vegetable greenhouses, constructing sewer systems, performing road hardening and other infrastructure works.

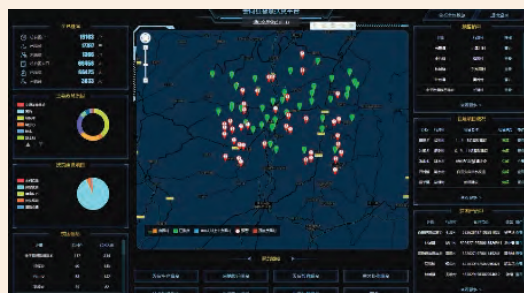


Through Fuzhou Welfare Funds Supervision Platform, China Unicom Fuzhou branch has developed an accurate model with data covering 70 types of welfare funds valued at RMB6.9 billion benefiting 1.6 million people. In the model, any abnormal grant of fund can be automatically identified, and all the fund grants are publicised online in an intuitive manner. Since its launch over a year ago, the platform's average daily hits have exceeded 50,000, with the total number of visits exceeding 28 million. After discovery of clues concerning irregularities involving 597 persons, 208 persons were given disciplinary and administrative sanctions, and 323 persons were penalised by other organisations. The platform has become a daily life website that provides convenient and efficient service for the people, satisfaction for the officials and robust supervision.

China Unicom Hunan branch innovatively adopted the “big data + targeted poverty alleviation” model, and developed a “smart poverty alleviation” platform which uses such technologies as big data, cloud computing and mobile Internet to develop such functions as data comparison, data-based early warning, poverty alleviation policy, and “grand infographic display”, which enables poverty alleviation “from villages to households and to specific persons”. In 2018, it effectively helped lift Huitong County in Hunan Province from poverty. In 2019, it reviewed and compared one by one the information and data concerning aid policies and measures adopted for the 69,458 registered poverty-stricken residents in 19,163 households in the county, and completed more than 300,000 accurate data comparisons, fighting poverty with the help of informatisation.



Integrated management platform for intelligent poverty alleviation



The “grand infographic display” portal of intelligent poverty alleviation

🎯 Fulfilling targeted aid missions

China Unicom actively undertook its aid missions for targeted areas covering 1,855 impoverished villages in 1,198 counties. A total of 1,440 employees from over 500 operating units joined the fight at the frontline of poverty alleviation. With a focus on ensuring targeted aid recipients are free from worries over food and clothing and have access to compulsory education, basic medical services and safe housing, China Unicom, leveraging targeted efforts and industry advantages, strove to improve people’s livelihood in targeted areas by such means as supporting local industries, purchasing local goods and services, improving education and undertaking infrastructure construction, and implemented a large number of aid projects in the impoverished areas. In 2019, China Unicom helped lifting 43,300 registered impoverished households from poverty.

- Adopting a caring policy for cadres engaged in poverty alleviation efforts, giving aid to more than 1,440 cadres to relieve their worries. Our Xinjiang branch has allocated special funds to improve the working and living conditions of over 200 in-village workers and to insure them against special health and accident risks.
- Setting up 322 local industry support projects, providing trainings for rural labour force and technical backbone for more than 5,200 person-times, providing aid to 1,338 poor students and invested in medical and health resources, benefiting a total of 2,242 impoverished people.
- Poverty-relief products were given priority when purchasing employee benefits and festival gifts, and all staff were encouraged to give priority to buying products from poverty-stricken areas at China Unicom’s poverty-relief flagship store. Poverty-relief products purchased by the whole Group amounted to over RMB73 million.
- In aiding Tibet, China Unicom focused on the implementation of the exemplary construction project of a well-off village in Wenbudangsang Township, and demolition and reconstruction of dilapidated buildings for registered households in poverty and relocation project, thereby solving local residents’ housing safety problems and providing safe housing for poor households.

China Unicom Hainan branch adopted the “Supporting Education and Aspiration” approach in delivering its designated aid mission towards Wenxin Village of Lingao County, and made targeted aid efforts in the areas of education, healthcare, industrial development and ecological protection. In 2019, it invested more than RMB200,000 in poverty alleviation efforts. It carried out the beautiful countryside construction campaigns, planting more than 16,000 green plants such as bougainvillea. It supported the development of local industries, developed an “experimental papaya plantation” at deteriorated forest, planting 160 papaya seedlings, and launched an “exemplary project on coconut plantation”. Besides, it set up “anti-poverty e-commerce supermarkets” in 11 townships and some large administrative villages in Baisha County, where poor households and ordinary villagers, upon registration, may get credit points in return for labour service and redeem such credit points for products at agricultural aid supermarkets, thereby providing guidance and support for the development of the local agricultural Taobao shops and village-level e-commerce service stations.



China Unicom Henan branch supported the development of local industries in its targeted poverty-aid area Nianzigou Village. It invested a total of RMB1.035 million for development of local industrial projects and infrastructure construction in Nianzigou Village, and helped introduce poverty alleviation funds of RMB1.37 million. Fully exploiting the local resources, it built an exemplary beekeeping project with an annual honey output of 400 kg, a Lu's chicken farm with a monthly output of 45,000 green-shell eggs, and a forsythia tea processing workshop, and developed the corn grits processing industry, which quadrupled the local collective income in 2019.



Exemplary beekeeping project before and after construction

Lu's chicken farm before and after construction

Corn grits processing plant

China Unicom Shanxi branch has sent 218 cadres (including 3 from provincial level branch, 14 from city-level branches and 124 from county-level branches) to 141 poverty-stricken villages to carry out concrete aid efforts. In 2019, 36 villages, involving 3,734 households and 8,939 residents, were lifted out of poverty, and a total of 28,618 households and 70,462 residents benefited from China Unicom's aid efforts. In addition, China Unicom Shanxi branch promoted the sales of agricultural by-products for these villages through a variety of channels and ways, helping Chaijiayao village sell 140 tons of corn and 5,000 kg of millet, and helping Pingluguoyuan village sell dried persimmon.



As co-development fellow units, China Unicom Jiangsu and Xinjiang branches gave full play to their complementary advantages in resources. China Unicom Jiangsu has purchased agricultural products from Xinjiang on a continued basis to address the difficulty local poor residents faced in sales of their agricultural products. It sent staff to Xinjiang in batches to support poverty alleviation efforts in Xinjiang, and carry out joint projects in respect of marketing, information technology, human resources, etc. In addition, it also provided equipment aids. In 2019, a total of RMB4,326,300 was invested in poverty alleviation work, of which RMB1,480,000 was invested in poverty alleviation projects and RMB2,846,300 was spent on purchasing poverty-relief products. Nine poverty alleviation projects were implemented. Joint poverty alleviation efforts between the two branches saw remarkable achievements.

Engaging in poverty alleviation charity

We are committed to poverty eradication and charity undertakings, bringing warmth to the poverty-stricken areas.

- Nearly 10,000 volunteers took part in voluntary poverty alleviation activities, benefiting nearly 50,000 people, and over RMB8 million poverty alleviation fund was raised through pairing-up aid programs, charitable donations and purchasing of poverty-relief products.
- We innovatively explored the "credit points plus cash donations" model for carrying out charity poverty alleviation. We joined hands with the China Youth Development Foundation to issue a charity action proposal—"earn credit points to aid impoverished students", appealing to the public and employees to make donations and show their love. The campaign raised RMB4,007,000 in donations with 363,000 participants, benefiting 3,350 poor students in the targeted poverty aid counties.
- Trade union cadres went into the frontline of poverty alleviation work, and organised volunteer teams to hold activities for supporting local education (voluntary teaching), sales of local products and donation of computers and clothing. Our Guangdong branch carried out targeted poverty alleviation operations in 75 impoverished villages, helping 10,000 poor residents get out of poverty.
- We organised the "China Unicom-United Power to Fight Poverty" photography competition and exhibition, so as to promote poverty alleviation philosophies and mobilize employees at all levels to show their care.



China Unicom Jiangmen branch visited children at the local welfare home



China Unicom delivers "Warm Scarfs" to children in Geji County, Tibet



China Unicom Hunan branch gives out "warm winter supplies" to residents of Dongjiu Village

China Unicom Zhejiang branch organised the 3rd Charity Customer Day—"Dazhan Township Juicy Peaches" live-streaming event, which amassed 10,889,100 views, 838,100 live views, and 4,554,000 likes, helping Duishan Village in Dazhan Township of Xianju County to sell 3,080 boxes of juicy peaches, totalling 7,700 kg. In addition, the branch helped build a live streaming studio for Duishan Village to promote their products, set up a Taobao shop named "Xianju Magic Fruit Flagship Store", and taught the residents live streaming and store operation skills, turning "farmers" into "shopkeepers"



China Unicom Zhejiang branch launches live streaming marketing for Duishan Village



Local farmers and live-streaming hosts call for participation in public welfare activities

DEEPENING COMMUNITY INVOLVEMENT

External donations amounted to RMB **2.23** million in 2019

Charitable donations

China Unicom has established robust management policy governing its charitable donations, proactively undertook and fulfilled social responsibility taking into account the advantages of its operations, and endeavoured to give back to the society and promote the sustainable development of public good undertakings.

Cause of donations	Amount of donation (in RMB thousands)
Donations to areas of targeted poverty alleviation (anti-poverty aid)	470
Donations to cultural and sporting programmes	420
Donations to education (student aid)	490
Donations for the construction of social and public facilities	90
Donations for other purposes (charitable reliefs, healthcare and environmental protection)	760
Total	2,230

Caring for the underprivileged

China Unicom has always placed fulfilment of social responsibility and care for the underprivileged high on the agenda. We strive to get in-depth understanding of the real needs of the disabled, children and college students, migrant workers and others, and deliver our aid and care through initiatives such as corporate donations, charity shows, employment assistance and social services.

- We actively participate in the charitable activities organised by the China Disabled Persons' Federation, and provide disabled persons with services such as monthly fee reduction, concessionary packages and ancillary dedicated services. At our service outlets, special desks and special green channels are arranged to provide priority services for people with visual, hearing or speech impairment. We also provide door-to-door service for those with travel difficulties.
- We provide traffic-data king package at the floor price of RMB8 for low-income and elderly groups, effectively protecting the rights and interests of consumers, which had benefited about 3 million subscribers by the end of 2019.

China Unicom Huzhou branch held the Little Swallow Charity Campaign—“Innovating and sharing a good smart living” and gave a series of lectures for the elderly on the use of smart phones, anti-telecom fraud and other aspects. The branch also engaged in voluntary services such as charity sales on the International Day of the Deaf, social services held by the city’s Disabled Persons’ Federation on the National Special Olympics Day, and the disabled athletes’ curling competition, demonstrating its care for the disabled. In 2019, 106 charity lectures were held, serving 1,995 elderly people. 94 voluntary service activities were held to contribute to urban construction. 2,541 people benefited from charity services.

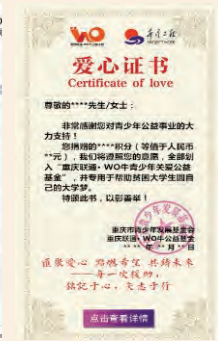


Showing the elderly how to use smartphones



Providing assistance for the disabled athletes’ curling competition

China Unicom Chongqing branch launched the “WO Charity Programme” to help special needy groups such as impoverished children and college students who are morally and academically excellent, left-behind children or children with mental disorders. It donated RMB280,000 and 3,000 mobile phone cards, and raised RMB180,000 donations for 100 impoverished primary and secondary school students in Chongqing. In addition, it built 12 “China Unicom Chongqing Charity Libraries” and held a variety of activities such as handicraft classes to improve the spiritual and physical life of teenagers in an all-round way.



WO Charity Fund held a campaign for donating credit points to “China Unicom Charity Libraries”

In 2019, China Unicom Sichuan branch built 62 “Energy Refilling Stations” to mainly provide free drinking water, rest areas, mobile phone charging service, Wi-Fi access and other conveniences for social groups in need of help such as sanitation workers, couriers, the disabled and stay-behind personnel, serving a total of more than 1,500 outdoor manual workers.



Serving sanitation workers



Serving couriers



Heart-warming activities held by China Unicom Shenzhen branch

China Unicom Shenzhen branch upgraded its “warm homecoming way” campaign, and launched 12,439 caring activities such as “Loving Pengcheng”, “Pengcheng in Spring”, “Volunteer City 3.0 Construction” and “Caring for Huaxi People”, which benefited more than 400,000 people from various sectors such as construction workers, sanitation workers and the disabled, paving a road of love that resonates with the slogan—“Once you’ve come, you’re a Shenzhenener”, and creating a new model of “cross-sector coordination, sharing resources and caring together”.

Engaged in voluntary activities

China Unicom, with a voluntary service system in place, upholds the voluntary spirit of “dedication, friendship, mutual assistance and progress” and carries out through various means voluntary service activities such as poverty alleviation, community services, caring for children, and serving the elderly and orphans, putting into practices the core socialist values.

- We have joined more than 1,800 volunteer service organisations, with over 55,000 man-times of participation in volunteer service activities for supporting education, serving the community and aiding the needy, helping a total of 240,000 people.

- We joined hands with charitable organisations. We launched the “Warm Scarfs” charity activity with the China Youth Development Foundation, raising a total of more than RMB290,000, and online soft articles amassing over one million views. 3,015 sets of winter clothing and items were purchased for children in kindergartens, primary schools and junior high schools in Geji County, Tibet, and the remaining fund was transferred to the “China Unicom Credit Points-based Student Aid Program” to provide financial aid to registered impoverished students in Geji County.

47,930 registered volunteers

55,004 man-times of participation in volunteer service activities

- We held the large-scale charity event—"Make their dream come true – offering ping pong supplies for Xinjiang children", and all donations received at the event were delivered to the children in Kizilsu Kirgiz Autonomous Prefecture, Xinjiang.
- In 2019, China Unicom was honoured as a "Best Charity Partner of Project Hope" by China Youth Development Foundation.

China Unicom Shandong branch's Jinan No.1 Call Centre held a number of charitable donation activities. In particular, the call centre donated 149 books, 121 pieces of school supplies such as notebooks, pencils and crayons to children in Chenzhuang Village, Liji Town, Yuncheng County, Heze City; donated nearly 1,000 pieces of winter clothing and other supplies to impoverished residents in Labai Village, Hongmo Township, Mianning County, Xichang City, Liangshan Yi Autonomous Prefecture and Yisong Zhai, Aba Tibetan and Qiang Autonomous Prefecture, Sichuan Province; and raised funds to purchase cotton-padded clothes, thermal clothes and other daily necessities for the children in the Angels Home of Jinan Children's Welfare Centre. The call centre did their best to give back to the society with practical actions.

China Unicom Sichuan branch launched heart-warming winter charity activities. Teenage members from 23 junior units participated in volunteer services for more than 2,000 man-times, such as planting trees, providing public services, caring for the underprivileged, paying caring visits to war veterans and sanitation workers. In particular, over RMB7,000 was donated to the "Warm Scarfs" campaign and other charity activities; and China Unicom Sichuan donated more than 8,000 pairs of gloves to targeted poverty-stricken townships, the underprivileged, and schools in impoverished areas.

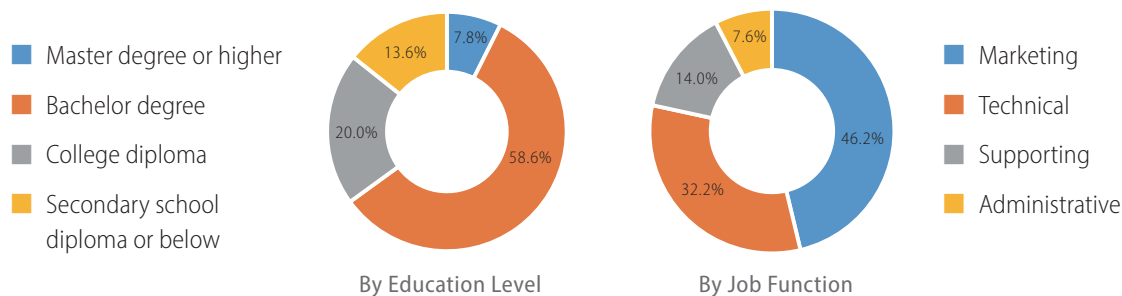


Heart-warming winter charity activities held by China Unicom Sichuan

China Unicom Xinjiang branch has been organising the "China Unicom Charity Library" donation initiative since 2013. As at the end of 2019, 295 libraries had been built and 270,000 books had been donated for the benefit of nearly 160,000 primary and secondary school students of different ethnic groups in Xinjiang. In the year, the branch held a live streaming activity for the kids in Tougebasite (托各巴斯特) Primary School in Jiashi County of Kashgar Prefecture and three other primary schools, allowing the children to interact live with people who donated credit points, which amassed over 7.8 million views. In this way, the branch managed to attract more customers to participate in the activity, and enabled more people to get a real glimpse and better understanding of Xinjiang.

CARING FOR EMPLOYEE GROWTH

China Unicom always upholds the philosophy that employees are the cornerstone underpinning corporate development, and expressly states that human resources represent the primary resources of the Company. In 2019, the Company addressed the concerns of employees through 20 practical measures concerning employees' career development, remuneration and benefits, personal growth and success, and work and life. Our market-oriented reform of the human resources system made it possible for the Company to share development results with employees and continuously enhance their sense of fulfilment. The Company effectively safeguards the legitimate rights and interests of employees and cares for their physical and mental health, creating a warm and harmonious labour relationship, enhancing employees' sense of fulfilment and happiness and thus achieving the mutual growth of both the Company and employees.



Total number of employees	New recruits	Gender Distribution (Male/Female)	Proportion of ethnic minority employees (%)	Turnover rate (%)
243,790	9,913	1.53 : 1	7.33	1.85

Note: The total number of employees includes only in-service employees.

China Unicom Henan branch established a work journal system and clearly defined following six key tasks for team building: (i) incorporating the promotion of the "20 Measures" for team building into the key tasks of the thematic education campaign; (ii) establishing a policy for the "five necessary conversations" with employees; (iii) launching "Me and China Unicom" series of activities, and a creative contest of "20 Measures Infographic", and the employee happiness show "I am a spokesperson for China Unicom"; (iv) assessing the current status of professional teams and formulating employment plans accordingly; (v) providing funding for the projects undertaken during the Group's "undertaking to tackle" activity; and (vi) driving the completion of the "five small" construction at township business units and improving the working and living conditions of junior employees.

China Unicom Fujian Ningde branch strictly implemented the "20 Measures for Team Building" and strengthened employee education on ideals and beliefs through a series of activities such as lectures on "Enhancing through Learning", the "Me and My Motherland" poetry recitation and music performance and the "Remembering Original Aspiration and Mission" singing contest. In addition, the branch held "WO delivering health" and "Tea Party" activities for junior employees, and set up yoga clubs for employees, aiming at boosting the physical and mental well-being of employees; and set up "staff home" activity facility which integrates fitness room, yoga room, physiotherapy room and a tea lounge to improve working environment.



China Unicom Mudanjiang branch closely integrated the "20 Measures" for workforce development with its own "Vanguard Culture" campaign to enhance care for employees from tiny aspects. The branch held the "I am thankful for having you" family open day and invited representatives of employees selected as "Pioneering Individuals" and their families to visit the company and get a taste of its culture and atmosphere. In addition, a "Welcome Home" themed event was held for retired employees, and a special "homecoming" visit was arranged for 48 retired employees who strived for their aspirations and loved the Company.



Safeguarding employees' rights and interests

China Unicom acts in strict compliance with the "Labour Contract Law of the PRC" and enters into an employment contract with every employee. In particular, 20 provincial branches have also signed the "Collective Contract for Protection of Female Employees' Rights and Interests" and 16 provincial branches have signed the "Collective Contract for Wage Negotiation". China Unicom strictly complies with the "Interim Provisions on Labour Despatch", continuously promotes employment improvement and standardized management, and adopts the policy on equal pay for equal work in accordance with national requirements, resulting in growing employee satisfaction.

The Group strictly complies the national policies and regulations on social insurance, housing provident fund and enterprise annuity. It makes contributions to pension, medical, work-related injury, maternity and unemployment insurance schemes for employees, and has set up an enterprise annuity plan for employees on a voluntary basis. The Company effectively protects employees' right to rest and leave, puts into effect paid leave policy, provides allowance or leave in lieu for overtime work, and preserves job positions for employees who take maternity/paternity leave, protecting the legitimate rights and interests of employees. In addition to annual health checks for all employees, the Company has arranged health lectures, critical illness insurance and other health programs for employees, continuously improving its employee health protection system.

China Unicom attaches great importance to protecting human rights and respecting personal privacy. Any discrimination against employees on grounds of age, ethnicity or gender in the process of recruitment and promotion, and the use of child labour and forced labour are strictly forbidden. A mechanism has been established to protect employees' rights and interests and ensure a proper channel in place for employee complaints. The Group has established 131 labour dispute mediation organisations at different levels, equipped with 251 mediators. In 2019, 7 labour disputes were submitted for mediation, and no incident of discrimination occurred.

China Unicom has improved the mechanism for fixing total payroll and conferred the remuneration management authority on the Board of Directors. Remuneration distribution for front-line employees is based on an incremental value sharing mechanism, and the employees' average salary increased by 7% year-on-year. The Company insisted on an efficiency-oriented and fair approach for adjusting existing pay structure and reduced the existing staff costs in five provinces by RMB220 million, breaking away from the rigid remuneration distribution in the past. In addition, more incentives have been allocated in innovative businesses, and the average pay of employees in the innovative business special zone increased by 22% year-on-year. The Company has established a long-term incentive system framework and improved the flexible employee benefit system, with a view to further enhancing employees' sense of fulfilment.

Underscoring talent development

Through the establishment of a four-level talent system, China Unicom has put in place a dual track system for the development of professional talents. It carried out the echelon construction of talent teams in the professional fields of IT, network operation and maintenance, industry Internet, finance, human resources and law. 15,000 professionals have been selected to form four-tier professional talent teams comprising team leads, experts, core members and new talents. An employee selected into a talent team may be quickly promoted to a position of the same rank as the management level, which helps form a benign mechanism and ambience in the Company for gifted talents to perform.

◎ Establishing an innovative talent zone

A new market-oriented talent mechanism has been established based on the principle of “six breakaways”. For the leadership of subsidiaries engaged in Internet innovative businesses, the traditional management hierarchy was eliminated. Besides, the Special Plan for Recruitment of Leading Experts was formulated to strengthen the recruitment of high-end talent. In addition to recruitment of top talent and industry experts in the fields of cloud computing, big data, Internet of Things, artificial intelligence and security, more efforts were also made to identify and attract high-end talent overseas through various channels.

Special resources invested in innovative businesses amounted to approximately RMB **1,490** million.

11 high-end talents and **20** top talents and industry experts were recruited.

- Increase in volume: Continuing to implement the “U Graduates”, “Elite Hunt” and “New Vitality” programmes to increase the talent supply through recruitment of fresh graduates, head-hunting for high-end talents and mobility of existing staff. The total number of special talents in innovative businesses exceeded 7,000.
- Capability enhancement: Continuing to implement the “U Growth”, “Engine” and “Accelerator” programmes to enhance the IT and innovative capabilities of fresh graduates, existing personnel and innovative talents. The Company has developed 24 professional competence standards and curriculum systems with more than 1,000 online courses, and built up an IT professionals training base which provided in-depth training for 70,000 person-days and organised certification exams for 24,000 persons.
- Efficient utilisation: Continuing to implement the “co-creation” and “sharing” programmes, which encourages value creation through cross-organisation centralised deployment and establishment of knowledge sharing system.

◎ Reconstructing education and training system

China Unicom issued the Annual Key Training Programme of China Unicom, aiming to form the overall framework of a group-wide education and training system and promote the implementation of the training system in all operating units.

- The Group organised a total of 951 training sessions for management personnel, with more than 27,000 participants.
- Continuous improvement of training curriculum. Focusing on innovative businesses, the Company established the aptitude standard and curriculum systems for 17 sub-fields of 7 subjects, comprising 318 course syllabuses; the aptitude standard and curriculum systems for 11 sub-fields of 4 subjects in the network area, comprising 274 course syllabuses; and 3 professional competence standards for government and enterprise businesses.
- Increasing efforts in development of online colleges and online courses. By fully utilizing Internet-oriented operation, the Company continued to improve the functions and applications of the online learning platforms. During the year, more than 1,041 new courses were added, bringing the total number of courses to 8,071, with over 18 million participants.
- Facilitating the new Internet-based operation through employee skill competitions. During the year, a total of 1,400 skill competitions were held at various levels, of which 34 were group-wide competitions, covering more than 200,000 employees, hitting new records in terms of the numbers of competitions, participants and fields covered.

Target participants	Training topics
Management	In combination with the thematic education campaign, 12 sessions of training in rotation were held, with a total of 901 participants; A “Going Out” training programme was adopted, and 90 senior management members had communication and exchanges with strategic partners in the mixed-ownership reform; Focusing on key business areas such as the industry Internet, the Company held cooperative training for 115 middle and senior management members in professional areas.
Outstanding young cadres	An advanced training programme for young and middle-aged cadres was held, with a total of 87 full-time participants; and a demonstration training class for outstanding young cadres was held, with a total of 52 participants.
Innovative and professional talents	190 professional skill training sessions were held at the headquarters, with a total of over 15,000 participants. In particular, more than 90 training sessions focusing on key business areas were held, with a total of more than 5,000 participants; 26 special training sessions were provided for innovative talents, with a total of more than 2,500 participants; two training sessions were provided for key employees at the headquarters, with a total of 78 participants; and 8 training sessions were provided for B-class talents in network profession, with a total of 440 participants.
Front-line employees	Approximately 70,000 training sessions were provided for front-line employees engaged in sales, installation and maintenance and call centre services, with a total of more than 1.97 million participants. A competency certification programme was launched for front-line employees, and the number of employees certified throughout the year reached 39,000.



China Unicom IT Innovation Skills Competition



China Unicom Big Data Innovation Competition & "Cloud Fibre Smart Enterprise" Facilitating Corporate Cloud Migration Development Competition



China Unicom Smart Home Engineer Skills Competition



Customer Service Skills Competition held by China Unicom Fujian branch



Home Delivery Marketing Skills Competition held by China Unicom Tianjin branch



Business Skills Competition held by China Unicom Zhejiang branch



Customer Complaint Handling Skills Competition held by China Unicom Hunan branch

◎ Promoting outstanding young cadres

China Unicom issued the Notice on Measures for Further Strengthening the Development of Young Cadre Teams, which set the near-term and medium to long-term goals and set forth 17 specific measures from five aspects for developing a long-term mechanism for the development of young cadre teams. Since June 2019, a total of 11 second-tier deputy management officers were promoted by the Company, of whom 6 were aged 45 or below, accounting for 55%, representing an increase of nearly 30% as compared with the previous three years.

👤 Respecting democratic participation

In 2019, China Unicom amended the rules governing the democratic corporate management of China Unicom member companies at the city-provincial-headquarters levels, updated the rules of procedure of the staff representative assembly, formulated the operational workflow template for staff representative assembly, clarified the responsibilities and obligations of staff representatives, and strengthened the organisational guarantee for trade unions to serve as the working bodies of staff representative assemblies. Trade unions at all levels, serving as the working bodies of the staff representative assembly, have adopted a policy on reporting before and after staff representative assembly, so as to put into effect the guiding, supervising and monitoring roles of staff representative assemblies at all levels, and ensure that material matters of the members of the Group at all levels and matters concerning the interests of employees are submitted to staff representative assemblies for consideration.



The sixth meeting of the second session of the staff representative assembly of China Unicom



Staff representative assemblies and corporate open forum held by provincial branches

493 staff representative assemblies at different levels were held throughout the year

211 sessions of "Online Meeting with General Manager" at different levels were held in the year, with a total of **80,000** participants

Emphasising employee service

In consistent adherence to the philosophy of serving employees, serving the overall interests and putting people first, China Unicom strengthens its employee service system on a continuing basis by innovating on measures to better serve employees and promoting corporate culture, thereby creating a positive, healthy and harmonious atmosphere.

Innovating on the system for serving female employees

China Unicom provides innovative services to female employees, insists on safeguarding their rights and interests, promotes gender equality and equal pay for equal work, and ensures equal exercise of their rights according to law. The Company has earnestly implemented the safe production and sanitation systems for female employees and formulated policies and measures to care for female employees who are in pregnancy or lactation period, thereby safeguarding the rights and interests of female employees in a more standardized and institutionalized manner.

In order to stimulate the enthusiasm of female employees to pursue professional growth, make more contribution and move up in their careers, the Group's trade union launched the "We are heroines in the new era" campaign, providing a platform for female employees to grow and develop and achieve success in their careers. In 2019, 106 "Female Pacesetters with Great Contribution" at group-wide level and 104 "Women Model Posts" were selected and honoured.

In order to enhance the support and care for female employees, the trade unions at all levels proactively carried out activities for female employees such as special health lectures, training courses, talent shows, EAP counselling, and other cultural, art and sports activities, and put into effect the policy of "Mothers' Station" and "Expectant Mother-only Parking Spaces". Besides, the trade unions held a wide range of activities for female employees such as lectures on protection of rights and interests and marriage law forum, took out female health insurance, provided special health check-ups for female employees, set up breastfeeding lounges, and conveyed the care and support of the Company to every female employee.



Recognition ceremony for women with great contribution hosted by China Unicom Xinjiang branch



China Unicom Guangxi branch celebrated March 8th Women's Day

◎ Caring for employees' life

China Unicom always cares for employees' life, and pays close attention to and focuses on solving the most pressing, most immediate issues that concern employees. In respect of nursery services, service scope was further expanded and curriculum was further enriched; and the number of classes and the number of kids enrolled significantly increased in 2019 by 40.4% and 18.6% year-on-year to 309 and 8,308, respectively.

Our branches in Shanxi, Shandong and Hunan provide nursery services for children of all local employees. Our branches in Fujian, Shaanxi and Jiangsu launched nursery programmes at county-level branches, helping more employees to relieve their worries. The 10 nurseries administered by our branches in Guangdong, Shanghai, Jilin and Inner Mongolia were honoured as "2019 National Trade Union—Loving Nurseries" by the Women Workers' Committee of the All-China Federation of Trade Unions.



The Company continuously improved the working and living environments of employees in sub-divided units. With a focus on the production activities of sub-divided units, we strived to improve the environment and conditions in respect of canteens, drinking water and heating for front-line employees. During the year, we completed the improvement work of 3,800 sub-divided units, which provided strong support for the sub-division reform of the Company.

In terms of the mental health of employees, the trade union of the Group continued to promote the Employee Assistance Programme (EAP), constantly improved the platform for mental-health publicity and education campaigns, training and assessment and counselling services, and strengthened its psychological counselling teams.

We offer critical illness insurance for all our employees at all times with no contribution and coverage gap. In 2019, the insured amount of 28 operating units exceeded RMB200,000, and the types of insurance purchased were gradually expanded, resulting in significant improvement in overall insurance coverage. Our branches in 13 provinces have purchased critical illness insurance for non-contracted employees, and our branches in 25 provinces have established mutual aid funds, which further extends the scope of insurance and forms an aid system comprising critical illness insurance, mutual aid fund and supplementary medical care insurance.



Wang Xiaochu (Chairman), Li Guohua (then President, now retired) and Li Fushen (Executive Director) took part in the 2019 Chinese New Year's Greeting Party held for retired cadres at the headquarters.

A total of **300** certified EAP specialists and psychological counsellors, providing more than
over **40,000** individual psychological counselling sessions in 2019

◎ Strengthening employee safety management

The Company attaches great importance to production safety. In rigorous implementation of the "Production Safety Law of the People's Republic of China" and other relevant laws and regulations, the Company has developed a long-term mechanism for production safety, and further strengthened the system concerning the primary responsibility of branches and subsidiaries at all levels for their own production safety, and the responsibility of management members at all levels and the responsibility of all employees for production safety. It is required that each branch or subsidiary at provincial level should designate a department to take charge of production safety management and act as the safety supervision department, and have a "safety director" and safety officers. The Company formulated and amended 13 Group-level safety management rules and regulations (including emergency plans); and implemented a dual-protection system comprising tiered risk management and identification and prevention of potential hazards, and a pilot run of standardisation of basic safety management for junior staff. In addition, various methods such as induction training, regular safety trainings and emergency drills are adopted to ensure that employees have a good knowledge of relevant safety operation procedures and safety precautions, accident prevention and emergency response measures. During the year, there was no safety incident involving casualties.

87 training sessions on production safety **100**% production safety training coverage

◎ Diversified cultural and sports activities

China Unicom is actively promoting culture and well-being among junior staff. Taking into account practical circumstances, employees' personal interest and needs, branch companies organises a wide range of cultural and art activities such as variety performances, speech contests, family days, singing contests, get-togethers, poetry recitations, photography exhibitions, calligraphy and painting exhibitions, and a variety of sports and fitness activities such as football, balloon volleyball, table tennis and badminton games, and yoga, swimming, brisk walking and marathon events. The cultural and sports work of the Group is characterized by junior staff-orientation, wide participation, rich forms and Internet applications. The number of comprehensive sports games and cultural and artistic shows have increased, and relevant clubs, associations and interest groups have been playing increasingly important roles. These activities have been very popular among junior employees. Besides, festival activities and birthday parties are also organised, such as making dumplings to celebrate Winter Solstice festival, making moon cakes to celebrate Mid-Autumn Festival, making rice dumplings to celebrate Dragon Boat Festival and holding birthday parties for employees, which greatly enhanced employees' sense of belonging..



China Unicom Staff Badminton Competition 2019



China Unicom National Staff Futsal Match 2019



Mid-Autumn Festival and Dragon Boat Festival activities held by provincial branch companies

◎ Helping employees in need

China Unicom has generally put in place a registration system for needy employees at provincial and municipal levels. In 2019, the number of employees in need reached 4,400, representing a year-on-year decrease of 36%. Branch companies have adopted targeted aid measures for employees in need, such as home visits, festival gifts, mutual aid funds, education aid and living reliefs, so as to solve their difficulties and help them get out of poverty as early as possible. Besides, thanks to its continuous effort to innovate the measures for aiding needy employees and relevant management approaches, the Group set up a group-wide online platform for managing the personal files of needy employees, and formulated targeted aid measures and poverty eradication schedules, which enables electronic and dynamic management of the whole process from registration filing, aid actions to poverty eradication.

25 branch companies have established their charity and mutual aid funds, and 150 of their local network branches have established mutual aid funds, which aided 1,500 employees involving a total aid payment of RMB12 million during the year.

Committed RMB **79** million to aiding employees in need

🌐 RESPONSIBLE OVERSEAS OPERATIONS

Committed RMB **28.75** million to consolation fund

🌐 Serving the "Belt and Road" initiative

◎ Contributing to interconnectivity through significant improvement in interconnection of communication infrastructure

- In 2019, China Unicom's total overseas investment in international operations amounted to RMB1,180 million, of which RMB610 million was invested in regions covered by the "Belt and Road" initiative (the "BRI").

- The SEA-ME-WE 5 (SMW5) capacity expansion project, Asia Pacific Gateway (APG) project and the New Cross Pacific (NCP) project were put into operation, adding 7.14T of submarine cable capacity to the BRI regions. Following the commencement of these projects, the number of submarine cable systems covered by the Company exceeded 40, with a total bandwidth capacity of 34T, of which 18.27T was attributable to submarine cable systems having landing points in, or directly connecting to, the BRI countries.

- The China–Mongolia, China–Kazakhstan and China–Laos cross-border land cable system projects were newly launched, with an additional capacity of 1.1T. Following the launch of these projects, the number of cross-border cable systems built by the Company exceeded 20, enabling interconnection with 13 neighbouring countries and regions.

- The points-of-presence (POPs) in Mandalay of Myanmar, Bangkok of Thailand, Sao Paulo of Brazil and Manila of the Philippines were delivered, bringing the number of the Company's self-built overseas POPs to 64, of which 18 are distributed in the BRI countries.

- The Shenzhen border international communications gateway exchange was upgraded to regional international communications gateway exchange.

◎ Facilitating exchanges among peoples through providing high quality international roaming services in the BRI regions

- In active response to the government's call for speed upgrade and tariff reduction, China Unicom further adjusted its international roaming services tariffs and enhanced customer perception. For 40 popular countries along the Maritime Silk Road and in Europe and the Americas, the high-speed data traffic allowance has been increased to 1GB/day and the international roaming service charges have been reduced by 29%, with average drops of 2% and 30% in voice roaming charges and data roaming charges, respectively.

- In 2019, the number of users of international roaming services travelling in the BRI regions increased by 38% year-on-year, and data traffic increased by 1.2 times.

- In a consistent effort to enhance user experience in respect of international roaming services, the Company launched daily data packages for travellers in 58 BRI countries.

◎ Facilitating trading and financing activities through growing capacity to serve the BRI

- We have set up 30 overseas branch offices covering major countries and regions in the world, including 13 branch offices in the BRI regions. We provide corporate customers around the globe with comprehensive end-to-end global integrated telecommunication services, including global connectivity services, Internet access, ICT services, cloud computing, Internet of Things (IoT), video conferencing, unified communications, content and security services, and provide individual customers with global voice and data services. In addition, we have successively launched new products to cater to international markets, such as the Premium Network in the Guangdong-Hong Kong-Macao Greater Bay Area, which provides ultra-low latency networks for customers in the financial industry and connects domestic and global intelligent video networks, covering 15 core nodes.

- We have established long-term partnerships with more than 300 international carriers and the number of ICT global partners reached 120. We provide global connectivity and ICT services to over 2,000 corporate customers while serving more than 500,000 international mobile users.

- We strengthened coordination with partners in the mixed-ownership reform and jointly launched cloud-network integrated (CCN+SAG) products for enterprises "going global".

- We upgraded our capability in providing global innovative services and rolled out commercial IoT roaming capability in 50 BRI countries.

◎ COMPLIANCE WITH LOCAL LAWS AND REGULATIONS

◎ Ensuring legal compliance in business operations

We keep improving our legal compliance system, and insist on comprehensive prevention, focused review and targeted countermeasures. The "three systems" of accountability, internal control and supervision were further standardized and refined, and achieved full coverage. 81% of 115 historical risk factors were downgraded or delisted.

- Most of our PoPs are on leased premises in order to satisfy the leasing conditions for equipment rooms under the local laws. The construction of submarine cables is carried out in strict compliance with local laws and regulations. For the construction of IDC and land cables, we seek the support of local governments, comply with local ecological and environmental requirements, and give reasonable compensation to local residents.

- Through deployment of network coverage, we have established efficient and stable information channels between the mainland China and overseas regions, facilitating the development of the communications industry, boosting local economic activities and employment, and providing impetus for the development of the national economy.

◎ Operating with integrity

In adherence to customer-centric principle and honest practices, we are committed to providing customers with the most professional solutions and most attentive services, and seek to grow together with our customers and create a better future.

- During the China Unicom International Partners Meeting held in Shanghai in June 2019, we launched a number of "U"-themed initiatives, including "UP Program" – a global carrier partnership platform, "U Plus" – an international product system and "CUniq" – our overseas MVNO brand, fully addressing the needs of business partners, products and solutions as well as MVNO business.

- In 2019, China Unicom won the honours of "Outstanding Cross-border Information Service Provider" and "Best Data Centre Service Provider". At the Global Carrier Awards 2019, China Unicom garnered the "Best Asian Wholesale Carrier", "Best Subsea Innovation" and "Best 5G Deployment" awards, being one of the three carriers (the other two being Deutsche Telekom and PCCW Global) bagging three awards among the 420 carriers worldwide.

◎ Pursuing localised operations

We continue to promote localised procurement, create job opportunities for local communities, employ local residents and communicate with local communities.

- By means of unified standards, procurement requisition approval, procurement plan review, localised procurement and scenario-based authorization, we are able to keep the whole procurement process under control. In 2019, around 70% of our procurement worldwide are localised.

Our Europe subsidiary actively participates in the twice-yearly lessors' meeting and quarterly tenants' security meeting, providing suggestions and participating in joint management and maintenance.

- As at the end of 2019, China Unicom Global Limited had 874 employees, of whom 763 were based in overseas locations, including 287 foreign employees and 318 female employees overseas.

Our South Africa subsidiary joined South African Chinese Economic and Trade Association (SACETA) as a council member. It actively participated in the activities organised by the association and maintains, through the association, sound communication channels with embassies, consulates and local Chinese enterprises.

Earnestly fulfilling social responsibility overseas

China Unicom Global Limited operates China Unicom's overall international business. With the vision of becoming "Your valued and trusted partner in global information services", China Unicom Global Limited is actively involved in overseas charity activities and earnestly fulfil its social responsibility overseas.

On 1 March 2019, China Unicom Global Limited was awarded the "Caring Company" logo by The Hong Kong Council of Social Service.



China Unicom Global Limited continued to join hands with Heep Hong Society to hold charity activities and encouraged employees to raise donations for children and young people with special needs.

On 12 September 2019, China Unicom Global Limited attended the annual work conference of the Women's Council of the Hong Kong Chinese Enterprises Association 2019 to provide to serve the local senior executives and young women's organisations and show care for women.



On 27 October 2019, China Unicom Global Limited participated in the "InnoThon 10KM 2019", which was jointly organised by Hong Kong Information Technology Joint Council and Hong Kong Science and Technology Parks Corporation to promote healthy lifestyle to the IT industry practitioners and general public and encourage a low-carbon life.

On 25 February 2019, our Australia subsidiary participated in the first charity luncheon organised by the China Chamber of Commerce in Australia, which aimed to raise funds for children suffering from cancer and cancer research in the Children's Hospital at Westmead.

On 28 July 2019, our Singapore subsidiary participated in the "China Taiping FunRun 2019" charity event. It actively fulfils social responsibility and contributes to local development, winning recognition and praise from the local government and the public.

Our Americas subsidiary actively participated in the local "No-Shave November" charity event and donated to the cancer centre of St. Jude Children's Research Hospital.

In December 2019, our Americas subsidiary participated in the Toy Drive Event hosted by the Washington D.C. Mayor's Office on Asian and Pacific Islander Affairs (MOAPIA) to help 140 needy children aged between 3 and 15, and its effort was highly appreciated by CGCC Foundation.