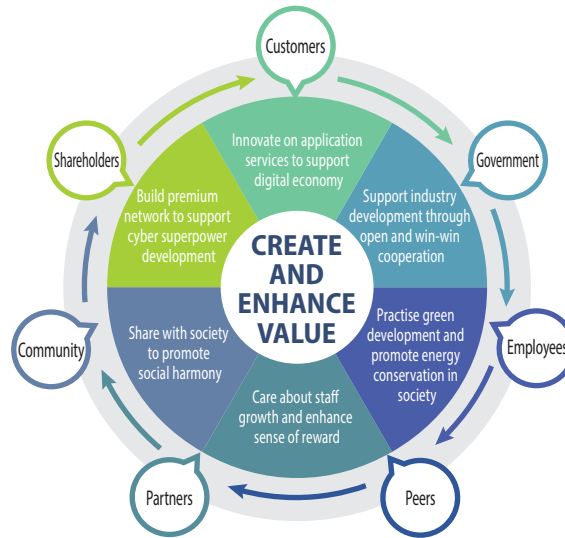


RESPONSIBILITY MANAGEMENT

STRATEGY OF RESPONSIBILITY

China Unicom has been committed to developing itself while giving consideration to greater social responsibilities to strive for harmonious development of corporate benefits and social goals. In 2019, under the consistent guidance of the new development philosophies of “innovation, coordination, greenness, openness, and sharing”, the Company took practical steps to contribute to the “cyber superpower” strategy, “Belt and Road” initiative, supply-side structural reform, three critical battles and other national strategic deployment, resulting in continuous enhancement in social responsibility awareness and extensive promotion of communications on social responsibility. It continued to enhance its ability to create comprehensive economic, social and environmental values, seeking to promote sustainable development and make due contribution to China’s economic, social and informatisation development.

Social responsibility management
Improving the organisation of social responsibility
Establishing a system for social responsibility
Providing training in social responsibility
Assessing performance of social responsibility
Evaluating social responsibility practices
Institutionalising social responsibility communications

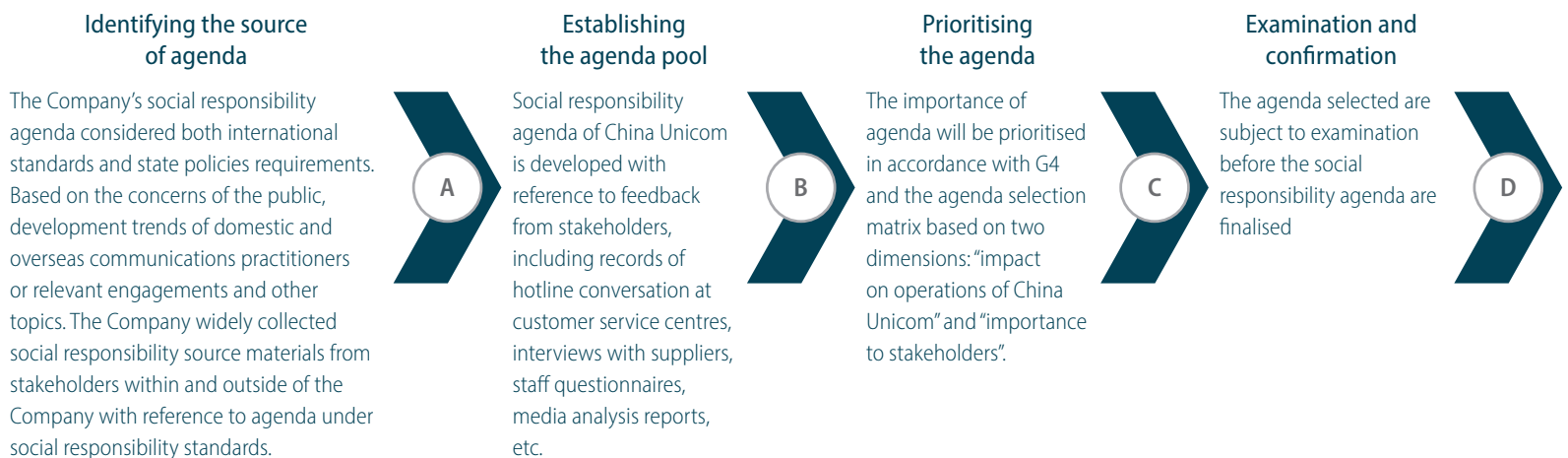


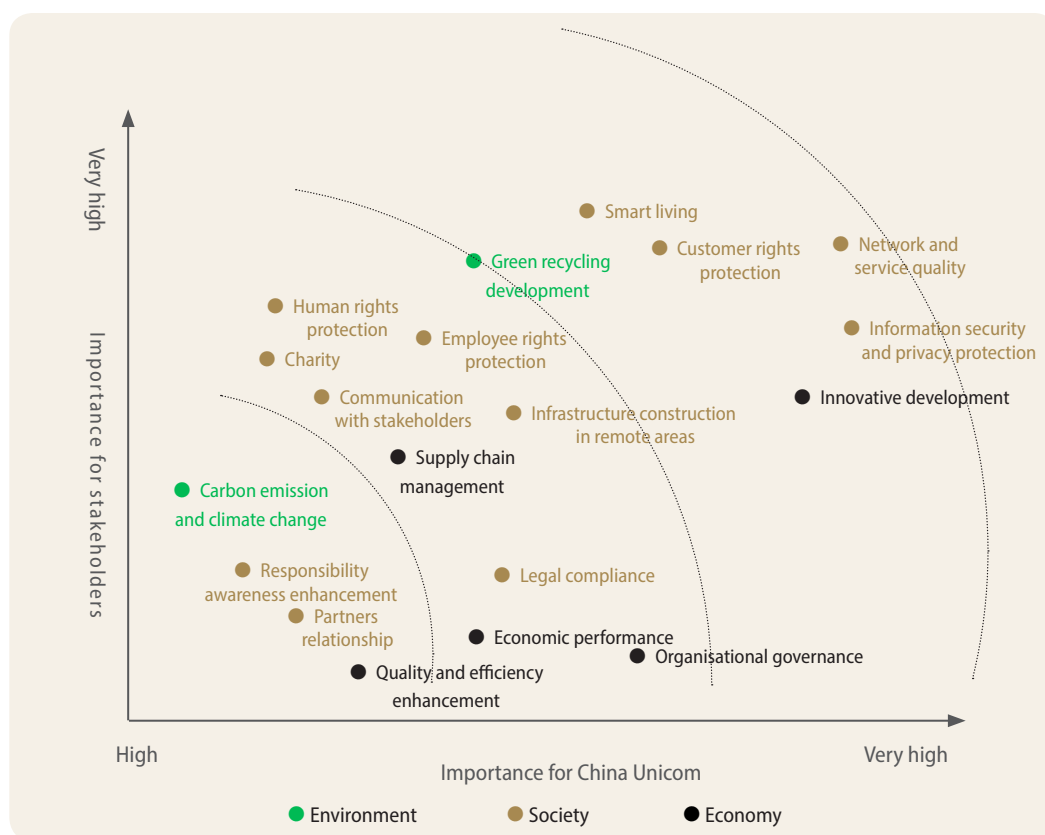
China Unicom's Social Responsibility Strategy System

Social responsibility agenda
Cyber superpower development
Technological innovation and development
Social livelihood support
Ecological civilisation development
Deepening reform of state-owned enterprises
Industry value creation

China Unicom has formulated the 2018-2020 three-year social responsibility plan and determined six substantial agenda according to social responsibility agenda selection procedures established under the principle of “closely following standards, regularly updating and sustainably improving”. Our social responsibility agenda will be updated and improved on a continuous basis in close tandem with international developments and domestic trends as well as the standards of advanced enterprises, such that social responsibility implementation is guided by scientifically selected agenda to ensure the effectiveness, high standard and positive influence of our social responsibility implementation.

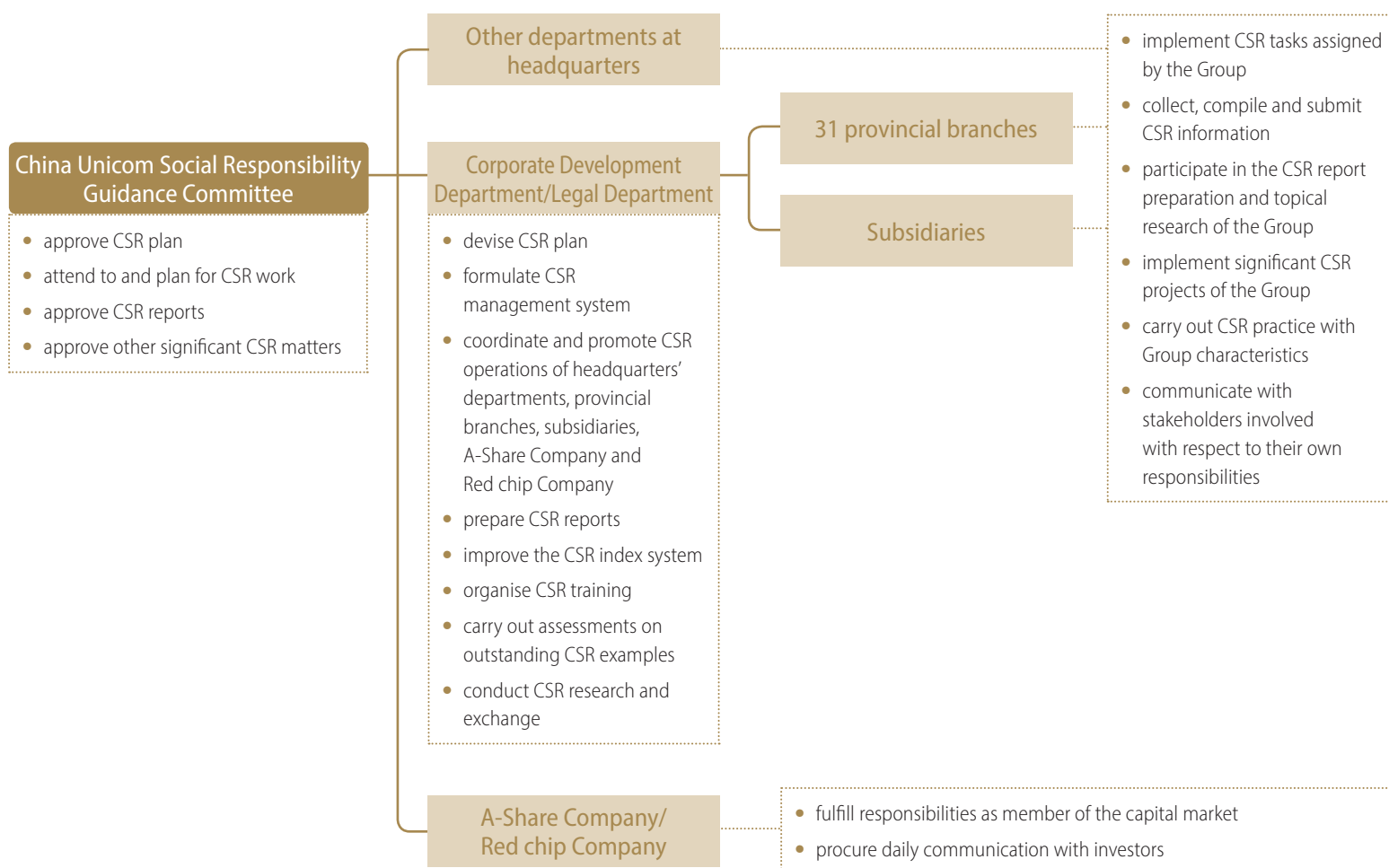
CHINA UNICOM'S PROCEDURE FOR THE SELECTION OF SOCIAL RESPONSIBILITY AGENDA





ORGANISATION OF RESPONSIBILITY

China Unicom has formulated the “China Unicom Social Responsibility Administrative Measures” and established the social responsibility architecture with the Social Responsibility Guidance Committee as the core. The Corporate Development Department/Legal Department in headquarters is in charge of the daily work of the Social Responsibility Guidance Committee, and makes comprehensive arrangements to promote the social responsibility work of the units within the Company. Other relevant departments of the Group, the provincial branches and subsidiaries are responsible for social responsibility implementation and carry out responsibility practice in their respective business specialisations.



China Unicom's social responsibility working organisation and major duties

SYSTEM FOR RESPONSIBILITY

The Company's social responsibility management system comprises of organisation management, implementation management, communication management and performance management etc. In operation, we adhere to the principles of management first, incorporation into operations and joint actions by higher and lower levels. The formulation of social responsibility plans, promotion of social responsibility implementation and preparation of social responsibility reports are based on the said system.

In strict compliance with international and domestic social responsibility standards, China Unicom focused on six substantial agenda of the Company and further optimised the "China Unicom Social Responsibility Performance Indicator System", which include 35 categories and 110 indicators, and drove social responsibility to be effectively integrated into enterprise production and operation on that basis.



China Unicom CSR Indicator System

CAPABILITIES ON RESPONSIBILITY

In 2019, China Unicom actively participated in various forums and seminars and training organised by social responsibility groups, paid attention to the social responsibility development trends, learned from the experience of outstanding enterprises and contributed its own ideas, in order to support the ongoing in-depth development of social responsibility.

Host	Event participated
State-owned Assets Supervision and Administration Commission of the State Council	Ceremony on Concentrated Publication of Social Responsibility Reports by Central Enterprises; Topical research titled "Research Report on Corporate Social Responsibility of Central Enterprises (2019)" and "Research Report on Corporate Social Responsibility of Central Enterprises in the overseas market (2019)"; Two session of 2019 Social responsibility Training courses for Central Enterprises
UN Global Compact	The Award of "2019 Best Corporate Practice on Achieving Sustainable Development Goals" at "2019 China Business Summit on Achieving Sustainable Development Goals (SDGs)".
Global Reporting Initiative (GRI)	Training Courses on GRI Standards in 2019
Hong Kong Green Finance Association and CECEP	Interview on corporate ESG matters in 2018 and 2019
China Sustainability Tribune	The "deepening responsibility and remolding value" theme discussion over progress and development trend of corporate social responsibility in China and the world

◎ Advancing the development of social responsibility in the information and communication industry

The 2019 Annual Forum for Social Responsibility of Information and Communication Industry themed with “fulfilling responsibilities and striving for mutual benefits in the new era” was held in Beijing on 5 December 2019. As the rotating chairman unit, China United Network Communications Group Company Limited shared its experience and practice in implementing the requirements of the State Council on fulfilling social responsibilities and insisting on seeking sustainable and responsible development, and would continue to cooperate with the fellow peers in good faith to promote better and faster progress in fulfillment of social responsibilities in the information and communication industry with concerted efforts, and make greater contributions to the sustainable development of China’s economy, society and environment.



Mai Yan Zhou, Senior Vice President of the Company, making speech on behalf of the rotating chairman unit



Award ceremony for outstanding cases on social responsibility practice

China Unicom signed the proposal on “fulfillment of social responsibilities by information and communication enterprises” initiated at the Annual Forum. It also acted as the member of the drafting panel and participated in the compilation of two industry standards, namely the “Corporate Social Responsibility Management System of Information and Communication Industry in China” and the “Corporate Social Responsibility Evaluation System of Information and Communication Industry in China”.

● PARTICIPATION OF RESPONSIBILITY

China Unicom has established a social responsibility communication mechanism focused on ongoing specific communication based on stakeholders’ expectations and its substantial social responsibility agenda.

Practical issue	Stakeholder	Form of communication	Expectations for China Unicom
Deepening reform of stated-owned enterprises	Shareholders	<ul style="list-style-type: none"> General meeting of shareholders Investor meeting 	<ul style="list-style-type: none"> Timely and transparent information access Long-term stable investment gains Corporate governance and risk control Legal compliance and corruption-resistance operations
	Government	<ul style="list-style-type: none"> Face to face communication Meetings 	<ul style="list-style-type: none"> Fair competitive market order Efficiency enhancement and cost reduction Modernisation of governance capacity and system
	Public and media	<ul style="list-style-type: none"> Phone communication and forums Internet-based communication 	<ul style="list-style-type: none"> Timely acquire the Company’s information Interactive communication with the Company
Building a cyber superpower	Customer	<ul style="list-style-type: none"> Meetings Service hotline Weibo/WeChat NPS (Net Promoter Score) survey 	<ul style="list-style-type: none"> High-speed and smooth networks Innovative smart network services High-quality networks in remote areas Favourable and transparent tariff policy Convenient and efficient service assurance Network information security assurance

Practical issue	Stakeholder	Form of communication	Expectations for China Unicom
Ensuring people's livelihood	Community	<ul style="list-style-type: none"> • Meetings • Forums • Villages support station 	<ul style="list-style-type: none"> • Sustainable and effective donations • Greater effort in poverty aid and relief • Charitable volunteering programmes
	Employees	<ul style="list-style-type: none"> • Staff forums • Staff representative assemblies • Democratic informal meetings • Online communication with the General Manager 	<ul style="list-style-type: none"> • Protection of lawful rights and interests • Training and career development opportunities • Opportunities for participation in democratic management <ul style="list-style-type: none"> • Support in adversity • Safe and comfortable work environment
Development through technological innovation	All stakeholders	<ul style="list-style-type: none"> • Meetings • Visits • Weibo/WeChat 	<ul style="list-style-type: none"> • Smart products that enhance the quality of life • Innovative and futuristic communication technologies • Internet-oriented management systems
Building ecological civilisation	Ecological environment	<ul style="list-style-type: none"> • — 	<ul style="list-style-type: none"> • Green and eco-friendly operations • Reduction of pollution through recycling
Co-creating industrial value	Partners	<ul style="list-style-type: none"> • Partners' conference • Meetings, visits • Self-service portals of partners 	<ul style="list-style-type: none"> • Wide scope of cooperation • Fair and open opportunities for cooperation • Extensive and convenient support services
	Peers	<ul style="list-style-type: none"> • Interviews • Meetings 	<ul style="list-style-type: none"> • Stronger ability for complementary use of resources • Cost savings and higher efficiency
	Customers	<ul style="list-style-type: none"> • Interviews and hotlines 	<ul style="list-style-type: none"> • Driving partners' accountability

In 2019, the Company took serious control of the political direction of news and public opinions, made great efforts to promote news publicity and public opinion guidance, and earnestly carried out major event promotion. It also enhanced communication with the public and the media and vigorously developed a new ecosphere of corporate communication with internal and external interconnections, presenting China Unicom's open approach to communication. Throughout the year, a total of 205 pieces of press releases were issued and 38 thematic publicity campaigns were organised.

- Had a well-established working system and mechanism in place to strengthen the development of propaganda front. Efforts were made to further promote the construction of the press and publicity center, establish press and publicity workstations across the country and organise press and publicity training sessions. In addition, it also fully manage and utilise its existing self-owned propaganda fronts including the intranet, corporate website, Weibo and WeChat to strive for integrated development of the media.

- Managed to be covered by the Posts & Telecom on four full pages as the China Unicom special issue; furthered promotion on deepening mixed-ownership reform special programmes, vigorously carried out series of publicity campaigns in relation to the "Belt and Road" initiative, poverty alleviation endeavors, speed upgrade and tariff reduction, mobile number portability, etc; advanced the China Unicom 5G promotion in an orderly manner through accurate control of the 5G development and commercialisation pace, delving into key businesses, and creating hot topics and phenomenal reports.

- Set up the mechanism for monitoring, reporting, feedback and handling of public opinions, which resulted in significant improvement of the ability to make judgment on and deal with public opinions. It continued the round-the-clock monitoring over public opinions and had issued 228 regular public opinion reports.

- Secured nearly 200 million followers on national new media matrices such as Weibo and WeChat, and over 1.5 billion views per year on the Group's new media platforms. The Company was accredited with the most influential new media account among PRC enterprises and central enterprises 6 years in a row, the top enterprise for new media influence among PRC enterprises for 5 years in a row; and was honoured with the most influential short video account among central state-owned enterprises, New Media Broadcast Power Award, the annually responsible enterprise in poverty alleviation among central state-owned enterprises, Dandelion Top 10 New Media among PRC enterprises, etc.

◎ Honours and recognitions

In 2019, China Unicom sturdily performed its social responsibilities and disclosed responsibility performance promptly. The Company gained recognition from the society with its effective responsibility communications work.

- 12 cases on social responsibility practice submitted by the Company were rated as 2018 Best Corporate Practice Cases by China Association of Communication Enterprises.

- The Award of "2019 Best Corporate Practice on Achieving Sustainable Development Goals" among the PRC network practitioners issued by UN Global Compact.