

# APPENDICES

## KEY PERFORMANCE

Category	Indicator	Unit	2017	2018	2019
Operations and development	Total assets	RMB billion	571.98	540.32	562.5
	Operating revenue	RMB billion	274.829	290.88	290.51
	Service revenue	RMB billion	249.015	263.7	264.39
	Profit before income tax	RMB billion	2.593	13.081	14.17
	Mobile billing subscribers	Million	284.163	315.036	318.475
	of which: 4G subscribers	Million	174.876	219.925	253.766
	Fixed-line local access subscribers	Million	59.997	55.899	54.215
	Fixed-line broadband subscribers	Million	76.538	80.880	83.478
	Online 2I subscribers	Million	42.48	53.81	54.74
	Productivity	RMB Thousand/Person • Year	923.9	1,007.9	1,196
Network capability	Number of 4G base stations	Thousand	852	987	1,410
	Population coverage of 4G	%	83	90	93
	Number of fixed network broadband access ports	Million	202	215	221
	Broadband coverage rate in administrative villages in ten northern provinces	%	95	96	95
	Urban 100M or above broadband network coverage rate	%	52	77.7	86.3
	Urban 20M or above broadband network coverage rate	%	93	97	96
	Rural 4M or above broadband network coverage rate	%	100	100	100
	Coverage rate of mobile network in township	%	100	100	100
	Coverage rate of mobile network in administrative villages	%	89	89	90
	Total number of administrative village with coverage of broadband network	Thousand	274	282	299
	Co-construction rate of indoor distribution system	%	71	79	79
	Sharing rate of indoor distribution system	%	93	93	86
	Co-construction rate of pole lines	%	88	91	91
	Sharing rate of pole lines	%	95	95	97
	Co-construction rate of pipelines	%	92	94	92
	Sharing rate of pipelines	%	98	96	93
	International interconnection bandwidth	G	2,072	2,427	2,460
	4G network access rate	%	99.72	99.77	99.74
	4G network call drop rate	%	0.1	0.09	0.06
	5G commercialised cities	Number			50
5G base stations	Thousand			62	
Internet of things connections	Million	72	109	187	
Number of channels in rural and remote poverty-stricken area	Thousand	200	200	184	
Commitment in Major Assurance Initiatives	Total times of emergency communication guarantee	Times	361	407	578
	Emergency communication vehicles called out	Thousand vehicle-times	137	133	152
	Emergency communication equipment inputted	Thousand set-times	109	94	119
	Personnel used	Thousand person-times	471	482	641
Independent innovation	Technological innovation input	RMB billion	5.81	11.5	10.26
	Number of personnel in technical activities	Persons	4,195	7,703	9,155
	International standards documents	Articles	649	545	500
	Industry standards	Items	228	285	280
	Number of patents applied	Items	648	1,121	1,439
	Number of patents granted	Items	346	441	658

Category	Indicator	Unit	2017	2018	2019
Customer service	Monthly average complaint rate in the year	Person-times/million users	2.73	2.96	18.26
	Overall satisfaction rate	Points	77.9	80.42	81.11
	Including: Fixed line user satisfaction rate	Points	82.45	85.73	87.9
	Mobile phone user satisfaction rate	Points	79.13	81.94	82.02
	Fixed broadband user satisfaction rate	Points	74.62	76.17	81.51
	Mobile Internet user satisfaction rate	Points	75.05	77.83	78.49
People-oriented	Gender proportion of employees	Male:female	1.48:1	1.50:1	1.53:1
	Proportion of ethnic minority employees	%	6.89	6.77	7.33
	Proportion of female in senior management	%	10.6	11	11.9
	Input in employee training	RMB million	321.57	422.99	374.36
	Per capita training time	Hours	62	66	63
	Network college online learning person-time	Thousand person-times	15,333	11,250	18,078
	Network college total online learning hours	Thousand credit hours	13,096	7,040	9,163
	Proportion of contracted employees in labor union	%	100	100	100
	Input to help and support employees suffered from difficulties	RMB million	9.37	30.22	79.00
	Input in condolence fund	RMB million	28.38	28.53	28.75
	Employee turnover rate	%	1.94	2.16	1.85
	Low-carbon development	Special investment in energy conservation and emission reduction	RMB million	100	100
Energy consumption per unit of information flow		Kg standard coal/TB	7.5	3.14	4.26
Petrol consumption		Thousand tons	29.1	28.6	41.75
Diesel consumption		Thousand tons	24.5	8.1	13.74
Natural gas consumption		Thousand m <sup>3</sup>	7,081	10,145.2	5,136
Electricity consumption		Billion KWH	13.986	14.19	15.81
Water consumption		Million tons	22.2106	18.5731	18.095
Density of water consumption		Tons/RMB million	80.62	63.85	62.27
Coal consumption		Thousand tons	72.7	58	77
Energy conservation		Thousand tce	169.2	163.2	172.8
Coverage rate of energy conservation technology		%	61	66	70
Greenhouse gas emission		Million tons	5.19	13.13	13.20
Total direct emission of GHG (category I)		Million tons		0.37	0.39
Total indirect emission of GHG (category II)		Million tons		12.76	12.81
Carbon emission intensity		Tons/RMB million	18.88	45.13	45.40
Sulphur dioxide emission		Thousand tons	8.9	2.4	1.8
Chemical oxygen demand (COD)		Thousand tons	25.4	21.1	26.1
Recycling upon scrappage and disposal		RMB million	1,242	621	965
Scrappage and disposal of cables		Thousand tons			155
Scrappage and disposal of battery		Thousand tons			10.2
Scrappage and disposal of general materials	Thousand tons			10.9	
Disposal of used terminals	Thousand tons			1.8	
Compliance management	Compliance training sessions	Times	1,576	1,920	2,514
	Participant attending the compliance training	Thousand persons	254	248	245
	Production safety training sessions	Times	37	40	87
	Coverage rate of production safety training	%	100	100	100
Community responsibility	Number of registered volunteers	Persons	23,998	43,873	47,930
	Participants in volunteer activities	Person-times	39,966	50,412	55,004
	Credit rating <sup>1</sup>	Grade	AAA	AAA	AAA
	Total paid	RMB billion	8.156	7.889	5.25
	Employment creation	Persons	10,458	10,869	9,913
	Total donation	RMB million	12.65	11.04	2.23

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 2019 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, AQSIQ and SAC; Guidelines for Preparation of China Enterprise Social Responsibility Report (CASS-CSR 4.0), Chinese Academy of Social Sciences; Sustainability Reporting Guidelines (Latest 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

## HONORS AND RECOGNITION

- China Unicom ranked 251st in “The Forbes Global 2000” for the year 2019.
- China Unicom ranked 262nd by revenue in “Fortune Global 500” for the year 2019.
- The A share company of China Unicom was rated the 2018- 2019 top grade information disclosure (Grade A) by the Shanghai Stock Exchange.
- The A share company of China Unicom was honoured with the Best Information Disclosure Award in the “3rd China Excellent IR Award”.
- China Unicom was honoured with the awards of “Best in Communications Sector” and “Best IR by a Senior Management Team” by the “IR Magazine”.
- China Unicom was voted “Asia’s No.1 Most Honored Telecom Company” for four consecutive years in “2019 All-Asia Executive Team” ranking organised by Institutional Investor. The Company was honoured to rank No. 1 in all categories in telecommunications sector, including “Asia’s No.1 Most Honored Telecom Company”, “Asia’s Best CEO (Telecoms) – 1st”, “Asia’s Best CFO (Telecoms) – 1st”, “Asia’s Best Corporate Governance (Telecoms) – 1st”, “Asia’s Best ESG Metrics (Telecoms) – 1st” and “Asia’s Best Investor Relations Company (Telecoms) – 1st”.
- China Unicom was awarded “The Best of Asia – Icon on Corporate Governance” by Corporate Governance Asia.
- The Company was accredited with “Gold Award – Excellence in Corporate Governance, Social Responsibility & Investor Relations” in “The Asset ESG Corporate Awards 2019”.
- The Company was voted again as “Asia’s No.1 Best Managed Telecommunications Company” and “No. 1 Best Growth Strategy in China” by professional investors and analysts in “Asia’s Best Managed Companies Poll 2019” by FinanceAsia, an authoritative financial magazine in Asia.
- The Company was awarded as “Enterprise with Outstanding Contribution in Technological Innovation” from 2016 to 2018 by SASAC.
- China Unicom ranked 4th in respect of brand influence in China under the Research Reporting of Chinese Brand Influence compiled by Chinese Academy of Social Sciences.
- The Company’s website (www.chinaunicom.com.hk) won the Best Website Grand Awards in iNova Awards, Mercury Awards and Astrid Awards, respectively.
- China Unicom Global was awarded as “Best Data Centre Service Provider” in the service provider category at the 22nd Telecom Asia Awards in 2019.
- China Unicom Global won the Application Benefit First Prize and Technological Innovation First Prize in the Award of Information Technology Progress in Guangdong-Hong Kong-Macao Greater Bay Area by HKITDA.
- China Unicom Global was honoured with “Best Asian Wholesale Carrier”, “Best Subsea Innovation” and “Best 5G deployment” in the 15th 2019 Global Carrier Awards.
- China Unicom Global won the “Best Cross-border Awards” in the 2019 “Asia’s Best E-Tailing Awards” jointly held by the Office of the Government Chief Information Officer, Hong Kong Management Association, ACCA, InvestHK, etc.
- China Unicom Big Data Company won various awards including the “2018-2019 Most Valuable Big Data Enterprise” “Leader in Intelligent Upgrade”, “2019 Big Data Pacesetter in Constructing a Digital China”, “Excellent Enterprise Award”, “2019 Big Data industry in China - Enterprise with Greatest Growth Potential”, “2019 Innovation • Excellent Enterprise of Dual-recommendation”, etc.
- China Unicom Smart Connect Technology was awarded the “Influential Brand with Growth Contributions by the China Initiatives propaganda episode”.

## ORGANISATION

### Key organisations China Unicom joined in 2019

No.	Name of organisation	Post
1	Zhongguancun Anxin Online Identity Authentication Industry Alliance (OIDAA)	Vice president
2	Internet of Things Special Committee of China Federation of Logistics & Purchasing (CFLP)	Rotating president
3	Digital China Industry Alliance	Vice president unit
4	Smart-city innovation league of Xiong’an New Area	Vice president unit
5	5G Applications Innovation Alliance	Founding unit
6	5G Cloud Gaming Alliance (5GCGA)	Executive member unit
7	Internet Society of China	Member unit
8	Edge Computing Consortium (ECC)	Member unit
9	Citizen Science Alliance (Category IV)	Member unit
10	International Organisation for Standardisation O-RAN Alliance	Member unit

No.	Name of organisation	Post
11	China Association of Travel Services	Member
12	Fintech Industry Development Alliance	Vice president unit
13	China Electric Power Big Data Innovation Alliance	Member
14	Beijing Information & Telecommunication Association	Executive member
15	Artificial Intelligence Industry Alliance	Member
16	China Tourist Attractions Association	Member
17	Association of Communications Across the Taiwan Straits	Chief executive member
18	China Working Group of Digital Economy under BRICS Business Council	Working Group Leader
19	Weixun International Exchange and Cooperation Centre in Xiong'an, Hebei	Executive member

## DESCRIPTION TO THE REPORT

<b>Reporting Period:</b>	From January 1, 2019 to December 31, 2019, with some sections exceeding aforesaid period.
<b>Release frequency</b>	The social responsibility report of China Unicom (Hong Kong) Limited is an annual report.
<b>Organisational coverage</b>	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.
<b>References</b>	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, AQSIQ and SAC; Guidelines for Preparation of China Enterprise Social Responsibility Report (CASS-CSR 4.0), Chinese Academy of Social Sciences; Sustainability Reporting Guidelines (Latest Edition), Global Reporting Initiative (GRI); Social Responsibility Management System of China Information and Communication Industry Enterprises, China Association of Communications Enterprises.
<b>Clarification about the data</b>	The 2019 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.
<b>Quality assurance</b>	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.
<b>Language versions and availability</b>	The Social Responsibility Report of the Company is issued in both Chinese and English and provided in electronic copy. Website: <a href="https://www.chinaunicom.com.hk">https://www.chinaunicom.com.hk</a> .
<b>Contact information</b>	Address: China Unicom Corporate Development Department/Legal Department, No. 21 Jinrong Street, Xicheng District, Beijing Zip Code: 100033 Fax: 86-10-66258674 Email: yangwei3@chinaunicom.cn

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Note:

- For further details about data set forth in 102-24, 102-25, 201-4, please refer to the Annual Report of China Unicom (Hong Kong) Limited at [www.chinaunicom.com.hk](http://www.chinaunicom.com.hk).
- Material gases such as ozone depleting substances (ODS), nitrogen oxides (NOx), sulphur oxides (SOx) cited in 305-6, 305-7 are not the major emissions of the Company.
- Relevant systems or processes as described in 102-28 and 102-56 will be gradually established.

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A2	P55-59, 74	B2	P42, 74	B5.1	P63-64	B8	P19-21, 29-45, 58
A2.1	P55-57, 74	B2.1	P42	B5.2	P59, 63-64	B8.1	P19-21, 29-45, 58
A2.2	P74	B2.2	P42	B6	P23-27, 58	B8.2	P19-21, 29-45, 58, 74
A2.3	P55-59	B2.3	P38, 42	B6.1	N/A		

Note:

- As China Unicom is a massive entity and its business covers a wide geographical region, currently the Company is not able to produce full statistics over its waste production (including hazardous and non-hazardous categories) as prescribed in A1.3 and A1.4. Upon identification of material topics, we mainly report on the recycling and reuse of main resources utilised by the Company in the course of operation including cables, battery, terminals and comprehensive supplies. The Company will establish related data collection system in the future.
- As the Company mainly engages in the provision of telecommunication services, packaging material used for the finished products as prescribed in A2.5 is not applicable to the Company's business practice.