

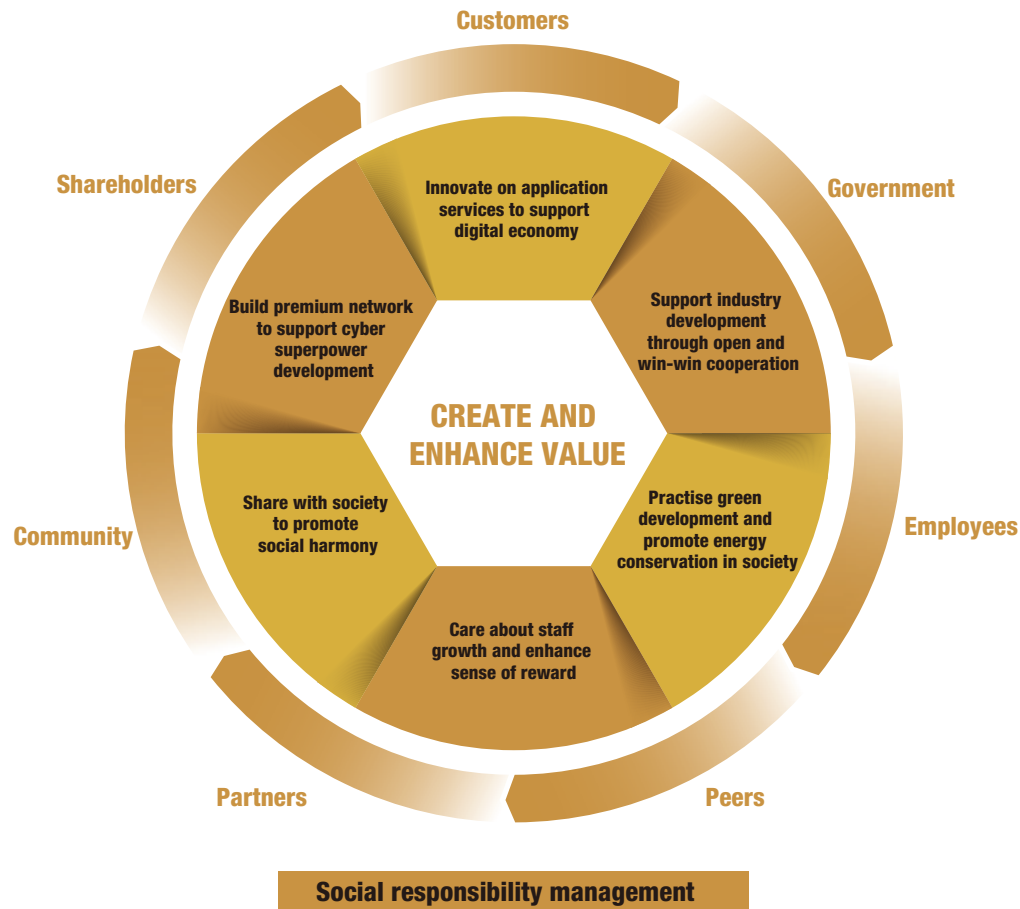
# RESPONSIBILITY MANAGEMENT

Strategy of Responsibility  
Organisation of Responsibility  
System for Responsibility  
Capabilities on Responsibility  
Communication on Responsibility

# RESPONSIBILITY MANAGEMENT

## STRATEGY OF RESPONSIBILITY

China Unicom is always committed to integrating its own development with broader social responsibility to achieve the harmony and alignment of corporate interests and social goals. In 2020, under the guidance of the new development philosophies of innovation, coordination, green, openness and sharing, the Company continued to practically implement national strategic plans such as Cyber Superpower, Digital China and the “Belt and Road Initiative”, etc. and strived to promote comprehensive digital transformation, fully supporting the transformation and upgrade of the economy and society.



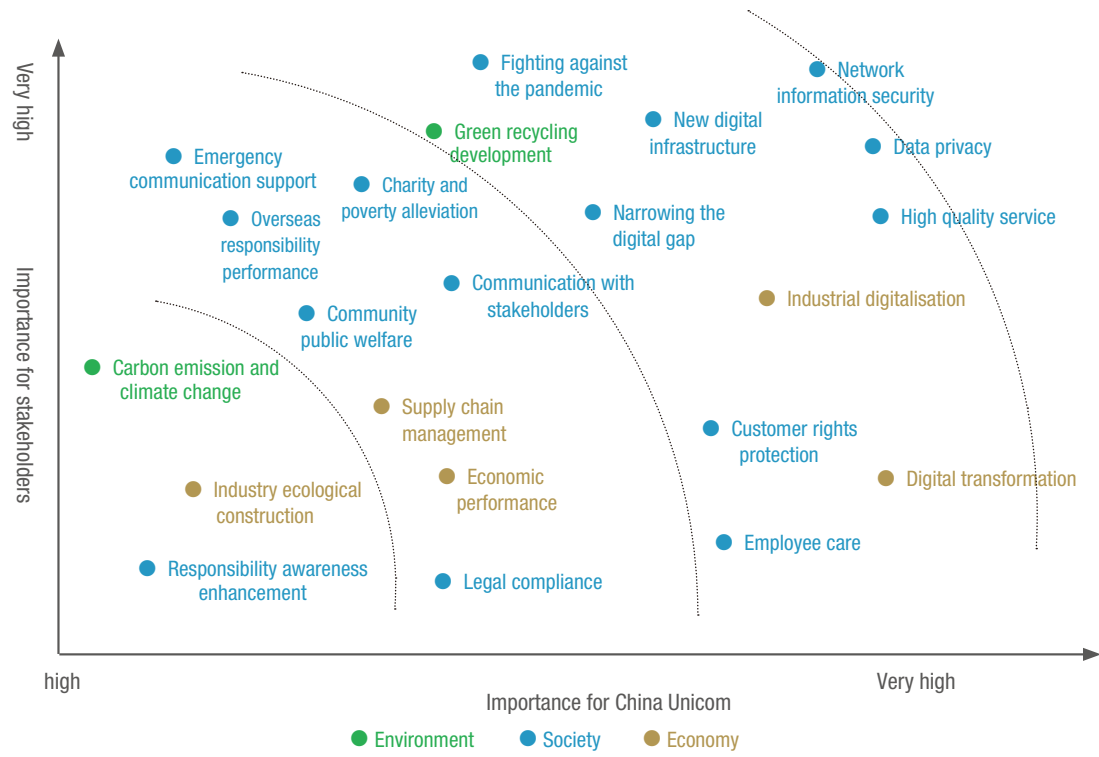
Implementing social responsibility strategies   Improving social responsibility organisations  
Establishing social responsibility systems   Assessing social responsibility capabilities   Selecting social responsibility participation

China Unicom's Social Responsibility Strategy System

China Unicom has established a social responsibility agenda selection procedure based on the principle of “closely following standards, regularly updating and sustainably improving”. Our social responsibility agenda will be updated on a continuous basis in close tandem with the domestic and international situation and social hot spots as well as the standards of advanced enterprises. In 2020, social responsibility implementation was guided by six substantial agenda to ensure that the fulfillment of responsibilities meets the needs of the people's livelihood and responds to the concerns of stakeholders.



China Unicom's procedure for the selection of social responsibility agenda



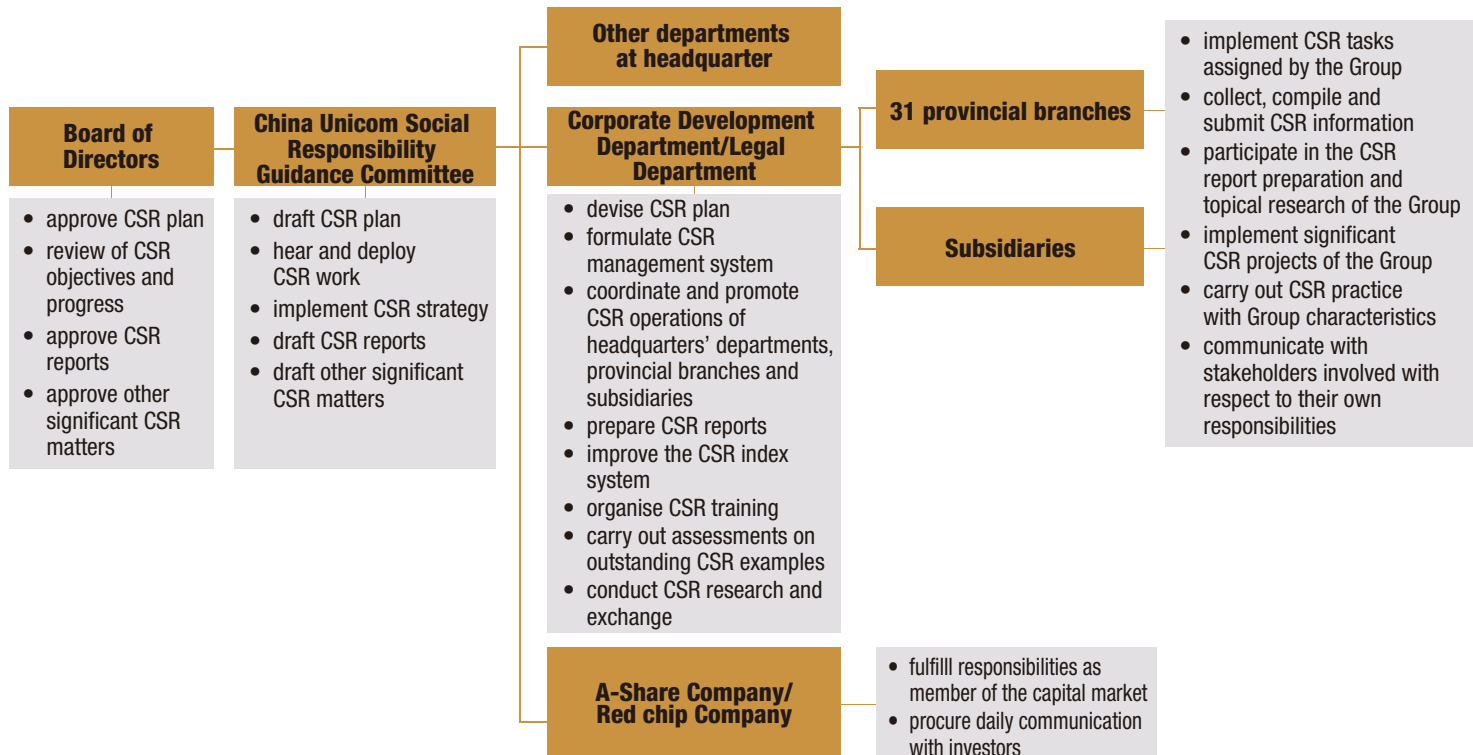
China Unicom social responsibility agenda selection matrix

The six-major core agenda of China Unicom in 2020 were determined through the analysis and selection of the agenda collected according to the social responsibility agenda selection procedures and the agenda selection matrix.



## ORGANISATION OF RESPONSIBILITY

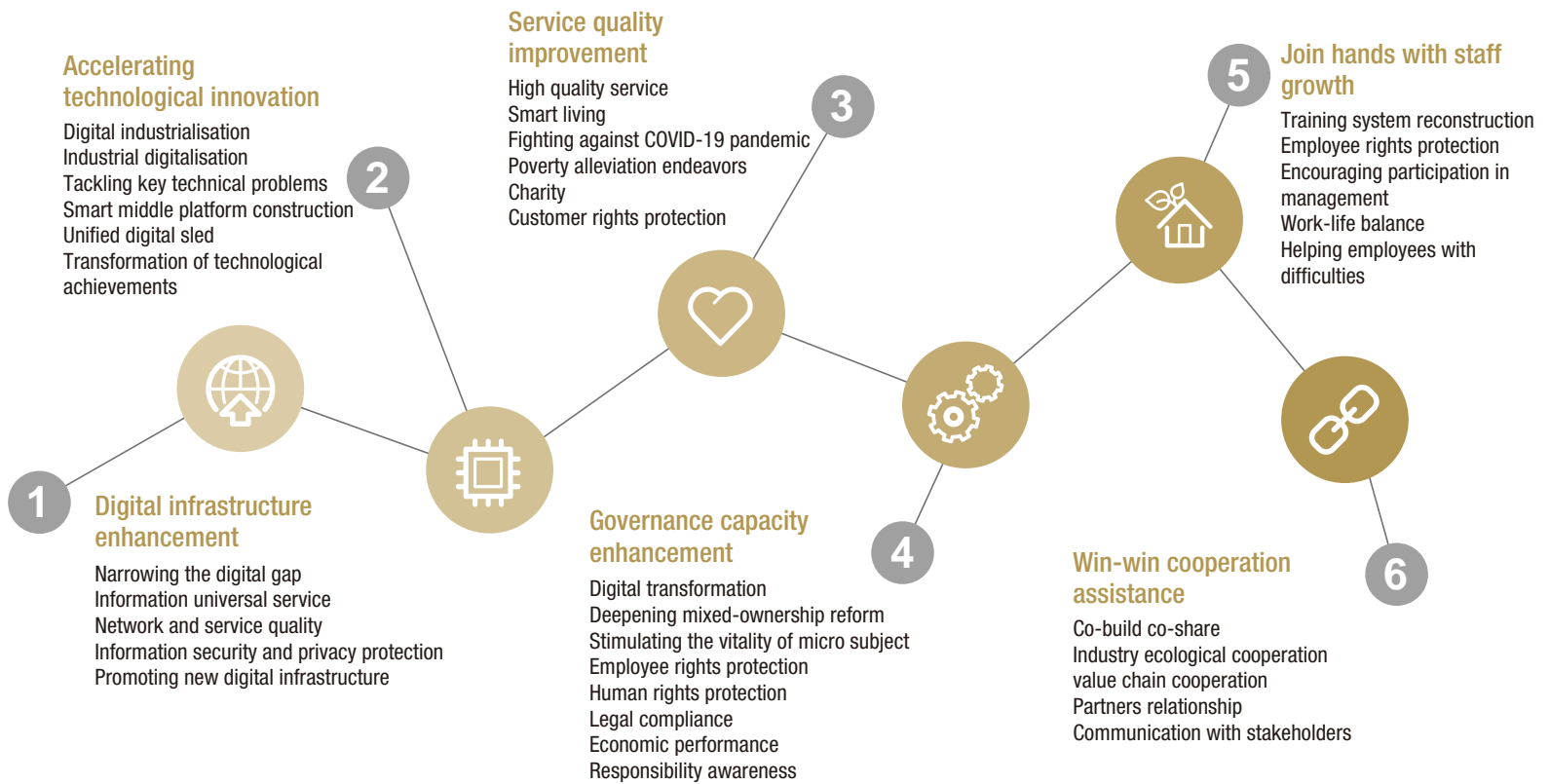
The Board of Directors of China Unicom is fully responsible for the environmental, social and governance strategy and reporting, including the approval of social responsibility planning, the review of social responsibility objectives and progress, the approval of social responsibility reports and other major issues. The Board of Directors authorises the Company's Social Responsibility Guidance Committee to be responsible for the implementation of corporate social responsibility strategy and related operational matters. The Social Responsibility Guidance Committee regularly reports and puts forward suggestions on social responsibility matters to the Board of Directors. 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. We clarify the responsibility plan, promote the responsibility practice and respond to the concerns of all parties. In strict compliance with international and domestic social responsibility standards, the Company focused on six substantial agenda of the Company and further optimised the "China Unicom CSR Indicator System" 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 2020, China Unicom has continuously strengthened the construction of responsibility capacity, incorporated the fulfillment of social responsibility into the Company's "14th Five-Year Plan", continuously promoted the concept of responsibility and rooted in the awareness of all employees. We have established a two-level social responsibility team at the headquarters, branches and subsidiaries, extensively and deeply promoted the implementation of responsibility practice, and encouraged the improvement of the Group's ability to fulfill its responsibilities through case sharing. Many responsibility practices have won awards from all walks of life. We have done a good job in information tracking and disclosure, effectively responded to the concerns of stakeholders, and the social responsibility report has been positively evaluated. We have actively participated in various exchange seminars and trainings organised by the social responsibility industry, paying attention to the development trend of social responsibility, learning excellent enterprise experience, contributing ideas and opinions, and helping the sustainable and in-depth development of social responsibility.

- The Company's social responsibility report was rated as "2020 Golden Bee Excellent CSR Report — Leading Enterprise", and was selected as "100 Excellent CSR Reports" in the International Forum on Corporate Social Responsibility of Industry and Information Technology of the 2020 Sustainable Development Report of China's Industry and Information Technology.

- Three responsibility practice cases, such as 5G co-build co-share, Digital Intelligence to Fight Against Pandemic and Overseas Responsibility Performance, were selected into the blue book series of central state-owned enterprise corporate social responsibility, Overseas responsibility performance case "Connect the World, Let Love Grow" was selected as "Best Practice of Enterprises to Achieve Sustainable Development Goals 2020" issued by the UN Global Compact Network China.

- Participated in the questionnaire survey of Research Report on Corporate Social Responsibility of Central state-owned Enterprises issued by State-owned Assets Supervision and Administration Commission of the State Council, and the questionnaire survey on the demand of sustainable development goals of the investment in the "Belt and Road Initiative" project of the UN Global Compact.

- Participated in the UN Global Compact 2020 China Business Summit on achieving sustainable development goals, the International Forum on Corporate Social Responsibility of Industry and Information Technology, and the 13th International Conference on CSR Reporting in China of China Sustainability Tribune in order to contribute China Unicom's wisdom.

## COMMUNICATION ON 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
Digital infrastructure enhancement	Customers	<ul style="list-style-type: none"> <li>Meetings</li> <li>Visits</li> </ul>	<ul style="list-style-type: none"> <li>High-speed and smooth networks</li> <li>Innovative smart network services</li> <li>High-quality networks in remote areas</li> <li>Network information security assurance</li> </ul>
Accelerating technological innovation	All stakeholders	<ul style="list-style-type: none"> <li>Meetings</li> <li>Visits</li> <li>Weibo/WeChat</li> </ul>	<ul style="list-style-type: none"> <li>Innovative and futuristic communication technologies</li> <li>Empowering digital transformation of industry</li> </ul>
Service quality improvement	Community	<ul style="list-style-type: none"> <li>Meetings</li> <li>Forums</li> <li>NPS (Net Promoter Score) survey</li> <li>Weibo/WeChat</li> <li>Service hotline</li> <li>Villages support station</li> </ul>	<ul style="list-style-type: none"> <li>Smart products that enhance the quality of life</li> <li>Favourable and transparent tariff policy</li> <li>Convenient and efficient service assurance</li> <li>Sustainable and effective donations</li> <li>Greater effort in poverty aid and relief</li> <li>Charitable volunteering programmes</li> </ul>
Governance capacity enhancement	Shareholders	<ul style="list-style-type: none"> <li>General meeting of shareholders</li> <li>Investor meeting</li> </ul>	<ul style="list-style-type: none"> <li>Timely and transparent information access</li> <li>Long-term stable investment gains</li> <li>Corporate governance and risk control</li> <li>Legal compliance and corruption-resistance operations</li> </ul>
	Government	<ul style="list-style-type: none"> <li>Face to face communication</li> <li>Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Fair competitive market order</li> <li>Efficiency enhancement and cost reduction</li> <li>Modernisation of governance capacity and system</li> </ul>
	Public and media	<ul style="list-style-type: none"> <li>Phone communication and forums</li> <li>Internet-based communication</li> </ul>	<ul style="list-style-type: none"> <li>Timely acquire the Company's information</li> <li>Interactive communication with the Company</li> </ul>
	Ecological environment	—	<ul style="list-style-type: none"> <li>Green and eco-friendly operations</li> <li>Reduction of pollution through recycling</li> </ul>
Join hands with staff growth	Employees	<ul style="list-style-type: none"> <li>Staff forums</li> <li>Staff representative assemblies</li> <li>Democratic informal meetings</li> <li>Online communication with the General Manager</li> </ul>	<ul style="list-style-type: none"> <li>Protection of lawful rights and interests</li> <li>Training and career development opportunities</li> <li>Opportunities for participation in democratic management</li> <li>Support in adversity</li> <li>Safe and comfortable work environment</li> </ul>
Win-win cooperation assistance	Partners	<ul style="list-style-type: none"> <li>Partners' conference</li> <li>Meetings, visits</li> <li>Self-service portals of partners</li> </ul>	<ul style="list-style-type: none"> <li>Wide scope of cooperation</li> <li>Fair and open opportunities for cooperation</li> <li>Extensive and convenient support services</li> </ul>
	Peers	<ul style="list-style-type: none"> <li>Face to face communication</li> <li>Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Stronger ability for complementary use of resources</li> <li>Cost savings and higher efficiency</li> </ul>
	Customers	<ul style="list-style-type: none"> <li>Interviews and hotlines</li> </ul>	<ul style="list-style-type: none"> <li>Driving partners' accountability</li> </ul>