

# APPENDICES

## KEY PERFORMANCE

Category	Indicator	Unit	2018	2019	2020
Operations and development	Total assets	RMB billion	540.32	562.5	580.62
	Operating revenue	RMB billion	290.88	290.51	303.84
	Service revenue	RMB billion	263.7	264.39	275.81
	Profit before income tax	RMB billion	13.081	14.17	16.03
	Mobile billing subscribers	Thousand	315036	318475	305811
	of which: 4G subscribers	Thousand	219925	253766	270181
	Fixed-line local access subscribers	Thousand	55899	54215	47339
	Fixed-line broadband subscribers	Thousand	80880	83478	86095
	Online 2I subscribers	Thousand	53810	54140	50940
Network capability	Number of 4G base stations	Thousand	987	1410	1503
	Population coverage of 4G	%	90	93	94
	Number of fixed network broadband access ports	Billion	0.215	0.221	0.225
	Broadband coverage rate in administrative villages in ten northern provinces	%	96	95	96
	Urban 100M or above broadband network coverage rate	%	77.7	86.3	85.3
	Urban 20M or above broadband network coverage rate	%	97	96	96
	Rural 4M or above broadband network coverage rate	%	100	100	100
	Coverage rate of mobile network in township	%	100	100	97.34
	Coverage rate of mobile network in administrative villages	%	89	90	86
	Total number of administrative village with coverage of broadband network	Thousand	282	299	306
	Co-construction rate of indoor distribution system	%	79	79	65
	Co-construction rate of pole lines	%	91	91	95
	Sharing rate of pole lines	%	95	97	92
	Co-construction rate of pipelines	%	94	92	94
	Sharing rate of pipelines	%	96	93	97
	International interconnection bandwidth	G	2427	2460	2460
	4G network access rate	%	99.77	99.74	99.86
	4G network call drop rate	%	0.09	0.06	0.04
	5G commercialised cities	Number	—	50	348
	5G base stations	Thousand	—	—	380
Internet of things connections	Billion	0.109	0.187	0.238	
Commitment in major assurance initiatives	Total times of emergency communication assurance	Times	407	578	612
	Emergency communication vehicles called out	Thousand vehicle-time	133	152	153
	Emergency communication equipment inputted	Thousand set-time	94	119	180
	Personnel used	Thousand person-time	482	641	660
Proprietary innovation	Technological innovation input	RMB billion	11.5	10.26	12.28
	Number of personnel in technical activities	Persons	7703	9155	14149
	International standards documents	Articles	545	500	467
	Industry standards	Items	285	280	295
	Number of patents applied	Items	1121	1439	1734
	Number of patents granted	Items	441	658	518
Customer service	Monthly average complaint rate	Person-times/million users	2.96	18.26	11.84
	Overall satisfaction rate	Points	80.42	81.11	81.32
	Including: Fixed line user satisfaction rate	Points	85.73	87.9	87.7
	Mobile phone user satisfaction rate	Points	81.94	82.02	82.22
	Fixed broadband user satisfaction rate	Points	76.17	81.51	80.49
	Mobile Internet user satisfaction rate	Points	77.83	78.49	79.22
People-oriented	Gender proportion of employees	Male: female	1.50:1	1.53:1	1.54:1
	Proportion of ethnic minority employees	%	6.77	7.33	6.72
	Proportion of female in senior management	%	11	11.9	12.5

Category	Indicator	Unit	2018	2019	2020
People-oriented	Input in employee training	RMB million	422.99	374.36	364.86
	Per capita training time	Hours	66	63	88
	Network college online learning person-time	Thousand person-times	11250	18078	51000
	Network college total online learning hours	Thousand credit hours	7040	9163	21782
	Proportion of contracted employees in labor union	%	100	100	100
	Input to help and support employees suffered from difficulties	RMB thousand	30220	79000	78800
	Input in condolence fund	RMB thousand	28530	28750	42590
	Employee turnover rate	%	2.16	1.85	1.87
	New employees	Persons	8565	9831	10281
	Total number of new male employees	Persons	5207	6076	6422
	Total number of new female employees	Persons	3358	3755	3859
	Number of employees who voluntarily resign	Persons	6636	4521	4692
	Number of male employees who voluntarily resign	Persons	3983	2674	2806
	Number of female employees who voluntarily resign	Persons	2653	1847	1886
	Number of employees dismissed	Persons	904	914	1244
	Number of male employees dismissed	Persons	608	560	797
	Number of female employees dismissed	Persons	296	354	447
	Turnover rate of employees aged below 30	%	8.70	6.84	7.07
	Turnover rate of employees aged 30-50	%	1.82	1.07	1.18
	Turnover rate of employees aged over 50	%	0.21	0.14	0.13
	Turnover rate of male employees within the year	%	2.64	1.78	1.88
	Turnover rate of female employees within the year	%	2.75	1.95	2.02
Low-carbon development	Special investment in energy conservation and emission reduction	RMB billion	0.1	0.104	0.123
	Energy consumption per unit of information flow <sup>5</sup>	Kg standard coal/TB	3.71	3.48	2.83
	Petrol consumption <sup>5</sup>	Thousand tons	42.1	41.75	40.5
	Diesel consumption <sup>5</sup>	Thousand tons	13.87	13.74	11.2
	Natural gas consumption <sup>5</sup>	Thousand m <sup>3</sup>	11145.2	7858.5	5423
	Electricity consumption <sup>5</sup>	Billion KWH	15.066	15.81	17.22
	Water consumption	Thousand tons	18573.1	18095	14990
	Density of water consumption <sup>5</sup>	Tons/RMB million	64.35	61.51	47.21
	Coal consumption <sup>5</sup>	Thousand tons	98.5	94	23
	Energy conservation <sup>5</sup>	Thousand tons	169.2	172.8	245
	Greenhouse gas emission	Million tons	13.13	13.2	14.23
	Total direct emission of GHG (category I)	Million tons	0.37	0.39	0.2
	Total indirect emission of GHG (category II)	Million tons	12.76	12.81	14.03
	Carbon emission intensity	Tons/RMB million	45.13	45.40	46.6
	Sulphur dioxide emission <sup>5</sup>	Thousand tons	0.07	0.04	0.01
	Recycling upon scrappage and disposal	RMB billion	0.621	0.965	0.733
	Scrappage and disposal of cables	Thousand tons	—	155	37.3
	Scrappage and disposal of battery	Thousand tons	—	10.2	11.3
Scrappage and disposal of general materials	Thousand tons	—	10.9	24.7	
Compliance management	Compliance training sessions	Times	1920	2514	4580
	Participant attending the compliance training	Thousand persons	248	245	243
	Production safety training sessions	Times	40	87	93
	Coverage rate of production safety training	%	100	100	100
Community responsibility	Number of registered volunteers	Persons	43873	47930	55006
	Participants in volunteer activities	Person-times	50412	55004	58095
	Credit rating <sup>1</sup>	Grade	AAA	AAA	AAA
	Total tax paid	RMB billion	7.889	5.25	6.59
	Employment creation	Persons	10869	9913	10652
	Total donation	RMB thousand	11040	2230	6374

Note:

1.United Credit Ratings Co., Ltd. and China Chengxin International Credit Rating Co., Ltd. granted China United Network Communications Corporation Limited, a wholly-owned subsidiary of the Company, AAA credit rating.

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 2020 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.Please refer to the Description to the Report for the details of the report reference standards.

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.

5.Data methodologies for 2018-2020 were adjusted and unified according to the relevant requirements.

## HONORS AND RECOGNITION

- China Unicom ranked 290th in “Fortune Global 500” for the year 2020.
- China Unicom was rated as “2019-2020 Excellent Information Disclosure (Grade A)” by Shanghai Stock Exchange, and was awarded “Social Responsibility Award” in “14th Chinese Listed Company Valuation Poll” by Securities Times.
- China Unicom ranked top in IR Magazine Awards, and was honoured with “Best Overall Investor Relations (Large Cap)”, “Best in Communication Sector” and “Best in Hong Kong” at the “IR magazine Awards — Greater China 2020”.
- China Unicom was voted “Asia’s No.1 Most Honored Telecom Company”, “Asia’s Best ESG (Telecoms)” and “Asia’s Best IR Team (Telecoms)” in “2020 All-Asia Executive Team” ranking organised by Institutional Investor.
- China Unicom was awarded “Most Outstanding Company in Asia — Telecommunication Services Sector” and the “Overall Most Outstanding Company in Hong Kong” in the “Asia’s Outstanding Companies Poll 2020” organised by Asiamoney.
- China Unicom was awarded “Best Corporate Governance in Asia”, “Best Managed Company in China — 1st”, “Best Corporate Governance in China — 1st”, “Best Environmental Stewardship in China — 1st”, “Most Committed to Social Causes in China — 1st” and “Best Investor Relations in China — 1st” in “Asia’s Best Managed Companies Poll 2020” organised by FinanceAsia.
- China Unicom was accredited with the following corporate governance awards in the 10th Asian Excellence Award 2020 held by Corporate Governance: Asia’s Best CSR, Asia’s Best CEO, Asia’s Best CFO, and Best Investor Relations Company.
- The Weibo account of customer service and WeChat account of China Unicom were awarded “Most Influential New Media Secondary Account of Central State-owned Enterprises in 2020” by the News Center of SASAC of the State Council.
- The Poverty Alleviation Office of China Unicom was honoured with “National Advanced Group in Poverty Alleviation”
- Unicom Big Data Co., Ltd. was awarded the honorary title of “National Advanced Group in Fighting Against COVID-19” by the Central Committee of CPC, the State Council and the Central Military Commission, “2020 Government Information Product Technology Innovation Award” by China Information Industry Association, and “2020 Innovation Contribution Award of Big Data of Information and Communication” by Big Data magazine, Digital China net and organising committee of China Information, Communication and Big Data Conference.
- Unicom Cloud Data Co., Ltd. was awarded the first prize of “Science and Technology Innovation Award in 2020” by the National Internet Data Center Innovation Technology Alliance, and won the “Pioneer Award of New Infrastructure Operator in China IDC Industry 2020” by data center committee of China Communications Industry Association.
- Unicom System Integration Co., Ltd. was awarded “Outstanding Enterprise in Electronic Information Industry 2020” by the Electronic Information Industry Development Conference.
- Unicom Payment Company was awarded “Best Fintech Innovation and Application Award in 2020” by the organising committee of the 14th China Payment and Financial Scene (Banking) Conference.
- The “Hope Project of Book Gifting” launched by Unicom Online Information Technology Co., Ltd. was rated as “Top Ten Poverty Alleviation Projects of Digital Reading in 2019” by China Audiovisual and Digital Publishing Association.

## DESCRIPTION TO THE REPORT

<b>Reporting Period</b>	From January 1, 2020 to December 31, 2020, with some sections exceeding the aforesaid period.
<b>Release frequency</b>	The corporate 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 Company” and “We” are used respectively in this report, with some sections exceeding the aforesaid period.
<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); Ten Principles of the UN Global Compact; Guidelines for preparation of Report on Performance of Corporate Social Responsibility, Shanghai Stock Exchange; Environmental, Social and Governance Reporting Guide, HKEX; Guidelines for Preparation of Social Responsibility Report, ACSIQ and SAC; Guidelines for Preparation of China Enterprise Social Responsibility Report (CASS-CSR4.0), 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 2020 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.

**Language versions and availability**

The Corporate Social Responsibility Report of the Company is issued in both Chinese and English and provided in electronic copy.  
Website: <https://www.chinaunicom.com.hk>.

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- For further details about 102-24, 102-25, 201-4, please refer to the Annual Report of the Company.
- 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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A2.3	P46–47	B2.3	P15、60、62–63	B6.1	See note 3		

### Notes:

- 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.
- The index of 'product recycling' is not applicable to the actual business of the Company. Through the identification of substantive agenda, the Company mainly reported on the maintenance of network information security, the protection of emergency communication, and the protection of customer rights and interests in accordance with the law.