APPENDICES

G Key Performance

Category	Indicator	Unit	2019	2020	2021
	Total assets	RMB billion	562.5	580.62	591.08
	Operating revenue	RMB billion	290.51	303.84	327.85
	Service revenue	RMB billion	264.39	275.81	296.15
Operations and	Profit before income tax	RMB billion	14.17	16.03	17.93
development	Mobile billing subscribers	Thousand	318,475	305,811	317,115
	Fixed-line local access subscribers	Thousand	54,215	47,339	47,193
	Fixed-line broadband subscribers	Thousand	83,478	86,095	95,046
	Online 2I subscribers	Thousand	54,140	50,940	50,390
	Number of 4G base stations	Thousand	1,407	1,503	1,560
	4G population coverage	%	93	94	95
	5G network coverage cities	Number	50	348	348
	Number of fixed network broadband access ports	Billion	0.221	0.225	0.239
	Broadband coverage rate in administrative villages in ten northern provinces	%	95	96	98
	Urban 100M or above broadband network coverage rate	%	86.3	85.3	93.7
	Urban 20M or above broadband network coverage rate	%	96	96	99
	Gigabit fibre network coverage capacity	Billion households	/	/	0.108
Network capabilities	Rural 4M or above broadband network coverage rate	%	100	100	100
	Coverage rate of mobile network in township	%	100	97.34	100
	Coverage rate of mobile network in administrative villages	%	90	86	93
	Number of administrative villages with broadband coverage	Thousand	299	306	327
	Co-construction rate of pole lines	%	91	95	95
	Sharing rate of pole lines	%	97	92	93
	co-construction rate of pipelines	%	92	94	85
	Sharing rate of pipelines	%	93	97	92
	International interconnection bandwidth	G	2,460	2,460	3,260
	Internet of Things connections	Billion	0.187	0.238	0.302
	Number of data centre racks	Thousand	234	277	312
	Total times of emergency communication assurance	Times	578	612	695
Commitment in	Emergency communication vehicles called out	Thousand vehicle-time	152	153	155
major assurance initiatives	Emergency communication equipment inputted	Thousand set- time	119	180	172
	Personnel used	Thousand person- time	641	660	670

Initial Initial <t< th=""><th>Category</th><th>Indicator</th><th>Unit</th><th>2019</th><th>2020</th><th>2021</th></t<>	Category	Indicator	Unit	2019	2020	2021
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Number of patent appliedHerrs1.4391.7342.224Number of patent appliedHerrs6685181.128Multilly everage compliant table in the yearParone-timeser million usessor18.2811.648.75Demomplements estification ratePoints8.1.1161.2061.68Incluing, Mobile senior aubscribers assistantion ratePoints87.9080.7288.61Fixed line phore statistication ratePoints67.9167.9168.11Fixed line phore statistication ratePoints67.9367.2168.11Proportion of employeesMale fermale15.1580.4080.29Proportion of termine management%11.912.512.4Proportion of termine propose tariningMale million37.43067.2068.00Proportion of termine promose the lines18.08079.00072.02060.00Proportion of termine promose the lines18.08072.0020.7020Proportion of termine promose the lines18.08078.0072.200Proportion of termine promose the lines79.00078.0070.200Proportion of termine promose the lines	Independent		Items	24	23	25
Number of patients gunited items 658 518 1,128 Monthly warenge complaint rate in the year Person-times/ Construction 18,26 18,43 18,43 8,75 Cannow setting complaint rate in the year Points 61,11 61,62 86,72 86,82 Total inc price subscribers satisfaction rate Points 67,73 86,41 86,83 86,84 86,84 Proportion of emplayees Made fermale 55,53 55,51 16,51 16,21 Proportion of emplayees Made fermale 55,53 67,63 36,80 36,90 Proportion of emplayees Made fermale 55,51 16,51 16,21 16,21 Proportion of emplayees Made fermale 55,31 61,63 36,80 36,90 Proportion of emplayees Materior granting Materior granting 16,80 36,80 36,90 36,90 36,90 36,90 36,90 36,90 36,90 36,90 36,90 36,90 36,90 36,90 36,90 36,90 36,90 36,90	innovation	Number of leading industry standard conclusion	Items	43	37	38
Monthly severage complaint rate in the year Person-timed million usams 18.26 11.84 8.75 Concorrelative satisfaction rate Points 81.11 81.32 81.68 Concorrelative satisfaction rate Points 87.7 88.41 Fixed line phore satisfaction rate Points 87.7 88.41 Fixed line phore satisfaction rate Points 87.7 88.41 Fixed line phore satisfaction rate Points 87.3 8.7.2 6.8 Proportion of employees % 7.33 6.7.2 6.8 Proportion of employee % 7.33 6.7.2 6.8 Input in imploy and insingement % 7.33 6.7.2 6.8 Input in imploy and promous place millogene 7.4.36 364.86 340.39 Input in imploy and good mologenes within the miningement % 1.1.8 1.8.680 30.00 42.000 Input in blage and good mologenes withine Thorisand person- times 1.8.680 51.000 20.730 Input in blage and good mologenes withine Poincisand person- times		Number of patent applied	Items	1,439	1,734	2,224
Monthly average complexit rate in the year million usams 18.26 11.84 8.75 Customer sould Comprehensive satisfaction rate Peints 88.11 81.32 80.62 Field line phone satisfaction rate Peints 87.9 87.7 88.41 Field line phone satisfaction rate Peints 87.9 87.7 88.41 Field vocational satisfaction rate Peints 87.9 87.7 88.41 Field vocational satisfaction rate Peints 87.9 87.7 88.41 Proportion of employee Main 87.3 16.72 6.83 Proportion of employee satisfaction rate Main million 37.33 6.72 6.83 Proportion of employee faining Main 97.33 6.72 6.83 94.09 Taining line age or employee Hall million 37.43 96.48 94.09 92.000 72.000 72.000 72.000 72.000 72.000 72.000 72.000 72.000 72.000 72.000 72.000 72.000 72.000 72.000 <t< td=""><td></td><td>Number of patents granted</td><td>Items</td><td>658</td><td>518</td><td>1,128</td></t<>		Number of patents granted	Items	658	518	1,128
Cathema service Including: Mobile service subscribers Points 80.26 80.72 80.62 Field including: Mobile service subscribers Points 87.9 87.7 88.14 Field including: Mobile service subscribers Male: female 1.53.1 80.49 81.84 Gendie proportion of employees Male: female 1.53.1 1.54:1 1.62.1 Proportion of ethic innoity unployees % 7.33 66.72 6.8 Proportion of ethic innoity unployees % 7.33 66.72 6.8 Input in employee training % 11.9 12.5 2.4 Input in employee training promo- tions 10.00 37.85 38.48 94 Network college total online learning hours Thousand premo- tions 10.00 21.780 23.730 Propertion of contracted employees Notes of the standard premover trains 5% 100 100 100 Input to non-delence fund RMB thousand 29.00 78.800 3.33 10.241 12.47 Number of nemale employees Persons <		Monthly average complaint rate in the year		18.26	11.84	8.75
Production rate Points 80.26 80.72 80.82 Field line phone subscribers satisfaction rate Points 87.9 87.7 88.14 Plead broadband subscribers satisfaction rate Points 81.51 80.40 16.22 Gender proportion of enjoynes Mice 15.81 15.81 15.81 15.81 Proportion of temale in senior management % 11.9 12.5 12.4 Proportion of female in senior management % 11.9 12.5 12.4 Input in employee training RMB million 374.38 884.88 340.99 Proportion of contracted employees Hous of 27.800 21.780 23.730 Retwork college total enine learning parson-time Thousand person-time 18.080 21.780 23.730 Reput to halp and support employees MiNB thousand 9.160 100 100 100 Input ti contabune support employees suffracts NiNB thousand 98.00 98.00 98.00 31.224 24.700 Input ti contabune support employees suffracts NiNB thous inflamase support		Comprehensive satisfaction rate	Points	81.11	81.32	81.68
Field broadband subscribers satisfaction rate Points 81.51 80.49 81.84 Gender proportion of employees Male: female 1.52; 1 1.54; 1 1.62; 1 Proportion of ethic inmotity employees % 7.33 6.72 6.8 Proportion of ethic inmotity employees % 7.33 6.72 6.8 Proportion of ethic inmotity employees % 7.33 6.72 6.8 Input it employee training RMB million 37.436 38.48 94 Intraining hours per employee Hours 6.3 8.8 94 Network college total online learning person-time Thousand person- times 18,080 21,780 22,730 Proportion of contracted employees in labor % 1.00 100 100 100 Input to help and support employees suffered from difficulties RMB thousand 78,000 78,800 72,203 Reproportion of contracted employees Persons 6.076 6.422 7,947 Number of new employees Persons 2.674 2.860 2.515 <t< td=""><td>Customer service</td><td>· .</td><td>Points</td><td>80.26</td><td>80.72</td><td>80.62</td></t<>	Customer service	· .	Points	80.26	80.72	80.62
People orderGender proportion of employeesMale female1.53 (1)1.54 (1)1.62 (1)Proportion of emale in emior management%11.912.512.4Input in employee trainingRMB million374.36364.86340.99Training hours per employeeHours6.38.894Network college online learning person-timeThousand person-times18.08021.78023.730Proportion of contracted employees in labor%100100100Input to help and aupport employeesMBB thousand28,75042,69042,100Input to help and aupport employees suffere%1.851.871.69Input to help and aupport employeesPersons9,85110.28112,479Input to nondelece fundRMB thousand28,75042,59042,100Input to condece fundRMB thousand28,75042,69042,100Input to condece fundPersons9,85110,28112,479Number of new male employeesPersons6,0766,4223,939Number of new female employeesPersons3,7553.8964,531Number of new female employees dismisedPersons560797927Number of female employees dismisedPersons560797927Number of female employees dismisedPersons5644.0131Turnover rate of employees dismised%1.841.631.64Turnover rate of employees agel 30-50% <t< td=""><td></td><td>Fixed line phone subscribers satisfaction rate</td><td>Points</td><td>87.9</td><td>87.7</td><td>88.41</td></t<>		Fixed line phone subscribers satisfaction rate	Points	87.9	87.7	88.41
Proportion of efficience innominangement % 7.33 6.72 6.8 Proportion of efmale in senior management % 11.9 12.5 12.4 Imput in employee training RMB million 374.36 384.86 340.99 Training hours per employee Hours 6.3 8.8 94 Network college total online learning person-time Troussand person-time 10,080 21,780 23,730 Proportion of contracted amployees in labor urino % 100		Fixed broadband subscribers satisfaction rate	Points	81.51	80.49	81.84
Propertion of female in senior management%11.912.512.4Input in employee trainingRMB million374.36364.86340.99Training hours per employeeHours638894Network college colle learning person-timeThousand person-time18,08051,00042,000Network college total online learning hoursThousand credit9,16021,78023,730Proportion of contracted employees in labor%100100100Input to help and support employees suffered%13,5076,80070,220Input to help and support employeesPresons9,83310,2112,479Number of new employeesPersons6,0766,4227,947Number of new employeesPersons3,7553,8594,532Number of new femployees who voluntarityPersons2,6742,8062,515Number of employees who voluntarityPersons5,6147,076,23Number of employees who voluntarityPersons5,6147,676,23Number of employees disnisaedPersons5,6147,676,23Number of employees disnisaedPersons5,6147,616,22Number of employees disnisaedPersons5,6147,676,23Number of employees disnisaedPersons5,613,647,676,23Number of employees disnisaedPersons5,647,676,236,626,51Number of employees disnisaedP		Gender proportion of employees	Male: female	1.53: 1	1.54: 1	1.62: 1
Imput in employee trainingRMB million374.96964.86940Training hours per employeeHours638894Network college online learning person-timeThousand person-time18.08051.00042.000Network college total online learning hoursThousand person-time9,16021.78023.730Proportion of contracted employees in labor union%100100100Input to help and support employees suffered from difficulties%10010076.800Input to help and support employeesPRMB thousand29,00078,80070,220Input to help and support employeesPersons9,83110.21114,479Mumber of new employeesPersons6,0766,4227,947Number of new fenale employeesPersons3,7553,8594,532Number of new fenale employees tho voluntarily resignPersons1,8471,8861,424Number of fenale employees who voluntarily resignPersons9,141,2441,458Number of fenale employees dismissedPersons3,544,477531Turnover rate of employees dismissedPersons3,541,010,11Turnover rate of employees aged below 30%6,847,0776,23Number of fenale employees dismissedPersons3,544,47531Turnover rate of employees aged below 30%6,847,076,23Turnover rate of employees aged below 30%6,847		Proportion of ethnic minority employees	%	7.33	6.72	6.8
Propertion Hours 63 88 94 Network collage online learning person-time Thousand person- times 18,080 51,000 42,000 Network collage total online learning hours Thousand redit hours 9,160 21,780 23,730 Proportion of contracted employees in labor union % 100 100 000 Input to help and support employees RMB thousand 79,000 78,800 70,220 Input to condolence fund RMB thousand 79,000 78,800 70,220 Number of new male employees Persons 9,831 10,281 12,479 Number of new male employees Persons 6,076 6,422 7,947 Number of new male employees Persons 3,755 3,859 4,521 Number of memployees twin voluntarily resign Persons 1,847 1,886 1,424 Number of employees twin voluntarily resign Persons 560 797 927 Number of female employees aged below 30 % 6,84 7,07 6,23 Turnover rate of employ		Proportion of female in senior management	%	11.9	12.5	12.4
People-orlented Thousand person- times 18,080 51,000 42,000 Network college total online learning hours Thousand credit hours 9,160 21,780 23,730 Proportion of contracted employees in labor union % 100 100 100 Input to holp and support employees suffered from difficulties RMB thousand 79,000 78,800 70,220 Input to notolence fund RMB thousand 28,750 42,590 42,100 Input to condolence fund RMB thousand 28,750 42,590 42,100 Number of new employees Persons 6,076 6,422 7,947 Number of new employees Persons 3,755 3,859 4,532 Number of new female employees who voluntarity resign Persons 2,674 2,806 2,515 Number of female employees dismissed Persons 560 797 927 Number of female employees dismissed Persons 560 797 6,23 Turnover rate of employees dismissed Persons 560 797 6,23 <t< td=""><td></td><td>Input in employee training</td><td>RMB million</td><td>374.36</td><td>364.86</td><td>340.99</td></t<>		Input in employee training	RMB million	374.36	364.86	340.99
Network college online learning person-time 18,080 51,000 42,000 Network college total online learning hours Thousand credit hours 9,160 21,780 23,730 Proportion of contracted employees in labor union % 100 100 100 Input to help and support employees suffered from difficulties MB thousand 79,000 78,800 70,220 Input to nelp and support employees RMB thousand 28,750 42,590 42,100 Input to modelence fund RMB thousand 28,750 42,590 42,100 Employee tumover rate % 1.85 1.87 1.89 Number of new employees Persons 9,831 6.422 7.947 Number of new employees Persons 3,755 3,859 4,532 Number of envelyees who voluntarily resign Persons 914 1,244 1,458 Number of employees dismissed Persons 560 797 927 Number of employees dismissed Persons 564 7.07 6.23 Tumover rate of employees aged over 50		Training hours per employee	Hours	63	88	94
Proportion of contracted employees in labor union % 100 100 100 Input to help and support employees suffered from difficulties % 100 79,000 78,800 70,220 Input to help and support employees suffered from difficulties RMB thousand 28,750 42,590 42,100 Input to nondolence fund RMB thousand 28,750 42,590 42,100 Employee turnover rate % 1.85 1.87 1.69 Number of new employees Persons 6.076 6.422 7.947 Number of new temale employees Persons 3,755 3,859 4,532 Number of enew temale employees who voluntarily resign Persons 2,674 2,806 2,515 Number of female employees dismissed Persons 564 7.07 6,23 Number of female employees dismissed Persons 564 477 531 Number of female employees dismissed Persons 564 477 531 Number of female employees dismissed Persons 564 477 523		Network college online learning person-time		18,080	51,000	42,000
People-oriented Immover rate of employees dismissed PersonsNumberNumb		Network college total online learning hours		9,160	21,780	23,730
Find difficultiesRMB thousandN,9,000N,8,800N,0,220Input in condolence fundRMB thousand28,75042,59042,100Employee turnover rate%1.851.871.69Number of new employeesPersons9,83110,28112,479Number of new female employeesPersons6,0766,4227,947Number of new female employeesPersons3,7553,8594,532Number of employees who voluntarily resignPersons4,5214,6923,939Number of female employees who voluntarily resignPersons2,6742,8062,515Number of female employees dismissedPersons9141,2441,458Number of female employees dismissedPersons560797927Number of female employees dismissedPersons354447531Turnover rate of employees aged below 30%6,847,076,23Turnover rate of employees aged below 30%1,160,140,14Turnover rate of employees aged over 50%1,171.881,67Turnover rate of employees%1,552,021,53Turnover rate of of male employees%1,641,691,69Turnover rate of of male employees%1,781,881,67Turnover rate of employees aged over 50%1,781,881,67Turnover rate of of male employees%1,952,021,53Turnover rate of of male empl			%	100	100	100
People-oriented%1.851.871.69Number of new employeesPersons9,83110,28112,479Number of new male employeesPersons6,0766,4227,947Number of new female employeesPersons3,7553,8594,532Number of new female employeesPersons4,5214,6923,939Number of male employees who voluntarily resignPersons2,6742,8062,515Number of female employees who voluntarily resignPersons1,8471,8661,424Number of female employees dismissedPersons560797927Number of employees dismissedPersons560797927Number of female employees dismissedPersons354447531Turnover rate of employees dismissedPersons5607076.23Turnover rate of employees aged 30-50%1.071.180.94Turnover rate of employees aged 30-50%1.781.881.67Turnover rate of employees%1.781.881.67Turnover rate of employees%1.952.021.53Turnover rate of female employees%1.961.96 </td <td></td> <td></td> <td>RMB thousand</td> <td>79,000</td> <td>78,800</td> <td>70,220</td>			RMB thousand	79,000	78,800	70,220
Number of new employeesPersons9,83110,28112,479Number of new male employeesPersons6,0766,4227,947Number of new female employeesPersons3,7553,8594,532Number of employees who voluntarily resignPersons4,5214,6923,939Number of male employees who voluntarily resignPersons2,6742,8062,515Number of female employees who voluntarily resignPersons1,8471,8861,424Number of female employees dismissedPersons9141,2441,458Number of female employees dismissedPersons560797927Number of female employees dismissedPersons354447531Turnover rate of employees aged 30-50%6.847.076.23Turnover rate of employees aged 00-50%0.140.130.1Turnover rate of female employees%1.781.881.67Turnover rate of female employees%1.952.021.53Turnover rate of female employees%1.952.021.53Turnover rate of female employees%1.952.021.53Turnover rate of onestic employees%1.952.021.53Turnover rate of oneste employees%1.952.021.53Turnover rate of oneste employees%1.953.853.85Turnover rate of oneste employees%1.953.853.85Turnover rate of oneste		Input in condolence fund	RMB thousand	28,750	42,590	42,100
People-orientedNumber of new male employeesPersons6,0766,4227,947Number of new female employeesPersons3,7553,8594,532Number of melpoyees who voluntarily resignPersons4,5214,6923,939Number of male employees who voluntarily resignPersons2,6742,8062,515Number of female employees who voluntarily resignPersons1,8471,8861,424Number of employees dismissedPersons9141,2441,458Number of male employees dismissedPersons560797927Number of female employees dismissedPersons354447531Turnover rate of employees aged below 30%6.847.076.23Turnover rate of employees aged over 50%1.071.180.94Turnover rate of employees%1.781.881.67Turnover rate of female employees%1.781.881.67Turnover rate of employees%1.781.691.53Turnover rate of female employees%1.781.691.53Turnover rate of of domestic employees%//0.58Turnover rate of oresce employees%/000		Employee turnover rate	%	1.85	1.87	1.69
People-orientedNumber of new female employeesPersons3,7553,8594,532Number of employees who voluntarily resignPersons4,5214,6923,939Number of male employees who voluntarily resignPersons2,6742,8062,515Number of female employees dismissedPersons1,8471,8861,424Number of male employees dismissedPersons9141,2441,458Number of male employees dismissedPersons560797927Number of female employees dismissedPersons354447531Turnover rate of employees aged below 30%6.847.076.23Turnover rate of employees aged over 50%0.140.130.1Turnover rate of employees%1.781.881.67Turnover rate of female employees%1.952.021.53Turnover rate of of employees%//0.58Turnover rate of oversea employees%//0.58Turnover rate of oversea employees%//0.58Number of work-related fatalitiesPersons000		Number of new employees	Persons	9,831	10,281	12,479
Proplet of lettingNumber of employees who voluntarily resignPersons4,5214,6923,939Number of male employees who voluntarily resignPersons2,6742,8062,515Number of female employees who voluntarily resignPersons1,8471,8861,424Number of employees dismissedPersons9141,2441,458Number of employees dismissedPersons560797927Number of female employees dismissedPersons354447531Turnover rate of employees aged below 30%6.847.076.23Turnover rate of employees aged over 50%0.140.130.1Turnover rate of employees%1.781.8861.67Turnover rate of female employees%1.781.891.67Turnover rate of female employees%1.781.691.69Turnover rate of oversea employees%//0.58Turnover rate of oversea employees%//0.58Number of work-related fatalitiesPersons000		Number of new male employees	Persons	6,076	6,422	7,947
Number of male employees who voluntarily resignPersons2,6742,8062,515Number of female employees who voluntarily resignPersons1,8471,8861,424Number of employees dismissedPersons9141,2441,458Number of male employees dismissedPersons560797927Number of female employees dismissedPersons354447531Turnover rate of employees aged below 30%6.847.076.23Turnover rate of employees aged 30-50%1.071.180.94Turnover rate of employees aged 30-50%1.071.881.67Turnover rate of employees aged 30-50%1.781.881.67Turnover rate of employees aged 30-50%1.952.021.53Turnover rate of employees%//1.69Turnover rate of odmestic employees%//0.58Turnover rate of oversea employees%//0.58Number of work-related fatalitiesPersons000	People-oriented	Number of new female employees	Persons	3,755	3,859	4,532
resignPersons2,6742,8062,515Number of female employees who voluntarily resignPersons1,8471,8861,424Number of employees dismissedPersons9141,2441,458Number of male employees dismissedPersons560797927Number of female employees dismissedPersons354447531Turnover rate of employees aged below 30%6.847.076.23Turnover rate of employees aged 30-50%1.071.180.94Turnover rate of employees aged over 50%0.140.130.1Turnover rate of employees%1.781.881.67Turnover rate of female employees%1.952.021.53Turnover rate of owersea employees%//0.58Turnover rate of oversea employees%/000		Number of employees who voluntarily resign	Persons	4,521	4,692	3,939
resignPersons1,8471,8861,424Number of employees dismissedPersons9141,2441,458Number of male employees dismissedPersons560797927Number of female employees dismissedPersons354447531Turnover rate of employees aged below 30%6.847.076.23Turnover rate of employees aged below 30%1.071.180.94Turnover rate of employees aged over 50%0.140.130.1Turnover rate of male employees%1.781.881.67Turnover rate of female employees%1.952.021.53Turnover rate of domestic employees%//0.58Turnover rate of oversea employees%/0.00			Persons	2,674	2,806	2,515
Number of male employees dismissedPersons560797927Number of female employees dismissedPersons354447531Turnover rate of employees aged below 30%6.847.076.23Turnover rate of employees aged 30-50%1.071.180.94Turnover rate of employees aged over 50%0.140.130.1Turnover rate of employees%1.781.881.67Turnover rate of female employees%1.952.021.53Turnover rate of domestic employees%//0.58Turnover rate of oversea employees%/0.00			Persons	1,847	1,886	1,424
Number of female employees dismissedPersons354447531Turnover rate of employees aged below 30%6.847.076.23Turnover rate of employees aged 30-50%1.071.180.94Turnover rate of employees aged over 50%0.140.130.1Turnover rate of male employees%1.781.881.67Turnover rate of female employees%1.952.021.53Turnover rate of domestic employees%//1.69Turnover rate of oversea employees%/0.580.58Number of work-related fatalitiesPersons000		Number of employees dismissed	Persons	914	1,244	1,458
Turnover rate of employees aged below 30%6.847.076.23Turnover rate of employees aged 30-50%1.071.180.94Turnover rate of employees aged over 50%0.140.130.1Turnover rate of male employees%1.781.881.67Turnover rate of female employees%1.952.021.53Turnover rate of domestic employees%//1.69Turnover rate of oversea employees%/0.580Number of work-related fatalitiesPersons000		Number of male employees dismissed	Persons	560	797	927
Turnover rate of employees aged 30-50%1.071.180.94Turnover rate of employees aged over 50%0.140.130.1Turnover rate of male employees%1.781.881.67Turnover rate of female employees%1.952.021.53Turnover rate of domestic employees%//1.69Turnover rate of oversea employees%//0.58Number of work-related fatalitiesPersons000		Number of female employees dismissed	Persons	354	447	531
Turnover rate of employees aged over 50%0.140.130.1Turnover rate of male employees%1.781.881.67Turnover rate of female employees%1.952.021.53Turnover rate of domestic employees%//1.69Turnover rate of oversea employees%/.10.13Number of work-related fatalitiesPersons000		Turnover rate of employees aged below 30	%	6.84	7.07	6.23
Turnover rate of male employees%1.781.881.67Turnover rate of female employees%1.952.021.53Turnover rate of domestic employees%//1.69Turnover rate of oversea employees%//0.58Number of work-related fatalitiesPersons000		Turnover rate of employees aged 30-50	%	1.07	1.18	0.94
Turnover rate of female employees%1.952.021.53Turnover rate of domestic employees%//1.69Turnover rate of oversea employees%//0.58Number of work-related fatalitiesPersons000		Turnover rate of employees aged over 50	%	0.14	0.13	0.1
Turnover rate of domestic employees%//1.69Turnover rate of oversea employees%/0.58Number of work-related fatalitiesPersons000		Turnover rate of male employees	%	1.78	1.88	1.67
Turnover rate of oversea employees%//0.58Number of work-related fatalitiesPersons000		Turnover rate of female employees	%	1.95	2.02	1.53
Number of work-related fatalities Persons 0 0 0		Turnover rate of domestic employees	%	/	/	1.69
		Turnover rate of oversea employees	%	/	/	0.58
Rate of work-related fatalities % 0 0		Number of work-related fatalities	Persons	0	0	0
		Rate of work-related fatalities	%	0	0	0

Category	Indicator	Unit	2019	2020	2021
	Special investment in energy conservation and emission reduction	RMB billion	0.104	0.123	0.13
	Energy consumption per unit of information flow	kg standard coal/ TB	3.48	2.83	3.65
	Petrol consumption ⁷	Thousand tons	41.75	40.5	27
	Diesel consumption ⁷	Thousand tons	13.74	11.2	16.4
	Natural gas consumption ⁷	Thousand m ³	7,858.5	5,423	5,810
	Electricity consumption ⁷	Billion KWH	15.81	17.22	20.4
	Water consumption	Thousand tons	18,095	14,990	16,980
	Water consumption density	Tons/RMB million	61.51	47.21	51.65
Low-carbon	Coal consumption ⁷	Thousand tons	94	23	40
development	Energy consumption	Thousand tons of standard coal	172.8	245	77
	Greenhouse gas emission ⁸	Million tons	13.2	14.23	12.97
	Total direct emission of GHG (category I)	Million tons	0.39	0.2	0.53
	Total indirect emission of GHG (category II)	Million tons	12.81	14.03	12.44
	Carbon emission intensity	Tons/RMB million	45.4	46.6	39.5
	Sulphur dioxide emission	Thousand tons	0.04	0.01	0.02
	Recycling upon scrappage and disposal	RMB billion	0.965	0.733	0.456
	Scrappage and disposal of batteries	Thousand tons	10.2	11.3	12.2
	Scrappage and disposal of general materials	Thousand tons	10.9	24.7	33.4
	Compliance training sessions	Times	2,514	4,580	8,010
	Participant attending the compliance training	Thousand persons	245	243	243
Compliance	Production safety training sessions	Times	87	93	119
management	Production safety training coverage rate	%	100	100	100
	Number of domestic suppliers	Number	/	/	71,000
	Number of overseas suppliers	Number	/	/	20
	Number of registered volunteers	Persons	47,930	55,006	57,550
	Participants in volunteer activities	Person-times	55,004	58,095	68,735
Community	Credit rating ¹	Grade	AAA	AAA	AAA
responsibility	Total tax paid	RMB billion	5.25	6.59	7.93
	Employment creation	Persons	9,913	10,652	13,038
	Total donations	RMB thousand	2,230	6,374	2,082

Notes:

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

2. Data description: The data and information collection of this report mainly sourced from the Company's internal data collection system and relevant statistical reports, as well as the corporate sustainable development practice cases submitted by provincial companies. There is no material change in relation to the methods used for prepping the disclosure. The data for 2021 quoted in this report is the final statistical data. If there is any discrepancy between the financial data and the 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. The original input data of scientific and technological innovation was adjusted to R&D investment according to the statistical caliber required by the superior regulatory authorities, and the corresponding historical data was updated.

6. According to the regulatory requirements and industry practices of the telecommunications industry, the satisfaction evaluation of mobile phone and mobile internet business was cancelled in 2021, and the satisfaction evaluation of mobile business was newly added. Therefore, the score of mobile business in 2019 and 2020 was calculated using the average score of the original mobile phone and mobile internet businesses.

7. The data statistics of petrol consumption, diesel consumption, natural gas consumption, electricity consumption and coal consumption cover the headquarters and 31 provincial branches. The conversion factor of each energy consumption shall refer to GB/T 2589-2020 "General Rules for the Calculation of the Comprehensive Energy Consumption".

8. Statistical methods of greenhouse gas emissions mainly refer to ISO 14064.

Honors and Recognition

- China Unicom ranked 260th in "Fortune Global 500" for the year 2021.
- China Unicom was rated as the highest level (Grade A) for information disclosure by Shanghai Stock Exchange for four consecutive years.
- · China Unicom accredited with "Tianma Award" for Investor Relations of Chinese Listed Companies by Securities Times.

• China Unicom was voted six years in a row as "Asia's No. 1 Most Honored Telecom Company" in "2021 All-Asia Executive Team" by Institutional Investor, and was awarded "Asia's Best ESG (Telecoms)" and "Asia's Best IR Team (Telecoms)".

• China Unicom was awarded as the "Most Outstanding Company in China – Telecommunication Services Sector" in the "Asia Outstanding Companies Poll 2021" organised by Asiamoney.

• China Unicom was awarded "Asia's No.1 Best Telecommunications Company", "Best Managed Listed Company in China – 1st" and "Best Investor Relations in China – 1st" by FinanceAsia.

- China Unicom won the "2020-2021 Best Digital Investor Relations Award" at the Excellent IR Summit.
- China Unicom received the 2021 Asian Mobile Industry Outstanding Contribution Award at the GSMA Mobile World Congress.
- China Unicom won the "Excellent Examination of the Board of Directors" in 2021, ranking among the top ten state-owned enterprises.

• China Unicom was selected as the "Best Case of Performance Briefing" and the "Best Practice Case of Board Office" by China Association for Public Companies.

- · China Unicom was awarded "Outstanding IR Enterprise Award" and "Best New Media Operation Award" by Panorama network.
- The official account of China Unicom's customer service was awarded the "2021 Top 10 Brand Account" award by Bilibili.

• China Unicom was awarded the Best "Solution" of the 2021 ICT China Innovation Award by the China Association of Communication Enterprises at PT Expo China.

- · China Unicom won the Champion Award in the ICT Electronic and Environmental Group at the WSIS.
- China Unicom received the 2021 Science and Technology Award from the Chinese Institute of Electronics.

• China Unicom Digital Technology Co., Ltd. was awarded the "2020 CMP Excellent Case" by Cloud Computing Standards and Open Source Promotion Committee.

O Description to the Report

Reporting period	From 1 January to 31 December 2021, with some contents exceeding the aforesaid period.
Release frequency	The Sustainability Report of China Unicom (Hong Kong) Limited is an annual report.
Organisational coverage	This 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 the presentation of this report.
References	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, AQSIQ and SAC; Guidelines for Preparation of China Enterprise Social Responsibility Report (Telecommunications Industry) (CASS-CSR3.0), Chinese Academy of Social Sciences; 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.
Clarification about	The 2021 data quoted in this report are final statistical data. In case of any discrepancy between the financial data herein and those in annual
the data	report, the annual report shall prevail.
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.
Language versions and availability	The Company's Sustainability Report is available in both Chinese and English versions in both printed and online versions. The online English and Chinese versions of the report are available on the website of China Unicom: http://www.chinaunicom.com.hk.
Contact information	Address: China Unicom Corporate Development Department/Legal Department, No. 21 Jinrong Street, Xicheng District, Beijing Zip Code: 100033 Fax: 86-10-66258604 Email: cuijc15@chinaunicom.cn

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1. For details of 102-24, 102-25 and 201-4, please refer to the 2021 annual report of the Company and download at http://www.chinaunicom.com.hk.

2. Material gases such as ozone-depleting substances (ODS), nitrogen oxides (NO_{χ}) and sulphur oxides (SO_{χ}) cited in 305-6 and 305-7 are not the major emissions of the Company.

3. The corresponding systems or processes as described in 102-28 and 102-56 will be gradually established.

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Notes:

- 1. 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.
- 2. As the amount of waste in network operation is directly related to the rapid development of the network and the constant update and iteration of equipment, and the generation and disposal of hazardous waste is not an important aspect of the Group's operation, the waste reduction target involved in A1.6 cannot be disclosed for the time being. We mainly reported on measures such as building a green supply chain and strengthening recycling.
- 3. 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.
- 4. Product recycling indicator involved in B6.1 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.

FEEDBACK

Dear Reader,

Thank you for reading the 2021 Sustainability Report of China Unicom (Hong Kong) Limited, which is the sixth sustainability report published by the Company to the public. In order to better provide you and other stakeholders with valuable information while facilitating the supervision of social responsibility works as well as enhancing the capability and standard of performing social responsibility, we would like to have your valuable opinions and suggestions regarding this report.

Email: cuijc15@chinaunicom.cn

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Your capacity:

A. Customer B. Shareholder C. Government D. Community E. Business partner F. Media G. Social organisation H. Others (please specify) _ Overall evaluation of China Unicom's Sustainability Report: A. Excellent B. Good C. Fair D. Not Satisfactory E. Poor Overall evaluation of China Unicom's performance in economic, social and environmental responsibilities: Economic responsibility A. Excellent B. Good C. Fair D. Not Satisfactory E. Poor Social responsibility A. Excellent B. Good C. Fair D. Not Satisfactory E. Poor Environmental responsibility A. Excellent B. Good C. Fair D. Not Satisfactory E. Poor Response and disclosure in this report in connection with the concerns of stakeholders? A. Excellent B. Good C. Fair D. Not Satisfactory E. Poor Overall evaluation of this report in terms of the clarity, accuracy and integrity of the disclosure of information, data and index: Clarity A. Excellent B. Good C. Fair D. Not Satisfactory E. Poor C. Fair D. Not Satisfactory E. Poor Accuracy A. Excellent B. Good Integrity A. Excellent B. Good C. Fair D. Not Satisfactory E. Poor Readability of this report in terms of content arrangement and layout design? **Content Arrangement** A. Excellent B. Fair C. Poor Layout Design C. Poor A. Excellent B. Fair Any other opinion/suggestion for our work and report of sustainability?

Thank you for your feedback and precious time.