

APPENDICES

Key Performance

Category	Indicator	Unit	2019	2020	2021
Operations and development	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
	Profit before income tax	RMB billion	14.17	16.03	17.93
	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
Network capabilities	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
	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
	Commitment in major assurance initiatives	Total times of emergency communication assurance	Times	578	612
Emergency communication vehicles called out		Thousand vehicle-time	152	153	155
Emergency communication equipment inputted		Thousand set-time	119	180	172
Personnel used		Thousand person-time	641	660	670

Category	Indicator	Unit	2019	2020	2021
Independent innovation	Research and development investment ⁵	RMB billion	1.709	2.964	4.792
	Number of leading international standard conclusion	Items	24	23	25
	Number of leading industry standard conclusion	Items	43	37	38
	Number of patent applied	Items	1,439	1,734	2,224
	Number of patents granted	Items	658	518	1,128
Customer service	Monthly average complaint rate in the year	Person-times/ million users	18.26	11.84	8.75
	Comprehensive satisfaction rate	Points	81.11	81.32	81.68
	Including: Mobile service subscribers satisfaction rate ⁶	Points	80.26	80.72	80.62
	Fixed line phone subscribers satisfaction rate	Points	87.9	87.7	88.41
	Fixed broadband subscribers satisfaction rate	Points	81.51	80.49	81.84
People-oriented	Gender proportion of employees	Male: female	1.53: 1	1.54: 1	1.62: 1
	Proportion of ethnic minority employees	%	7.33	6.72	6.8
	Proportion of female in senior management	%	11.9	12.5	12.4
	Input in employee training	RMB million	374.36	364.86	340.99
	Training hours per employee	Hours	63	88	94
	Network college online learning person-time	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 help and support employees suffered from difficulties	RMB thousand	79,000	78,800	70,220
	Input in condolence fund	RMB thousand	28,750	42,590	42,100
	Employee turnover rate	%	1.85	1.87	1.69
	Number of new employees	Persons	9,831	10,281	12,479
	Number of new male employees	Persons	6,076	6,422	7,947
	Number of new female employees	Persons	3,755	3,859	4,532
	Number of employees who voluntarily resign	Persons	4,521	4,692	3,939
	Number of male employees who voluntarily resign	Persons	2,674	2,806	2,515
	Number of female employees who voluntarily resign	Persons	1,847	1,886	1,424
	Number of employees dismissed	Persons	914	1,244	1,458
	Number of male employees dismissed	Persons	560	797	927
	Number of female employees dismissed	Persons	354	447	531
	Turnover rate of employees aged below 30	%	6.84	7.07	6.23
	Turnover rate of employees aged 30-50	%	1.07	1.18	0.94
	Turnover rate of employees aged over 50	%	0.14	0.13	0.1
	Turnover rate of male employees	%	1.78	1.88	1.67
	Turnover rate of female employees	%	1.95	2.02	1.53
	Turnover rate of domestic employees	%	/	/	1.69
Turnover rate of oversea employees	%	/	/	0.58	
Number of work-related fatalities	Persons	0	0	0	
Rate of work-related fatalities	%	0	0	0	

Category	Indicator	Unit	2019	2020	2021
Low-carbon development	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
	Coal consumption ⁷	Thousand tons	94	23	40
	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 management	Compliance training sessions	Times	2,514	4,580
Participant attending the compliance training		Thousand persons	245	243	243
Production safety training sessions		Times	87	93	119
Production safety training coverage rate		%	100	100	100
Number of domestic suppliers		Number	/	/	71,000
Number of overseas suppliers		Number	/	/	20
Community responsibility	Number of registered volunteers	Persons	47,930	55,006	57,550
	Participants in volunteer activities	Person-times	55,004	58,095	68,735
	Credit rating ¹	Grade	AAA	AAA	AAA
	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.

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 data	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 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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- 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>.
- Material gases such as ozone-depleting substances (ODS), nitrogen oxides (NO_x) and sulphur oxides (SO_x) cited in 305-6 and 305-7 are not the major emissions of the Company.
- The corresponding systems or processes as described in 102-28 and 102-56 will be gradually established.

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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 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.
- 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.
- 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

Fax: 86-10-66258604

Address: China Unicom Corporate Development Department, No. 21 Jinrong Street, Xicheng District, Beijing, China, 100033

● **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
Accuracy	A. Excellent	B. Good	C. Fair	D. Not Satisfactory	E. Poor
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	A. Excellent	B. Fair	C. Poor

● **Any other opinion/suggestion for our work and report of sustainability?**

Thank you for your feedback and precious time.