

Social 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. In the face of the sudden COVID-19, the Company quickly responded with respect to epidemic prevention and communication assurance. It emphasised on both epidemic

prevention and business operations to ensure smooth network communication, sound service and effective support. It fully leveraged its new digital technology edges to support precise epidemic prevention and the resumption of work, production and schooling, thereby contributing to the winning of the battle against COVID-19 and fully fulfilling its role as a key pillar of a great nation.

DIGITALLY STRENGTHENED THE FOUNDATION OF CYBER SUPERPOWER TO ENHANCE VALUE

The Company adheres to people-oriented values and fundamental principles. It accelerated the construction of high-speed, mobile, secure and ubiquitous new infrastructure, improved network quality and operational efficiency through digitisation, accelerated network construction in remote areas and insisted on network information security, continuously solidifying the foundation of a digital economy and striving to develop our country into a Cyber Superpower and Digital China.

DIGITALLY IMPROVED PEOPLE’S LIVING QUALITY TO SEEK GROWTH

Shouldering Cyber Superpower missions, the Company leveraged high-quality information and communication infrastructure to continuously enrich the substance of communication products and services. It vigorously improved network quality and customer experience and committed itself to improving the nation’s overall information technology development. It provided customers with satisfying and high-quality communication services, letting more consumers share the benefits of technological advancement and enjoy better service experience and perception.

DIGITALLY IMPROVED GOVERNANCE EFFICIENCY TO FOCUS ON FUNDAMENTALS

As a “pioneer” in the mixed-ownership reform of central state-owned enterprises, China Unicom undertook comprehensive digital transformation. Guided by the market-oriented allocation of factors of production, the

Company deeply reformed systems and mechanisms and accelerated the establishment of new mechanism that stimulates the vitality of micro entities to better adapt production functions to productivity changes. At the same time, the Company practiced green development philosophies by building green networks and promoting the green transformation of production and operation, leading to significant improvement in operational efficiency.

DIGITALLY IGNITED THE ENGINE OF TECHNOLOGICAL INNOVATION TO STRENGTHEN GROWTH MOMENTUM

As the main force in building a technology superpower, the Company committed to proprietary development and improvement of technology. It seized the new opportunities for technological innovation brought by the digital economy, enhanced its own innovation capabilities, and nurtured a flourishing and synergetic innovation ecosystem. It accelerated the transformation of technological innovation achievements into actual production, and enriched and expanded new innovative technology products, assisting the government in efficient social governance and serving the digital transformation of numerous industries.

DIGITALLY PROMOTED TALENT TRANSFORMATION AND DEVELOPMENT TO REINFORCE PASSION

The Company attaches great importance to staff development and believes that a company thrives with talents. Serving both corporate and staff development purposes, the Company restructured its staff mix through digital transformation and focused on cultivating a group of professionals with true technological innovation expertise and ability to lead in industry competition. Meanwhile, the Company effectively protected the legitimate interests of its staff, and encouraged them to actively participate in corporate management, letting them share the fruits of reform and development and grow together with the Company.

DIGITALLY BUILT A MUTUALLY BENEFICIAL AND WIN-WIN ECOSYSTEM TO EXPAND COOPERATION

Under the new landscape of accelerated digital transformation across the world, the Company continuously strengthened cooperation with fellow operators, strategic investors, Internet companies and supply chain partners, etc. to promote coordinated industry development and network "co-build co-share". It drove the optimisation and upgrade of the supply chain and nurtured a flourishing digital innovation ecosystem to jointly promote the improvement of people's living quality and the construction of an intelligent society.



CHINA UNICOM'S SOCIAL RESPONSIBILITY STRATEGY SYSTEM

Create and Enhance Value

Innovate on application services to support digital economy

Build premium network to support cyber superpower development

Support industry development through open and win-win cooperation

Practise green development and promote energy conservation in society

Share with society to promote social harmony

Care about staff growth and enhance sense of reward

CUSTOMERS

SHAREHOLDERS

GOVERNMENT

COMMUNITY

EMPLOYEES

PARTNERS

PEERS

The Company will publish its detailed Corporate Social Responsibility Report 2020 in June 2021. For more details, please visit the Company's website at <https://www.chinaunicom.com.hk>.

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