Report Disclosure Indexes

GRI Sustainability Reporting Standards

No.	Page/Omissions
ORGANISATIONAL PROFILE	
102-1	4
102-2	4
102-3	4
102-4	4
102-5	4
102-6	4
102-7	4,8-11,40,50
102-8	50,52
102-9	45-46
102-10	4,45-46
102-11	12,39-42
102-12	36,53,58-63
102-13	13-15,30,34
STRATEGY	
102-14	2-3
102-15	2-3
ETHICS AND INTEGRITY	
102-16	5-6
102-17	40-41
GOVERNANCE	
102-18	39, Annual Report
102-19	6
102-20	6
102-21	37-38
102-22	Annual Report
102-23	Annual Report
102-24	Annual Report
102-25	Annual Report
102-26	5-6,30-31
102-27	5-6,30-31

No.	Page/Omissions
102-28	We plan to establish such process in the future
102-29	37-38
102-30	We plan to establish such process in the future
102-31	5-6,37-39
102-32	6
102-33	6,37
102-34	6,37-38
102-35	Annual Report
102-36	Annual Report
102-37	Annual Report
102-38	Confidential Information
102-39	Confidential Information
STAKEHOLDER ENGAGEMENT	
102-40	37
102-41	53-54
102-42	37
102-43	37-38
102-44	37-38
REPORTING PRACTICE	
102-45	4,58
102-46	4,37-38,58
102-47	37-38
102-48	58
102-49	38,58
102-50	58
102-51	58
102-52	58
102-53	64
102-54	56-57

No.	Page/Omissions
102-55	59-60
102-56	56-57
GRI 103: MANAGEMENT APPROACH	
103-1	39-55
103-2	39-55
103-3	39-55
GRI 201: ECONOMIC PERFORMANCE	
Management Approach	39-40
201-1	40
201-2	46-49
201-3	We participate in Social Insurance System in accordance to Chinese Law
201-4	Annual Report
GRI 202: MARKET PRESENCE	
Management Approach	39-40
202-1	50
202-2	55
GRI 203: INDIRECT ECONOMIC IMPACTS	
Management Approach	14-15,20,34-35, 44-45,54
203-1	8-11,15-16,22,26,34-35, 45,54
203-2	8-11,15-16,22,26,34-35, 45,54
GRI 204: PROCUREMENT PRACTICES	
Management Approach	45-46
204-1	46
GRI 205: ANTI-CORRUPTION	
Management Approach	40-41
205-1	40-41
205-2	40-41
205-3	41

No.	Page/Omissions
GRI 206: ANTI-COMPETITIVE BEHAVIOR	
Management Approach	40
206-1	40
GRI 302: ENERGY	
Management Approach	32-33,46-47
302-1	32-33,47-48
302-2	Currently we do not have in place an external energy statistic system; we plan to establish such a system in the future
302-3	26,48
302-4	26,32-33,46-48
302-5	26,32-33,48
GRI 305: EMISSIONS	
Management Approach	32, 47
305-1	47
305-2	47
305-3	47
305-4	47
305-5	32,48
305-6	ODS is not one of our major emission substances
305-7	Our major emission substances do not include such emissions
GRI 306: Effluents and Waste	
Management Approach	48-49
306-1	48
306-2	49
306-3	No significant spills occurred during the year
306-4	Our operation does not involve hazardous waste or emission
306-5	48

No.	Page/Omissions
GRI 307: ENVIRONMENTAL COMPLIANCE	
Management Approach	46-49
307-1	46-49
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT	
Management Approach	45-46
308-1	45-46
308-2	45-46
GRI 401: EMPLOYMENT	
Management Approach	50-53
401-1	50
401-2	25,50,52-53
401-3	50
GRI 402: LABOR/MANAGEMENT RELATIONS	
Management Approach	53-54
402-1	53-54
GRI 404: TRAINING AND EDUCATION	
Management Approach	25,34-35,51
404-1	52
404-2	34-35,50-52
404-3	25,51
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY	
Management Approach	50
405-1	50,52,55
405-2	50
GRI 406: NON-DISCRIMINATION	
Management Approach	50,53
406-1	50,53-54
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING	
Management Approach	50,53
407-1	50,53
GRI 413: LOCAL COMMUNITIES	
Management Approach	20-23,27-28,54-55
413-1	20-23,27-28,54-55

No.	Page/Omissions
413-2	54-55
GRI 414: SUPPLIER SOCIAL ASSESSMENT	
Management Approach	45-46
414-1	45-46
414-2	45-46
GRI 416: CUSTOMER HEALTH AND SAFETY	
Management Approach	12,41-44,49
416-1	12,17,19,41-44
416-2	44
GRI 417: MARKETING AND LABELING	
Management Approach	43-44
417-1	43-44
417-2	43-44
417-3	43-44
GRI 418: CUSTOMER PRIVACY	
Management Approach	12,41-42
418-1	41
GRI 419: SOCIOECONOMIC COMPLIANCE	
Management Approach	40-44
419-1	40-44

The UN Global Compact's Ten Principles

No.	Index	Page
Human Right		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	53-54
Principle 2	Make sure that they are not complicit in human rights abuses	53-54
Labor Standards		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	50,53-54
Principle 4	The elimination of all forms of forced and compulsory Labor	50,53-54
Principle 5	The effective abolition of child labor	50,53-54
Principle 6	The elimination of discrimination in respect of employment and occupation	25,50,53-54
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges	32-33,46-49
Principle 8	Undertake initiatives to promote greater environmental responsibility	32-33,46-49
Principle 9	Encourage the development and diffusion of environmentally friendly technologies	33,48
Anti-Corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	40-41

ISO 26000

Core Issues	Index	Page
Organisation Governance		4, 39
Human Rights	1. Due diligence	53-54
	2. Human rights risk situations	53-54
	3. Avoidance of complicity	40-41
	4. Resolving grievances	37, 43-44,53
	5. Discrimination and vulnerable groups	50,53-54
	6. Civil and political rights	53-54
	7. Economic, social and cultural rights	11-12 15-16 20-24 54-55
	8. Fundamental principles and rights at work	50-53
Labor Practices	1. Employment and employment relationships	50
	2. Conditions of work and social protection	51-53
	3. Social dialogue	53-54
	4. Health and safety at work	52-53
	5. Human development and training in the workplace	51
Environment	1. Prevention of pollution	46-49
	2. Sustainable resource use	32,48-49
	3. Climate change mitigation and adaptation	32-33 46-48
	4. Protection of the environment, biodiversity and restoration of natural homes	46-49

Core Issues	Index	Page
Fair Operating Practice	1. Anti-corruption	40-41
	2. Responsible political involvement	–
	3. Fair competition	40-41
	4. Promoting social responsibility in the value chain	45-46,53
	5. Respect for property rights	44-45
Consumer Issues	1. Fair marketing, factual and unbiased information and fair-contractual practices	12,41-44,49
	2. Protecting consumers' health and safety	12,41-44,49
	3. Sustainable consumption	26,32-33,47-48
	4. Consumer service, support and compliant and dispute resolution	43-44
	5. Consumer data protection and privacy	12,41-42
	6. Access to essential services	8-11,42-44
	7. Education and awareness	12,41-42
Community Involvement and Development	1. Community involvement	20-25,27-28 54-55
	2. Education and culture	23-25,54-55
	3. Employment creation and skills development	34-35,44-45,50
	4. Technology development and access	13-16,34-35, 44-45
	5. Wealth and income creation	39-40
	6. Health	19,45,52-53
	7. Social investment	20-25,27-28, 54-55

Environmental, Social and Governance Reporting Guide of the Stock Exchange of Hong Kong Limited

Core Issues	Index	Page
A. Environment		
A1 Emissions	A1.1 The types of emissions and respective emissions data.	47
	A1.2 Greenhouse gas emissions in total (in tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	47
	A1.3 Total hazardous waste produced (in tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	49
	A1.4 Total non-hazardous waste produced (in tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	49
	A1.5 Description of measures to mitigate emissions and results achieved.	32-33,46-47
	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	48-49
A2 Use of resources	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kwh in '000s) and intensity (e.g. per unit of production volume, per facility).	48
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	47-48
	A2.3 Description of energy use efficiency initiatives and results achieved	26,32-33,47-48
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	47-48
	A2.5 Total packaging material used for finished products (in tonnes), and if applicable, with reference to per unit produced.	Not applicable
A3 The environment and natural resources	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	26,32-33 46-49
B. Society		
B1 Working conditions	B1.1 Total workforce by gender, employment type, age group and geographical region.	50, 52
	B1.2 Employee turnover rate by gender, age group and geographical region.	50
B2 Health and safety	B2.1 Number and rate of work-related fatalities.	53
	B2.2 Lost days due to work injury.	Data not collected
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	25,52-53
B3 Development and training	B3.1 The percentage of employees trained by gender, employee category (e.g. senior management, middle management, etc.).	52
	B3.2 The average training hours completed per gender, employee by employee category.	52
B4 Labor standards	B4.1 Description of measures to review employment practices to avoid child and forced labor.	50,53
	B4.2 Description of steps taken to eliminate such practices when discovered.	50,53
B5 Supply chain management	B5.1 Number of suppliers by geographical region.	46
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	45-46,53
B6 Product responsibility	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable
	B6.2 Number of products and service related complaints received and how they are dealt with.	43-44
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	44-45
	B6.4 Description of quality assurance process and recall procedures.	42-44
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	12,41-42
B7 Anti-corruption	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	40-41
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	40-41
B8 Community investment	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	23-25,27-28 54-55
	B8.2 Resources contributed (e.g. money or time) to the focus area.	55

UN Sustainable Development Goals

SDGs	Our Practices	Page
Goal 1: No Poverty	We implement targeted poverty alleviation measures and developed a dedicated targeted poverty allevation system to better allocate public welfare resources and support the economic development and livelihood improvement of rural areas in poverty.	20-25,27-28 54-55
Goal 2: Zero Hunger	We launch agriculture and rural informatization projects to modernize agriculture with information technology.	20-22,54
Goal 3: Good Health and Well-being	We accelerate the research and development of 5G, Internet of Things, Internet of Vehicles and other technologies, develop innovative smart transportation, dispatch and parking solutions, promoting transportation efficiency and road safety. We develop various smart healthcare applications, such as e-medical records, regional medical & healthcare,and mobile diagnosis, to increase efficiency of medical treatment and improve the access to proper medical care in less developed areas.	17-19,25-28 45
Goal 4: Quality Education	We carry out the "Blue Dream" program to promote educational quality in remote areas in middle and western China. We develop educational informatization and remote education programs.	23-25,54-55
Goal 5: Gender Equality	We ensure equal opportunities and promote work-life balance for our employees. We care for our female employees and strive to support employment and entrepreneurship for women.	25,50-54
Goal 6: Clean Water and Sanitation	We encourage water conservation, track the water consumption of the Company and reduce unnecessary water consumption. All waste water generated in our operation is entirely treated by our sewer system to avoid illegal discharge. We attach great importance to the influences of operation on water source, and we didn't find any incident which had significant influences on water source in this year.	47-48
Goal 7: Affordable and clean energy	We continuously implement the "Green Action Plan" to reduce our own energy consumption. We promote grading standards and green packaging on our supply chain to improve energy conservation of the industry. We promote the use of smart online service and offer a variety of environmental protection applications to help customers conserve energy and reduce emission.	26,32-33,47-48
Goal 8: Decent work and Economic Growth	We strictly prohibit the use of child labor and forced labor. We support our employees to dedicate to entrepreneurship and innovation. We build an open collaboration platform for our partners.	15,25,34-35,45,50
Goal 9: Industry, Innovation and Infrastructure	We promote nationwide informatization and infrastructure construction. We assist remote rural areas in accessing telecommunication service via the "Rural Broadband Demonstration Project" and the "Telecommunication Universal Service Project".	8-11,17-22,26 53-54
Goal 10: Reduced Inequalities	We involve communities in our development and share our achievements with employees and the stakeholders.	25,50-54
Goal 11: Sustainable Cities and Communities	We develop information applications, providing convenience to the public. We pay attention to the joint development of telecom infrastructure and service in urban and rural areas, promoting digital service capabilities in rural areas.	8-9,17-22,26,54
Goal 12: Responsible Consumption and Production	We protect customer information security and prevent telecommunications fraud to ensure security and reliability for consumers. We implement the "Green Action Plan" to manage our environmental impact.	12,26,32-33, 41-44,46-49
Goal 13: Climate Action	We implement the "Green Action Plan" to manage our environmental impact. We develop low-carbon ICT applications and carry out public campaigns to promote the energy conservation and emission reduction of society.	26,32-33,46-49
Goal 14: Life below Water	Currently no relative actions.	—
Goal 15: Life on Land	We evaluate the impact on biodiversity before constructing base stations and take actions to protect local natural environment. We did not find any species which were materially affected by our operating activities.	55
Goal 16: Peace, Justice and Strong Institutions	We strictly improve the long-term mechanism for corruption discipline and prevention and strengthen internal supervision, inspection and rectification.	39-41
Goal 17: Partnerships for the Goals	We actively participate in international initiatives and actions for sustainable development. We cooperate with international telecom operators and industry stakeholders to promote technological advancement of the ICT sector and contribute to sustainable development through innovations.	11,13-15,34