

Report Disclosure Indexes

GRI Sustainability Reporting Standards

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305-7	Our major emission substances do not include such emissions
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The UN Global Compact's Ten Principles

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Principle 2	Make sure that they are not complicit in human rights abuses	13-17, 20, 25-34, 39, 41, 50, 53
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Principle 3	Business should uphold the freedom of association and the effective recognition of the right to collective bargaining	50, 52
Principle 4	The elimination of all forms of forced and compulsory labor	50
Principle 5	The effective abolition of child labor	50
Principle 6	The elimination of discrimination in respect of employment and occupation	50
Environment		
Principle 7	Business should support a precautionary approach to environmental challenges	43-46
Principle 8	Undertake initiatives to promote greater environmental responsibility	43-46
Principle 9	Encourage the development and diffusion of environmentally friendly technologies	43-44
Anti-Corruption		
Principle 10	Business should work against corruption in all its forms, including extortion and bribery	39-42

ISO 26000

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	3. Avoidance of complicity	39-40
	4. Resolving grievances	40, 50
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	3. Social dialogue	50-51, 54
	4. Health and safety at work	51-52
	5. Human development and training in the workplace	48-50
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	2. Sustainable resource use	44-45
	3. Climate change mitigation and adaptation	43-46
	4. Protection of the environment, biodiversity and restoration of natural habitats	43-46
Fair Operating Practices	1. Anti-corruption	40
	2. Responsible political involvement	—
	3. Fair competition	39
	4. Promoting social responsibility in the value chain	41-42, 45-46
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	5. Consumer data protection and privacy	13-17
	6. Access to essential services	8-9, 15-17, 25
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	4. Technology development and access	21-22, 26-28, 32
	5. Wealth and income creation	42
	6. Health	28, 30
	7. Social investment	25-34

HKEx ESG Reporting Guide

Subject Areas	Indicators	Pages
A. Environmental		
A1: Emissions	A1.1 The types of emissions and respective emissions data.	46-47
	A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	46-47
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	47
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	47
	A1.5 Description of measures to mitigate emissions and results achieved.	43-47
	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	45, 47
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).	44, 46-47
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	47
	A2.3 Description of energy use efficiency initiatives and results achieved.	43-47
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	44, 47
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	45, 47
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.	43-46
B. Social		
B1: Employment	B1.1 Total workforce by gender, employment type, age group and geographical region.	52-53
	B1.2 Employee turnover rate by gender, age group and geographical region.	53
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	51-52
B3: Development and Training	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	53
	B3.2 The average training hours completed per employee by gender and employee category.	53
B4: Labor Standards	B4.1 Description of measures to review employment practices to avoid child and forced labour.	50
	B4.2 Description of steps taken to eliminate such practices when discovered.	50
B5: Supply Chain Management	B5.1 Number of suppliers by geographical region.	42
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	41-42
B6: Product Responsibility	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	41
	B6.2 Number of products and service related complaints received and how they are dealt with.	13-14, 17
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	37, 42
	B6.4 Description of quality assurance process and recall procedures.	41, 45
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	15-17
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, 42
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	39-40
B8: Community Investment	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	25-34
	B8.2 Resources contributed (e.g. money or time) to the focus area.	25-34

UN Sustainable Development Goals

SDGs	Our Practices	Pages
Goal 1: No poverty	Promoting work in partner assistance and targeted poverty alleviation, introducing poverty-alleviation preferential tariff policies, undertaking poverty alleviation programs in industry support, education improvement, healthcare, and other areas, and rallying all possible social forces to participate in poverty alleviation donations to help impoverished households gradually get out of poverty and lead a decent life.	25-27, 30-32
Goal 2: Zero hunger	Providing information products and innovative solutions based on new technologies such as IoT, big data, and cloud computing to facilitate agricultural development, thereby helping farmers increase their production and income and boosting local economic development.	25-29
Goal 3: Good health and well-being	Providing free screening and treatment for impoverished children diagnosed with congenital heart disease, accelerating the deployment and upgrading of hospital information system in impoverished regions to realize the interconnection of medical resources; offering medical check-ups to all employees and promoting their physical and mental well-being by organizing activities such as the Employee Assistance Program (EAP) and Happiness 1+1.	30, 50-52
Goal 4: Quality education	Conducting the Blue Dream Educational Aid Plan to provide training for rural primary and secondary school principals in central and western China, donating teaching facilities to primary and secondary schools in impoverished regions; encouraging employee volunteers to participate in poverty alleviation education assistance activities, and improving school education in impoverished regions by offering access to a richer selection of education and teaching resources.	30-32, 48-49
Goal 5: Gender equality	Providing employees with equal employment and training opportunities and a fair work environment; strengthening "four-period" rights protection for female employees and offering them educational lectures on legal rights protection.	48-51
Goal 6: Clean water and sanitation	Advocating water conservation and the recycling and reuse of rainwater and reclaimed water to reduce water use; all wastewater produced from company operations over the year was discharged into the sewage network, and there was no incident of significant impact due to water withdrawal within the Company.	44
Goal 7: Affordable and clean energy	Continuously increasing the proportion of new energy use, piloting the zero-emissions "renewable energy vehicles", advocating whole-lifecycle energy conservation and emission reduction in supply chain, and contributing to enhancing industry-wide green operations.	44-46
Goal 8: Decent work and economic growth	Providing employees with a robust platform for career advancement and a well-designed vocational training system; encouraging employee engagement in mass entrepreneurship and innovation activities, and fostering innovative talents; creating an openness and co-operation platform for partner businesses, and supporting the development of SMEs by providing information solutions and premium services.	18-20, 48-50
Goal 9: Industry, innovation and infrastructure	Implementing the Telecommunication Universal Service Project to advance network infrastructure construction and information-driven development in rural areas; intensifying 5G technology R&D and comprehensively enhancing the construction of new types of infrastructure to boost the digital transformation and upgrading of industries.	8-9, 19-25, 32, 36-38
Goal 10: Reduced inequalities	Continuously expanding 4G coverage in administrative villages and minimizing urban-rural digital divide; pushing society forward with the Company's own development and sharing the development achievements with all stakeholders.	25-29, 48-52
Goal 11: Sustainable cities and communities	Developing and promoting information applications to contribute to an intelligent urban life, and serving national strategies for regional development; continuously expanding the application scenarios for 5G technologies to facilitate intelligent city management and deliver a more intelligent user experience.	8-11, 21-23, 30-33, 36-38
Goal 12: Responsible consumption and production	Strengthening customer privacy protection and preventing telecommunications frauds to ensure secure consumption; continuing to optimize the product and service quality evaluation system to improve customer satisfaction; carrying out the Green Box Environmental Protection Campaign to recycle electronic waste such as scrap mobile phones and mobile phone accessories so as to reduce environmental footprint.	13-17, 41-46
Goal 13: Climate action	Conducting the Green Action Plan, and gradually improving the Environmental Management System to oversee all the environmental impacts of the Company; reinforcing R&D of energy conservation technologies and low-carbon applications, and hosting environmental protection awareness campaigns to drive energy conservation and emission reduction in the wider society.	43-47
Goal 14: Life below water	No relevant practice.	—
Goal 15: Life on land	Assessing local biodiversity before building a base station and taking measures to protect the local natural environment; no species was found significantly impacted by the Company's operations.	39, 44-45
Goal 16: Peace, justice and strong institutions	Promoting the Compliance Escort Plan, solidifying compliance management on all fronts, and gradually improving the four-in-one anti-corruption work system of "education, prevention and control, punishment, and accountability".	39-40
Goal 17: Partnerships for the goals	Actively participating in international initiatives and actions for sustainable development and propelling the sound and sustainable development of industry ecosystem in collaboration with international telecom operators and relevant industry players.	18-19, 30-32, 37