

About This Report

This report is the 14th Sustainability Report of China Mobile Limited. The report discloses relevant information about our economic, social, and environmental sustainability performance. We report annually on our sustainability performance. Unless otherwise stated, the time span of this report is from January 1, 2019 to December 31, 2019. Our last Sustainability Report was published in March 2019.

Report Form

- Report language: This report is published in both Chinese and English. Should there be any inconsistencies between the Chinese version and the English version, the Chinese version shall prevail.
- Report version: This report is presented in both printing and online versions (read and download the report at www.chinamobileltd.com).

Reporting Standards

The report has been prepared to comply with globally recognized benchmarks for disclosure of sustainability information while highlighting the industry background and China Mobile's unique characteristics. In 2019, we mainly referred to the following standards:

- Hong Kong Stock Exchange (HKEx) Environmental, Social and Governance Reporting Guide
- United Nations 2030 Agenda for Sustainable Development
- GRI Sustainability Reporting Standards by the Global Sustainability Standards Board (GSSB)
- Ten Principles of the United Nations Global Compact
- ISO Guideline on Social Responsibilities (ISO 26000)
- Chinese CSR Report Preparation Guide (CASS-CSR 4.0) issued by the Chinese Academy of Social Sciences

China Mobile has complied with the "comply or explain" provisions set forth in the HKEx Environmental, Social and Governance Reporting Guide, and this report has been prepared in accordance with the core option of the GRI Standards.

Report Content and Boundary

In accordance with the principle of "stakeholder engagement, sustainability context, materiality and completeness", China Mobile determined materiality issues and their boundary through materiality analysis (See page 59 for the process and result of the materiality analysis.)

Reporting Scope

Unless otherwise specified, all cases and data in this report are from China Mobile Limited and its subsidiaries.

Currency

Unless otherwise specified, all monetary figures shown in this report are expressed in RMB (yuan).

Data and Information Disclosure

The main channels for the collection of data and information in 2019 Report include:

- Relevant data collection systems and statistical statements of the Company
- CSR practice cases submitted by provincial subsidiaries every quarter
- Cases received during the 2019 Best CSR Practices competition
- Questionnaires developed to collect qualitative and quantitative information based on the report framework

Report Assurance

In 2019, China Mobile contracted Ernst & Young (special general partnership) to provide independent third-party assurance service for this report. Please see pages 60-61 for the Assurance Report. The Company's 2019 Annual Report contains details regarding audited financial statements and other financial performance and operating performance for the year ended on December 31, 2019, and can be downloaded from the Company's website at www.chinamobileltd.com.

Report Theme and Design

The theme of the report is "5G+ Infinite Future". It conveys our responsibility concept of China Mobile leverages its expertise and works together with its stakeholders to build a smart society and create a shared better future. It symbolizes our ambition to integrate 5G into every industry and every walk of life and create shared value for society. On the center of report cover is a "5G+" logo together with a design of the "infinite" symbol that connects a variety of scenarios, representing our founding aspiration to "Communicate a Boundless World and Construct an Information Society", indicating the broad space and infinite possibilities for the Company to innovate social values in the 5G era.



Feedback

Should you have any feedback or suggestions, please kindly send it to us through the channels listed below. We will take your comments seriously and promise not to disclose your information to any unauthorized third party.

✉ E-mail: CR@chinamobile.com

☎ Fax: +86-10-52616167

📱 Scan the QR code to fill the online feedback form

