


















Report Disclosure Indexes

HKEx Environmental, Social and Governance Reporting Guide

Subject Areas and Aspects	General Disclosures and KPIs	Page(s)
A. Environmental		
Aspect A1: Emissions	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	48-52
	KPI A1.1: The types of emissions and respective emissions data.	52
	KPI A1.2: Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	52
	KPI A1.3: Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	52
	KPI A1.4: Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	52
	KPI A1.5: Description of measures to mitigate emissions and results achieved.	48-52
	KPI A1.6: Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	50,52
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	48,50
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	KPI A2.2: Water consumption in total and intensity (e.g. per unit of production volume, per facility).	52
	KPI A2.3: Description of energy use efficiency initiatives and results achieved.	48-52
	KPI A2.4: Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	50,52
	KPI A2.5: Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	52
Aspect A3: The Environment and Natural Resources	General Disclosure: Policies on minimizing the issuer's significant impact on the environment and natural resources.	48-50
	KPI A3.1: Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	48-51
B. Social		
Employment and Labor Practices		
Aspect B1: Employment	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	37
	KPI B1.1: Total workforce by gender, employment type, age group and geographical region.	42-43
	KPI B1.2: Employee turnover rate by gender, age group and geographical region.	43

Subject Areas and Aspects	General Disclosures and KPIs	Page(s)
Aspect B2: Health and Safety	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	37,41
	KPI B2.1: Number and rate of work-related fatalities.	43
	KPI B2.2: Lost days due to work injury.	43
	KPI B2.3: Description of occupational health and safety measures adopted, how they are implemented and monitored.	10,37,43
Aspect B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	38-40
	KPI B3.1: The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	43
	KPI B3.2: The average training hours completed per employee by gender and employee category.	43
Aspect B4: Labor Standards	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	37
	KPI B4.1: Description of measures to review employment practices to avoid child and forced labor.	37
	KPI B4.2: Description of steps taken to eliminate such practices when discovered.	37
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Aspect B5: Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	50,55
	KPI B5.1: Number of suppliers by geographical region.	55
	KPI B5.2: Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	50,55
Aspect B6: Product Responsibility	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	25
	KPI B6.1: Percentage of total products sold or shipped subject to recalls for safety and health reasons.	25
	KPI B6.2: Number of products and services related complaints received and how they are dealt with.	22-23,27
	KPI B6.3: Description of practices relating to observing and protecting intellectual property rights.	16,25,27,54
	KPI B6.4: Description of quality assurance process and recall procedures.	25,52
Aspect B7: Anti-corruption	KPI B6.5: Description of consumer data protection and privacy policies, how they are implemented and monitored.	24,26-27
	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	54
	KPI 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.	54-55
	KPI B7.2: Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	54-55
Community		
Aspect B8: Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	28-34
	KPI A8.1: Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	10,30-34
	KPI B8.2: Resources contributed (e.g. money or time) to the focus area.	10,42

United Nations Sustainable Development Goals (SDGs)

SDGs	Our Practices	Page(s)
 1 NO POVERTY	Cooperating with our parent company to undertake the targeted poverty alleviation task and support areas in extreme poverty, establishing a sound poverty alleviation system framework, dispatching poverty alleviation volunteers, building communications infrastructure in poor areas, and comprehensively promoting poverty alleviation through related education, health, livelihood, industry and consumption programs.	28-34, 42-43
 2 ZERO HUNGER	Building the smart "And + Agriculture" product suite that covers agricultural production, business, management and service, and using new technologies such as 5G and AI to increase agricultural production and income.	20,30,32
 3 GOOD HEALTH AND WELL-BEING	Providing free screening and treatment of congenital heart disease for low-income children, promoting the deployment and upgrade of medical information systems in less developed areas and the interconnection of medical resources; organizing medical examinations for all employees, protecting physical and mental health of employees with employee assistance programs (EAP), "Happiness 1+1" activities, etc.	10-11,20, 33,37,41-43
 4 QUALITY EDUCATION	Carrying out the "Blue Dream" Education Aid Plan to provide training for primary and secondary school principals in remote central and western regions, and donating teaching equipment and facilities to primary and secondary schools in less developed areas; promoting the "Internet + Education" platform, encouraging employee volunteers to teach in less developed areas, and supporting the improvement of teaching conditions.	11,21, 28-33
 5 GENDER EQUALITY	Providing equal employment and training opportunities for employees, and ensuring a fair workplace; implementing the "Female Rights Protection" program, and ensuring the legitimate rights of female employees.	37-40, 41-42
 6 CLEAN WATER AND SANITATION	Promoting water conservation, strictly managing sewage discharge, and reducing water consumption; strengthening water management in equipment rooms, office facilities and stores.	50,52
 7 AFFORDABLE AND CLEAN ENERGY	Carrying out energy-saving and green renovation projects for equipment rooms and data centers, and promoting new energy sources such as solar energy, wind energy, hydropower and hydrogen in areas with abundant natural resources and insufficient supply of traditional power.	48-52
 8 DECENT WORK AND ECONOMIC GROWTH	Adhering to stable operations and transformation development, providing shareholders with good economic performance; providing employees with competitive compensation, a smooth career development platform, and a sound training system, and working with value chain partners to create job opportunities.	4,38-40, 42-43
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Building first-class infrastructure that is high-speed, secure, ubiquitous, and intelligent, and continuously optimizing network quality; implementing the innovation-driven development strategy, and enhancing innovation capabilities in areas such as 5G, AI and cloud computing.	6-7,12-17, 26-27
 10 REDUCED INEQUALITIES	Expanding the network coverage of administrative villages to reduce the digital divide between urban and rural areas; jointly building network infrastructure in Belt and Road countries to promote inclusive economic growth and create shared values.	12,28-36
 11 SUSTAINABLE CITIES AND COMMUNITIES	Expanding 5G application in vertical industries to support the development of a smart society; leveraging our expertise to implement China regional development strategies and the Belt and Road Initiative.	19-21
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Continuously improving network and information security, strengthening the governance of malicious information, and protecting customers' right to choose and right to know; carrying out activities such as "Satisfaction Service 365" to improve customer satisfaction; and carrying out environmental volunteering activities, promoting sustainable consumption and green concept to the public.	22-25, 26-27, 47,51-52
 13 CLIMATE ACTION	Focusing on the impact of 5G on climate change, established the China Mobile Leading Group for Pollution Prevention and Energy Conservation, implementing the Green Action Plan to establish an environmental management system covering the entire value chain, and conducting regular assessment of climate risks and contingency measures.	48-52
 14 LIFE BELOW WATER	No relevant practice.	—
 15 LIFE ON LAND	Developing smart applications for environmental protection and help protect the ecology; 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.	25,44-47
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Continuously improving our risk assessment mechanism, building a comprehensive compliance management system, actively fostering a healthy atmosphere of integrity and integrity, and further implementing responsible procurement, and jointly fulfilling social responsibilities with suppliers.	50-55
 17 PARTNERSHIPS FOR THE GOALS	Continuing to improve the open cooperation layout, implement ecological cooperation plans, and cooperate with government agencies, large enterprise groups, global carriers and academic institutions to build a thriving 5G industry ecology; establishing an open cooperation platform for partners, and supporting small and medium enterprises with information solutions and quality services.	15-17, 26-27,36

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ISO 26000

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