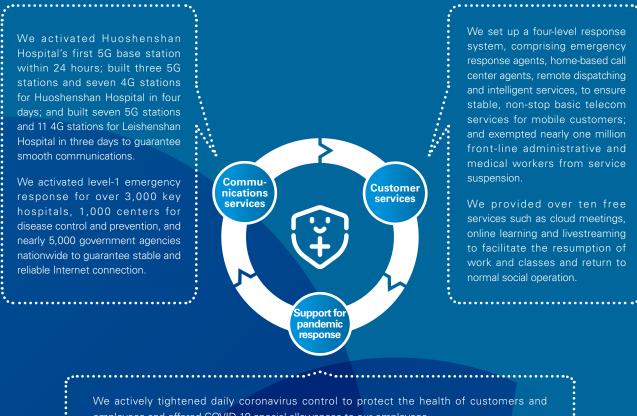
Spotlight Fighting COVID-19, China Mobile in Action

The extraordinary year of 2020 saw the ebb and flow of the COVID-19 outbreak. Facing the challenge, China Mobile fought on the front line against the pandemic with the power of digitalized and intelligent services to build a solid defense.



Three Safeguards for Coronavirus Control

"Go where there is a pandemic, fight it till it perishes." In fighting the pandemic, China Mobile provided smooth communications, non-stop services and strong support to prevent and control the pandemic with effective, sciencebased measures.



employees and offered COVID-19 special allowances to our employees.

Technology-empowered Intelligent Response to COVID-19

China Mobile fully unleashed its ICT and informatization advantages and utilized new technologies such as 5G, VR, AI, robotics and big data to fight the pandemic.

5G-enabled intelligent medical services: China Mobile has built a 5G-enabled intelligent medical service system which offers 34 services such as 5G-enabled telemedicine, smart hospital and pandemic prevention and control for more than 6,000 medical institutions across China to combat COVID-19. The 5G-enabled telemedicine service helped medical institutions in Beijing, Hebei, Shandong and Hubei carry out over 50,000 teleconsultations. Together with China-Japan Friendship Hospital, we built the National Telemedicine Collaboration Platform, a national teleconsultation platform designated by the National Health Commission for critical COVID-19 cases. Our 5G-enabled medical robots can guide incoming patients, ferry parcels, disinfect, and measure body temperature, and have proved a great help to medical workers and logistics departments by reducing the risk of cross infections and their workload.





■ 5G-enabled remote ultrasound diagnosis

■ 5G service robot

ICT-empowered remote working and online learning: Following the COVID-19 outbreak, the demand for remote working and online learning surged. In response, China Mobile launched "ViLin", a high-quality videoconference solution that has been used by 13.65 million users, improving the efficiency of remote working and facilitating orderly resumption of work and production. Our "And Education" and "ViLin" helped students continue learning when school buildings were closed and has benefited 400 million users.



A cloud conference

5G-enabled COVID-19 control: a new mode: China Mobile launched the "5G one-code pass" with face recognition, health code verification and body temperature measurement functions, eliminating the potential threat of expired or fabricated health codes. With the pass, you need not produce your health code on your mobile phone, which may not work under unexpected circumstances. We combined 5G technology with AR glasses or mobile phones to screen abnormal body temperature in heavy-traffic places such as railway stations, bus stations, subway



The IPTV online education solution

stations, airports, office buildings and parks. Besides, we used unmanned aerial vehicles (UAVs) and 5G-enabled logistics vehicles to help communities fight the pandemic, minimizing the risk of human-to-human transmission.



The 5G-enabled UAV for coronavirus control



■ 5G disinfection and cleaning robot



■ Working from home during COVID-19



within 15 seconds, and the caller satisfaction rate remained above 99.3%.

Innovative Recruitment

The outbreak of COVID-19 and the normalized pandemic response have disrupted the labor market and the way we recruit talents. It caused problems such as supply-demand mismatch and added uncertainties to job hunting, thus severely challenging the "stability in employment" and "security in job". In response, China Mobile took the initiative to build a "cloud platform" for recruitment, which releases recruitment information, organizes online information sessions, job fairs and written exams, and supports interviews and contract signing online. On the platform, fresh graduates can learn more about China Mobile and our latest recruitment information, obtain free and professional employment guidance, and find matching jobs. In the spring of 2020, our 39 subsidiaries interviewed more than 25,000 fresh graduates and signed employment contracts with more than 12,000 of them.



The COVID-19 pandemic is not over yet and it is still challenging economic and social development in many ways. China Mobile will continue to deliver the "Three Guarantees" to protect the communication "lifeline", make more digital and intelligent contributions to the final victory against the pandemic and to economic and social development in the post-COVID era.