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.	37-39, 55-57
	KPI A1.1: The types of emissions and respective emissions data.	56
	KPI A1.2: Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	56
	KPI A1.3: Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	56-57
	KPI A1.4: Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	56
	KPI A1.5: Description of emission target(s) set and steps taken to achieve them.	38
	KPI A1.6: Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	39, 56-57
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	37-39, 55-57
	KPI 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).	56
	KPI A2.2: Water consumption in total and intensity (e.g. per unit of production volume, per facility).	57
	KPI A2.3: Description of energy use efficiency target(s) set and steps taken to achieve them.	38-39, 55-56
	KPI A2.4: Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	57
	KPI A2.5: Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	57
Aspect A3: The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	57
	KPI A3.1: Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	57
Aspect A4: Climate Change	General Disclosure: Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	38
	KPI A4.1: Description of the significant climate-related issues which have impacted, and those which may impact the issuer, and the actions taken to manage them.	38
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.	49-52
	KPI B1.1: Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	49-50,52
	KPI B1.2: Employee turnover rate by gender, age group and geographical region.	50
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.	35, 50-51
	KPI B2.1: Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	51

Subject Areas and Aspects	General Disclosures and KPIs	Page(s)
Aspect B2: Health and Safety	KPI B2.2: Lost days due to work injury.	51
	KPI B2.3: Description of occupational health and safety measures adopted, how they are implemented and monitored.	35, 50-51
Aspect B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	33-34, 51
	KPI B3.1: The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	51
	KPI B3.2: The average training hours completed per employee by gender and employee category.	51
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.	49, 52
	KPI B4.1: Description of measures to review employment practices to avoid child and forced labor.	49, 52
	KPI B4.2: Description of steps taken to eliminate such practices when discovered.	49, 52
Product Practices		
Aspect B5: Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	40, 48-49
	KPI B5.1: Number of suppliers by geographical region.	49
	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.	48-49
	KPI B5.3: Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	48
	KPI B5.4: Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	40, 57
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.	19, 54-55
	KPI B6.1: Percentage of total products sold or shipped subject to recalls for safety and health reasons.	55
	KPI B6.2: Number of products and service related complaints received and how they are dealt with.	19, 55
	KPI B6.3: Description of practices relating to observing and protecting intellectual property rights.	46
	KPI B6.4: Description of quality assurance process and recall procedures.	54-55
	KPI B6.5: Description of consumer data protection and privacy policies, and how they are implemented and monitored.	21, 54
Aspect B7: Anti-corruption	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.	52-53
	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.	No disclosure in accordance with relevant supervision requirements
	KPI B7.2: Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	53
	KPI B7.3: Description of anti-corruption training provided to directors and staff.	53
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.	23-32, 53
	KPI A8.1: Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	9-11, 23-32, 53
	KPI B8.2: Resources contributed (e.g. money or time) to the focus area.	9-11, 23-32, 53

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, dispatching poverty alleviation volunteers, and comprehensively promoting poverty alleviation through Internet, education, employment, health, consumption and industry programs. • Revitalizing rural development in multiple fronts to drive balanced development between rural and urban regions.	23-27
2 ZERO HUNGER	• Focusing on agricultural production, business, management and service, and using new technologies such as 5G and AI to increase agricultural production and income.	24-26
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, launching EAP, "Happiness 1+1" activities, etc., and safeguarding the health of employees during the COVID-19 pandemic.	25, 28, 35
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 and encouraging employee volunteers to teach in less developed areas to drive balanced distribution of education resources.	24, 28-29, 31-32
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.	49, 51-52
6 CLEAN WATER AND SANITATION	• Promoting water conservation, strictly managing sewage discharge, and reducing water consumption. • Strengthening water management in business venues, recycling and reusing rain water, and driving the sustainability of water resources.	41, 57
7 AFFORDABLE AND CLEAN ENERGY	• Setting up an integrated power supply system which integrates solar photovoltaic power, wind power and energy storage system to minimize the consumption of traditional fossil fuels while ensuring the stable supply of power at base stations.	39
8 DECENT WORK AND ECONOMIC GROWTH	• Building a broad career development platform, providing smooth career channels, and formulating a new round of employee stock option incentive plan to fully stimulate the vitality of employees.	34
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	• Accelerating the construction of 5G, strengthening the construction of computing infrastructure, speeding up building platform infrastructure, and constantly enhancing the integrated innovation of 5G + AICDE.	13-15
10 REDUCED INEQUALITIES	• Centering on the elderly, the disabled, residents in remote areas and other vulnerable groups, enhancing the supply of products and services, and making up for the shortage of inclusive information, so that all kinds of social groups can access and use information equally and conveniently.	30-31
11 SUSTAINABLE CITIES AND COMMUNITIES	• Creating 100 application scenarios for 15 industries, and transforming and upgrading all industries with 5G technology to boost the efficiency and productivity of various industries.	16-17
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	• Organizing activities themed "Welcome to China Mobile", "Customer Day" and "I am a Service Experience Officer" to provide customers with heartfelt services and improve their experience. • Establishing the leading group on safeguarding cyber security and the office of the leading group on safeguarding cyber security to further consolidate the cyber security system. • Establishing a special system to identify and intercept disinformation with "zero tolerance" to protect the lawful rights of users.	19-21
13 CLIMATE ACTION	• Researching and planning for carbon peak and carbon neutral paths, setting up energy conservation and emission reduction work plans and objectives, and supporting all-round environmental governance and ecological protection. • Considering the multi-dimensional factors such as market, finance, operation and information technology, and identifying and assessing major risks due to climate change every six months to actively deal with the risks and opportunities brought by climate change.	38-39
14 LIFE BELOW WATER	• No relevant practice.	-
15 LIFE ON LAND	• Using 5G, AI, cloud computing and other new technologies to monitor, track, and protect wildlife in real-time and maximize the protection of biodiversity. • Cooperating with wildlife protection and research institutions, and assisting to collect monitoring data to bring more long-term and important scientific research value for wildlife protection.	41
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	• Establishing a three-tiered risk management structure consisting of the Board of Directors, functional departments, and functional positions to provide strong organizational support for the improvement and effectiveness of internal control systems. • Dynamically optimizing the integrity risk prevention and control system, and continuously strengthening the ability of business departments to find problems, correct deviations, prevent and control risks and issue early warnings.	46, 52-53
17 PARTNERSHIPS FOR THE GOALS	• Non-applicable.	-

GRI Sustainability Reporting Standards

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ISO 26000

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