

# Chairman's Statement



**Yang Jie**

**Chairman**  
China Mobile Limited

# Enhancing Technological Innovation and Starting a New Chapter of Digital-Intelligent Development

2021 was the first year of China's 14th Five-Year Plan (FYP). Moving into the new phase of development, China Mobile applied the new principles of development and contributed to creating a new paradigm. The Company firmly seized the new development opportunities arising from a digital economy underpinned by a new wave of technological and industrial revolution. Adhering to our ideology of promoting digital-intelligent transformation and achieving high-quality development, and as we strove to become a world-class enterprise by building a dynamic "Powerhouse", we continued to maximize the power of the ICT (information and communications technology) sector in empowering all areas of social and economic development, supported the efficient functioning of the digital economy by innovatively integrating information technology and data, and took concrete moves to promote harmonic, symbiotic and sustainable development of the Company with the wider economy, environment and society.

**To build information service "lifelines".** In 2021, we rose to one challenge after another and provided much-needed information service support for COVID-19 prevention and control, disaster relief, major events, cybersecurity, etc., honoring our promise to proactively serve the public with professionalism and commitment. We employed an array of information technologies such as 5G, big data and artificial intelligence (AI) to enable digital-intelligent prevention and control of COVID-19 while providing reliable communications, maintaining service continuity and stepping up comprehensive prevention and control measures. We rapidly restored mobile signals in designated areas and maintained connectivity for public affected by disasters using our Wing Loong large UAV-based Aerial Base Station (ABS) and other innovative core technologies. We launched the world's largest 5G+BeiDou high-precision positioning system to improve early-warning of disasters and facilitate disaster prevention and relief. We reinforced our capabilities in safeguarding emergency communications, provided reliable communications and cybersecurity support for numerous major events, and achieved our established target of "no major network failure, no major cybersecurity incident and no major customer complaint". We proactively prevented and cracked down on communications and network crime and illegal activities and strengthened privacy protection. We did our utmost to maintain a healthy and safe communications environment for customers backed by network and information security.

**To drive the development of the digital economy through digital-intelligent innovation.** We drove the rapid development of the digital economy through fully advancing the construction of information infrastructure and the digital-intelligent transformation of the entire society. In terms of connectivity, we are operating a world-leading communications network with more than 5.5 million base stations, including over 730,000 5G base stations, and our gigabit platform capabilities covered all cities and counties nationwide. In terms of computing force, our data centers formed a "4+3+X" nationwide layout, and those with external service capabilities had a total cabinet capacity of more than 400,000 units. In terms of abilities, we continued to refine our best-in-class core abilities such as AI, cloud computing, blockchain, big video and high-precision positioning, and our smart mid-end platform offered a catalogue of 325 common capabilities, processing over 8.1 billion requests per month on average. With a continued commitment to independent innovation, we also evolved the "One System and Four Rings" technological innovation layout and the Joint Innovation Plus scheme to push for key technological breakthroughs. We amplified the value of the 5G Innovation Coalition, and strove to develop high-level original technologies, and serve as a leader in the modern industrial chain. We launched the "Heartwarming Service" customer service brand and continued to innovate our rich offering of products, such as "and-Caiyun", MIGU Video and video connecting tones, to meet the common demand of an enriching digital lifestyle. Surrounding nine industrial innovation platforms, we built 200 industry-leading 5G pilot projects and developed over 6,400 5G commercial use cases with our industry partners, driving the transformation, upgrade and improvement in cost-efficiency across sectors and industries.

**To advance common prosperity through inclusive growth.** We act on the people-centered philosophy of development, care for the

growth of our employees, share the fruits of our development and promote common prosperity while we pursue high-quality development. Under the "Talent Pipeline" strategic initiative, we continued to improve our talent structure and advance our employee caring programs such as the "Five Small Spaces" and "Happiness 1+1" programs. We took the initiative to serve China's regional development strategies, advanced coordinated regional development, and proactively took part in developing infrastructure along the "Belt and Road" and providing premium international information services. We evolved our products and services to bridge the digital divide for underserved groups, such as elderly people, people with disabilities and people living in remote areas, and to share with them the benefits of information technology. We upgraded the "Network+" poverty alleviation model into the "Network+" rural revitalization model and rolled out the *14th FYP Digital-Intelligent Rural Revitalization Plan*: we consolidated the achievements of poverty alleviation through our "Seven Assistance Measures" and empowered rural revitalization in a digital-intelligent manner under our pioneering "Seven Rural Digital-Intelligence Projects", earning us the highest rating for four consecutive years in the designated poverty alleviation work review of China's central state-owned enterprises. China Mobile's philanthropy platform was approved by the Ministry of Civil Affairs as one of the third batch of online fundraising information platforms, making us the first and only domestic telecommunications operator to be granted this qualification. Our "Blue Dream" project has trained a total of close to 130,000 rural primary and secondary school principals in central and western China, contributing to greater educational equity across regions. Our "Heart Caring" campaign has offered free surgeries for over 7,000 impoverished children diagnosed with congenital heart disease (CHD), reigniting their hope in life. In 2021, our Parent Company won the highest government award for charity in China, the 11th China Charity Award.

**To support carbon peaking and carbon neutrality goals through green and low-carbon operations.** We fully implemented national policies on carbon peaking and carbon neutrality by constantly reducing our own carbon emissions while empowering low-carbon growth across sectors and industries. We ran the "Green Action Plan" for the 15th consecutive year, and launched the "C<sup>2</sup> Three Energy — Carbon Peaking and Carbon Neutrality Action Plan" and the new green development model, based on three aspects of energy (energy saving, clean energy and empowerment) and six green initiatives (green networks, green energy consumption, green supply chain, green office, green empowerment and green culture). In 2021, our energy saving measures saved us over 4.3 TWh of electricity in total. We aim to cut energy consumption intensity and carbon emission intensity by no less than 20% by the end of the 14th FYP period. We endorsed green procurement, whereby over 80% of our newly procured major equipment in 2021 used green packaging, saving 262,000 cubic meters of timber resources. We also introduced digital-intelligent services, such as smart green factory and a set of environmental management solutions, to drive energy conservation, consumption reduction and resource recycling in the wider society. We were listed for the fourth time in the climate change "A List" of CDP (Carbon Disclosure Project).

A growth mindset keeps us constantly evolving. Looking into the future, China Mobile will advance towards the new position of becoming a world-class information services and sci-tech innovation enterprise and spare no effort in building a new information service system of "connectivity, computing force and ability" based on 5G, computing force network (CFN) and smart mid-end platform. The Company will continue to be guided by its CSR philosophy of pursuing win-win development with fullest sincerity. Joining hands with stakeholders, the Company will take on greater responsibility in serving the digital economy, harness next-generation digital-intelligent technologies, bring digital-intelligent power to the public and society for a better future, and start a new chapter in sustainable development.



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