







Stakeholder Engagement and Materiality Assessment

Stakeholder engagement

We engage our stakeholders on a diverse range of sustainability topics that they are most concerned about. We have identified six stakeholder groups that may have or have had a significant impact on the Company's business and operations. This process complies with our guiding principles for CSR management, namely strategic, comprehensive, systematic, and participatory. We also take the initiative to collect stakeholders' concerns while preparing the sustainability report and incorporate them into the Company's relevant decision-making processes.

At the same time, we attached great importance to studying corporate social responsibility (CSR). We actively participated in or organized CSR training and strengthened communication with CSR research institutes. We also took part in numerous CSR research projects and had a hand in the compilation of basic training and teaching materials related to ESG (Environmental, Social and Governance). In addition, we carried out a variety of CSR assessments and performance appraisals and collected excellent CSR practices from our stakeholders for 15 consecutive years to constantly enrich our CSR practices.

Stakeholders	Expectations and concerns (top 5) ¹	Channels for communication and feedback
 Customers	<ul style="list-style-type: none"> • Network, information security, and privacy protection • Service quality and customer rights protection • Network quality assurance • New infrastructure construction • R&D and innovation 	<ul style="list-style-type: none"> • Customer Reception Day • 10086 hotline • New media such as Weibo and WeChat • Online and mobile customer service platforms <p>Customer Satisfaction Survey Mobile App CEO Mailbox</p>
 Employees	<ul style="list-style-type: none"> • Employee rights protection • Employee growth and development • Humanistic care for employees • Network quality assurance • Service quality and customer rights protection 	<ul style="list-style-type: none"> • Employee Representative Conference • Regular training • Performance communication mechanism • MMS Magazine Mobile Weekly <p>Employee evaluation mechanism Employee complaint mechanism CEO Mailbox</p>
 Shareholders and investors	<ul style="list-style-type: none"> • New information service system • Business ethics and anti-corruption • Corporate governance and risk control • Promoting regional development • Supporting rural revitalization 	<ul style="list-style-type: none"> • Annual reports, interim reports, and announcements • General meetings of shareholders • Investor meetings
 Value chain partners	<ul style="list-style-type: none"> • Network, information security, and privacy protection • Network quality assurance • Service quality and customer rights protection • Responsible supply chain management • R&D and innovation 	<ul style="list-style-type: none"> • Procurement activities • Supplier's web portal, service site and hotline • Training and assessment • CEO Mailbox • Forums and conferences
 Government and regulators	<ul style="list-style-type: none"> • Network, information security, and privacy protection • Network quality assurance • New infrastructure construction • Technology-based disaster prevention and relief • Supporting rural revitalization 	<ul style="list-style-type: none"> • Regular reports and communication • Specific investigations and on-site meetings • Relevant forums and information exchange activities
 Representatives from communities and environmental organizations	<ul style="list-style-type: none"> • Network quality assurance • Service quality and customer rights protection • Network, information security, and privacy protection • Actions in support of the 30-60 Decarbonization Goals • Reducing consumption of environmental resources 	<ul style="list-style-type: none"> • Community activities • Public welfare platform • Mass media • New media such as Weibo and WeChat • CEO Mailbox

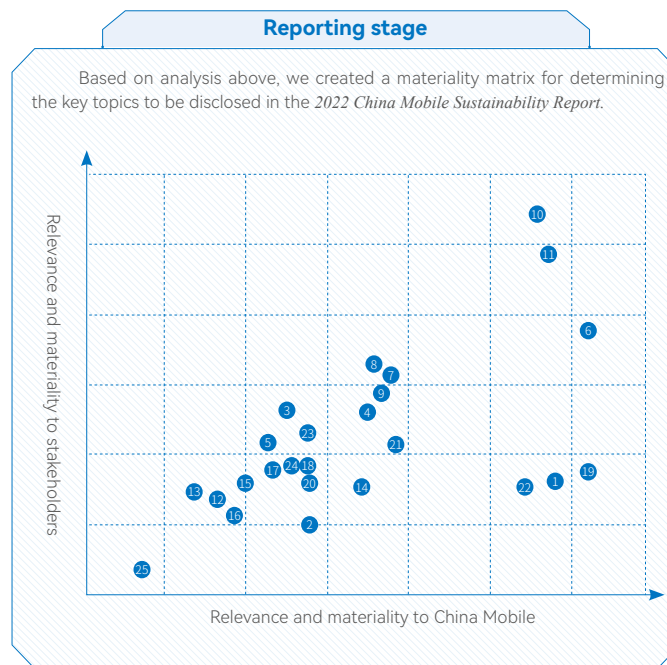
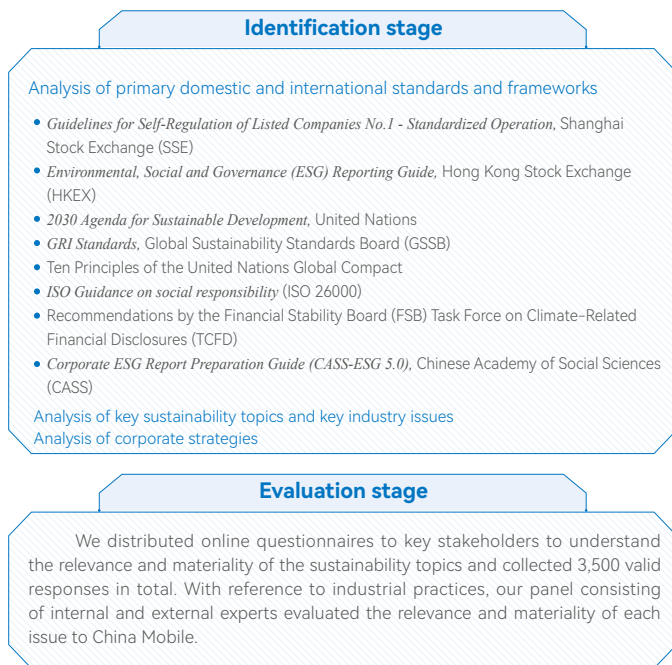
The top 5 expectations and concerns of each stakeholder group have been identified based on a 2022 stakeholder survey on key sustainability topics. The survey results can be found on page 87.

Indicators (unit)	2020	2021	2022
Number of participations in CSR training	926,288	781,393	579,131
Number of outlets hosting "CSR Communication Day"	3,504	2,929	3,800
Number of managers participating in "CSR Communication Day"	1,548	1,748	2,386
Number of customer participations in "CSR Communication Day" (10,000)	2.4	3.2	3.8

Materiality Assessment

We identify topics that are both important to our own development and highly relevant to the stakeholders from the two dimensions of “relevance and materiality to China Mobile” and “relevance and materiality to stakeholders”. We then develop issue management and disclosure strategies accordingly.

In 2022, based on various research and evaluations, we identified 25 material topics that significantly impact ourselves and our stakeholders. Based on our development progress and the latest sustainable development trends at home and abroad, we added six new topics compared with 2021, namely sustainable development management, ecosystem protection, humanistic care of employees, promoting digital intelligence inclusion, technology-based disaster prevention and relief, and promoting regional development. We upgraded “providing digital intelligence solutions” into “new information service system”, and “achieving 30-60 Decarbonization Goals goals” to “implementing 30-60 Decarbonization Goals”. No significant changes occurred in 2022 in terms of the issue boundary.



Materiality	No.	Issue	Boundary
Very high	10	Network, information security, and privacy protection	Customers; government and regulators; representatives from communities and environmental organizations
	6	Network quality assurance	Customers; value chain partners; government and regulators; representatives from communities and environmental organizations
	11	Service quality and customer rights protection	Customers; government and regulators; representatives from communities and environmental organizations
High	8	New infrastructure construction	Customers; government and regulators; value chain partners; representatives from communities and environmental organizations
	7	R&D and innovation	Customers; government and regulators; value chain partners
	9	New information service system	Customers; government and regulators; value chain partners; representatives from communities and environmental organizations
	4	Business ethics and anti-corruption	Employees; government and regulators; value chain partners
	22	Supporting public welfare and charity	Customers; representatives from communities and environmental organizations
	12	Implement 30-60 Decarbonization Goals	Customers; employees; government and regulators;
	3	Sustainability management	Customers; government and regulators; value chain partners; representatives from communities and environmental organizations
	23	Technology-based disaster prevention and relief	Customers; government and regulators; value chain partners; representatives from communities and environmental organizations
	21	Supporting rural revitalization	Customers; government and regulators; representatives from communities and environmental organizations

Materiality	No.	Issue	Boundary	
High	5	Stakeholder engagement	Customers; employees; shareholders and investors; government and regulators; value chain partners; representatives from communities and environmental organizations	
	24	Promoting regional development	Customers; government and regulators; value chain partners; representatives from communities and environmental organizations	
	20	Promoting digital-intelligent inclusion	Customers; government and regulators; value chain partners; representatives from	
	17	Employee rights protection	Employees; value chain partners	
	18	Employee growth and development	Employees; shareholders and investors	
	19	Humanistic care for employees	Employees; shareholders and investors	
	1	Corporate governance and risk control	Employees; shareholders and investors; government and regulators	
	14	Ecosystem protection		
	15	Waste management	Customers; employees; value chain partners	
	13	Reducing consumption of environmental resources	Customers; employees; government and regulators; value chain partners	
	16	Responsible supply chain management	Value chain partners; representatives from communities and environmental organizations	
	2	Financial performance and tax payment	Shareholders and investors; government and regulators	
	Low	25	Fulfilling CSR responsibilities overseas	Customers; value chain partners