Report Disclosure Indexes

HKEX ESG Reporting Guide

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.	51–54, 81–82
	A1.1 The types of emissions and respective emissions data.	81
	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tons) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	81
	A1.3 Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	81
	A1.4 Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	81
	A1.5 Description of emission target(s) set and steps taken to achieve them.	54
	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.	81
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water, and other raw materials.	57–58, 81
	A2.1 Direct and/or indirect energy consumption by type (e.g., electricity, gas or oil) in total (kWh in000s) and intensity (e.g., per unit of production volume, per facility)	81
	A2.2 Water consumption in total and intensity (e.g., per unit of production volume, per facility).	82
	A2.3 Description of energy consumption efficiency target(s) set and steps taken to achieve them.	81
	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.	82
	A2.5 Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	82
Aspect A3: The Environment and Natural Resources	General Disclosure: Policies on minimizing the issuer's significant impacts on the environment and natural resources.	82
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	82
Aspect A4: Climate Change	General Disclosure: Policies on identification and response to significant climate-related issues which have impacted, and those which may impact, the issuer.	52–54
	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.	52–54
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.	46–47
	B1.1 Total workforce by gender, employment type (for example, full- or part- time), age group and geographical region.	78
	B1.2 Employee turnover rate by gender, age group and geographical region.	78

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.	49, 79
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	79
	B2.2 Lost days due to work injury.	79
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	79
Aspect B3: **Development and** **Training**	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	47
	B3.1 The percentage of employees trained by gender and employee category (e.g., senior management, middle management).	79
	B3.2 The average training hours completed per employee by gender and employee category.	79
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 children and forced labor.	46
	B4.1 Description of measures to review employment practices to avoid child and forced labor.	46
	B4.2 Description of steps taken to eliminate such practices when discovered.	46
<td colspan="2" align="center">**Operating Practices**</td>	
Aspect B5: **Supply Chain** **Management**	General Disclosure: Policies on managing environmental and social risks of the supply chain.	75-76
	B5.1 Number of suppliers by geographical region.	76
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	76
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	60
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	60
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, labeling and privacy matters relating to products and services provided and methods of redress.	77
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	21
	B6.2 Number of products and services related to complaints received and how they are dealt with.	21
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	29
	B6.4 Description of quality assurance process and recall procedures.	21
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	21
Aspect B7: **Anti-corruption**	General Disclosure: Information on policies to prevent bribery, extortion, fraud, and money laundering and compliance with relevant laws and regulations that have a significant impact on the issuer.	73, 75
	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.	75
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	75
	B7.3 Description of anti-corruption training provided to directors and staff.	75
<td colspan="2" align="center">**Community**</td>	
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.	39-45
	B8.1 Focus areas of contribution (e.g., education, environmental concerns, labor needs, health, culture, sport).	39-45
	B8.2 Resources contributed (e.g., money or time) to the focus area.	39-45

UN Sustainable Development Goals (SDGs)

SDGs	Practices of China Mobile	Page(s)
1 NO POVERTY	China Mobile continuously assisted six designated counties (namely Huanan and Tangyuan in Heilongjiang, Aketao, Shule, and Luopu in Xinjiang, and Baisha in Hainan) and offered paired-up support to two counties (namely Gaize in Xizang and Maqin in Qinghai), engaging in assistance activities in 1,434 counties and villages.	35
2 ZERO HUNGER	China Mobile built an unmanned farm machinery system based on 5G+ BeiDou high-precision positioning technology, which realized fully mechanized, precise, and unmanned farming operations, saving seeds by an average of 2kg per mu and increasing the yield by an average of 80kg per mu.	38
3 GOOD HEALTH AND WELL-BEING	China Mobile invested RMB 13 million to provide assistance in seven provinces in 2022, including Ningxia, Qinghai, Hebei, Guangxi, and Shaanxi, conducting screening for 1,952 impoverished children and offering free surgeries to 377 impoverished children diagnosed with CHD.	42
4 QUALITY EDUCATION	China Mobile invested RMB 8 million in the "Blue Dream" Principal Training Program in 2022 to train 1,000 rural primary and secondary school principals in 10 provinces in central and western China including Xizang, Yunan, and Inner Mongolia using the "three-stage" training pattern; invested RMB 17.3 million in the "Blue Dream" Multimedia Classroom Program in five provinces including Sichuan, Shaanxi, and Guizhou, donating 331 multimedia classrooms to 240 primary and secondary schools in 31 counties.	42
5 GENDER EQUALITY	China Mobile prioritized the protection of female employees' rights and interests, implementing the "Heroines' Contribution" campaign to encourage female workers to actively offer advice and suggestions for the company's transformation and development and the "Defense of Heroines' Rights" campaign to improve our abilities to serve female employees and defend their legitimate rights.	46
6 CLEAN WATER AND SANITATION	China Mobile intensified daily water management, imposing strict controls on wastewater discharge, promoting water conservation, and encouraging the adoption of wastewater recycling and reuse technologies to reduce the use of water. The water used in the Company's daily operations and production mainly came from municipal water supply, and there was no water resource risk.	82
7 AFFORDABLE AND CLEAN ENERGY	With a focus on the two areas of power generation from clean energy and intelligent distribution network, China Mobile created application scenarios such as 5G Intelligent Patrol Inspection, Three Automated Remotes for 5G Distribution Network, 5G Distribution Network Differential Protection, and 5G Intelligent Power Distribution Room. This helped power plants reduce the manpower needed and realize unattended operations while enabling highly automated power distribution which provided added reliability of power supply, and was a step forward for the power industry in digital intelligence transformation. We utilized our strengths as a telecom operator and co-compiled the 5G Virtual Private Networks for Electric Power White Paper: Network Security, in which we proposed a feasible and credible solution for ensuring the security of 5G virtual private networks for electric power.	15
8 DECENT WORK AND ECONOMIC GROWTH	China Mobile established a diversified career development system, providing employees with broad prospects and well-established development channels to support their career growth. In 2022, we issued the China Mobile Standard Position Database (2022), which improved and optimized 283 non-managerial standard job positions to ensure that our employees' abilities and talents were best aligned with their positions so that they could utilize their potential to the fullest.	48
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	China Mobile thoroughly implemented the national "dual gigabit" network plan, refined the gigabit deployment strategy and promoted pipeline coverage by category in response to customers' needs in the market; prioritized platform capability building and set up ports by demand, enhancing the end-to-end network capabilities of our household broadband and creating a gigabit broadband boutique network connecting thousands of households.	09
10 REDUCED INEQUALITIES	Caring deeply about special groups, China Mobile's "AndMessage" continuously invested in the field of accessible communication to address the communication needs of hearing-impaired people; we developed accessible calling products and established the "AndMessage" dedicated accessible zone; applied 5G + AI technology to create a new calling experience that offered speech-to-text and text-to-speech services during calls for hearing-impaired individuals to further address the communication difficulties they faced in their daily lives.	33
11 SUSTAINABLE CITIES AND COMMUNITIES	China Mobile developed the "Harmonious Community", the OneZone Smart Community, and Andlink focused on urban communities to create "Four-Smart" communities with smart property management, smart owner homes, smart governance, and smart business in surrounding areas. The projects were designed to bring residents greater convenience and happiness. By the end of December 2022, they had been adopted in more than 112,000 residential communities across 31 provinces (municipalities and autonomous regions), positively impacting the life of over 16 million people.	22
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	China Mobile instituted mandates for copyright, edition number, security audits of content, real-name authentication, and an adolescent anti-addiction mechanism on our 5G cloud game platform and took concrete actions to ensure that instances of non-compliance that could compromise the health and safety of minors when using the products and services were kept to a minimum and effectively addressed.	25
13 CLIMATE ACTION	China Mobile kept pushing forward the "C² Three Energy - China Mobile Carbon Peaking and Carbon Neutrality Action Plan" guided by the 30-60 Decarbonization Goals. With "energy conservation, clean energy, and empowerment" as the main course of action and green networks, green energy consumption, green supply chain, green office, green empowerment, and green culture as the paths of implementation, we continuously embedded green and low-carbon development into all aspects of our production and operating activities.	51
14 LIFE BELOW WATER	China Mobile built and deployed an array of intelligent networks for prevention and control and supervision by virtue of breakthrough 5G technologies. Through intelligent image recognition technology, we achieved illegal fishing monitoring, early warning of violations along the shorelines of river and lake waters, sand excavation management, monitoring of floating objects on the river, and ecological flow monitoring of the river. With these efforts, we achieved 24/7 and all-round real-time monitoring, provided the local fishery administration with effective tools to manage the rivers and lakes and nipped the illegal and criminal acts in the bud, thereby contributing to the fishing ban and the environmental protection in the Yangtze River.	63
15 LIFE ON LAND	China Mobile employed 5G+VR technologies to monitor the living environment, quantity, population distribution, and other key information of white storks in real time, thus assisting relevant departments to identify new ways to conserve oriental white storks.	63
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	We have set up the Sustainability Steering Committee and built a three-level sustainability management framework comprising "decision-making, organization, and implementation", which enables the in-depth involvement of top leadership, horizontal coordination, and vertical collaboration. The Sustainability Steering Committee is responsible for overall decision-making, the Office takes charge of management, and the specialized departments and subordinate units implement specific tasks. With clearly defined responsibilities and division of labor, China Mobile carried out sustainability efforts in an effective manner.	69
17 PARTNERSHIPS FOR THE GOALS	China Mobile worked to maximize the value of platforms, actively stepping up big data-based cooperation by opening up platforms, ecosystems, and portals based on the Wutong Big Data platform, thus giving full play to the value of data as new growth drivers.	13

GRI Content Index

Note	China Mobile has prepared this report with reference to the GRI Standards, covering the period between January 1 and December 31, 2022.
GRI 1	GRI 1: Foundation 2021

GRI Standards	Disclosures	Page(s)
GRI 2: General Disclosures 2021		
2-1	Organizational details	04
2-2	Entities included in the organization's sustainability reporting	04
2-3	Reporting period, frequency and contact point	83
2-4	Restatements of information	80
2-5	External assurance	84–85
2-6	Activities, value chain and other business relationships	75–76
2-7	Employees	77–78
2-8	Workers who are not employees	78
2-9	Governance structure and composition	69
2-10	Nomination and selection of the highest governance body	66
2-11	Chair of the highest governance body	66
2-12	Role of the highest governance body in overseeing the management of impacts	66
2-13	Delegation of responsibility for managing impacts	N/A
2-14	Role of the highest governance body in sustainability reporting	83
2-15	Conflicts of interest	N/A
2-16	Communication of critical concerns	66
2-17	Collective knowledge of the highest governance body	66
2-18	Evaluation of the performance of the highest governance body	66
2-19	Remuneration policies	47
2-20	Process to determine remuneration	47
2-21	Annual total compensation ratio	47
2-22	Statement on sustainable development strategy	02–03
2-23	Policy commitments	46
2-24	Embedding policy commitments	65
2-25	Processes to remediate negative impacts	77
2-26	Mechanisms for seeking advice and raising concerns	75
2-27	Compliance with laws and regulations	70
2-28	Membership associations	Back cover
2-29	Approach to stakeholder engagement	86
2-30	Collective bargaining agreements	47
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	87
3-2	List of material topics	87
3-3	Management of material topics	87

GRI Standards	Disclosures	Page(s)
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	74
201-2	Financial implications and other risks and opportunities due to climate change	53
201-3	Defined benefit plan obligations and other retirement plans	47
201-4	Financial assistance received from government	74
GRI 202: Market Presence 2016		
202-2	Proportion of senior management hired from the local community	46
GRI 203: Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	14
203-2	Significant indirect economic impacts	31
GRI 204: Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	76
GRI 205: Anti-corruption 2016		
205-1	Operations assessed for risks related to corruption	75
205-2	Communication and training about anti-corruption policies and procedures	75
205-3	Confirmed incidents of corruption and actions taken	75
GRI 206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	70
GRI 207: Tax 2019		
207-1	Approach to tax	73
207-2	Tax governance, control, and risk management	73
207-3	Stakeholder engagement and management of concerns related to tax	73
GRI 301: Materials 2016		
301-1	Materials used by weight or volume	82
301-2	Recycled input materials used	82
301-3	Reclaimed products and their packaging materials	82
GRI 302: Energy 2016		
302-1	Energy consumption within the organization	81

GRI Content Index

GRI Standards	Disclosures	Page(s)
302-2	Energy consumption outside of the organization	81
302-3	Energy intensity	81
302-4	Reduction of energy consumption	81
302-5	Reductions in energy requirements of products and services	81
GRI 303: Water and Effluents 2018		
303-1	Interactions with water as a shared resource	82
303-2	Management of water discharge- related impacts	82
303-3	Water withdrawal	82
303-4	Water discharge	82
303-5	Water consumption	82
GRI 304: Biodiversity 2016		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	63
304-2	Significant impacts of activities, products and services on biodiversity	63
304-3	Habitats protected or restored	63
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	63
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	81
305-2	Energy indirect (Scope 2) GHG emissions	81
305-3	Other indirect (Scope 3) GHG emissions	81
305-4	GHG emissions intensity	81
305-5	Reduction of GHG emissions	81
GRI 306: Effluents and Waste 2020		
306-1	Water discharge by quality and destination	81
306-2	Waste by type and disposal method	81
306-3	Significant spills	81
306-4	Transport of hazardous waste	81
306-5	Water bodies affected by water discharges and/or runoff	81
GRI 308: Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	60
308-2	Negative environmental impacts in the supply chain and actions taken	75
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	78
401-2	Benefits provided to full-time employees that are not provided to temporary or part- time employees	47

GRI Standards	Disclosures	Page(s)
401-3	Parental leave	46
GRI 403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	75
403-2	Hazard identification, risk assessment, and incident investigation	49
403-3	Occupational health services	49
403-4	Worker participation, consultation, and communication on occupational health and safety	49
403-5	Worker training on occupational health and safety	49
403-6	Promotion of worker health	49
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	49
403-8	Workers covered by an occupational health and safety management system	49
403-9	Work-related injuries	79
403-10	Work-related ill health	79
GRI 404: Training and Education 2016		
404-2	Programs for upgrading employee skills and transition assistance programs	47
404-3	Percentage of employees receiving regular performance and career development reviews	80
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	46
405-2	Ratio of basic salary and remuneration of women to men	46
GRI 406: Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	46
GRI 407: Freedom of Association and Collective Bargaining 2016		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	46
GRI 408: Child Labor 2016		
408-1	Operations and suppliers at significant risk for incidents of child labor	46
GRI 409: Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	46
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	43

GRI Standards	Disclosures	Page(s)
413-2	Operations with significant actual and potential negative impacts on local communities	43
GRI 414: Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	75
414-2	Negative social impacts in the supply chain and actions taken	76
GRI 416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	25
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	25
GRI 417: Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	77
417-2	Incidents of non-compliance concerning product and service information and labeling	77

GRI Standards	Disclosures	Page(s)
417-3	Incidents of non-compliance concerning marketing communications	77
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	76

Ten Principles of the UN Global Compact

SN	Requirements	Page(s)
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	46
Principle 2	Make sure that they are not complicit in human rights abuses	46
Labor		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	47
Principle 4	The elimination of all forms of forced and compulsory labor	46
Principle 5	The effective abolition of child labor	46

SN	Requirements	Page(s)
Principle 6	The elimination of discrimination in respect of employment and occupation	46
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges	53
Principle 8	Undertake initiatives to promote greater environmental responsibility	52
Principle 9	Encourage the development and diffusion of environmentally friendly technologies	55
Anti-Corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	73

ISO 26000

Core Subjects	Issues	Page(s)
Organizational governance		04, 69
Human rights	1: Due diligence	75
	2: Human rights risk situations	46
	3: Avoidance of complicity	46
	4: Resolving grievances	47
	5: Discrimination and vulnerable groups	46
	6: Civil and political rights	46
	7: Economic, social and cultural rights	46
	8: Fundamental principles and rights at work	46
Labor practices	1: Employment and employment relationships	46
	2: Conditions of work and social protection	49
	3: Social dialogue	47
	4: Health and safety at work	49
	5: Human development and training in the workplace	47
Environment	1: Prevention of pollution	62
	2: Sustainable resource use	57
	3: Climate change mitigation and adaptation	52
	4: Protection of the environment, biodiversity and restoration of natural habitats	63

Core Subjects	Issues	Page(s)
Fair operating practices	1: Anti-corruption	75
	2: Responsible political involvement	74
	3: Fair competition	70
	4: Promoting social responsibility in the value chain	75
	5: Respect for property rights	29
Consumer issues	1: Fair marketing, factual and unbiased information and fair contractual practices	76
	2: Protecting consumers' health and safety	70
	3: Sustainable consumption	25
	4: Consumer service, support, and complaint and dispute resolution	25
	5: Consumer data protection and privacy	76
	6: Access to essential services	25
	7: Education and awareness	25
Community involvement and development	1: Community involvement	45
	2: Education and culture	45
	3: Employment creation and skills development	45
	4: Technology development and access	44
	5: Wealth and income creation	45
	6: Health	45
	7: Social investment	45

Recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD)

Recommended Disclosures	Page(s)
Governance: Disclose the organization's governance around climate related risks and opportunities	
a) Describe the board's oversight of climate-related risks and opportunities	52
b) Describe management's role in assessing and managing climate-related risks and opportunities	52
Strategy: Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material	
a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	53
b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	53
c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2° C or lower scenario	53

Recommended Disclosures	Page(s)
Risk Management: Disclose how the organization identifies, assesses, and manages climate-related risks	
a) Describe the organization's processes for identifying and assessing climate-related risks	52
b) Describe the organization's processes for managing climate-related risks	52
c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management	52
Metrics and Targets: Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material	
a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	53
b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks	53
c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	53