


















Report Disclosure Indexes

HKEX ESG Reporting Guide

Subject Areas, Aspects, General Disclosures and KPIs		Page(s)	
A. Environmental			
Aspect A1: Emissions	General Disclosure: Information on: (a) the policies; and (b) 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.	101	
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	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).	101
	KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	102
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	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	102
	KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	70
	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.	102
	KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	103
Aspect A3: The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	65	
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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.	65	
	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.	68–69
B. Social			
Employment and Labor Practices			
Aspect B1: Employment	General Disclosure: Information on: (a) the policies; and (b) 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.	97–100	
	KPI B1.1	Total workforce by gender, employment type (for example, full- or part time), age group and geographical region.	97
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	98

Subject Areas, Aspects, General Disclosures and KPIs			Page(s)
Aspect B2: Health and Safety	General Disclosure: Information on: (a) the policies; and (b) 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.		99
	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	99
	KPI B2.2	Lost days due to work injury.	99
	KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	63, 99
Aspect B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		60–61
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	99–100
	KPI B3.2	The average training hours completed per employee by gender and employee category.	99–100
Aspect B4: Labor Standards	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.		98
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	KPI 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.	104–105
	KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	76
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	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	97
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	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	94
	KPI B6.4	Description of quality assurance process and recall procedures.	97
	KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	95
Aspect B7: Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		104
	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.	104
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	104
	KPI B7.3	Description of anti-corruption training provided to directors and staff.	104
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.		100
	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	100
	KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	100–101

UN Sustainable Development Goals (SDGs)

SDGs	Practices of China Mobile	Page(s)
	In the 3,310 assistance points across 1,486 counties, townships, and villages nationwide, the Company continuously promotes talent, funding, wisdom, consumption, industry, and livelihood support measures, solidifying poverty alleviation achievements, enriching rural industries, and enhancing the well-being of the populace.	46–49
	The Company has accelerated the deep integration of next-generation information technology with agricultural production, creating 600 high standards 5G smart agriculture demonstration projects of high standards in 2023.	48
	The Heart Caring action project was launched, donating 10 million yuan throughout the year to support children with congenital heart disease, offering free screenings for 4,741 children, and treating 299 diagnosed children. A remote medical platform and applications were developed, helping over 1,600 medical institutions below the county level to connect to the national remote medical platform, promoting the descent of high-quality medical resources to remote rural areas. The Company provides employees with a variety of health management options, strengthen safety production management, and ensure occupational health and safety.	33, 51, 63
	For ten consecutive years, as the sole telecommunications operator, we undertook the construction of the national educational resources cloud platform. In exclusive cooperation with the Ministry of Education Examination Center, we created the first national separation of examination and evaluation model art examination platform. The Company promotes the remote connection of high-quality educational resources with rural schools and families. By the end of 2023, internet TV educational services reached over 6.8 million rural households. An annual investment of RMB 8 million supported the Blue Dream principal training project, providing training for 1,002 principals of rural primary and secondary schools in central and western China. By the end of 2023, 4,725 China Mobile Multimedia Classrooms were donated.	32, 48, 51
	The Company focuses on introducing talents of different genders and age groups, striving to build a diverse workforce. In 2023, 52.34% of all employees were women.	58
	In our daily production and operations, the Company advocates for water conservation, encourages rainwater recycling, strictly controls sewage discharge, reduces unnecessary water consumption, and achieves the set goal of zero growth in per capita management water usage.	102
	Throughout the year, the green energy generation amounted to 164 million kilowatt-hours, equivalent to a reduction of 94,000 tons of carbon dioxide emissions. Actively participating in green electricity trading, the annual purchase of green electricity exceeded 158 million kilowatt-hours, equivalent to a reduction of 90,000 tons of carbon dioxide emissions.	74
	The Company adheres to the Talent Strengthening Enterprise strategy, considering talent as the primary resource driving innovation and leading development, fully building an excellent talent team, comprehensive training system, smooth development paths, and a harmonious workplace environment.	58–63
	The Company deepens the construction of new-type information infrastructure, systematically creating new-type information infrastructure focusing on 5G, computility network, and capability platforms, innovatively building a new-type information service system of Connectivity, Connectivity Computility and Capability, continuously enriching digital applications for production, life, and governance scenarios, and deeply promoting the integration of information services into various industries and serving the public.	20–34
	The Company expands network coverage in rural and remote areas, promoting the equalization of basic public services. By the end of 2023, the 4G network covered 99.6% of administrative villages nationwide, and the 5G network basically achieved continuous coverage of the country's townships, as well as effective coverage of large administrative villages and developed rural areas. The Company offers exclusive tariff discounts and customized warmhearted services for three key groups: the elderly, disabled, and poverty-stricken, striving to achieve affordable digital services for everyone.	43–45
	The Company focuses on meeting the digital needs of all people, building over 390,000 digital villages and 155,900 smart communities.	48
	The Company optimizes product experience, perfect the product quality evaluation system of Customer Decides and Frontline Decides, and establishes a product quality control system of two checkpoints for commercial and iterative stages. The Company carries out the Sunshine Action for customer rights protection, firmly guarding against any infringement of customer rights. The Company actively protect the mental and physical health of minors by launching a youth mode, strengthening self-discipline and content management, and striving to provide a safe and healthy online environment for young users.	40, 96, 97
	The Company deeply promotes the C ² Three Energy – China Mobile Carbon Peaking and Carbon Neutrality Action Plan, through three main lines of energy conservation, clean energy, and empowerment, steadily promoting green, low-carbon sustainable development around six pathways of green networks, green energy consumption, green supply chain, green office, green empowerment, and green culture.	65
	The Company promotes an integrated Smart Environmental Protection solution and product services that combine Monitoring, Management, and Prevention, building ecological monitoring systems in several natural reserves, including the Qinghai Sanjiangyuan, Yellow River Delta, Yangtze River Basin, and Poyang Lake area.	80
	The Company fully leverages the advantages of 5G, satellite remote sensing, drones, video monitoring, and the Internet of Things technologies to monitor wildlife populations, contributing to ecological governance and biodiversity protection.	80
	The Company establishes a corporate governance mechanism that is legally compliant, transparent in responsibilities, coordinated in operation, and effective in checks and balances. The Company proactively integrates the concept of sustainable development into the Company's organizational structure, major decisions, and production operations, implement a new round of state-owned enterprise reform to enhance actions, firmly hold the bottom line of not incurring major risks, and actively promotes the modernization of the governance system and governance capabilities.	90
	For 11 consecutive years, the Company has hosted the China Mobile Global Partner Conference. The Ten Hundred Thousand Million partner program has gathered more than 1,300 enterprises on the blockchain, creating a new pattern of industrial cooperation led by central enterprises and extensively participated in by large, medium, and small enterprises. The Company strengthens the modern mobile information industry chain, enhancing the foundational capabilities and modernization level of the industry. The Company has signed strategic cooperation agreements with the local governments of all 31 provinces (autonomous regions, directly-administered municipalities) and 121 large enterprise groups and institutions, further promoting the complementary advantages of resources and the expansion into strategic emerging fields. The Company strengthens the global direct connection of operators, and by the end of 2023, the number of customers cooperating with the comprehensive solution iConnect tailored for the operator market reached 1,100.	17, 35

GRI Content Index


 CONTENT INDEX
ADVANCED SERVICE

2024

Note China Mobile has reported in accordance with the GRI Standards for the period between January 1 and December 31, 2023.

GRI 1 GRI 1: Foundation 2021

GRI Standards	Disclosures	Page(s)
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	2-1 Organizational details	06
	2-2 Entities included in the organization's sustainability reporting	01
	2-3 Reporting period, frequency and contact point	01
	2-4 Restatements of information	Not applicable, the Organization had no restatements during the reporting period.
	2-5 External assurance	106–107
	2-6 Activities, value chain and other business relationships	06
	2-7 Employees	97
	2-8 Workers who are not employees	98
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	2-10 Nomination and selection of the highest governance body	84
GRI 2: General Disclosures 2021	2-11 Chair of the highest governance body	84
	2-12 Role of the highest governance body in overseeing the management of impacts	86
	2-13 Delegation of responsibility for managing impacts	86
	2-14 Role of the highest governance body in sustainability reporting	86
	2-15 Conflicts of interest	Refer to the "Board of Directors Report" section in the Annual Report.
	2-16 Communication of critical concerns	84
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GRI 416: Customer Health and Safety 2016	3-3 Management of material topics	96–97
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	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	96–97
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	96
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GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	96
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1. For the Content Index Advanced Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders.

2. The service was performed on the Chinese version of the report.

GRI Standards	Disclosures	Page(s)
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	205-2 Communication and training about anti-corruption policies and procedures	104
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	404-3 Percentage of employees receiving regular performance and career development reviews	99-100
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ISO 26000

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

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a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	68–69
b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning	68–69
c) Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2° C or lower scenario	69
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a) Describe the organization’s processes for identifying and assessing climate-related risks	67

Recommended Disclosures	Page(s)
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c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management	67
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a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	70
b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks	70
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State-owned Assets Supervision and Administration Commission of the State Council’s Reference Index System for ESG Special Reports of Central State-owned Enterprises Holding Listed Companies

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