

TABLE OF THE INDICATORS

Issues	No.	Name of Indicators	Unit	2023	2022
Emissions	1.	Scope 1: Direct greenhouse gas emissions ¹	million tons CO ₂ e	0.17	0.20
	2.	Scope 2: Indirect greenhouse gas emissions ¹	million tons CO ₂ e	15.00	15.57
	3.	Total greenhouse gas emissions ¹	million tons CO ₂ e	15.17	15.77
	4.	Greenhouse gas emissions per unit of information flow	tons CO ₂ e/TB	0.0139	0.0154
	5.	Greenhouse gas emissions per unit of total volume of telecommunications services ¹	tons CO ₂ e/RMB million	23.06	28.67
	6.	Sewage emissions ²	million tons	34.06	28.69
	7.	SO ₂ emissions ³	tons	10.54	24.54
	8.	Non-hazardous waste produced ⁴	tons	23,118.74	23,296.69
	9.	Non-hazardous waste produced per unit operating revenue	tons/RMB million	0.05	0.05
	10.	Hazardous waste produced ⁴	tons	21,633.22	22,540.19
	11.	Hazardous waste produced per unit operating revenue	tons/RMB million	0.04	0.05
	12.	Electronic waste produced ⁴	tons	26,098.87	31,435.86
	13.	Electronic waste produced per unit operating revenue	tons/RMB million	0.05	0.07
Use of Resources	14.	Electricity consumption ⁵	MWh	27,191,355.63	26,598,676.90
	15.	Green electricity consumption ⁶	MWh	1,105,484.46	—
	16.	Natural gas consumption ⁵	MWh	113,514.70	101,412.81
	17.	Coal consumption ⁵	MWh	5,633.10	13,108.48
	18.	Gasoline consumption ⁵	MWh	426,994.44	507,487.19
	19.	Diesel consumption ⁵	MWh	152,007.74	173,041.02
	20.	Purchased heat consumption amount ⁵	MWh	305,545.00	297,184.94
	21.	Overall energy consumption	MWh	28,195,050.61	27,690,911.34
	22.	Overall energy consumption per unit of information flow	MWh/TB	0.0258	0.0270
	23.	Overall energy consumption per unit of total volume of telecommunications services	MWh/RMB million	42.85	50.34
	24.	Power consumption per carrier frequency at base stations	kWh/carrier frequency	1,549.03	1,437.82
	25.	Water consumption ⁷	million tons	40.07	33.76
	26.	Water consumption per unit operating revenue	tons/RMB million	78.03	70.12
	27.	Reclaimed water consumption ⁷	tons	293,973.65	286,508.75

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Issues	No.	Name of Indicators	Unit	2023	2022
The Environment and Natural Resources	28.	Investment in energy saving and environmental conservation ⁸	RMB million	2,497.81	1,357.95
	29.	Countries and regions of mobile data international roaming and roaming in Hong Kong, Macau and Taiwan	—	251	251
	30.	Domestic administrative village fibre broadband coverage	%	98	97
	31.	Domestic administrative village mobile network coverage ⁹	%	98	—
	32.	Internet backbone network interconnection bandwidth	Gbps	42,820.00	32,720.00
	33.	International interconnection bandwidth	Gbps	12,363.66	10,964.76
	34.	Call drop rate of mobile communication ¹⁰	%	0.03	0.03
Product Responsibility	35.	Call completion rate of mobile communication network ¹⁰	%	99.30	99.24
	36.	Call completion rate for access line	%	89.13	91.72
	37.	Packet loss rate of broadband Internet ChinaNet backbone network	%	0.03	0.03
	38.	Mobile service satisfaction ¹¹	points	81.22	81.53
	39.	Fixed broadband satisfaction ¹¹	points	81.92	82.34
	40.	Wireline voice satisfaction ¹¹	points	86.54	87.43
	41.	Percentage of in-time response to international customer repair reports ¹²	%	99.55	99.55
	42.	International customer satisfaction ¹³	points	93.69	93.30
	43.	Number of new patents granted	—	1,187	602
	44.	Number of new invention patents granted	—	1,155	560
	45.	Number of fraudulent IPs blocked ¹⁴	—	160,886	—
	46.	Number of customer complaints and reports ¹⁵	person-times	432,419	—
	47.	Customer complaint and report rate ¹⁵	person-times/million users	593.6	—
Anti-corruption	48.	Number of anti-corruption education activities	—	23,415	23,574
	49.	Attendance of anti-corruption education and trainings	person-times	1,520,183	1,398,273
	50.	Number of corruption cases ¹⁶	—	1	1

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Issues	No.	Name of Indicators	Unit	2023	2022
Supplier	51.	Total number of suppliers ¹⁷	—	27,002	24,237
	52.	Number of suppliers in Mainland China ¹⁷	—	26,447	23,706
	53.	Number of suppliers in regions of Hong Kong, Macau and Taiwan of China ¹⁷	—	222	157
	54.	Number of suppliers from other countries and regions ¹⁷	—	333	374
Employment	55.	Proportion of female managers	%	21.94	21.30
	56.	Total number of employees ¹⁸	—	278,539	280,683
	57.	Number of full-time employees ¹⁸	—	272,582	274,229
	58.	Number of part-time employees ¹⁸	—	5,957	6,454
	59.	Number of employees under the age of 30	—	44,536	41,058
	60.	Number of employees aged 30–49	—	160,273	168,584
	61.	Number of employees aged 50 and above	—	73,730	71,041
	62.	Number of male employees	—	190,870	191,773
	63.	Number of female employees	—	87,669	88,910
	64.	Number of employees in Mainland China	—	276,444	278,483
	65.	Number of employees in Hong Kong, Macau, Taiwan and overseas branches	—	2,095	2,200
	66.	Percentage of ethnic minority employees ¹⁸	%	7.03	6.87
	67.	Number of new employees ¹⁸	—	12,402	14,021
	68.	Percentage of female among new employees ¹⁸	%	31.76	34.77
	69.	Turnover rate of employees under the age of 30 ¹⁹	%	3.46	4.11
	70.	Turnover rate of employees aged 30–49 ¹⁹	%	0.88	0.83
	71.	Turnover rate of employees aged 50 and above ¹⁹	%	1.06	0.64
	72.	Turnover rate of female employees ¹⁹	%	1.36	1.31
	73.	Turnover rate of male employees ¹⁹	%	1.33	1.24
	74.	Turnover rate of employees in Mainland China ¹⁹	%	1.33	1.27
	75.	Turnover rate of employees in Hong Kong, Macau, Taiwan and overseas branches ¹⁹	%	14.61	—
	76.	Signing rate of employment contract ¹⁸	%	100	100
	77.	Coverage rate of social insurance ¹⁸	%	100	100

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Issues	No.	Name of Indicators	Unit	2023	2022
Safety and Health	78.	Serious injury rate per 1,000 employees ²⁰	number of serious injuries/ thousand	0.00	0.00
	79.	Loss of working days due to work-related injury ²⁰	days	0.00	0.00
	80.	Number of participants in safety emergency drills	person-times	485,870	445,539
	81.	Number of participants in health and safety trainings	person-times	609,745	670,461
	82.	Participation rate of employee health checkup ¹⁸	%	89.26	94.45
	83.	Number of work-related fatalities ²⁰	—	0	0
	84.	Fatality rate per 1,000 employees ²⁰	number of deaths/thousand	0.0000	0.0000
	85.	Training expenses per employee	RMB/person	3,682.69	2,355.30
	86.	Number of internal trainers	—	14,817	13,280
	87.	Total number of participants trained	10,000 person-times	88.57	37.26
Training and Development ²¹	88.	Number of senior management trained	person-times	1,615	497
	89.	Number of middle-level management trained	person-times	124,547	51,105
	90.	Number of general employees trained	person-times	759,509	321,030
	91.	Number of male employees trained	person-times	592,279	245,429
	92.	Number of female employees trained	person-times	293,392	127,203
	93.	Number of employees passed skill certification exams	person-times	46,759	24,602
	94.	Average training time per employee	hours/person	75.11	31.65
	95.	Average training time per senior management	hours/person	168.22	90.31
	96.	Average training time per middle-level management	hours/person	94.49	34.67
	97.	Average training time per general employee	hours/person	72.32	31.14
	98.	Average training time per male employee	hours/person	76.89	30.93
	99.	Average training time per female employee	hours/person	71.13	33.24
	100.	Proportion of senior management participating in training	%	95.80	98.39
	101.	Proportion of middle-level management participating in training	%	93.07	50.87
	102.	Proportion of general employees participating in training	%	83.78	42.34
	103.	Proportion of male employees participating in training	%	83.99	41.62
	104.	Proportion of female employees participating in training	%	86.93	47.42

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Issues	No.	Name of Indicators	Unit	2023	2022
Community	105.	Total service time of volunteers	10,000 hours	65.58	108.57
	106.	Number of participants in volunteering activities	10,000 person-times	16.36	20.11
	107.	Number of volunteering activities	sessions	26,828	16,417
	108.	Volunteer service activities input amount	RMB million	14.62	16.44
	109.	Number of participated pole line co-built ²²	kilometres	2,984	1,412
	110.	Number of provided pole line co-shared ²²	kilometres	8,107	13,595
	111.	Number of co-built pipelines participated ²²	kilometres	8,315	6,792
	112.	Number of co-shared pipelines provided ²²	kilometres	585	896
	113.	Number of co-built indoor distribution systems participated ²²	—	38,750	68,339
	114.	Personnel involved in emergency communication support	person-times	768,687	840,242
	115.	Number of emergency communication equipment dispatched	set-times	78,487	113,928
	116.	Number of emergency communication vehicles dispatched	vehicle-times	135,101	273,941
	117.	Number of emergency public service messages sent ²³	million pieces	23,556.01	27,543.32

Notes:

- Greenhouse gas is measured based on the *Greenhouse Gas Protocol – Enterprise Accounting and Reporting Standards* of World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD), the *2006 IPCC Guidelines for National Greenhouse Gas Inventories* of Intergovernmental Panel on Climate Change (IPCC) and the *Fourth Assessment Report 2007* of Intergovernmental Panel on Climate Change (IPCC), etc.;

Scope 1: direct greenhouse gas emissions include the greenhouse gas emissions from use of natural gas, coal, gasoline and diesel;

Scope 2: indirect greenhouse gas emissions include the greenhouse gas emissions from purchased electricity and heating power, where the electricity emissions factors shall refer to the average national grid of 0.5703t CO₂/MWh of 2022 as released in the *Notice on the Management of Greenhouse Gas Emission Reporting by Enterprises in the Power Generation Sector for 2023–2025* (《關於做好2023–2025年發電行業企業溫室氣體排放報告管理有關工作的通知》) issued by the Ministry of Ecology and Environment of the People's Republic of China; and the emissions factor for heat shall refer to the *Guidelines for Calculation Methods and Reporting of Greenhouse Gas Emissions from Industrial and Other Industries Enterprises (Trial)* (《工業其他行業企業溫室氣體排放核算方法與報告指南(試行)》) issued by the General Office of National Development and Reform Commission of the People's Republic of China;

Total greenhouse gas emissions shall be the sum of Scope 1 (direct greenhouse gas emissions) and Scope 2 (indirect greenhouse gas emissions);

The total volume of telecommunications services represents the sum of respective indicators of volume of each service multiplied by the corresponding constant unit price, whereas the constant unit price refers to the constant unit price of telecommunications services in 2020 released by the Ministry of Industry and Information Technology.

2. The quantity of sewage emissions is measured based on water consumption, and the wastewater discharge coefficient shall be based on GB50318-2017: *Code of Urban Wastewater Engineering Planning of the National Standards of the People's Republic of China* and relevant documents of National Bureau of Statistics of the People's Republic of China.
3. SO₂ emissions refer to the SO₂ emissions arising from coal use, which are calculated using the material balance method by reference to the standard coal conversion coefficient in GB/T 2589-2020: the *National Standardised General Principles for Calculation of Comprehensive Energy Consumption of the People's Republic of China* (《中華人民共和國國家標準綜合能耗計算通則》).
4. Non-hazardous waste includes domestic waste. The quantity of domestic waste produced is measured based on the per capita household waste output coefficient as specified in the guidance released by the State Council of the People's Republic of China. Hazardous waste only includes the volume of disposed waste batteries. Electronic wastes include waste telecommunications equipment, waste cables, waste terminals, and waste electronic office supplies.
5. Statistics on electricity consumption, natural gas consumption, coal consumption, gasoline consumption, diesel consumption, purchased heat consumption cover the Company's headquarters, 31 provincial branches and professional companies; the conversion coefficient for each energy consumption shall refer to GB/T 2589-2020: the *National Standardised General Principles for Calculation of Comprehensive Energy Consumption of the People's Republic of China* (《中華人民共和國國家標準綜合能耗計算通則》);

Electricity consumption refers to non-renewable electricity purchased that was generated by fossil fuels as well as green electricity.
6. Statistics on green electricity consumption covers 31 provincial branches of the Company, and the statistical calibre includes the electric power generated by our own distributed infrastructure and purchased green electricity; purchased green electricity includes the wind and photovoltaic power with "integration of trading of permit and electricity".
7. The water source used by the Company comes from municipal tap water supply or purchased reclaimed water, and there is no problem in obtaining water source.
8. Investment in energy saving and environmental conservation comprises of two categories: the Company's contribution and contractual energy management.
9. Domestic administrative village mobile network coverage rate refers to the consolidated coverage of 4G and 5G networks in domestic administrative villages at the end of the reporting period. The percentage of domestic administrative villages covered by 4G networks as disclosed in 2022 was 97%.
10. VoLTE data was used for call drop rate of mobile communication and call completion rate of mobile communication network.
11. The data sources of satisfaction for the year of 2023 are from the Ministry of Industry and Information Technology of the People's Republic of China, including mobile service satisfaction, fixed broadband satisfaction and wireline voice satisfaction.

12. Percentage of in-time response to international customer repair reports refers to the percentage of work orders which are completed by the global company within the required time limit of service recovery for customers to the total number of work orders.
13. The data sources of international customer satisfaction are from a third-party consultation company, who conducted annual satisfaction surveys on enterprise customers to whom the global company provided services during the survey cycle.
14. Number of fraudulent IPs blocked is the number of fraudulent IPs blocked by the Company during the reporting period in accordance with requirements by the relevant state authorities.
15. The data sources of number of customer complaints and reports and customer complaint and report rate in 2023 are from the Ministry of Industry and Information Technology of the People's Republic of China. Such number adopts different statistical calibres with number of customer complaints and customer complaint rate in 2022, thereby 2022 data is shown as “—”.
16. Number of corruption cases refers to the number of corruption cases filed against the Company or its employees and the judgement of which has been received during the reporting period. One corruption lawsuit has concluded this year, in which case relevant parties have been subject to criminal penalties by the judicial authorities.
17. The total number of suppliers, number of suppliers in Mainland China, number of suppliers in regions of Hong Kong, Macau and Taiwan of China, number of suppliers from other countries and regions in 2023 refer to the centralised procurement suppliers of China Telecom.
18. The total number of employees includes the number of contract workers, part-time employees, dispatched employees and other employees, of which, contract workers are counted as full-time employees, whereas dispatched employees, part-time employees and other employees are counted as part-time employees.

The statistics on the percentage of ethnic minority employees cover the branches in Mainland China, and the statistical calibre is consistent with the total number of employees.

Number of new employees, percentage of female among new employees, participation rate of employee health checkup, signing rate of employment contract and coverage rate of social insurance are calculated based on contract employees.

19. Turnover rate of employees = (number of employees turnover during the reporting year/number of employees at the end of the reporting period)*100%.

The statistical calibre of turnover rates of employees by gender and age group during the reporting period and turnover rate of employees in Mainland China are based on contract employees, part-time employees, dispatched employees and other employees, excluding the global company.

The statistical calibre of turnover rate of employees in Hong Kong, Macau, Taiwan and overseas branches is based on contract employees, part-time employees, dispatched employees and other employees. The data of last year disclosed was 0.55%, covering data from branches in Mainland China and Macau, which has no comparability and cannot be adjusted retrospectively as it used different statistical calibre with that in this year, thereby it is shown as “—”.

20. Serious injury rate per 1,000 employees, loss of working days due to work-related injury, number of work-related fatalities and fatality rate per 1,000 employees are the number of work-related injuries, fatalities or rate of employees on contract terms resulting from safety liability accidents. In 2021, number of work-related fatalities was 0, and the fatality rate per 1,000 employees was 0 deaths per thousand employees.
21. Indicators related to training and development refer to the data of on-the-job contract employees participating in the Company's virtual and physical training during the reporting period. Such indicators in previous year only included physical training data.
22. Number of participated pole line co-built, number of provided pole line co-shared, number of co-built pipelines participated, number of co-shared pipelines provided and number of co-built indoor distribution systems participated refer to the number of pole lines, pipelines and indoor distribution systems co-built and co-shared which are participated in or provided by the Company during the reporting period.
23. Emergency public service messages include public service messages in relation to natural disaster warning and important events support.