

INCLUSIVE DEVELOPMENT



China Telecom upholds the philosophy of openness, cooperation, inclusiveness and co-sharing, working with stakeholders to share the fruits of development and promote sustainable economic and social progress through inclusive development. Adhering to the people-oriented principle, the Company strives for mutual growth with employees, co-builds industrial ecosystems with partners, enhances digital inclusion, supports rural revitalisation and promotes public welfare. In its overseas development, China Telecom facilitates global network interconnection, supports local community development and actively fulfils its responsibilities in digital development, environmental protection, public welfare, and vocational training, contributing to the achievement of the United Nations Sustainable Development Goals (SDGs) and demonstrating the sense of responsibility of Chinese enterprises.

CO-CREATING A HOME FOR EMPLOYEES

China Telecom protects employees' rights in accordance with the law, builds a comprehensive employee care system, continuously improves institutional safeguards and provides professional development pathways—working together to create a home for employees.

Protecting employees' rights and interests

The Company gives full consideration to the diversity of talents and equality of opportunities, respects labour, knowledge, talent and creation, and it continues to enhance the benefits and well-being of all employees.

Equal employment

The Company upholds employees' labour rights in accordance with the law and strengthens labour management to ensure legal and standardised employment practices. Adhering to the principles of equality, free will, and mutual agreement, it signs written labour contracts with employees in accordance with laws and regulations including the *Labour Law of the People's Republic of China*, the *Law of the People's Republic of China on Labour Contracts*, and the *Trade Union Law of the People's Republic of China*. The labour contracts clearly define the conditions for termination and are executed in compliance with legal requirements, safeguarding employees' fundamental rights. Additionally, the Company implements national regulations on labour management, improves working conditions and protections and enhances the protection of employee rights and interests. It has established mechanisms such as joint meetings on petition and complaint handling and supervision of key petition and complaint cases to properly resolve labour disputes. It clarifies employment forms for various positions, continuously refines job requirements for dispatched positions, standardises agreements with labour dispatch agencies and ensures that these agencies sign labour contracts with dispatched workers and pay salaries and make social insurance contributions on time.

China Telecom recruits talents from the whole society with full compliance with the *Employment Promotion Law of the People's Republic of China*, making job opportunity information available on its website, third-party recruitment websites and other channels with due respect to fairness, openness and impartiality to solicit various outstanding talents through multiple channels and diversified recruiting approaches. The Company offers equal opportunities to all applicants in its recruitment without discrimination against ethnicity, race, gender, age, region, marital or childbearing status and physical condition, and offers suitable jobs to the disabled according to their individual characteristics. The Company adheres to equal pay for equal work and provides employees with promotion in their positions and smooth career development paths. The Company handles and uses its employees' personal information in compliance with laws and firmly protects their privacy and security of related information.

China Telecom strictly implements the relevant requirements of the *Regulations on the Prohibition of Child Labour*, prohibits child labour and prevents forced labour in accordance with laws, and it specifies the age requirements of candidates in accordance with the recruitment management measures to avoid child labour. No instances of child labour or forced labour were found during the year. Any situation of child labour or forced labour identified will be addressed according to laws and regulations and corresponding remedial measures will be taken.

Remuneration and benefits

The Company ensures the timely and full payment of employee salaries and the statutory contributions to social insurance. It implements a paid leave system, clearly defines working hours, rest and leave, and safeguards employees' lawful rights and interests. The Company continuously optimises and refines its total payroll management mechanism with a market-oriented approach, applying precise classification and differentiated allocation across various units. It also advances internal income distribution reforms, directing compensation towards research and development personnel, business units, front-line staff, and those in demanding or hazardous roles.

Occupational health

The Company prioritises the management of employees' occupational health. Complying with the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases* and other occupational health and safety related regulations, it has established and refined internal systems on occupational health and labour protection, including special protections for female employees. China Telecom also implements an Employee Assistance Programme (EAP) to safeguard employees' occupational safety and physical and mental well-being.

Democratic management

China Telecom encourages employee participation in corporate management. Since the inaugural employee representative congress in 2017, the congress has become an institutional arrangement, providing a platform for employee representatives to offer suggestions and engage in corporate governance. In December 2024, the Company held the third session of its second employee representative congress, where it reviewed reports on the congress's work, key thematic initiatives and the performance of employee directors. The Company received 108 high-quality proposals from employee representatives and facilitated face-to-face discussions among relevant departments at the headquarters, specialised subsidiaries and employee representatives. These efforts further strengthened employees' sense of ownership, harnessed collective wisdom, built reform consensus, and fostered a harmonious atmosphere, generating strong momentum for the Company's high-quality development.

China Telecom's Karamay branch organising employee representatives to submit proposals

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From 28 March to 1 April 2024, the labour union of the Karamay branch organised its grassroots trade unions to collect proposals from employee representatives. The initiative focused on areas such as enterprise transformation and upgrading, empowering Xinjiang, cloudification and digital transformation, business development, and promoting the development of "Four Smalls" facilities. A total of 12 proposals were collected.



Caring for employees

The Company continues to strengthen communication with employees, understand their needs and proactively address their urgent concerns and difficulties. It also carries out ongoing care and support initiatives to promote employees' physical and mental well-being, enhance their sense of fulfilment, happiness and security and foster a harmonious and positive workplace atmosphere.

Strengthening communication with employees

- The Company launched the "100 seminars" research and the "employees' voice" questionnaire survey to gain a comprehensive understanding of employees' thoughts and concerns.
- It optimised the operation of the "Bridge Connecting Hearts" platform to better understand employee needs, and actively promoted the use of two caring QR codes—one for expressing concerns and one for mental health support—making it easy for employees to scan and use.
- A visual analysis platform for employees' concerns was established. The platform integrated data from "Yingyanyuqing", surveys and forums and then reported the data to management to promote the resolution of pressing employee concerns.

Enhancing employees' well-being

- The Company launched the "AI assistant for employees' well-being", offering four key functions: AI mental health companion, intelligent health assistant, smart medical examination report, and Snapshot Happiness Index. The platform helps relieve work-related stress and provides round-the-clock (24/7) consultation services.
- It also organised mental health seminars and trained front-line psychological support personnel to help promote employees' mental well-being.

Strengthening employee care and support

- The Company continued to advance the high-quality development of the "Four Smalls" initiative, which originally referred to canteens, bathrooms, toilets, and recreational rooms and now broadly encompasses efforts to improve front-line working conditions and living environments.
- It coordinated the implementation of four key employee care programmes: "Physical and Mental Health Care Programme", "Telecom Family", "Love in Telecom", and "Bridge Connecting Hearts". Each provincial unit carried out at least five practical care initiatives.
- The Company refined its focus on key employee groups to deliver targeted support, with intensified care measures for role models, scientific and technical talents, employees in need, those stationed overseas, and front-line production and operations staff.
- It also organised themed care initiatives such as "Warmth for the Holidays" for holiday sessions, "Summer Coolness" in summer vacations and special visits during key moments of the Cybersecurity Protection campaign. Additional efforts included disaster relief and targeted support for employees in remote or challenging regions, ensuring the implementation of sustained and meaningful engagement with a dedicated theme each month.

Enriching employees' cultural life

- The Company organised a variety of cultural and recreational activities, including the "e-Surfing Cup" badminton and inflatable volleyball competitions and the Spring Festival Cloud Gala. It also launched "Talent Showcase" cultural activities, including employee reading events, photography exhibitions, AI poster design, micro-drama creation, and short video contests, highlighting the dedication and spirit of front-line employees.
- It also launched programmes such as the "e-Surfing Talent Show", "Most Beautiful Telecom Worker" and "Women Worker Themed Month", using inspiring stories from colleagues in daily work to encourage employees to learn from role models and strive for excellence.

China Telecom's 2024 Spring Festival Cloud Gala successfully held

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On 2 February 2024, China Telecom successfully held its 2024 Spring Festival Cloud Gala. Themed "Soaring Dragon in the Cloud, Spreading Wings to the Future" and centred on "Infusing the Revolutionary Heritage of China Telecom, Celebrating the Spring Festival with Artistic Brilliance", the gala was entirely created, directed and performed by employees. It creatively applied China Telecom's self-developed capabilities and proprietary products, featuring virtual reality filming technology and metaverse-based interactive live streaming. The event was simultaneously broadcast on seven of China Telecom's own platforms, attracting more than 200,000 views.



Set against a joyful, festive, and harmonious backdrop of the Spring Festival, the Cloud Gala showcased the energetic, optimistic, hardworking and united spirit of China Telecom employees. It offered the entire workforce a culturally rich, artistically refined and excellently produced cloud-based Spring Festival celebration.

Organising a variety of employee care activities

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In Jilin, the trade union of China Telecom's Changchun branch invited a team of experts from Changchun Hospital of Traditional Chinese Medicine to provide free consultations for its employees. The experts answered health-related questions, offered personalised health preservation advice and treatment plans and performed therapeutic massages for employees suffering from cervical and lumbar spine issues.

In Henan, the Xuchang branch organised the 2024 New Employee Orientation Camp to help new hires quickly integrate into the company, acquire essential skills and embark on a new chapter in their careers.

In Shanghai, the Shanghai branch, together with ten other local units, held the "Love in Telecom" youth social event at the ZoneSports basketball gym in Pudong, attracting over 100 young employees.



Supporting employees' development

The Company believes that talent is the primary resource. It continuously implements the strategy of strengthening the enterprise through talent and deepens reform of the three key institutional mechanisms to comprehensively cultivate, attract and use talent.

Efforts were intensified to appoint technology-oriented executives, with science and technology experts assigned to the leadership teams of professional companies specialising in cloud, payment, Internet of Video

- Things (IoVT), AI, and quantum technologies. All 31 provincial branches now include science and technology experts in their leadership teams, and the majority of executives in tech-focused professional companies possess science and technology backgrounds.

The Company also made significant efforts to recruit top-tier and leading scientific talent, introducing 34 leading experts in fields such as cloud computing, AI, Big Data and quantum technologies. At the same time, it vigorously advanced the "Elite Talent Development Programme" to attract outstanding graduates.

The reform of the three key institutional mechanisms made further progress. Adopting the tenure-based and contract-based management model for managerial staff, the Company achieved full coverage of management responsibility agreement signed by department heads and deputies at the headquarters, as well as at secondary

- and tertiary enterprises. Rigid implementation of performance-based pay was enforced based on assessment outcomes. Meanwhile, the Company refined its market-oriented employment system and linked total payroll allocation mechanism to both scale and efficiency improvements.

A company-wide learning campaign was launched, with a particular focus on AI. Online and offline training sessions reached over 1.5 million participations across the Company. Large-scale, tiered training programmes were implemented to develop skilled talent, with particular emphasis on cultivating three key engineering teams in industrial digitalisation, R&D and cloud-network integration. Skill certification exams were conducted across 50 disciplines, covering various business lines and reaching 470,000 participations, further advancing the transformation of skilled personnel into outstanding engineers.

Anhui company launched “Renewal Programme” for industrial digitalisation staff

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China Telecom's Anhui company has long been committed to integrated development through training, hands-on practice and competitions for science and technology talents. In May 2024, it officially inaugurated its practical training base for strategic emerging businesses. With an investment of nearly RMB 8 million, the Anhui company established an integrated training facility covering product capabilities across seven strategic emerging business domains, providing a scenario-based empowerment platform tailored to real-world projects for roles supporting industrial digitalisation. Leveraging this training base, the company launched the “Renewal Programme” for industrial digitalisation staff. The programme targeted over 2,600 personnel, including account managers, solution specialists and delivery and operations staff, and it carried out 46 rounds of hands-on training and certification. It significantly enhanced the practical and operational capabilities of front-line staff, enabling them to better support a wide range of industries and contribute to the Digital China construction.



Enriching platforms, grounding in practice, and fostering an atmosphere of deep learning for all

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In 2024, China Telecom's Shanghai company launched a comprehensive learning initiative for all cadres employees. Centred on in-depth study and implementation of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, the initiative focused on targeted and practical training to strengthen job competencies. It actively embraced the profound transformation brought by AI, aiming to enhance the overall workforce's capabilities to support the development of strategic emerging businesses, promote the growth of new quality productive forces and accelerate the company's transformation into an innovation-driven enterprise.



Hunan company held the e-Surfing Furong Competition Awards Ceremony in celebration of International Women's Day

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On 5 March 2024, China Telecom's Hunan branch hosted the e-Surfing Furong Competition Awards Ceremony in celebration of International Women's Day. Awards were presented to recipients of "e-Surfing Furong Models", "Hundred e-Surfing Furong Stars", "Harmonious Family" and "Advanced Women Workers' Committee". In addition, six Women's Innovation Studios were officially recognised. The event encouraged female employees to showcase their talents and achieve excellence in advancing the company's high-quality development.



China Telecom vigorously promotes the spirit of model workers, labour and craftsmanship. It has launched the "Pioneering the Future – New Era Model Workers and Craftsmen Development Initiative" and established a system for cultivating exemplary workers. The Company recommends candidates for outstanding team and model worker selections among central SOEs and conducts its own recognition of exemplary teams, model workers, Telecom Craftsmen and "Four Excellence" model innovative teams—those excelling in innovation awareness, innovation activities, innovation atmosphere and innovation achievements. In 2024, the Company received 276 provincial and ministerial-level or higher honours.

The Company proactively cultivates an innovative atmosphere. It organised 22 company-level labour and skills competitions, aligning them with the growth of strategic emerging businesses. It also supported leading professionals and technical experts to establish innovation studios, encouraged cross-disciplinary innovation studio alliances and launched the "Innovation Studios Empowering Strategic Growth" initiative, enhancing grassroots enthusiasm for learning about strategic emerging businesses and engaging in innovation. Additionally, 97 online and offline activities were held, including "Model Workers and Craftsmen Supporting Enterprise Growth", "Model Workers Entering Campus" and "Innovation Studio Achievements Showcase", engaging over 100,000 employees. By sharing inspiring stories of model workers and craftsmen and guiding employee innovation and creation, the Company fostered a culture of innovation and positioned model workers as representatives of a technology-driven enterprise.

Hosting the inaugural Employee New Skills Competition

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On 30 October 2024, China Telecom held its first Employee New Skills Competition at Zhejiang Post and Telecommunication College by the shores of Hangzhou Bay. Themed "Pioneering the Future", the event featured a comprehensive competition covering four key areas, namely new technologies, new sales, new operations and maintenance and advanced cybersecurity, with a focus on critical capabilities in strategic emerging business sectors. Through inter-provincial competition of strategic emerging skills, the event empowered the by-layer improvement of the employees' strategic emerging skills and fostered a dynamic environment for mutual learning and improvement, driving talent development in relevant business domains.



CO-BUILDING AN INDUSTRY ECOLOGY

China Telecom remains committed to opening up and collaboration, bringing together a digital technology industry ecosystem. Focusing on strategic emerging and future industries, as well as supply chain management, it continuously enhances the resilience of industrial and supply chains. By deepening and broadening cooperation with industry partners across technology, cloud-network integration, data, capital, and next-generation digital information infrastructure, the Company fosters a shared, co-developed and mutually beneficial digital ecosystem.

Responsible supply chain

The Company places great emphasis on the social and environmental impact of its supply chain and integrates sustainability principles throughout its supply chain management. It is committed to building a resilient, secure, value-driven, digitally empowered and eco-friendly supply chain management system that adheres to legal and regulatory requirements. This approach effectively mitigates and addresses various supply chain risks, ensuring supply chain stability and security.

Supply chain management system

The Company advances full-process compliance management in its supply chain. It strictly implements procurement-related laws and regulations, including the *Tendering and Bidding Law of the People's Republic of China*. In 2024, in response to the latest national regulatory guidelines such as the *Opinions on Innovating and Improving Systems and Mechanisms to Promote the Standardised and Healthy Development of the Tendering and Bidding Market* and the *Guiding Opinions on Regulating the Procurement Management of Central State-Owned Enterprises*, the parent company revised and issued policies including the *China Telecom Procurement Management Measures*, the *China Telecom Management Measures for Bid Evaluation Experts and Expert Database*, and the *China Telecom Management Measures for Inquiry and Competitive Comparison Procurement*. These efforts promote an efficient, standardised, fair and open market environment.

The Company continuously enhances supply chain resilience and security. It conducts supply risk assessments and early warnings and thoroughly analyses supply risk factors across the entire industrial chain for key cloud-network products, including raw materials, core components, packaging and testing and production and delivery. Risk ratings are assigned to planned materials, and tailored supply strategies are formulated. Additionally, it reinforces supply chain quality and safety management through product life-cycle quality management, ensuring the secure construction and operation of digital infrastructure.

The Company strengthens the value creation capacity of its supply chain. A two-tier centralised procurement model—at headquarters and provincial levels—has been established to improve economies of scale in procurement. By adopting rational procurement strategies and Total Cost of Ownership (TCO) management, the Company enhances cost efficiency, effectively reducing the overall cost of digital infrastructure development and supporting the high-quality growth of industrial digitalisation services.

The Company accelerates supply chain digital transformation, achieving end-to-end digitalisation and full-process online visibility across sourcing, procurement, decision-making, contracting, delivery and inventory management. It has piloted large-model intelligent-assisted bid evaluation, enhancing evaluation efficiency and management capabilities. Digital compliance management of the supply chain has been strengthened, enabling real-time and precise risk prevention across key business areas such as procurement and tendering through the structuring of procurement documents, ensuring safe, efficient and compliant supply chain operations.

The Company actively promotes a green and low-carbon supply chain. It implements life-cycle energy consumption management for materials, incorporating environmental impact factors into the evaluation system for bidding procurement projects. Green procurement has been fully adopted, with digital platforms enabling remote and online bid evaluation. For products with potential environmental risks in their production processes, the Company has incorporated requirements such as ISO 14000 environmental management certification, government environmental assessment reports and the Ministry of Industry and Information Technology's "Green Factory" list into bidding procurement projects. These initiatives ensure full coverage of green indicators while increasing the procurement, deployment and application of energy-efficient and low-carbon products, effectively reducing network energy consumption and emissions.

China Telecom rated A-Class in central SOE procurement and supply chain management benchmarking assessment

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On 13 September 2024, the State-owned Assets Supervision and Administration Commission of the State Council (SASAC) announced the results of the 2024 central SOE procurement and supply chain management benchmarking assessment. China Telecom received an A rating, ranking fourth among central SOEs. The assessment covered five major categories and 64 indicators, including organisational mechanisms, operational control, supply chain ecosystem development, intelligent supply chain, and supply chain security. China Telecom supply chain excelled in areas such as institutional system, resilience security and intelligent supply chain development. Notably, its achievements of AI applications in supply chain management were recognised as a benchmark case for central SOEs and were widely promoted across all central SOEs by SASAC.



Supplier management and cooperation

The Company continues to advance its supplier management system. The parent company has revised and issued the *China Telecom Supplier Management Measures* and the *China Telecom Supplier Misconduct Management Measures*, applying misconduct management to all suppliers. By combining positive incentives with disciplinary actions, the Company deepens long-term, stable cooperation with high-quality suppliers, refines the misconduct management mechanism and works actively with its suppliers to build a responsible supply chain.

To strengthen supplier misconduct management, the Company requires its suppliers to sign a *Letter of Commitment to Integrity in Bidding* during the bidding process and integrates misconduct alerts into the procurement workflow, ensuring the effective enforcement of disciplinary measures. Additionally, it continues to share information on non-compliant and dishonest suppliers with major telecommunications operators in China, fostering a competitive and well-regulated ecosystem. In 2024, the Company addressed 411 cases of supplier misconduct involving 384 suppliers, implementing measures such as temporary bans or market share adjustments in accordance with regulations.

Opening up, cooperation and win-win

National cloud ecology

The Company leverages its strengths to focus on strategic emerging industries and future industries, coordinating high-level opening up and cooperation across the industrial chain while maintaining its role as an industry leader. During the 7th Digital China Summit Cloud Ecological Conference, it launched the Computing Power Partnership for Shared Success Programme and the Model Partnership Prosperity Programme, inviting industry partners to co-develop computing power and model ecosystems. Under the guidance of the State-owned Assets Supervision and Administration Commission, the Company collaborated with over 50 innovation entities to initiate the "Cloud Innovation Hub" (雲創智匯) cloud computing innovation consortium. These ecosystem partnership initiatives demonstrated how state-owned enterprises drive industrial transformation and reinforce industry leadership through technological innovation and garnered widespread industry recognition.

Central Node of the State-Owned Assets Regulatory Cloud & the Central SOE Intelligent Computing Cloud Scheduling Management Platform launched



From 23 to 27 May 2024, the 7th Digital China Summit Cloud Ecological Conference was held in Fuzhou. During the event, the Central Node of the State-Owned Assets Regulatory Cloud & the Central SOE Intelligent Computing Cloud Scheduling Management Platform was launched. Built upon the "Xirang" platform, this initiative establishes a unified computing power network for central SOEs, strongly supporting the construction of SOE cloud system, i.e., the "1+N+M" cloud system, which system comprises one public cloud for central SOEs, N industry-specific public clouds, and M enterprise-specific private clouds.



Jointly building the "Xirang" integrated intelligent computing service system with upstream and downstream industry partners



China Telecom Cloud showcased the newly upgraded "Xirang" integrated intelligent computing service system. This system includes a computing power interconnection scheduling platform, an integrated computing acceleration platform and a one-stop intelligent computing service platform, highlighting the strength of Chinese cloud in intelligent computing. In the ecosystem partners section, China Telecom Cloud collaborated with key partners to display their digital intelligence achievements and future plans. Partners included Huawei and ZTE from the intelligent computing power ecosystem and iFLYTEK and Baichuan AI from the intelligent computing large model ecosystem. Together with industry chain partners, China Telecom Cloud is building an intelligent computing ecosystem, driving industry transformation through innovation and intelligence.



Digital technology ecology

To drive deep integration between technological innovation and industrial innovation, expand strategic emerging industries, proactively plan for future industries and develop new quality productive forces, China Telecom hosted the 2024 Digital Technology Ecosystem Conference under the theme "AI Empowerment: Building a New Digital Ecosystem Together" in collaboration with ecosystem partners. The event focused on next-generation information infrastructure, new industrialisation, and strategic emerging industries such as AI, quantum security and the low-altitude economy. It brought together government officials, central SOE executives, experts, industry leaders and institutional representatives to explore new pathways for digital technology advancement.

At the event, China Telecom unveiled six major technological innovations: the "Kunlun" cloud-network capability open platform, the "Xirang" integrated intelligent computing platform and its applications, the upgraded "Xingchen" large model and its applications, the upgraded "Xinghai" Big Data platform and its applications, the e-Surfing AI mobile phone and the upgraded "Tianyan" quantum computer and its applications. Additionally, in collaboration with the SASAC, relevant central SOEs, and industry partners, the Company launched the China Telecom Mobile Payment Modern Industrial Chain Public Chain Initiative.

Under the theme "Data Convergence for a Smarter Future", the Company also hosted the Data Element Cooperation Forum, showcasing data element application achievements and exploring innovative practices in data elements. To strengthen its data element service capability system, China Telecom launched the upgraded "Xinghai" Big Data brand system, developed a data element platform and enhanced data scenario services, empowering public data element operations, enterprise data element governance and cross-border data flows. The Company further enriched group-level "Xinghai" Big Data products. In public data operations, it has grown from one province (Hainan) to 36 locations nationwide (7 provinces and 29 cities), securing the top market share in China. Its data intelligence platform now serves over 150 clients, including government agencies and central SOEs.

Joining hands with data management institutions to launch the Public Data Element Resource Collaborative Development Initiative

 CASE

China Telecom, together with provincial and municipal data management institutions including Shanghai Municipal Data Bureau, Tianjin Municipal Data Bureau, Jilin Provincial Government Service and Digital Development Administration and Hainan Provincial Development and Reform Commission (Hainan Data Bureau), as well as data industry groups and ecosystem enterprises, jointly launched the China Telecom Public Data Element Resource Collaborative Development Initiative.



Capital cooperation

The Company actively advances its strategic planning with a focus on strategic emerging industries and future industries. It has completed the strategic acquisition of QuantumCTek, and accelerated professional integration to establish itself as a leading enterprise in quantum communication and quantum computing. Additionally, China Telecom is actively expanding in AI, security, cloud computing and computing power, Big Data, digital platforms and next-generation information and communications technology, accelerating the development of new quality productive forces. It strengthens capital operations in key business segments, systematically advancing equity financing for professional companies while exploring external capital infusion to enhance market-oriented operations and governance capabilities.

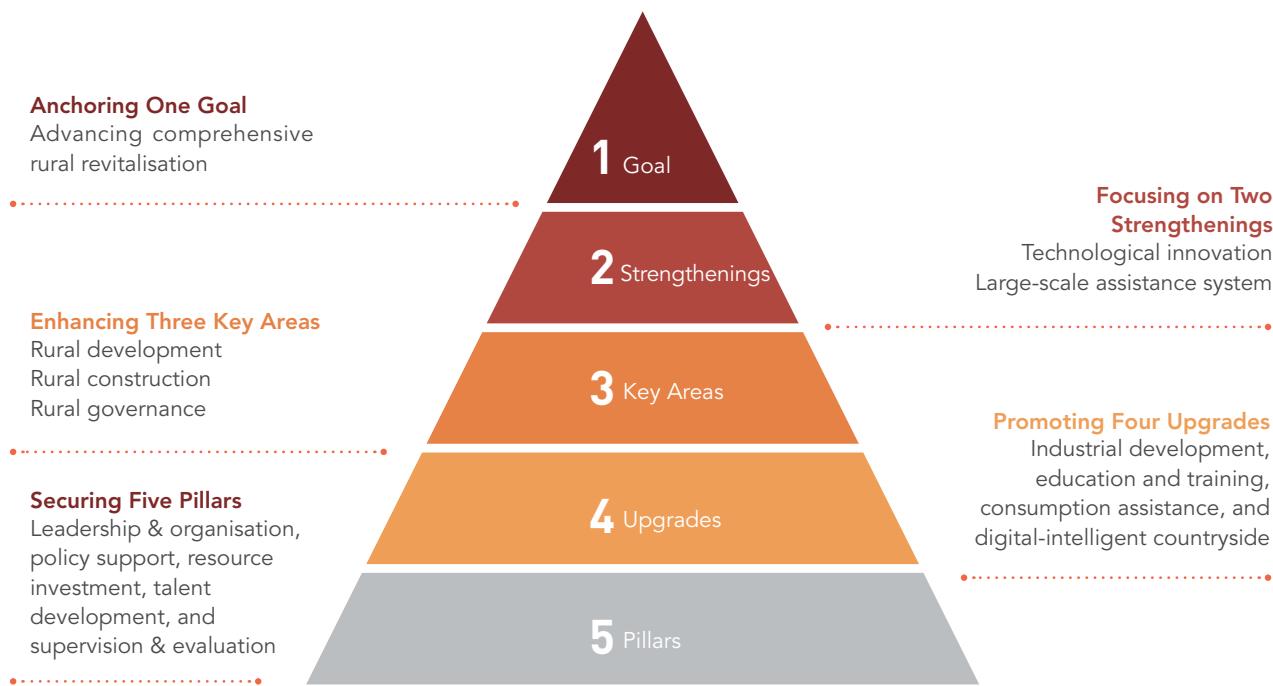
On 3 December 2024, the Company hosted the Capital Ecosystem Cooperation Forum under the theme "Capital Empowerment, Open Cooperation for a Shared Future". The forum served as an efficient platform for partner exchanges, promoting enterprise-investor synergy and fostering cooperation with capital ecosystem enterprises in business, products and technological innovation. By leveraging capital strength, the Company drives coordinated industrial and investment development, reinforcing its strategy for high-level opening up and cooperation.

CO-SHARING DEVELOPMENT ACHIEVEMENTS

China Telecom continues to harness digital information infrastructure to drive economic and social development, bridge the "digital divide" and enhance digital inclusiveness, ensuring that people from all backgrounds benefit from digital advancements.

Serving rural revitalisation

The Company integrates the consolidation and expansion of poverty alleviation achievements and the advancement of comprehensive rural revitalisation into its strategic planning. Drawing on the experience of the "Thousand Villages Demonstration and Ten Thousand Villages Renovation Project" and leveraging its strengths in digitalisation, it effectively integrates supporting resources and proposes the "12345" rural revitalisation framework (see the diagram below), to accelerate the development of livable, business-friendly and beautiful countryside and drive comprehensive rural revitalisation with impactful Telecom solutions.



In 2024, China Telecom undertook assistance tasks across 12 counties, 46 townships and 1,312 villages nationwide, deploying a total of 3,621 full-time and part-time rural revitalisation officers. It invested over RMB 3 billion in the "Broadband Borderland" special network construction project and provided RMB 8.7 billion in telecommunications fee reductions. Through the "Workwear Aid for Xinjiang" initiative, it procured RMB 50.12 million worth of Xinjiang-made clothing. Additionally, the Company continued its targeted support for the four targeted poverty alleviation counties and two targeted support counties (collectively referred to as the "4+2" poverty alleviation counties), investing RMB 417 million in repayable assistance funds and introducing RMB 89.01 million in non-repayable assistance funds and RMB 438 million in repayable assistance funds. Moreover, it trained 119,700 grassroots officials, rural revitalisation leaders and technical professionals and directly purchased or facilitated the sale of agricultural products worth RMB 773 million.

China Telecom Chairman Ke Ruiwen conducted in-depth research on rural revitalisation in Shufu County, Xinjiang

CASE

In August 2024, a delegation led by China Telecom Chairman Ke Ruiwen visited Xinjiang to investigate rural revitalisation efforts. They conducted an in-depth inspection of the Company's designated assistance projects in Shufu County, Kashgar, met with front-line employees, and engaged with local Party and government officials to explore ways to effectively integrate poverty alleviation achievements with rural revitalisation initiatives.



The Company has consistently prioritised consumption assistance as a key approach to enhance the quality, efficiency and sustainable development of featured industries in poverty-alleviated areas. It actively participated in the SASAC's "Central SOEs' Cohesion Action on Consumption Assistance" and "Central SOEs' Week for Consumption Assistance and Agricultural Revitalisation", directly purchasing RMB 330 million worth of agricultural products from poverty-alleviated areas and facilitating the sale of an additional RMB 443 million in agricultural products from these regions.

Hosting the China Telecom New Consumption Platform Shopping Festival

CASE

In April 2024, under the guidance of the Bureau of Social Responsibility of the SASAC, China Telecom, in collaboration with fellow central SOEs, hosted the "Yi United for Revitalisation" shopping festival in Liangshan, Sichuan Province. As part of the Central SOEs' Cohesion Action on Consumption Assistance, the event brought together representatives from central ministries and commissions, over 20 central SOEs, and more than 100 suppliers from assisted counties, showcasing thousands of local agricultural and specialty products. During the event, purchases and sales of agricultural and sideline products exceeded RMB 80 million.



Leveraging its strengths in cloud-network integration, AI, cybersecurity and information security, the Company continues to advance digital village construction, covering over 439,000 administrative villages with a coverage rate of 89.7%, serving more than 100 million rural residents. Meanwhile, it remains focused on smart education, smart healthcare and social governance, continuously satisfying the aspiration of people in poverty-alleviated areas for a better and more convenient digital and intelligent lifestyle.

Supporting the construction of the 5G remote medical consultation centre in Yanyuan County, Sichuan Province

CASE

China Telecom donated haemodialysis equipment and developed a dynamic real-time ECG monitoring system and a medical informatisation system at Yanyuan County People's Hospital. This led to the successful deployment of the county's first "China Telecom Trolley-Based Remote Diagnosis Device" and the establishment of a "5G Remote Medical Consultation Centre" at the hospital. The centre provides a face-to-face remote consultation channel between Yanyuan County People's Hospital and provincial medical experts, significantly improving local healthcare conditions.



Supporting the smart campus construction at the Third Primary School of Shufu County, Xinjiang



China Telecom funded the construction of a teaching building, a playground, an AI maker classroom, a live-streaming and recording classroom, and a modern audio-visual digital library at the Third Primary School in Shufu County, Xinjiang, along with donations of books and electronic equipment. The study of programming and AI applications enhances students' engineering design and computational thinking, benefiting all 3,500 students at the school.



The Company is committed to enhancing telecommunications infrastructure in border and rural areas. It has implemented the 9th and 10th phases of the universal telecom service project and advanced the "Broadband Borderland" initiative to bridge the "digital divide", promote economic prosperity, and strengthen the stability and security of border regions, thereby supporting rural revitalisation. Additionally, the Company continues to expand co-building and co-sharing efforts. In collaboration with China Unicom, it has launched and successfully validated a pilot project for 4/5G access network sharing with full-network compatibility in Guangxi's regions including Fangchenggang and Baise. This initiative provides technical solutions for expanding construction methods in rural and border areas and achieving the coverage target faster.

Improving telecommunications infrastructure in border and rural areas



In Hubei

The Hubei branch collaborated with China Unicom to develop rural digital infrastructure, designing a "low-frequency shared mobile network" tailored for rural areas. This initiative has significantly improved the communication experience for hundreds of thousands of telecom users in the remote mountainous regions of Enshi, Hubei Province. A total of 2,985 900M network cells have been deployed, effectively covering 469 signal blind spots, greatly enhancing signal availability and addressing weak coverage issues in rural areas.

In Fujian

The Putian branch focused on building wireless networks for remote islands, achieving full 5G signal coverage on islands such as Luci Island, Gaobei Island and Xiaori Island. Additionally, it constructed the province's first offshore wind turbine base station, addressing weak signal coverage in offshore regions. In response to challenges posed by complex weather conditions and long-distance signal transmission loss, it upgraded 4G 800M to 5G 800M, enabling 115 base stations with ultra-long coverage and boosting power in 306 cells, thereby achieving "wide coverage" for maritime wireless networks.

In Xinjiang

In response to natural disasters and emergencies, the Xinjiang branch has leveraged the advantages of the Tiantong satellite system to provide robust support for emergency communications. Currently, the number of its direct-to-satellite mobile users has exceeded 60,000. When extreme weather disrupts ground communications, satellite phones become a "lifeline" for rescue operations, offering critical support for search-and-rescue efforts and effectively safeguarding public safety.



Promoting care for the elderly

The Company actively promotes the traditional virtues of filial piety and respect for the elderly while upholding China Telecom's revolutionary heritage. It is committed to helping the elderly bridge the "digital divide" by advancing the implementation of policies and measures that safeguard their rights and interests. The Company strives to provide more convenient, user-friendly and high-quality integrated smart information services to effectively address the challenges elderly individuals face in using smart technology and enhance their access to digital products and services.

In 2024, China Telecom's 10000 hotline provided over 18 million instances of direct access to elderly caring attendants for customers aged 65 and above. For elderly individuals and other groups with mobility difficulties, the Company facilitated over 160,000 transactions via face-to-face, one-on-one remote counter video services. Through its "Caring Station+" initiative, China Telecom offered tailored assistance to elderly users, guiding them in using WeChat, e-commerce platforms, online appointment booking, online payments and cloud storage services. Additionally, in collaboration with the China Medicine Education Association and the Beijing University of Science and Technology for the Aged, the Company organised health-focused online courses and elderly health knowledge competitions. Throughout the year, China Telecom held 170,000 elderly support service activities, benefiting 3.88 million people. The "Caring Service Counters" were deployed across 22,000 self-operated outlets, achieving a 99.8% deployment rate, with over 9,400 outlets providing barrier-free services. Furthermore, the China Telecom APP underwent a comprehensive transformation focusing on service capability enhancement and AI-powered elderly assistance. The caring version has been further enhanced, with six elderly-friendly feature upgrades completed throughout the year, ensuring it is on par with the standard version in terms of functionality. Meanwhile, AI-driven digital assistants' capabilities were expanded, integrating customer service and search functionalities for a more seamless user experience.



China Telecom APP caring version

CASE

The Company continues to enhance the core functionality of its elderly-friendly section. Since the introduction of elderly-friendly services, China Telecom has implemented modifications to 22 service features, ensuring information is displayed in a manner that aligns with elderly users' reading habits. Key information is extracted and presented within a single screen for easier access. Additionally, each query page is equipped with an intelligent assistant and voice broadcast service. For elderly users with poor eyesight, the system provides one-click voice broadcast of usage information. Instead of mechanically reading out page content, this feature delivers carefully designed voice feedback, enabling elderly users to quickly obtain the information they need without waiting long.

Furthermore, the Company has enhanced the AI digital assistant's capabilities. Elderly users can press and hold to voice their requests, which are quickly recognised by AI to display the corresponding content cards. The system is also equipped with a voice broadcast function, allowing elderly users to complete most operations simply by speaking.



Enthusiastically participating in social welfare

The Company balances business development with social responsibility. It actively engages in various charitable and public welfare activities, demonstrating its commitment to corporate social responsibility through tangible actions. Through its "Love from e-Surfing" volunteer service team, the Company continuously carries out public welfare projects and volunteer services, encouraging employees to embrace the spirit of dedication, friendship, mutual assistance and progress. It promotes the institutionalisation and normalisation of volunteer services, actively fostering a civilised, harmonious, united and enterprising atmosphere.

Organising science popularisation volunteer activities CASE

In 2024, China Telecom's Science and Technology Association, in collaboration with the China Telecom Research Institute and the China Telecommunications Museum, held the "China Telecom Science Popularisation Volunteers Supporting Youth Technology Enlightenment" event in Beijing. Through AI-themed live science popularisation lectures, the event connected with Yanyuan County Ethnic Middle School and Ganhai Middle School in Liangshan Prefecture, Sichuan, and Xinzhuang Town Central School in Datong Hui and Tu Autonomous County, Xining, Qinghai, guiding young people to explore AI and listen to stories of technological innovation.



"Love from e-Surfing" volunteer service activities CASE

In 2024, Liaoning Panjin branch organised "Love from e-Surfing" volunteer service activities, where volunteers worked alongside community staff to provide public convenience services, such as providing free on-site broadband speed tests and repairs for users, organizing residential household information boxes, installing routers and guiding elderly users on how to use smartphones. These efforts provided high-quality, efficient information services to the public, spreading the spirit of Lei Feng in the new era.



The Company continuously upgrades its Caring Stations, offering compassionate services to vulnerable social groups and promoting a positive image of China Telecom that addresses people's concerns with tangible actions. It revamped the "Caring Station" service measures, launching the "Caring for the Elderly and Children" initiative, and organising the "Exploring the Secrets of Communications" classrooms for young people across 29 provinces and 104 cities in collaboration with the China Telecommunications Museum, as and holding other public welfare activities such as "Love without Barriers" and "Respect for the Elderly on the Double Ninth Festival". The Company's public welfare services expanded to 90,000 urban and rural business outlets, hosting 180,000 charitable activities throughout the year, benefiting over 18 million people, including outdoor workers, the elderly and youth. Additionally, the Company innovated digital and intelligent volunteer services and launched the "Smart Trade Union Service Station" solution with intelligent monitoring and voice technologies, serving over 3,400 stations. The volunteer service teams at the "Caring Stations" have grown to 570, and employees have contributed 20,000 hours of volunteer service. The Company's nationwide "Labour Union Service Stations" network contributed the largest scale, and it was recognised by the All-China Federation of Trade Unions as a "Significant Contribution Unit in the Dual 15 Project". The Caring Stations' elderly care volunteer services won the National Bronze Award in the 7th China Youth Volunteer Service Project Competition. Additionally, relevant service cases of the Caring Stations were selected among the top ten cases in the Social Responsibility Blue Book of Central SOEs (2024) by the SASAC.

Focusing on life and health, China Telecom launched first aid e-learning stations



Through August-September 2024, China Telecom, in partnership with the Chinese Red Cross Foundation, launched the Red Cross-Caring Station First-aid e-learning Station in Beijing, Shanghai, Guangzhou, Wuhan and Yinchuan. These stations offer training on CPR, AED usage and other emergency rescue skills to sanitation workers and community residents. This initiative aims to spread health and emergency rescue knowledge across a broader community, enhancing public self-rescue and mutual rescue capabilities.



Caring ice chests



In September 2024, Chongqing experienced an intense late-summer heatwave. To show care and appreciation for outdoor workers, China Telecom Chongqing's Caring Station set up ice chests outside its outlets at Nanping, Daping, Shapingba and other locations. These ice chests were stocked with bottled water, cold drinks and other refreshing beverages, offering heat relief to sanitation workers, couriers, food delivery riders and other outdoor workers.



CO-WRITING THE OVERSEAS CHAPTER

China Telecom upholds the principles of win-win cooperation and shared development, actively participating in the high-quality advancement of the Belt and Road Initiative (BRI) to foster the high-quality economic and social development of countries along the BRI while effectively fulfilling its overseas responsibilities. Committed to strengthening international cooperation in the information and communications sector, the Company continuously enhances its global cloud-network infrastructure and collaborates with international telecom operators to enhance interconnectivity in global communications infrastructure and drive the development of digital information infrastructure worldwide. In its overseas expansion, the Company emphasises localisation, supports local community development, creates employment opportunities and cares for vulnerable groups. Additionally, it promotes environmental sustainability, actively gives back to society, and fulfils its overseas public welfare commitments.

Improving international communications service capabilities

The Company has strategically invested in the Asia-Pacific region and countries and regions along the BRI, establishing a large-scale global network and forming a differentiated development pattern, with a focus on the Asia-Pacific region alongside Africa and Middle East, Europe and the Americas. By the end of 2024, China Telecom had participated in the investment and construction of over 50 international submarine cables, with international and Hong Kong-Macau-Taiwan backbone transmission relay capacity exceeding 100T, including over 50T in the BRI regions. It also operates 254 overseas points-of-presence (POPs).

Additionally, the Company continues to enhance its international communications service capabilities to meet the cross-border communications needs of both corporate and individual customers, extending its global operations across key markets. It serves Chinese enterprises expanding overseas and foreign enterprises investing in China by offering international network connectivity services such as voice, dedicated lines and internet access, as well as digital information and communications technology (DICT) services, including data centres, cloud computing, and integrated information services. Moreover, China Telecom continuously optimises international, Hong Kong, Macau and Taiwan roaming fees while improving user experience. In 2024, its data roaming services covered 245 countries and regions worldwide, with a "mobile data capped day-pass" offering available in all locations where data roaming is provided. Furthermore, the Company actively responds to emergency incidents in overseas regions, issuing timely public alerts, establishing traveller assistance hotlines and delivering high-quality services.

PEACE Asia-Europe submarine cable delivery



At the end of 2024, China Telecom completed the Phase II spectrum delivery of the PEACE submarine cable project between Singapore and Marseille, France, significantly enhancing the backbone capacity between Asia and Europe. This delivery will meet the growing demand for international broadband connectivity in the Asia-Europe region, further advancing the development and upgrade of global digital infrastructure and injecting new momentum into the digital economy of countries along the route.



China Telecom launched direct-to-phone satellite connectivity in Hong Kong

 CASE

In May 2024, China Telecom held a launch event in Hong Kong to announce the introduction of direct-to-phone satellite connectivity service relying on the Tiantong satellite system. This marked the official deployment of the service in Hong Kong, serving as a new starting point to promote the Tiantong satellite system and extend its services to the BRI countries and regions, contributing to their economic and social development.

In July 2024, China Telecom, in partnership with Hong Kong Telecommunications (HKT), began offering Tiantong satellite two-way voice calling and SMS services to local users in Hong Kong. This service meets the rigid demand for satellite mobile communications in cellular communications blind spots, providing users with aerial-ground integrated communication services.



Supporting local community development

The Company remains committed to local community development. It actively contributes its resources, builds a sustainable governance framework and fosters collaboration between governments, businesses, and society. These efforts help create more vibrant, green, and inclusive communities.

China Telecom (Macau) promoted cross-border convenience services in the Guangdong-Macao In-Depth Cooperation Zone

 CASE

In October 2024, the 24-hour self-service centre for Macau government affairs was launched as part of the Macau New Neighbourhood project in Hengqin. The centre's remote service counters utilised China Telecom (Macau)'s 5G Bay Area Connect product, enabling secure cross-border networking and fostering deeper cooperation between Guangdong and Macau, contributing to the prosperity of the Greater Bay Area.

The remote service counters allow Hengqin residents to connect with Macau government officials via video and complete various government procedures remotely, providing convenient cross-border services for Macau residents working, studying, living, and developing in the Guangdong-Macao In-Depth Cooperation Zone.



China Telecom (Africa and Middle East) supported remote consultation, enhancing healthcare services in Africa



China Telecom (Africa and Middle East) supported the remote traditional Chinese medicine (TCM) consultation services launched by the Ningxia Health Commission and a China-assisted hospital in Benin, Africa.

China Telecom provided an end-to-end remote consultation solution for the initiative. The TCM consultation platform is deployed on China Telecom Cloud nodes, integrating digital TCM physiological data collection hardware with advanced imaging technologies, including an 18-megapixel professional DSLR lens, tongue and pulse analysis and AI-powered facial feature recognition. On the network transmission side, the platform adopts accelerated network channels and a dual 4G plus Wi-Fi hotspot redundancy and optimisation mechanism. It dynamically selects international carrier networks, thus cutting network latency by half to ensure real-time consultations.

This innovative network technology overcomes multiple challenges in cross-border remote consultations, enabling remote medical consultations between China and Africa, thereby improving healthcare services in Africa.



China Telecom (South Africa) provided skills training to enhance local employment competitiveness



China Telecom (South Africa) actively responds to the South African government's "Skill Development Plan" for the ICT industry by offering vocational skills training and development opportunities to local youth. Under this programme, the Company collaborates with the local training platform, Black Points Training Solutions, to continuously provide skills training and guidance related to its businesses, helping local youth to acquire professional knowledge and skills and improve their employment competitiveness.



Fulfilling overseas public welfare responsibilities

The Company actively participates in overseas public welfare initiatives, and engages with local communities. It supports local communities, cares for vulnerable groups, promotes environmental sustainability, gives back to society and fosters cultural exchange, fulfilling its overseas public welfare responsibilities.

Actively participating in charity run

 CASE

In June 2024, China Telecom's German company organised its employees to take part in the 2024 J.P. Morgan Corporate Challenge. Five employees successfully registered and completed the entire race. The event took place along the Main River, where China Telecom's Frankfurt data centre is located. As the world's largest corporate charity run event, the J.P. Morgan Corporate Challenge upholds the principles of "fitness, friendly competition, and fun". All proceeds from the event will be donated to nonprofit charitable organisations across the 15 host cities worldwide.



China Telecom (Asia Pacific) actively participated in Singapore's Earth Day tree-planting initiative

 CASE

In June 2024, aligned with Earth Day initiatives, China Telecom (Asia Pacific) organised a tree-planting activity. All of its employees actively took part in the activity, planting 50 saplings to support a better environment and promote sustainable development.



In the future, China Telecom will continue to align its overseas development with the United Nations Sustainable Development Goals (SDGs), actively fulfilling its responsibilities in areas such as digital development, environmental sustainability, social welfare and employment training.