

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Appendix – ESG Reporting Guide Index

Aspect	Description of Indicators	Page
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. <i>Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations.</i>	109-110
	A1.1 The types of emissions and respective emissions data.	129
	A1.2 Greenhouse gas emissions in total (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	129
	A1.3 Total hazardous waste produced (in weight or volume) and, where appropriate, intensity (e.g. per unit of production volume, per facility, per official employee).	129
	A1.4 Total non-hazardous waste produced (in weight or volume) and, where appropriate, intensity (e.g. per unit of production volume, per facility, per regular employee).	129
	A1.5 Description of measures to mitigate emissions and results achieved.	109-110
	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	109-110

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A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. <i>Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</i>	110-111
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	129
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	129
	A2.3 Description of energy use efficiency initiatives and results achieved.	110-111
	A2.4 Description of whether there is any issue in sourcing water, water efficiency initiatives and results achieved.	110
	A2.5 Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	Not Applicable ¹
A3: The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impact on the environment and natural resources.	110-112
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	110-112

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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.	105-108, 124-125
	B1.1 Total workforce by gender, employment type, age group and geographical region.	117, 131
	B1.2 Employee turnover rate by gender, age group and geographical region.	131
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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.	107-108
	B2.1 Number and rate of work-related fatalities.	131
	B2.2 Lost days due to work injury.	131
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	107-108
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B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. <i>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</i>	106-107, 120-123
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	132
	B3.2 The average training hours completed per employee by gender and employee category.	132
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B4: Labour 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 labour.	105-106, 124
	B4.1 Description of measures to review employment practices to avoid child and forced labour.	105-106, 124
	B4.2 Description of steps taken to eliminate such practices when discovered.	105-106, 124
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B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chains.	112-113
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	112-113
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B6: Product Responsibility	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 health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	100-105
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable ²
	B6.2 Number of products and service-related complaints received and how they are dealt with.	103-104
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	100
	B6.4 Description of quality assurance process and recall procedures.	Not applicable ²
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	103-104

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Aspect	Description of Indicators	Page
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.	99-100
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	100
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.	114-115
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	114-115
	B8.2 Resources contributed (e.g. money or time) to the focus area.	132

Notes:

1. *The indicator of “packaging materials used for the finished products” is not relevant to the business practice of the Company. Through the identification of material issues, the Company mainly reported the recycling and reusing of the resources such as storage batteries, cables, terminals are that mainly use in operations and services. For more details, please refer to “VI. Practicing green development” of Corporate Social Responsibility Report.*
2. *The indicator of “recalling products” is not relevant to the practice of the Company. Through the identification of material issues, the Company mainly reported on maintaining network information security, assuring emergency communications and protecting the rights of customers in accordance with laws. For more details, please refer to “III. Providing high quality network assurance” and “IV. Providing heartfelt services to customers” of Corporate Social Responsibility Report.*

In 2020, while proactively responding to the impacts of novel coronavirus (COVID-19) epidemic on the economy and society, the Company will thoroughly embrace new development philosophies featuring innovation, coordination, green, openness and co-sharing. The Company will continually increase communication and cooperation with stakeholders, strengthen technological innovation and business innovation and build new generation network and information infrastructure with great efforts. Promoting deep integration between information technology and various sectors and industries, we strive to improve the quality of services provided to various types of customers so as to facilitate high-quality economic development and accomplish the building of well-off society.