

APPENDIXES

KEY PERFORMANCE

Type	Indicator	Unit	2014	2015	2016
Operations and development	Total assets	RMB100 million	5,450.7	6,103.5	6,141.5
	Operating income	RMB100 million	2,846.8	2,770.5	2,742.0
	Service income	RMB100 million	2,448.8	2,352.8	2,409.8
	Profit before tax	RMB100 million	159.3	140.4	7.8
	Liabilities to assets ratio	%	58.3	62.1	62.9
	Mobile billing subscribers	Ten thousand	26,657.9	25,231.7	26,382.2
	of which: 4G subscribers	Ten thousand	210.8	4,415.6	10,455.1
	Fixed-line local access subscribers	Ten thousand	8,205.6	7,385.8	6,664.9
	Fixed-line broadband subscribers	Ten thousand	6,879.0	7,233.0	7,523.6
	E-Commerce turnover	RMB100 million	748.7	921.6	847.7
Network capability	Productivity	RMB Ten Thousand/ Person • Year	87.29	86.34	88.35
	Number of 4G base stations	Ten thousand	9.3	39.9	74
	Number of fixed network broadband access ports	Ten thousand	13,480	16,489	18,906
	Broadband coverage rate in administrative villages in ten northern provinces	%	93	93	95
	Urban 20M or above broadband network coverage rate	%	68	80	89
	Rural 4M or above broadband network coverage rate	%	78	95	99
	Coverage rate of mobile network in township	%	97	100	100
	Coverage rate of mobile network in administrative villages	%	46	87	87
	International interconnection bandwidth	G	1,037	1,415	1,711
	4G network access rate	%	—	—	99.69
Reinsurance input	4G network call drop rate	%	—	—	0.10
	Number of channels in rural and remote poverty-stricken area	Ten thousand	31	28	26
	Total times of emergency communication guarantee	Time	386	387	393
	Emergency communication vehicles called out	Ten thousand vehicle-times	10.6	12.9	12.4
	Emergency communication equipment inputted	Ten thousand set-times	10.8	12.4	11.5
Independent innovation	Personnel used	Ten thousand person-times	40	39.7	41.3
	Technological innovation input	RMB100 million	29.4	36.3	48.2
	Number of personnel in technical activities	Persons	3,323	2,759	4,508
	International standards documents	Articles	495	647	614
	Industrial standards	Items	204	247	226
	Number of patents applied	Items	526	582	621
Customer service	Number of patents granted	Items	156	242	232
	Monthly average complaint rate in the year	Person-times/million users	2.81	3.67	3.61
	Overall satisfaction rate	Points	76.4	76.5	77.5
	Including: Fixed line user satisfaction rate	Points	78.8	79.9	80.4
	Mobile phone user satisfaction rate	Points	77.1	77.4	78.8
	Fixed broadband user satisfaction rate	Points	71.3	70.8	72.5
People-oriented	Mobile Internet user satisfaction rate	Points	76.2	75.0	75.9
	Gender proportion of employees	Male:female	1.48:1	1.48:1	1.49:1
	Proportion of minority employees	%	6.59	6.69	6.81
	Proportion of female in senior management	%	11.5	11.7	11.7
	Input in employee training	RMB Ten thousand	31,045	26,243	30,264
	Per capita training time	Hours	51	56	60
	Network college online learning person-time	Ten thousand person-times	256	310.7	458.5
	Network college total online learning hours	Ten thousand credit hours	127	130	375
	Number of safety production training	Times	32	32	32
	Coverage rate of safety production training	%	99.8	100	100
Employee separation rate	Proportion of contracted employees in labor union	%	100	100	100
	Input to help and support employees suffered from difficulties	RMB Ten thousand	1,260	1,323	967
	Input in condolence fund	RMB Ten thousand	1,236	1,298	3,571
	Employee separation rate	%	1.65	2.64	1.77

Type	Indicator	Unit	2014	2015	2016
Low-carbon development	Special investment in energy conservation and emission reduction	RMB100 million	8	3.2	2
	Unit information flow energy consumption	kg ce/TB	15.89	12.4	6.47
	Petrol consumption	Ten thousand tons	6.27	5.76	4.56
	Diesel consumption	Ten thousand tons	1.8	2.03	1.28
	Natural gas consumption	Ten thousand m ³	1,076.95	1,030.96	1,099.56
	Electricity consumption	100 million KWH	134.34	145.75	138.93
	Water resource consumption	Ten thousand tons	2,462.67	2,377.1	2,289.25
	Greenhouse gas emission	Ten thousand tons	511.68	546.81	509.89
	Energy conservation	Ten thousand tce	76.49	58.74	15.65
Compliance management	Recycling upon scrappage and disposal	RMB100 million	2.7	14.87	27.11
	Number of compliance training	Times	1,567	1,596	1,591
	Number of participant attending the compliance training	Persons	226,463	231,549	254,628
Community responsibility	Number of registered volunteers	Persons	11,944	14,118	17,042
	Person-times participated in volunteer activities	Person-times	17,453	20,026	25,386
	Credit rating	Grade	AAA	AAA	AAA
	Total tax paid	RMB100 million	155.2	117.8	112.6
	Employment creation	Persons	13,326	15,622	29,817
	Total donation	RMB Ten thousand	1,553.6	641.7	934.7

COMPANY HONOURS

- China Unicom was voted by professional investors as "Asia's No.1 Best Managed Company – TMT Sector" in "Asia's Best Managed Companies Poll 2016" by FinanceAsia. Meanwhile, Mr. Wang Xiaochu, Chairman and CEO of the company was named as "Best CEO in China – 1st", Mr. Li Fushen, Executive Director and CFO of the company was named as "Best CFO in China – 2nd".
- China Unicom was voted by institutional investors as "Asia's No.1 Most Honored Telecom Company" in "2016 All-Asia Executive Team" ranking organised by Institutional Investor. Meanwhile, Mr. Wang Xiaochu, Chairman and CEO of the company was named as "Asia's Best CEO (Telecoms) – 1st", Mr. Li Fushen, Executive Director and CFO of the company was named as "Asia's Best CFO (Telecoms) – 2nd".
- Mr. Wang Xiaochu, Chairman and CEO of China Unicom, was named "Asia's Best CEO" in the 6th Asian Excellence Award 2016 held by Corporate Governance Asia, a leading regional publication on corporate governance. Mr. Li Fushen, Executive Director and CFO, was also named "Asia's Best CFO". Meanwhile, China Unicom was honoured by the publication as "Best Investor Relations Company".
- China Unicom was accredited with "Platinum Award for Excellence in Governance, CSR & Investor Relations" in "The Asset Corporate Awards 2016".
- China Unicom ranked 207th by revenue in "Fortune Global 500" for the year 2016.
- China Unicom was voted by investors "Most Progress in Investor Relations" at "IR Magazine Awards – Greater China 2016", and Mr. Wang Xiaochu, Chairman and CEO of the Company was voted "Best Senior Management".
- China Unicom's revamped website (www.chinaunicom.com.hk) won gold award in the category of "Website Redesign – Investor Relations" in the "iNova Awards 2016".
- China Unicom was awarded "Best Employer" and "Best Employer in IT Telecommunications Industry" by ChinaHR.com as well as "Most Responsible Employer" by zhaopin.com.
- Official Weibo of China Unicom was accredited with "2016 Most Influential New Media Account of Chinese Enterprises" and "2016 Most Influential New Media Account of State-owned Enterprises Under the Central Government", "Most Influential Top 500 Enterprises New Media Award" and "Most Influential State-owned Enterprises Under the Central Government New Media Award" by SASAC.
- The WeChat public account of "China Unicom Customer Service" ranked top 10 most influential new media account of SASAC.
- China Unicom was awarded "Outstanding Contribution Award of the 16th China Education Information Innovation and Development Forum" by the Ministry of Education.
- China Unicom was awarded "Big Data Excellent Technical Results and Solutions" for its excellent cloud data capability, open platform and big data application.
- China Unicom OSS2.0 was a Finalist for 2016 TM Forum Outstanding Contribution Award.
- Representative team of China Unicom ranked No.1 in ONOS Global First Training Camp & Hacker Marathon.
- China Unicom Cloud Data was accredited with "Cloud Sail Award", "Cloud Computing Excellent Practice Organisation Award", "Most Influential Cloud Industry Company Award" and "Excellent Cloud Computing Product Application Award" by MIIT.
- Wo Music Culture & Technology Co., Ltd. was awarded "2016 China Mobile Internet Gold Fingertip Award- Most Influential Brand", "Global Mobile Internet Excellent Achievement Award –Best Entertainment Application Award" and "The Fourth China Music Industry Conference – China Music Industry Annual Contribution Award".

INSTITUTIONS AND ORGANISATIONS

Organisations joined by China Unicom in 2016

Name of Organisation	Post
China Data Center Industry Association Technical Committee (CTO)	Initiator, leading member
Data Center Infrastructure Management Forum	Council member
Data Center Alliance Information Coordination Committee	Member
Openstack Open Source China	Member
Cyber Security Association of China	Executive council member
International ICT Alliance	Initiator
International Capacity Cooperation Enterprise Alliance	Initiator, council member

China Unicom, according to the principle of strictly controlling participation in domestic and international standardization organisations, has evaluated each of 28 international standardisation organisations/open source organisations as well as 18 domestic standardisation organisations and associations joined and to be joined, and by way of exiting some before joining some others, has finally joined 21 international and 11 domestic organisations in line with its future development direction and without overlapped functions.

DESCRIPTION TO THE REPORT

Reporting period:	From January 1, 2016 to December 31, 2016, some sections exceeding aforesaid period.
Release frequency:	The social responsibility report of China Unicom (Hong Kong) Limited is an annual report.
Organisational coverage:	The report covers China Unicom (Hong Kong) Limited and its subsidiaries. For the convenience of expression, "the Group", "the Company" and "We" are used respectively in this report.
References:	<p><i>Guiding Opinions on Better Fulfilling Social Responsibilities of State-owned Enterprises</i>, The State-owned Assets Supervision and Administration Commission of the State Council (SASAC);</p> <p><i>Guidelines for preparation of Report on Performance of Corporate Social Responsibility</i>, Shanghai Stock Exchange;</p> <p><i>Environmental, Social and Governance Reporting Guide</i>, HKEX;</p> <p><i>Guidelines for Preparation of Social Responsibility Report</i>, ACSIQ and SAC;</p> <p><i>Guidelines for Preparation of China Enterprise Social Responsibility Report (CASS-CSR 3.0)</i>, Chinese Academy of Social Sciences;</p> <p><i>Sustainability Reporting Guidelines (G4 Edition)</i>, Global Reporting Initiative (GRI);</p> <p><i>Social Responsibility Management System of China Information and Communication Industry Enterprises</i>, China Association of Communications Enterprises.</p>
Clarification about the data:	<p>The 2016 data quoted in this report are final statistical data. In case of any discrepancy between the data herein and those in annual report, the annual report shall prevail;</p> <p>The monetary unit adopted in this report is RMB.</p>
Quality assurance:	The Board of Directors and all directors undertake that the information disclosed in the report is authentic, complete and correct, with no false record or misleading statement.
Language versions and availability:	The Social Responsibility Report of the Company is issued in both Chinese and English and in electronic copy. Website: http://www.chinaunicom.com.hk .
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FEEDBACK

Dear reader,

This report is the first stand-alone social responsibility report released publicly by China Unicom (Hong Kong) Limited. We would like to have your opinions and suggestions to ceaselessly improve the preparation of report. Please answer the questions provided in the table below, and return the feedback to us by the following methods.

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Position:

Contact Number:

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Please evaluate the following aspects

Items	Excellent	Good	Fair	Not Satisfactory	Poor
1. This report comprehensively and accurately reflects the significant impact of China Unicom on economic, social and environmental?					
2. Response and disclosure in this report to the concerns of stakeholders?					
3. Information, indicators and data disclosed in this report are distinct, accurate and complete?					
4. Readability of this report, i.e. logic thread, content design, language and wording and layout design of the report?					

Other recommendations:

1. Which aspect did you find most satisfying in this report?

2. Any additional information you would like to know but did not cover in this report?

3. Any suggestions on our social responsibility reports in the future?